

Updated and Approved By the Board of Trustees :

11 December 2025

POLICY MANUAL



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INTRODUCTION

Iosco-Arenac District Library

Administrative Headquarters

120 W. Westover St
East Tawas, MI 48730

Phone: 989.362.2651 | Fax: 989.362.6056

Director Email: director@iadlib.org
Website: www.iadlib.org

This manual supersedes all other manuals.
Approved by the Board of Trustees on:

11 December 2025

Purpose

The Policy Manual serves as a comprehensive guide outlining the rules and expectations of the Iosco-Arenac District Library system. It ensures consistency within our system and assures legal compliance to local, state, and federal laws and regulations. A physical copy of this manual has been given to each member of the Library Board of Trustees, to all members of both the Iosco and Arenac County Board of Commissioners, to each staff member at Administrative Headquarters, to each of the eight branches, to each municipality where a branch library resides, and is posted on the IADL website.

These manuals are non-circulating but may be read in any of the physical locations listed.

Additional copies of this manual may be requested to the District Director at the cost of \$.25 per page.

The Policy Manual is subject to change only upon formal approval of the District Library Board of Trustees at a regular or special meeting subject to the Open Meetings Act.

Mission Statement

The Iosco-Arenac District Library system is committed to providing welcoming spaces that meet the diverse needs of our communities by offering quiet areas for reflection and exploration, opportunities for connection, and resources for technology, research, and creativity. As we aim to support everyone in their pursuit of knowledge and lifelong learning, we also prioritize our employees' growth by investing in their development to foster a positive work environment. This approach creates vibrant community hubs that encourage growth and connection for all.

Values

Inclusion and accessibility for all.

Advocating for engagement and participation.

Defending privacy in a safe and welcoming environment.

Lifelong learning and education.

Vision

Expanding the horizons of our communities.

Establishment

Beginning as the State of Michigan's first ever two county regional library system, the Iosco-Arenac Regional Library was officially established as a District Library on November 1, 1990, operating according to the Michigan Public Act 24 of 1989 (the District Library Establishment Act) and Michigan Public Act 265 of 1988 (the District Library Financing Act), along with other relevant State and Federal laws and regulations.

District Library Board of Trustees

The District Library Board of Trustees consists of eight members appointed by both the Iosco and Arenac County Commissions — four from Arenac County and four from Iosco County. The Board has established written bylaws and meets at least ten times a year. All meetings are open to the public, as mandated by the Open Meetings Act.

For more information about the District Library Board of Trustees or the laws governing the Iosco-Arenac District Library, please visit our website at www.iadlib.org, visit any of our eight amazing branches, or stop in at Administrative Headquarters.

District Library Administrative Headquarters

The Iosco-Arenac District Library Administrative Headquarters does not operate as a public library site. Appointments may be made by contacting Headquarters staff by telephone, in writing, or by fax.

Business hours are Monday-Friday from 8:00 a.m.-4:30 p.m.

District Library Branches

Au Gres Community Library (IOA)

230 N. Mackinaw Street
Au Gres, MI 48703
Phone: 989.876.8818

Mary Johnston Memorial Library (IOM)

114 N. Court Street
Standish, MI 48658
Phone: 989.846.6611

Plainfield Township Library (IOP)

220 N. Washington Street
Hale, MI 48739
Phone: 989.728.4086

Tawas City Library (IOT)

208 North Street
Tawas City, MI 48763
Phone: 989.362.6557

East Tawas Library (IOE)

760 Newman Street
East Tawas, MI 48730
Phone: 989.362.6162

Omer Little Eagles Nest Library (IOO)

205 E. Center Street
Omer, MI 48749
Phone: 989.653.2230

Robert J. Parks Library (IOR)

6010 N. Skeel Avenue
Oscoda, MI 48750
Phone: 989.739.9581

Whittemore Library (IOW)

483 S. Bullock Street
Whittemore, MI 48770
Phone: 989.756.3186

District Library Code of Ethics

The Iosco-Arenac District Library system (the Library), being a public institution, depends upon the trust of its constituents to fulfill its mission. The patrons of the Library have a right to expect, that in fulfilling its mission, the Library and its employees, trustees, and officers will perform their duties honestly, efficiently and economically. All Library officials and employees must avoid conflicts between their private interests and those of the general public they serve.

Therefore, a trustee, director, official, or employee of the Iosco-Arenac District Library system:

- **Shall not** solicit, accept, or receive, either directly or indirectly, any gift whether in the form of money, service, loan, travel, entertainment, hospitality, goods or promise, or in any form, under circumstances in which it can be reasonably inferred that the gift is intended to influence him/her in the performance of their official duties or is intended as a reward for any official act on their part,
- **Shall not** use, or attempt to use, their official position to unreasonably secure, request or grant, any privileges, exemptions, advantages, contracts, or preferential treatment for themselves or anyone else,
- Shall not use information, which by law or policy is unavailable at the time to the general public, to further the private economic interest of themselves or anyone else,
- **Shall not** participate, as an agent or representative of the District Library, in approving, disapproving, voting, abstaining from voting, recommending or otherwise acting upon any matter in which he/she has a direct or indirect financial interest without disclosing the full nature and extent of their interest,
- **Shall not** engage in or accept employment or render services for a private or public interest when that employment or service is incompatible or in conflict with the discharge of the official or employee's official duties or when that employment may tend to impair his/her independence of judgment or action in the performance of official duties,
- **Shall not** engage in a business transaction in which the District Library official or employee may profit from his/her official position or authority or benefit financially from confidential information which he/she has obtained or may obtain by reasons of that position or authority,
- **Shall not** suppress any District Library report, document, or other information available to the general public because it might tend to affect unfavorably their private financial or political interest,
- **Shall not**, whether directly or indirectly, make use of or permit others to make use of any Library property of any kind for purely personal gain.

Iosco-Arenac District Library recognizes and strives to support the American Library Association Code of Ethics (see Appendix C).

Part 1:

COLLECTION AND REFERENCE POLICIES

Policy 1.1: Intellectual Freedom

Iosco-Arenac District Library upholds the principles of intellectual freedom as a basic right that is guaranteed by the First Amendment of the United States Constitution. By virtue of the Fourteenth Amendment, the First Amendment's constitutional right of free speech and intellectual freedom also applies to state and local governments. Government agencies and government officials are forbidden from regulating speech or other expression based on its content or viewpoint.

Policy 1.2: Materials Selection

Approved by Board of Trustees 1/9/2025

Purpose

The purpose of the Iosco-Arenac District Library's Material Selection Policy ("Policy") is to set broad guidelines to assemble, preserve, organize, administer, and promote the use of a wide range of communication media and to inform the public about the principles upon which selections are made. These functions are undertaken to further the objectives of the Iosco-Arenac District Library ("Library").

Definitions

- A. **Library Materials** means cataloged books, magazines, DVDs, CDs, programs, items in the Library of Things, or other synonyms as they may occur in the Policy having the widest possible meaning. This statement of Policy applies to all Library Materials in the collection, including adult, young adult and juvenile.
 - a. However, this Policy and the term "Library Materials" does not apply to the following:
 - Any item available through databases or electronic services for which Iosco-Arenac District Library does not have direct control or authority for selection.
 - Any label placed on Library Materials.
 - The Library's Display of Library Materials.
 - Library Materials only available through interlibrary loan.
 - Items donated to the Library but not formally added to the collection.
- B. **Selection** refers to the decision to add, retain, or withdraw materials in the collection. It does not refer to reader guidance.

Goals of Materials Selection

- A. To meet the individuals' needs for information through maintenance of a well-balanced and broad collection of materials for information, reference, and research.
- B. To help individuals attain maximum self-development through life-long intellectual and cultural growth.
- C. To support the democratic process by providing materials for the education and enlightenment of the community.
- D. To assist individuals in their pursuit of occupational activity and practical affairs.

- E. To provide diverse recreational experience for individuals and groups.
- F. To assist institutions of formal education with services that will assist individual study.
- G. To maintain Michigan and local history collections.

Policy 1.2.1: Responsibility for Selection

The responsibility for selection lies with the professional staff at District Library Administrative Headquarters. Both the public and staff members may recommend materials for consideration. The ultimate responsibility for book selection, however, rests with the District Director who operates within the framework of policies determined by the Library Board of Trustees. The District Director shall be responsible for ensuring that the funds budgeted for collection development are allocated appropriately depending upon the needs of the District and the fulfillment of the above Goals of Material Selection. The Director has final authority as to what collection an item is assigned as well as where it is placed within the library system.

Policy 1.2.2: Selection Policy

- A. Selection of Library Materials is based on the relationship of such work to the needs, interests and demands of the community. Basic to this Policy is the ***Library Bill of Rights*** to which this Library subscribes (Appendix A).
 - Selection is not made based on anticipated approval or disapproval by patrons or Library users, but solely on the merits of a work, without regard to the race, nationality, political or religious views, or sexual orientation or gender identity of the writer.
- B. Responsibility for the reading material of children rests with their parents or legal guardians. Selection shall not be inhibited solely by the possibility that books may inadvertently come into the possession of children.
 - The Library respects each individual parent's right to supervise his/her children's choice of reading materials. However, the Library does not have the right to act in loco parentis (in place of the parent). Therefore, a parent who chooses to restrict the materials his/her children select must accompany those children when they use the collection to impose those restrictions.
- C. Further, Library Materials will not be marked or identified to show approval or disapproval of contents, and no catalogued book or other item will be sequestered, except for the express purpose of protecting it from injury or theft. The use of rare and scholarly items of great value may be controlled to the extent required to preserve them from harm, but no further.
- D. It is the responsibility of the Library to provide circulating, reference and research materials for the public and students based on the services it is expected to perform.
- E. Specific Principles for Selection

The following principles, individually or collectively, will prevail in the selection of all Library Materials. The total collection will attempt to represent opposing points of view.

- Contemporary significance or permanent value
- Accuracy
- Lack of bias, factual
- Diversity of viewpoint
- Portrays issues sensitively
- Authority of author
- Relation of work to existing collection
- Price, format, and ease of use
- Scarcity of information in subject area
- Available shelf or storage space
- Availability of material through interlibrary loan
- Popular demand: The Library will make an effort to have materials available which are in high demand by the public; however, selections by popular demand will still be guided by consideration of merit, use and the specific principles for selection.
- Duplication of materials already in the collection, i.e., purchase of additional copies of materials, shall be governed by intrinsic or historical value, or immediate need
- Collection objectives
- Community relevance
- Audience for material

Policy 1.2.3: Gifts and Donations

Acceptance of gifts of Library Materials shall be governed by the same principles and criteria applied to the selection of items for purchase. The review, approval and acceptance of gifts will be processed pursuant to the Library's Gift Policy.

Policy 1.2.4: Challenges to Materials

No material shall be removed from the Library's collection until all steps in the following process have been completed.

- A. Library Materials can be subject to a request for reconsideration. Patrons ("Requester") who object to Library Materials will be sent to the District Library Director.
- B. If the Director determines that a resolution may be feasible, the Director will discuss the Library Materials in question with the Requester, attempting to resolve the concern to both the Requester's and Library's satisfaction.
- C. If the Requester wishes to carry the request further, the Director will provide the Requester with a copy of the Materials Selection Policy, including the Request for Reconsideration of Library Materials ("Request for Reconsideration").
- D. Once a completed, signed copy of the Request for Reconsideration is received, the Library Director shall decide the Request for Reconsideration, taking into

consideration the Library's Materials Selection Policy and any other relevant information to reach a decision. The Director may consult with any other staff or consultants when making this decision.

- E. The Library Director shall send the decision in writing to the complainant within seventy-five (75) days of the receipt of the completed Request for Reconsideration form. If the decision is that the questioned material should be removed from the collection, the Requester will be notified in writing by the Library Director and all copies of the item will be withdrawn. If the decision is that the questioned material is to be retained, the Requester will be notified in writing by the Library Director that the material will be retained.
- F. A written appeal of the Library Director's decision may be made by the Requester to the Chair of the Library Board within ten (10) business days after the written decision is made by the Library Director. The Library Board will review any documentation it deems necessary to decide within sixty (60) days of receipt of the appeal.
- G. The Library Board serves as the final authority in cases involving retention or withdrawal of Library Materials.

Policy 1.2.5: Revision of this Policy

This Policy shall be reviewed and revised to be consistent with the objectives of the Library.

Policy 1.3: Collection Maintenance

IADL staff and branch employees routinely evaluate the collection and remove books in accordance with the IADL weeding guidelines and procedures. These materials include items that are no longer circulating or have minimal circulations within the Library, items that are worn out, or out of date.

Lost, discarded, misplaced and stolen library materials are accounted for financially in the annual reconciliation of the cost of fixed assets. A report is generated of all materials withdrawn through the automation system (currently Sirsi-Dynix Horizon 7.5.5). Material records are deleted after being listed as LOST, MISSING or TRACE for more than nine months after the due date and at least one shelf check is made. Periodically, materials are discarded [WEEDDED] due to condition, space limitations, validity of information and demand. These are also accounted for in the report generated by the automation system. Historical costs are associated with the withdrawals. A valuation report is provided to the auditors.

Policy 1.4: IADL Intralibrary Loans (Shared Loans)

The IADL collection is shared among its eight branches.

Policy 1.5: Interlibrary Loans

The Library participates in interlibrary loan activities through the Valley Library Consortium, MelCat through the Michigan ELibrary, and World Cat through White Pine Library Cooperative.

The Library agrees to abide by each organization's established procedures and policies.

Policy 1.6: Gifts and Donations

The Library invites and appreciates donations of monetary and non-monetary items such as materials, equipment, property, and objects of art. Since the Library is fortunate to receive many kinds of gifts from donors who have a variety of wishes concerning those gifts, this Gift and Donations Policy establishes guidelines for the Library to properly receive, channel and recognize donations and donors in appropriate fashion. All donations received by the Library regardless of the location, are considered District Library donations and are governed by this provision.

General Provisions:

These provisions are applicable to all gifts to the Library.

- A. All gifts received by the Library should be compatible with the Library's long-range plans and mission.
- B. Patrons donating items to the Library must inspect materials for evidence of pests and live or dead bed bugs prior to donating them. The Library reserves the right to discard materials with signs of past or present pest or bed bug activity.
- C. Gifts will be accepted as indicated in this Policy and the Materials Selection Policy, provided the gift does not unnecessarily obligate the Library's funds (gifts that require maintenance or other expenditures).
- D. The Library reserves the right to decline any gift.
- E. All gifts become the property of the Library.
- F. The Library has the right to retain or sell any gift, unless there are donor restrictions and the Library Board has agreed to such restrictions.
- G. The Library will not appraise any gifts for income tax purpose; the donor is responsible for all appraisals.

1.6.1: Gifts of Books and Other Library Collection Material

Books and other materials such as DVDs can be donated either new or used (in good condition).

- A. All donated materials become the property of the Library and are subject to the needs of the Library.
- B. Materials may be added to the Library collection pursuant to the terms of the Materials Selection Policy and the Library maintains full discretion to determine whether any donated item is added to the collection. Only the District Director can determine whether donated materials may be added to the collection.

- C. Appraisals of gifts to the Library are the responsibility of the donor. The Library will give the donor a Materials Donation Receipt listing the number of items to which the donor may assign his/her value.

1.6.2: Monetary Gifts

The Library encourages and welcomes cash gifts and bequests for purchasing Library materials, improving the Library facilities, for the benefit of the Library staff, and for any purpose authorized by law.

- A. The Library reserves the right to decline acceptance of a gift that does not meet the needs of the Library or with donor-designated restrictions the Library is not able to accommodate.
- B. Gifts of \$1,000 or more may be accepted through the Endowment Fund Policy.

1.6.3: Equipment & Furniture

Computers, typewriters, calculators, desk lamps, desks, chairs, and any other such equipment are not generally accepted and should not be left at the Library. Exceptions for appropriate items may be made at the discretion of the District Director.

1.6.4: Property, Real Estate, & Objects of Art

Objects of art include such items as paintings, statuary, or decorative furnishings.

- A. Offers of donations of such items will be considered by the Library Board and voted on by the full Library Board.
- B. The Library may also accept donations of certain personal property items on a case-by-case basis.

Policy 1.7: Research and Reference

Library staff does not answer legal, medical, investment, or tax reference questions and may only guide the patron to the material available on the topics. Patrons will be advised to consult with a professional for additional information and advice.

Wherever possible, and based on training and familiarity with the collection, branch library staff, present at the time of the request, will assist patrons in conducting reference research. A trained ALA/MLS degreed Librarian is available on a limited basis to assist with in-depth reference queries by telephone, fax, e-mail and in-person. Referral to other resources may be necessary and delays in receiving reference assistance may occur.

Part 2:
CIRCULATION POLICIES

Policy 2.1: Privacy of Patron Records

Purpose

It is the policy of the Library to preserve the confidentiality and privacy of Library Records (“Library Records” or “Library Record”) to the fullest extent permitted by law.

Definitions of Library Record

- A. **Agent or Employee.** An agent or employee includes an employee of the Library, a member of the governing body of the Library, an individual who is specifically designated as a volunteer and who is acting solely on behalf of the Library, and any other person who is lawfully performing services on behalf of the Library under a written contract, including a collection agency.
- B. **Crime.** A crime means that term as defined in section 5 of the Michigan penal code, 1931 PA 328, MCL 750.5
- C. **Law Enforcement Officer.** A law enforcement officer means an individual licensed under the Michigan commission on law enforcement standards act, 1965 PA 203, MCL 28.601 to 28.615.
- D. **Library Record.** As defined by the Michigan Library Privacy Act, for the purpose of this policy means:

“a document, record, or other method of storing information retained by a library that contains information that personally identifies a library patron, including the patron’s name, address, or telephone number, or that identifies a person as having requested or obtained specific materials from a library.”

For example, a Library Record would include, but not be limited to patron circulation records, internet browsing history, and program attendance records.

- Excluded from Definition. The following are specifically excluded from the definition of Library Record.
 - *Non-Identifying Material.* Library Record does not include non-identifying material that may be retained for the purpose of studying or evaluating the circulation of library materials in general.
 - *Certain Video Surveillance.* A Library Record also does not include recorded video surveillance images made solely for security purposes that do not include images of any activity or any other document or record that identifies a person as having requested or lawfully obtained specific services, materials, or information resources from the Library.
- District Director Determination of “Library Record.” The District Director, or his/her designee, shall be responsible for determining whether a particular document meets the definition of Library Record or whether the video

surveillance footage contains any images that would require it to be considered a “library record.”

Policy 2.1.1: Disclosure of Library Records

The Library takes seriously its obligation to protect the privacy of every patron, as required by law, even if this commitment to patron’s privacy may appear to cause inconvenience on occasion. To that end, Library Records or other confidential information shall be released or disclosed only as provided for herein or otherwise provided by Michigan or federal law.

- A. ***Freedom of Information Act Requests.*** All requests for public records that are not subpoenas, court orders or other legal process must be processed according to the Michigan Freedom of Information Act (“FOIA”) and the Library’s FOIA Procedures and Guidelines. See Procedures and Guidelines and Written Summary for additional information. Library Records are exempt from disclosure under the FOIA.
- B. ***Subpoenas, Court Orders or other Legal Process.*** Any employee of the Library who is served with a subpoena, court order, or other legal process to release or disclose any Library Record or other Library document from (1) a state or local law enforcement agency or (2) a federal law enforcement agency shall promptly notify the District Director, or his/her designee. If neither is available, the Library Board Chairperson shall be contacted.
 - Consultation with Attorney. The District Director, his/her designee, or the Board Chairperson has the authority to consult with the Library Attorney regarding the sufficiency, scope or any other matter related to the subpoena, court order or other legal process.
 - Action by District Director. After review of the subpoena, court order or other legal process, the District Director, his/her designee, or the Board Chairperson shall take appropriate action to respond.
 - Opportunity to be Heard. Depending upon the type of subpoena, court order or other legal process, the Library may appear and be represented by counsel at a hearing on the request for records.
 - Confidentiality. If a subpoena, court order or other legal process is submitted to the Library, the Library shall keep the subpoena, court order or other legal process confidential if required by court order, Michigan law or federal law. To that end, the Library may not be able to inform the patron that his/her records were sought. The Library Board acknowledges that the District Director, if required by a non-disclosure order or law, may not be permitted to inform the Board or its individual members that a local, state or federal agency has sought or obtained requested records.
- C. ***Consent.*** In compliance with the Michigan Library Privacy Act, a person who is liable for the payment or return of the materials identified in a Library Record or portion of a Library Record may provide written consent for the release of that Library Record. Further, a parent or legal guardian who signs to accept legal responsibility for returning his/her child’s (under the age of 18) library materials and accepts financial liability for that child’s library fines and other charges, may authorize the disclosure

of the minor's Library Records by signing the disclosure and release statement granting consent on behalf of the minor.

D. ***Voluntary Disclosure without Court Order and Consent.*** A library or an employee or agent of the Library may disclose Library Records without a court order or written consent under either of the following circumstances:

- Collection Agency. The Library or an employee or agent of the Library may report information about the delinquent account of a patron who obtains materials from the library to a collection agency under contract with the library. The Library or an employee or agent of the Library shall provide the collection agency with only the library records necessary to seek the return of overdue or stolen materials or to collect fines from the patron.
- Interlibrary Loan. The Library or an employee or agent of the Library may disclose library records to another library or library cooperative for the purpose of conducting interlibrary loans. The Library Records must be limited to those required for providing interlibrary loans.

Policy 2.1.2: Disclosures Regarding Alleged Crimes in this Library

The Library Privacy Act does not prohibit an employee or agent of the Library from providing a sworn statement or testimony to a law enforcement officer based solely on the personal knowledge of the employee or agent of the Library regarding a crime alleged to have occurred at the Library.

Policy 2.2: Freedom Of Information Act Procedures and Guidelines

Purpose

The Iosco-Arenac District Library (“Library”) adopts the public policy set forth in the Michigan Freedom of Information Act, 1976 PA 442 (“FOIA”), that all persons, except those persons incarcerated in state, county, or federal correctional facilities, are entitled to full and complete information regarding the affairs of government and the official acts of those who represent them as public officials and public employees, consistent with the FOIA. Access to information is important so that people may fully participate in the democratic process. These Procedures and Guidelines are enacted in compliance with the requirements set forth in Section 4(4) of the FOIA.

Policy 2.2.1: FOIA Coordinator

The District Director shall be the FOIA Coordinator. The FOIA Coordinator will respond to requests in accordance with the FOIA. An employee of the Library who receives a request for a public record must promptly forward that request to the FOIA Coordinator. The FOIA Coordinator is responsible for accepting, processing and approving a denial of a request and signing the written notice of denial. The FOIA Coordinator may designate another individual to act on his or her behalf in accepting and processing requests for the Library’s public records, and in approving a denial.

Policy 2.2.3: Request Required

- A. *Requestor; Public Record.* An individual, corporation, limited liability company, partnership, firm, organization, association, governmental entity, or other legal entity, except those persons incarcerated in state, county or federal correctional facilities, may request public records from the Library. “Public Record” has the meaning as defined in Section 2(e) of the FOIA.
- B. *Verbal Requests.* The Library may, but is not required to, provide public records in response to a verbal request, unless such verbal request is for information that the Library believes is available on its website. In such case, an employee, where practicable and to the best of his or her knowledge, shall inform the requestor about the pertinent website where the information is available.
- C. *Written Requests.* Except as provided in Section III.B above, a person desiring to inspect, copy or receive a copy of a public record shall make a written request for the public record to the Library. A request can be made through a letter, in person, or sent by electronic transmission.

- a. here to Send the Request. Whenever possible, requests for public records should be directed to the following recipients so that the information can reach the FOIA Coordinator:

By mail or in person:

losco-Arenac District Library

Attn: FOIA Coordinator

Address: 120 W. Westover St.

East Tawas, Michigan 48730

By e-mail: kbesancon@iadlib.org

- b. Sufficient Description. Requests in writing must identify the public record sufficiently to allow the Library to find the requested record. If not, the request may be denied on that basis.
- c. Requestor Contact Information Required. A request from a person must include the following (unless the request is from an individual who qualifies as indigent under Section 4(2)(a) of the FOIA):
 - i. the requesting person's complete name, address, and contact information, and
 - ii. if the request is made by a person other than an individual, the complete name, address, and contact information of the person's agent who is an individual.

An address must be written in compliance with United States Postal Service addressing standards. Contact information must include a valid telephone number or electronic mail address.

- D. Electronic Transmissions. For requests sent by electronic transmission, the following shall apply:
 - a. Electronic Transmissions. A written request made by facsimile, electronic mail, or other electronic transmission is not received by the Library's FOIA coordinator until 1 business day after the electronic transmission is made.
 - b. Spam or Junk Mail Folder. If a written request is sent by electronic mail and delivered to the Library's spam or junk mail folder, the request is not received until 1 day after the Library first becomes aware of the written request. The Library shall note in its records both the time a written request is delivered to its spam or junk mail folder and the time the Library first becomes aware of that request. The FOIA Coordinator shall be responsible for routinely monitoring the spam and junk mail folders in order to determine whether they contain any FOIA requests.
- E. Specify Format. The requestor may specify whether he or she would like to inspect, receive paper copies, or receive the public records on non-paper physical media. The Library is only required to comply with the request for specified non-paper physical media if it has the technological capability necessary to provide the public records on the requested non-paper physical media in the particular instance.
- F. Subscription. A person has a right to subscribe to future issuances of public records that are created, issued, or disseminated on a regular basis. A subscription shall be valid for up to 6 months, at the request of the subscriber, and shall be renewable.

Policy 2.2.4: Procedures For Responding to Written FOIA Requests

- A. *Response*. Unless otherwise agreed to in writing by the person making the request, the Library shall respond to a request within 5 business days after it receives the request by:
- a. Granting the request (which would include notifying the requestor that all or a portion of the public records requested are available on the website, if applicable);
 - b. Issuing a written notice to the requesting person denying the request;
 - c. Granting the request in part and issuing a written notice to the requesting person denying the request in part (which would include notifying the requestor that all or a portion of the public records requested are available on the website if applicable); or
 - d. Issuing a notice extending for not more than 10 business days the period during which the Library shall respond to the request.

The Library's written response shall be considered the final determination regarding the FOIA request.

- B. *Understanding the Library's Response*. The Library has an obligation to respond as required under the FOIA. If the Library grants a written request in full, the requestor will receive a notice indicating that it has been granted. However, if the request is denied or denied in part, the Library shall provide the following information:
- a. Pursuant to Section 13 of the FOIA, the Library may exempt certain documents from disclosure. The FOIA Coordinator will review the request to determine if any exemptions apply. The FOIA Coordinator may request assistance from the Library's Attorney regarding the application of exemptions. If exempt, the Library shall provide an explanation of the basis under this act or other statute for the determination that the public record, or portion of that public record, is exempt from disclosure, if that is the reason for denying all or a portion of the request.
 - b. A certificate that the public record does not exist under the name given by the requestor or by another name reasonably known to the Library, if that is the reason for denying the request or a portion of the request. The denial letter may indicate that the letter serves as the certificate as required by the FOIA.
 - c. A description of a public record or information on a public record that is separated or deleted pursuant to Section 14 of the FOIA, if a separation or deletion is made.
 - d. A full explanation of the requesting person's right to do either of the following:
 - i. Submit to the Library Board a written appeal that specifically states the word "appeal" and identifies the reason or reasons for reversal of the disclosure denial; or
 - ii. Seek judicial review of the denial under Section 10 of the FOIA.
 - e. Notice of the right to receive attorneys' fees and damages as provided in Section 10 of the FOIA, MCL 15.240, if, after judicial review, the court

determines that the Library has not complied and orders disclosure of all or a portion of a public record.

- C. *No Obligation to Create Records.* The FOIA does not require the Library to make a compilation, summary, or report of information. Further, the Library is not required to create a new public record in order to respond to a request.
- D. *Documents Available on Website.* If the FOIA Coordinator knows or has reason to know that all or a portion of the requested information is available on its website, the Library shall notify the requestor in its written response. The written response, to the degree practicable in the specific instance, shall include a specific webpage address where the requested information is available.

If all or a portion of the requested records are available on the website and the Library has included the website address in its written response but the requestor wants the public records in a paper format or other non-paper physical media, the Library shall provide the public records in the specified format. On the detailed itemization, the Library shall separate the requested public records that are available on its website from those that are not available on the website and shall inform the requestor of the additional charge to receive copies of the public records that are available on its website.

Policy 2.2.5: Fees

The Library may charge a fee for a public record search, for the necessary copying of a public record for inspection, or for providing a copy of a public record because it has established, made publicly available, and follows these Procedures and Guidelines and the FOIA. The fee shall be limited to actual mailing costs and to the actual incremental cost of duplication or publication including labor; the cost of search, examination and review; and the deletion and separation of exempt information from non-exempt information as set forth more fully in these Procedures and Guidelines. The FOIA Coordinator shall provide a detailed itemization of costs on a standard form, as required under Section 4(4) of the FOIA (“Detailed Itemization”). The total fee shall not exceed the sum of the following components:

A. *Labor Costs:*

a. Searching for, Locating and Examining.

- i. The Library may charge for searching for, locating and examining public records in conjunction with receiving and fulfilling a granted written request.
- ii. The Library shall not charge more than the hourly wage of its lowest-paid employee capable of searching for, locating, and examining the public records in the particular instance regardless of whether that person is available or who actually performs the labor.
- iii. These labor costs shall be estimated and charged in increments of 15 minutes, with all partial time increments rounded down.

b. *Separating and Deleting Exempt from Non-Exempt:*

- i. For services performed by an employee of the Library, the Library shall not charge more than the hourly wage of its lowest-paid employee capable of separating and deleting exempt information from non-

exempt information in the particular instance, regardless of whether that person is available or who actually performs the labor. All references in these Procedures and Guidelines to separating and deleting exempt information from non-exempt information shall refer to the separation and deletion requirements set forth in Section 14 of the FOIA, MCL 15.244.

- ii. If the Library does not employ a person capable of separating and deleting exempt information from non-exempt information in the particular instance, it may treat necessary contracted labor costs used for the separating and deleting of exempt information from non-exempt information in the same manner as employee labor costs when calculating charges under this subdivision if all of the following occur:
 - 1. The Library's FOIA Coordinator determines on a case-by-case basis that the Library does not employ a person capable of separating and deleting exempt information from non-exempt information.
 - 2. The Library clearly notes the name of the contracted person or firm on the Detailed Itemization.
 - 3. Total labor costs calculated for contracted labor costs shall not exceed an amount equal to 6 times the state minimum hourly wage rate.
 - iii. These labor costs shall be estimated and charged in increments of 15 minutes, with all partial time increments rounded down.
 - iv. The Library shall not charge for labor directly associated with redaction if it knows or has reason to know that it previously redacted the public record in question and the redacted version is still in the Library's possession.
 - v. If the Library directly or indirectly administers or maintains an official internet presence, any public records available to the general public on that internet site at the time the request is made are exempt from this labor charge.
- c. Duplication or Publication Labor Charges.
- i. The Library may charge labor costs for duplication and publication, including making paper copies, making digital copies, or transferring digital public records to be given to the requestor on non-paper physical media or through the internet or other electronic means as stipulated by the requestor.
 - ii. The Library shall not charge more than the hourly wage of its lowest-paid employee capable of necessary duplication or publication in the particular instance, regardless of whether that person is available or who actually performs the labor.
 - iii. Labor costs shall be estimated and charged in increments of one (1) minute, with all partial time increments rounded down.

- d. Fringe Benefit Costs. The Library may also add up to 50% to the applicable labor charge amount to cover or partially cover the cost of fringe benefits if it clearly notes the percentage multiplier used to account for benefits in the Detailed Itemization. Subject to the 50% limitation, the Library shall not charge more than the actual cost of fringe benefits, and overtime wages shall not be used in calculating the cost of fringe benefits.
 - i. If all or a portion of the requested records are available on the website and the Library has included the website address in its written response but the requestor wants the public records in a paper format or other non-paper physical media, the Library shall provide the public records in the specified format but may use a fringe benefit multiplier greater than the 50% limitation, not to exceed the actual costs of providing the information in the specified format.
- e. Overtime Wages. Overtime wages shall not be included in the calculation of labor costs unless overtime is specifically stipulated by the requestor and clearly noted on the Detailed Itemization.
- f. Itemization. All labor fee components shall be itemized using both the hourly wage and the number of hours charged on the Detailed Itemization.
- g. Unreasonably High Costs. The labor fee shall not be charged for (1) searching for, locating and examining of public records, or (2) the cost of the deletion and separation of exempt information from non-exempt information, unless failure to charge a fee would result in unreasonably high costs to the Library because of the nature of the request in the particular instance, and the Library specifically identifies the nature of these unreasonably high costs. The FOIA Coordinator has authority to determine when the costs are unreasonably high in a particular instance, including, but not limited to, instances when the costs would be excessive and beyond the normal or usual amounts for responding to a request. In doing so, the FOIA Coordinator may take into account considerations such as the volume and complexity of the FOIA request as well as the Library's particular fiscal condition at the time of the request or any other conditions authorized by law.

B. Other Costs.

- a. Non-paper Physical Media. Costs for providing records on non-paper physical media.
 - i. The requestor may stipulate that the public records be provided on non-paper physical media, electronically mailed, or otherwise electronically provided to him or her in lieu of paper copies. The Library is not required to provide the documents on non-paper physical media if it lacks the technological capability necessary to provide records on the requested particular non-paper physical media.
 - ii. For public records provided to the requestor on non-paper physical media, the Library may charge the actual and most reasonably economical cost of the computer discs, computer tapes, or other digital or similar media. The Library may use (but is not required to) a

computer disc, thumb drive or other nonphysical media provided by the requestor but only if it is provided in its original packaging. Because the safety and security of the Library's computers and network is of important public interest, the Library may take that security interest into account when determining the means of providing the documents on non-paper physical media.

b. Costs for Providing Paper Copies.

- i. For paper copies of public records provided to the requestor, the Library may charge the actual total incremental cost of necessary duplication or publication, not including labor.
- ii. The cost of paper copies shall be calculated as a total cost per sheet of paper and shall be itemized and noted in a manner that expresses both the cost per sheet and the number of sheets provided.
- iii. The fee shall not exceed 10 cents per sheet of paper for copies of public records made on 8½ by 11 inch paper or 8½ by 14 inch paper. For all other paper sizes, the Library may charge the actual total incremental cost of duplication or publication, not including labor.
- iv. The Library shall utilize the most economical means available for making copies of public records, including using double-sided printing, if cost saving and available.

c. Mailing Costs.

- i. The Library shall charge the actual cost of mailing, if any, for sending the public records in a reasonably economical and justifiable manner.
- ii. The Library shall not charge more for expedited shipping or insurance unless specifically stipulated by the requestor but may otherwise charge for the least expensive form of postal delivery confirmation when mailing public records.

C. *Statutory Fees.* The fees set forth in this Section V do not apply to public records prepared under an act or statute specifically authorizing the sale of those public records to the public, or if the amount of the fee for providing a copy of the public record is otherwise specifically provided by an act or statute.

D. *Fees Paid Before Providing Documents.* The Library shall require that all fees be paid in full before providing records in response to granted or granted in part written requests.

Policy 2.2.6: Deposit

A. *Deposit.* In either the Library's initial response or subsequent response as described under Section 5(2)(d), the Library may require a good-faith deposit before providing the public records to the requestor if the entire fee estimate or charge authorized the FOIA exceeds \$50.00, based on a good-faith calculation of the total. The deposit shall not exceed ½ of the total estimated fee, and the Library's request for a deposit shall be included in the Detailed Itemization. The response shall also contain a best effort estimate by the Library regarding the time frame it will take the Library to comply with the law in providing the public records to the requestor. The time frame estimate is

nonbinding upon the Library, but the Library 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 and the nature of the request in the particular instance. If the Library does not respond in a timely manner as required by the FOIA, it is not relieved from its requirements to provide proper fee calculations and time frame estimates in any tardy responses. Providing an estimated time frame does not relieve the Library from any of the other requirements of this act.

B. *Increased Deposit For Prior Unpaid Requests.* After the Library has granted and fulfilled a written request from an individual under this act, if the Library has not been paid in full the total amount for the copies of public records that the Library made available to the individual as a result of that written request, the Library may require a deposit of up to 100% of the estimated fee before it begins a full public record search for any subsequent written request from that individual if all of the following apply:

- a. The final fee for the prior written request was not more than 105% of the estimated fee.
- b. The public records made available contained the information being sought in the prior written request and are still in the Library's possession.
- c. The public records were made available to the individual, subject to payment, within the time frame estimate described Section 4(7) of the FOIA.
- d. Ninety days have passed since the Library notified the individual in writing that the public records were available for pick up or mailing.
- e. The individual is unable to show proof of prior payment to the Library.
- f. The Library calculates a Detailed Itemization that is the basis for the current written request's increased estimated fee deposit.
- g. The Library shall no longer require an increased estimated fee deposit from an individual described above if any of the following apply:
 - i. The individual is able to show proof of prior payment in full to the Library;
 - ii. The Library is subsequently paid in full for the applicable prior written request; or
 - iii. Three hundred sixty-five days have passed since the individual made the written request for which full payment was not remitted to the Library.

C. *Payment of Deposit; Abandonment of Request.* If a deposit that is required under Subsection 4(8) or 4(11) of the FOIA (as described in Subsections VI.A and B above) is not received by the Library within 45 days from receipt by the requesting person of the notice that a deposit is required, and if the requesting person has not filed an appeal of the deposit amount, the request shall be considered abandoned by the requesting person and the public body is no longer required to fulfill the request. This notice of a deposit requirement is considered received 3 days after it is sent, regardless of the means of transmission. Notice of a deposit requirement will include notice of the date by which the deposit must be received, which date is 48 days after the date the notice is sent.

Policy 2.2.7: Waiver or Reduction of Fees

- A. *Waiver of Fees of First \$20.00.* A public record search shall be made, and a copy of a public record shall be furnished without charge for the first \$20.00 of the fee for each request by either of the following:
- a. Indigency. An individual who is entitled to information under this act and who submits an affidavit stating that the individual is indigent and receiving specific public assistance or, if not receiving public assistance, stating facts showing inability to pay the cost because of indigency.
 - i. If the requestor is eligible for a requested discount, the Library shall fully note the discount on the Detailed Itemization.
 - ii. If a requestor is ineligible for the discount, the Library shall inform the requestor specifically of the reason for ineligibility in the Library's written response. An individual is ineligible for this fee reduction if any of the following apply:
 - iii. The individual has previously received discounted copies of public records from the Library twice during that calendar year.
 - iv. The individual requests the information in conjunction with outside parties who are offering or providing payment or other remuneration to the individual to make the request, as verified by an affidavit executed by the requestor.
 - b. Certain Non-Profit Organizations. A non-profit organization formally designated by the state to carry out activities under subtitle C of the developmental disabilities assistance and bill of rights act of 2000, Public Law 106-402, and the protection and advocacy for individuals with mental illness act, Public Law 99-319, or their successors, if the request meets all of the following requirements:
 - c. Is made directly on behalf of the organization or its clients.
 - d. Is made for a reason wholly consistent with the mission and provisions of those laws under section 931 of the mental health code, 1974 PA 258, MCL 330.1931.
 - e. Is accompanied by documentation of its designation by the state, if requested by the Library.
- B. *Public Interest Reduction or Waiver.* The FOIA Coordinator may reduce or waive the imposition of fees if the FOIA Coordinator determines that a waiver or reduction of the fee is in the public interest because searching for or furnishing copies of the public record can be considered as primarily benefiting the general public.
- C. *Reduction for Late Responses.* If the Library does not respond to a written request in a timely manner as required by the FOIA, the Library shall do the following:
- a. Reduce the charges for labor costs by 5% for each day the Library exceeds the time permitted, with a maximum 50% reduction, if either of the following applies:
 - i. The late response was willful and intentional.
 - ii. The written request:

1. included language that conveyed a request for information within the first 250 words of the body of a letter, facsimile, electronic mail, or electronic mail attachment, or
 2. specifically included the words, characters, or abbreviations for “freedom of information”, “information”, “FOIA”, “copy”, or a recognizable misspelling of such, or appropriate legal code reference for this act, on the front of an envelope, or in the subject line of an electronic mail, letter, or facsimile cover page.
- b. If a charge reduction is required, the Library shall fully note the charge reduction on the Detailed Itemization.

Policy 2.2.8: Inspection

Upon request, the Library must furnish a requesting person a reasonable opportunity for inspection and examination of its public records, and must furnish reasonable facilities for making memoranda or abstracts from its public records during the usual business hours. Pursuant to Section 4(1) of the FOIA, the Library may charge a fee for the public record search, for the necessary copying of a public record for inspection or for providing a copy of the public record after inspection.

The FOIA permits the Library to make reasonable rules necessary to protect its public records and to prevent excessive and unreasonable interference with the discharge of its functions. The Library must protect public records from loss, unauthorized alteration, mutilation, or destruction. As such, the Library authorizes the FOIA Coordinator to determine whether in a particular circumstance an employee or agent of the Library must be present at any inspection of documents to protect the public records, and in such cases may assess charges as appropriate under law.

Policy 2.2.9: Certified Copies

The Library must, upon written request, furnish a requesting person a certified copy of the public record disclosed in whole or in part by the Library.

Policy 2.2.10: Appeals

- A. *Appeal of a Final Determination to Deny All or a Portion of the Request.*
- a. Submit an Appeal. If a requestor desires to appeal all or part of a final determination to deny a request, the requestor must submit to the Harbor Beach Area District Library (“Library Board”) a written appeal that specifically states the word “appeal” and identifies the reason or reasons for reversal of the denial.
 - b. Receipt of Appeal. The Library Board is not considered to have received a written appeal until the first regularly scheduled meeting of the Library Board following submission of the written appeal.
 - c. Response to Appeal. Within 10 business days after receiving a written appeal, the Library Board shall do 1 of the following:
 - i. Reverse the disclosure denial.

- ii. Issue a written notice to the requesting person upholding the disclosure denial.
- iii. Reverse the disclosure denial in part and issue a written notice to the requesting person upholding the disclosure denial in part.
- iv. Under unusual circumstances, issue a notice extending for not more than 10 business days the period during which the Library Board shall respond to the written appeal. The Library Board shall not issue more than 1 notice of extension for a particular written appeal.

B. Appeals of Fees (Including Deposits).

- a. Submit an Appeal. If the Library requires a fee that exceeds the amount permitted under these Procedures and Guidelines or Section 4 of the FOIA, the requesting person may submit to the Library Board a written appeal for a fee reduction that specifically states the word “appeal” and identifies how the required fee exceeds the amount permitted under these Procedures and Guidelines or Section 4 of the FOIA.
- b. Receipt of Appeal. The Library Board is not considered to have received a written appeal until the first regularly scheduled meeting of the Library Board following submission of the written appeal.
- c. Response of Appeal. Within 10 business days after receiving a written appeal, the Library Board shall do 1 of the following:
 - i. Waive the fee.
 - ii. Reduce the fee and issue a written determination to the requesting person indicating the specific basis under Section 4 of the FOIA that supports the remaining fee. The determination shall include a certification from the Library Board that the statements in the determination are accurate and that the reduced fee amount complies with its publicly available Procedures and Guidelines and Section 4 of the FOIA.
 - iii. Uphold the fee and issue a written determination indicating the specific basis under Section 4 of the FOIA that supports the required fee. The determination shall include a certification from the Library Board that the statements in the determination are accurate and that the fee amount complies with these Procedures and Guidelines and Section 4 of the FOIA.
 - iv. Issue a notice extending for not more than 10 business days the period during which the Library Board must respond to the written appeal. The notice of extension shall include a detailed reason or reasons why the extension is necessary. The Library Board shall not issue more than 1 notice of extension for a particular written appeal.

Policy 2.2.11: Civil Action

A. Civil Action for Non-Disclosure or Denial of Public Records.

- a. Civil Action After Appeal: If the Library Board fails to respond to a written appeal or if the Library Board upholds all or a portion of the disclosure denial

that is the subject of the written appeal, the requesting person may seek judicial review of the nondisclosure by commencing a civil action within 180 days after the Library's final determination to deny a request.

- b. Civil Action Directly After Denial. A requestor may also commence a civil action in the circuit court to compel the Library's disclosure of the public records within 180 days after the Library's final determination to deny a request. The requestor is not required to appeal the denial to the Library Board before commencing the civil action.
- c. Remedies; Fines. If the court determines a public record is not exempt from disclosure, it shall order the Library to cease withholding or to produce all or a portion of a public record wrongfully withheld. If the person prevails, the court shall award reasonable attorneys' fees, costs, and disbursements. If the person or Library prevails in part, the court may, in its discretion, award all or an appropriate portion of reasonable attorneys' fees, costs, and disbursements. If the court determines that the Library has arbitrarily and capriciously violated this act by refusal or delay in disclosing or providing copies of a public record, the court shall order the Library to pay a civil fine of \$1,000.00 and shall award, in addition to any actual or compensatory damages, punitive damages in the amount of \$1,000.00.

B. Civil Action Regarding Fees.

- a. Civil Action After Appeal. A requestor may commence a civil action in the circuit court for a fee reduction if the Library (1) failed to respond to a written appeal or (2) made a determination on a written appeal. A requestor must submit an appeal to the Library Board for a fee reduction before commencing a civil action. If a civil action is commenced against the Library, the Library is not obligated to complete the processing of the written request for the public record at issue until the court resolves the fee dispute. This action must be filed within 45 days after receiving notice of the determination of an appeal to the Library Board.
- b. Remedies; Fines. If the requesting person prevails by receiving a reduction of 50% or more of the total fee, the court may, in its discretion, award all or an appropriate portion of reasonable attorneys' fees, costs, and disbursements. If the court determines the Library has arbitrarily and capriciously violated this act by charging an excessive fee, the court shall order the Library to pay a civil fine of \$500.00, which shall be deposited in the general fund of the state treasury. The court may also award, in addition to any actual or compensatory damages, punitive damages in the amount of \$500.00 to the person seeking the fee reduction.

Policy 2.2.12: FOIA Record Retention

The FOIA Coordinator must keep a copy of all written requests and documents sent in response to the request for public records on file for no less than 1 year, unless a longer retention time has been specified in a record retention policy applicable to the Library.

Policy 2.2.13: Publication and Notification of Procedure and Guidelines

Because the Library maintains a website, these Procedures and Guidelines and the summary shall be posted and maintained on the website. The Library shall make these Procedures and Guidelines and summary publicly available by providing free copies both in the response to a written request and upon request by visitors at the Library. However, the Library may include the website link instead of providing paper copies in its response to a written request.

Policy 2.2.14: Severability; Enforceability

If any clause, provision or section of these Procedures and Guidelines shall be ruled invalid or unenforceable by any court of competent jurisdiction, the invalidity or unenforceability of such clause, provision or section shall not affect any of the remaining clauses, provisions or sections. If any of the Procedures and Guidelines is determined by the FOIA Coordinator to be in conflict with the FOIA or other law after adoption, the FOIA Coordinator has the authority to process FOIA requests in conformance with the FOIA and shall seek to amend these Procedures and Guidelines as soon as possible.

Policy 2.2.15: Effective Date

These Procedures and Guidelines shall become effective upon approval.

Policy 2.3: Library Card Registration

Policy 2.3.1: Application; Proof of Residency

- A. Every person wishing to receive a Library Card from the Library must complete an Application for a Library Card. Applications must be made in person and will be accepted up to thirty (30) minutes before closing. To obtain a Library Card, applicants (or parents or guardians of minors under eighteen (18) years of age) must provide a valid photo ID with the current address on it, such as a driver's license, passport or state ID card. If the address on their ID is not current or the ID is from a state other than Michigan, the applicant must provide a proof of address in the form of mail, such as a lease or utility bill, received at their place of residence.
- B. Guardians must show proof of guardianship to apply for a Library Card on behalf of the minor.
- C. Teachers applying for a teacher card must provide proof of employment in a school within the District's Legal Service Area of Iosco and Arenac Counties.
- D. If an applicant participates in the Address Confidentiality Program, the applicant must present an ACP Card along with a "letter of residency" from the ACP Office demonstrating residency in the Library Service Area (the email is ag-acp@mi.gov). The applicant may contact the ACP office while at the Library ((313) 456-0190), and with permission of the applicant, the ACP office may be able to verbally confirm over the phone that the person is a resident of the Library Service Area.

Policy 2.3.2: Signing Application; Acknowledge Policies

By signing the Application, the person (or parent or guardian for minors under the age of eighteen (18)) agrees to and acknowledges that they are subject to the policies and procedures of the Library, which may be amended from time to time.

Policy 2.3.3: Library Card Renewal

- A. Library Cards will be renewed at the Circulation Desk after identification (picture ID), current address and telephone number have been verified for accuracy and all fines and fees have been paid.
- B. Borrower records are removed from the system 36 months from the expiration date if not renewed.

Policy 2.3.4: Minors

- A. Minors must be accompanied by a parent or legal guardian when applying for or renewing a Juvenile Library Card.
- B. The parent or legal guardian must provide the same valid ID as stated above.
- C. By signing the Application, the parent or legal guardian agrees to be liable for payment or return of the materials identified in that Library record.
 - Put another way, the signing parent/guardian is financially responsible for all items checked out on a child's Library Card.

Policy 2.3.5: Responsibility

- A. Library Cards must be presented at checkout, and patrons are responsible for maintaining control over their Library Cards.
- B. Library Cards are non-transferable, and the cardholder is responsible for all fines or fees for materials checked out using the Library Card.
- C. Lost Library Cards must be reported immediately because the patron is responsible for all materials checked out to their Library Card.

Policy 2.3.6: Other

- A. The library card may be used at any of IADL's branches but is not valid outside of the Library District.
 - B. IADL does not participate in the Mel Visiting Patron Program.
-

Policy 2.4: Patron Types

(Although this policy has been formally adopted, it will not be effective until after Polaris migration in late Spring of 2026)

- A. **Resident:** A resident is any individual 18 years of age or older whose primary, permanent domicile is located within Iosco or Arenac County. Residency is established when a person lives and intends to remain at an address within these counties, as demonstrated by official proof of address such as a driver's license, state identification card, lease agreement, property tax record, or utility bill.
 - a. For the purposes of library card eligibility, a person with more than one residence (for example, seasonal or dual residences) is considered a resident if one of those permanent domiciles is within Iosco or Arenac County.
 - b. A minor is considered a resident if their parent or legal guardian resides within Iosco or Arenac County.
- B. **Non-resident:** A person who is not a resident or property owner of Iosco County or Arenac County or a person who does not present valid proof of such residence or property owned/leased at the time of registration. Non-residents are not eligible to utilize digital resources.
- C. **Temporary:** Travelers, tourists, or visitors who are in the area visiting for any amount of time and request temporary access. Temporary patrons are not eligible to utilize digital resources.
- D. **Juvenile Resident (under age 18):** Juvenile registrations shall be signed by any adult (18 years or older) who is willing to take on legal responsibility for library resources. By signing, the adult agrees to the following responsibilities:

- a. The adult, if they are a borrower, is in good standing with no outstanding fines or fees.
 - b. They will oversee the minor's selection of materials.
 - c. They are accountable for the juvenile's use of all library resources, including computer access.
 - d. They will ensure that all materials are returned on time.
 - e. They will be financially responsible for any fines or fees that may arise.
- E. **Teacher:** A professionally licensed educator with a valid teacher identification at a school in Iosco or Arenac County and is checking material out for use in their classroom.

Policy 2.5: Nontransferable

Library cards are non-transferable. The borrower card may only be used by the borrower it is issued to, or by a previously designated representative/surrogate.

Policy 2.6: Card Expiration and Renewal

Patron	Expiration	Renewal
Resident:	3 years	yes
Non-resident (no charge):	1 year	yes
Temporary:	3 months	no
Juvenile (under age 18):	3 years	yes
Teacher:	1 year	yes

Policy 2.7: Lost or Stolen Cards

It is the patron's responsibility to notify IADL promptly of a lost or stolen library card. If the loss or theft is not reported, the patron is responsible for all materials charged to the library card. Patrons will be held responsible for lost and damaged item bills accrued prior to the date the loss or theft of the library card is reported. Patrons will not be held responsible for bills accrued after the date on which the loss or theft is reported.

To replace a lost library card, the patron must apply for a new library card and pay a replacement fee of \$3.00.

Policy 2.8: Damaged Library Cards

If a patron's library card no longer scans or is broken, the patron may bring the library card to a branch and have the card replaced at no cost.

Policy 2.9: Requesting and Holding Items

- A. Many items are available for loan from other libraries when sufficient verification of the bibliographic data (author, title, year of publication, etc.) is provided and if the lending library is willing to loan the material.
 - B. A patron may request up to 10 items at a time with their library card.
 - C. Due dates, fees, restrictions on use, and charges for loss or damage are determined by the lending library.
 - D. Items belonging to other libraries or items not catalogued by the Library may have different overdue procedures and costs.
 - E. Branch library staff shall notify a borrower **within one branch library business day when an interlibrary loan item is received and available for pickup.**
 - F. Per the Valley Library Consortium policy, all items shall be **held for a borrower for seven (7) calendar days from the day the item arrives only.** If not picked up after seven calendar days, the item **must** be returned to the lending library.
 - G. All MeLCat interlibrary loan requests and the use of materials obtained through MeLCat are subject to established MeLCat loan guidelines, policies and agreements. MeLCat Resource Sharing Policies are available in [Appendix G: MeLCat Resource Sharing Policies](#) or by visiting
 - a. <https://www.mcls.org/mel/melcat/policies-and-procedures/resource-sharing-policies/>
 - H. Patrons utilizing MeLCat service may request up to 50 items per State policy.
-

Policy 2.10: Lending Periods and Renewals

Updated and Adopted 2/19/25

All District owned material, if available for loan, is loaned free of charge.

Some material may be designated by the Library as non-circulating and restricted to use in the library.

A borrower may request that specific material available for loan be sent to his or her local branch library.

A borrower may reserve, on a first-come first-served basis, books, CD and/or digital materials either on order or already owned by the Library.

Regular loan periods and renewal allowances are as follows:

ITEM TYPE	LENGTH OF CHECKOUT (IN DAYS)	RENEWAL IF NO REQUEST	LENGTH OF RENEWAL (IN DAYS)
Books (Print)	21	Y	2x 7days
Books on CD	21	Y	2x 7 days
Newspapers	DO NOT CIRCULATE – IN LIBRARY USE ONLY		
Reference Items	DO NOT CIRCULATE – IN LIBRARY USE ONLY		
Inter-loan Materials (VLC)	Dependent on lending library	Maybe, If lending library allows.	
MeLCat Print or Book on CD Material --MEL -- FA	21	Y	7
MeLCat non-book AV materials – DVDs and CDs --MEL -- FA	10	N	-
Libby Ebooks, Audiobooks, Magazines	14	Y	14
Hoopla	21	Y	21

Policy 2.11: Damaged Items

Damage due to negligence, improper use, rough handling, and other causes not attributed to normal wear is the responsibility of the borrower, who will be charged for the damage.

Borrowers are not permitted to perform repairs on library materials, attempt repairs, or formally or informally contract with others to perform the repairs.

If a library branch must send material in for repair, the borrower will be charged the cost of the repair and any costs for shipping and handling. If library staff performed the repair, the cost for staff time and the supplies used for the repair will be charged to the borrower.

If material cannot be repaired, or if the cost of the repair is greater than the replacement cost, the charge to the borrower will be the same as if the material were lost.

If the borrower pays the fee for damage that cannot be repaired, the borrower has the option of keeping the material.

The final decision on whether the material should be repaired rests with the District Director.

Policy 2.12: Audio-Visual Materials Use

IADL assumes no responsibility for damages to patrons' electronic equipment used to play audio-visual materials.

Policy 2.13: Overdue Items and Borrower Responsibilities

Iosco-Arenac District Library (IADL) promotes the timely return of materials while keeping financial barriers as low as possible.

The cardholder is responsible for the care and proper use of the borrowed materials.

Iosco-Arenac District Library (IADL) does **not** charge daily overdue fines for materials, including items lent to libraries outside of the district (Interlibrary Loans). Borrowers remain responsible for returning all items on or before the due date.

Material not returned within 56 days of the due date is considered lost and the patron who checked out the material is responsible for all replacement costs and accrued overdue fees.

Charges for lost or damaged materials are governed by **Policy 2.11: Lost or Damaged Items**.

Policy 2.14: Interlibrary Loan (ILL) Borrowing Responsibilities

Interlibrary loan (ILL) allows patrons to borrow materials from other libraries when items are not available within the Iosco-Arenac District Library collection.

Borrowers are responsible for complying with all due dates, loan periods, and use restrictions set by the lending library.

Some lending libraries may charge overdue fines or other fees according to their local policies. Any such charges will be the responsibility of the borrower.

All fees associated with an interlibrary loan must be paid before the borrower may check out additional materials.

Policy 2.15: Loss of Borrowing Privileges

A patron account is considered delinquent when:

- A. The account has more than \$1.00 in unpaid fines or fees, or
- B. The account contains one or more overdue items.

Patrons with delinquent accounts may not check out additional materials until the account is brought back into good standing.

Policy 2.16: Collection Agency

Library accounts with a balance **of \$25.00 or more** that remain unpaid **for 56 days or longer** may be referred to a third-party collection agency. Patrons will be notified of the outstanding balance prior to referral. The patron will be responsible for all actual costs of collection and an \$11.00 processing fee or any additional fees and costs that the court may order. Once an account is in collections, the patron may be subject to additional fees and limitations on library privileges, including borrowing, renewing, or using library resources.

Patrons are encouraged to contact the library as soon as possible to resolve any outstanding balances or to discuss payment plan options.

Policy 2.17: Bed Bug and Pest Infestation and Regulations

Purpose

Facing the challenge of bed bugs and other pests is now an ongoing challenge for all facilities open to the public. There is no definitive way to prevent pests from entering any public building. The Iosco-Arenac District Library will take all reasonable steps to mitigate the threat posed by bed bugs and other pests. This policy outlines Library protocols for prevention of, and reaction to, potential bed bug or pest situations in its collections and on its premises.

Policy 2.17.1: Borrowing Materials

- A. Library patrons must cease to borrow materials from the Library if they are experiencing a bed bug or other pest infestation in their residence.
- B. Any materials returned by a patron that show evidence of a bed bug or other pest infestation will result in immediate suspension of privileges to borrow tangible items from the Library and the privilege to enter the Library building for that patron and for

any patrons in the same residence as original patron. Patrons will still be permitted to access any electronic databases and electronic borrowing from any off-site location.

Policy 2.17.2: Patron Protocol

If a patron discovers evidence of pests, a live or dead bed bug, bed bug eggs, bed bug nymphs, feces or spotting associated with bed bugs in Library materials, the patron must immediately do the following:

- A. If the materials are inside of the Library, the patron must bring the materials to a staff member and inform the staff member of the problem.
- B. If the materials are outside of the Library and in the possession of the patron, the patron must place the materials into a sealable plastic bag and add tape to cover the sealed opening.
- C. Return the sealed materials directly to a staff member and inform the staff member of the problem.
- D. Patrons must not use book drops to return materials suspected or with evidence of bed bugs or other pests.
- E. Patrons are prohibited from self-treating Library materials that are suspected to contain bed bugs or other pests.
 - Patrons will be held responsible for any damages sustained to Library materials during an attempted self-treatment.
 - Successfully eradicating bed bugs or other pests requires professional procedures and equipment contracted by the Library.

Policy 2.17.3: Violations and Appeal

Patrons will be notified (in writing if possible) if they are in violation of this Policy and will be suspended until the patron presents proof that his or her residence has been successfully treated for and eradicated of bed bugs or other pests by a licensed and accredited pest control company.

Policy 2.17.4: Right of Appeal

Patrons may appeal a decision to limit or suspend privileges or the conditions placed on reinstatement by sending a written appeal to the Iosco-Arenac District Library Board ("Library Board") within 10 business days of the date of the decision. The appeal should be sent to the Chairperson of the Library Board. The decision of the Library Board is final.

Part 3:

FACILITIES AND OPERATIONS POLICES

Policy 3.1: Americans With Disabilities Act (ADA) Policy: Access to Programs or Services

The Iosco-Arenac District Library (“Library”) is subject to the provision of the Americans with Disabilities Act (“ADA”). As a local government, the Library’s services, programs, and activities, including but limited to its website, are required to comply with ADA.

Purpose

The Library is committed to ensuring that no qualified individual with a disability shall, on the basis of a disability, be denied the benefits of the Library’s services, programs, or activities.

Policy 3.1.1: Reasonable Accommodations

- A. **Applicability.** Reasonable accommodations may be made in accordance with the law for individuals with a disability. A “disability” is defined as a physical or mental impairment that substantially limits one or more major life activities.
- B. **Accommodations Requested.** Individuals needing special auxiliary aids or services or other reasonable accommodations for access to Library programs, services, activities, or meetings should make a request by contacting the Branch Manager within a reasonable time in advance of the needed service, program, activity or meeting in order that arrangements may be made.
The person requesting the accommodation shall work with the Manager to determine whether there is a reasonable accommodation that would enable the person to participate in the program, service, or activity at issue. This may include providing information regarding the requested accommodation to the extent such inquiries are permitted by law.
- C. **Reasonable Accommodations.** The Library shall make reasonable modifications to policies, practices, or procedures when the modifications are necessary to avoid discrimination on the basis of disability, unless the public entity can demonstrate that making the modifications would fundamentally alter the nature of the service, program, or activity or impose an undue financial or administrative burden. The reasonable accommodation is not always the accommodation that is requested.

Policy 3.1.2: Service Animals

- A. **Service Animals Permitted.** Animals are not permitted in the Library other than Service Animals (as defined by law see [Appendix F: Legal Definition of Service Animals](#)) for those individuals with disabilities, those used in law enforcement, or for Library programming. Service Animals are permitted to accompany individuals with disabilities in all areas of the Library where the public is allowed to go.
- B. **Permitted Inquiries.** The Library is permitted to ask the person requiring a Service Animal the following questions: (i) is the animal a service animal required because of a disability? (ii) what work or task has the animal been individually trained to perform? The Library may not ask about the individual’s disability, require medical

documentation, require a special identification card, or ask that the service animal demonstrate its ability.

- C. **Removal of Service Animals.** A service animal may be removed for either of the following reasons: (i) the animal is out of control and the handler does not take effective action to control it; or (ii) the animal is not housebroken.

Policy 3.1.3: Reasonable Accommodations Dealing with Wheelchairs, Mobility Aids, and Other Power-Driven Mobility Devices

- A. **When Permitted.** Wheelchairs, Mobility Aids, and Other Power-Driven Mobility Devices (“OPDMDs”) are only permitted by those who require them because of a disability. All other uses of OPDMDs inside the Library are prohibited. The Library is permitted to ask the person using the device to provide a “credible assurance” that the device is necessary because of a disability. The Library Director or his or her designee shall obtain such credible assurances if required.
- B. **Where Permitted.** OPDMDs shall be permitted in all areas where patron pedestrian traffic is permitted.
- C. **Speed.** OPDMDs shall be operated at the speed of walking pedestrian traffic, which is approximately 3 miles per hour.
- D. **Prohibited OPDMDs.** OPDMDs that use a gas or combustion engine are prohibited from operating inside of the Library.

Policy 3.1.4: Grievance Procedure

This Grievance Procedure is established to meet the requirements of the ADA. It may be used by anyone who wishes to file a complaint alleging discrimination on the basis of disability by the Library in the provision of its services, activities and programs. Please note that the policy applies to patrons and users of the Library.

A complaint should be in writing and contain information about the alleged discrimination such as name, address, phone number of complainant and location, date, and description of the problem. Alternative means for filing a complaint, such as personal interviews or a tape recording, will be made available for persons with disabilities upon request. A complaint should be submitted by the grievant or his/her designee as soon as possible but no later than 15 business days after the date of the alleged violation to:

District Director
120 W. Westover Street
East Tawas MI 48730

Within 15 business days after receipt of a complaint, the District Director or designee will meet with the complainant to discuss the complaint and possible resolutions. Within 15 business days of the meeting, the District Director will respond in writing and, when appropriate, in a format accessible to the complainant, such as large print or audio tape. The response will explain the position of the Library and offer options for substantive resolution of the complaint.

If the response by the Library does not satisfactorily resolve the issue, the complainant or his/her designee may appeal the decision within 15 business days after receipt of the response to the Library Board. After receipt of the appeal, the Library Board shall hear the appeal and notify the complainant in writing and, when appropriate, in a format accessible to the complainant, with a final resolution of the complaint.

All written complaints received by the District Director or the Library Board of Trustees will be retained by the Library for at least three years.

APPLICATION FOR ACCOMMODATION

Name of Applicant: _____

Phone Number _____ (home) _____ (cell) _____ (other)

Address _____

Email: _____

Service, activity, meeting, or program for which accommodations are requested: _____

Date Preference: _____

Please describe reason for the accommodation: _____

Please describe the accommodation requested: _____

By signing this Application, the Corporation, Organization or Individual (“Applicant”) identified above agrees as follows:

1. The Applicant has a disability that is covered by the Americans with Disabilities Act (“ADA”) and the Library’s policy.
2. The Applicant acknowledges the Library’s ADA policy.

Signature _____ Date _____

Policy 3.2: Emergency Management Policy

Purpose

The purpose of this Policy is to address emergency issues that may arise in the operation of the Iosco-Arenac District Library (“Library”). This Policy addresses medical emergencies, weather, and other safety emergencies.

Policy 3.2.1: Weather Emergencies

A. Tornado

- a. Tornado Watch: If there is a tornado watch in effect, the Library is not required to take any action. However, the Branch Manager or his/her designee shall listen to the weather radio and monitor any change in conditions until the watch has ended.
- b. Tornado Warning: If there is a warning or the sirens are activated, Library staff members must advise patrons to seek shelter. In most libraries the safest place would be a hallway without windows or the bathrooms. Library staff must be sure that all patrons are advised and then seek shelter themselves. Use arms to protect head and neck. Patrons and Library staff should remain in place until the warning is over.

B. Snow and Other Inclement Weather

With the input from the District Director or his/her designee, the manager of each branch has the authority to close their branch in the event of snow or other inclement weather related closing. The decision may be based on the conditions of the roads and parking lots, the forecast and availability of Library staff to operate the library. The Library Manager shall notify patrons if it is not safe to leave the Library. A sign shall be posted on the door notifying patrons of the closing.

Policy 3.2.2: Opioid Antagonist Administration

Purpose

The purpose of this Section of the Policy is to establish guidelines and procedures governing the administration and use of any Opioid Antagonist by the Library.

Definitions

- A. **Act.** The “Act” shall mean the Administration of Opioid Antagonist Act, 2019 PA 39.
- B. **Employee or Agent.** “Employee or Agent” means any of the following:
 - a. An individual who is employed by, or under contract with, the Library.
 - b. An individual who serves on the Library Board of the Library.
 - c. An individual who volunteers at the Library.
- C. **Gross Negligence.** “Gross Negligence” means conduct so reckless as to demonstrate a substantial lack of concern for whether an injury results.
- D. **Opioid Antagonist.** “Opioid Antagonist” means naloxone hydrochloride or any other similarly acting and equally safe drug approved by the United States Food and Drug Administration for the treatment of drug overdose.

- E. **Opioid-related Overdose.** "Opioid-related Overdose" means a condition, including, but not limited to, extreme physical illness, decreased level of consciousness, respiratory depression, coma, or death, that results from the consumption or use of an opioid or another substance with which an opioid was combined or that a reasonable person would believe to be an opioid-related overdose that requires medical assistance.

Policy

- A. **Provision of Opioid Antagonist.** As permitted by the Act, the Library shall provide and maintain on-site at the Library (including any of its branches) Opioid Antagonists to treat a case of suspected Opioid-related Overdose in the Library or on Library property.
- B. **Provision of Opioid Antagonist.** The Library may purchase and possess an Opioid Antagonist for the purpose of implementing the Act. The Opioid Agent shall be stored in a secure location in each branch. Such locations shall be determined by the Branch Manager. All Library Employees or Agents trained to administer the Opioid Antagonist shall be informed of the location of the Opioid Antagonist.
- C. **Distribution and Administration of Opioid Antagonist.** An Employee or Agent may possess an Opioid Antagonist distributed to that Employee or Agent and may administer that Opioid Antagonist to an individual if both of the following apply:
- a. The Employee or Agent has been trained in the proper administration of that Opioid Antagonist; and
 - b. The Employee or Agent has reason to believe that the individual is experiencing an Opioid-Related Overdose.
- D. **Training**
- a. Employees or Agents of the Library may be trained in the proper administration of an Opioid Antagonist.
 - b. The District Director shall determine who is trained.
 - c. The training shall be conducted by any person or organization that is accredited to train for the administration and use of an Opioid Antagonist.
 - d. After the initial training, the District Director shall determine when supplemental or additional training should occur.
- E. **Procurement and Storage of Opioid Antagonist**
- a. Procurement.
 - i. The District Director or his/her designee will be responsible for the procurement of the Opioid Antagonist.
 - ii. The Branch Manager shall replace the supply as needed and shall monitor the supply for expiration dates.
 - b. Supplies. At minimum, the Library may have the following supplies:
 - i. At least one (1) kit of the Opioid Antagonist at each service desk;
 - ii. Gloves;
 - iii. Face mask; and,
 - iv. Step-by-step instructions regarding the administration.

- F. **Storage** The following shall apply to the storage of the Opioid Antagonist:
- a. Opioid Antagonist will be clearly marked and stored in an accessible place at the discretion of the Library Director. The Library Director will ensure that all other relevant Library staff are aware of the Opioid Antagonist storage location.
 - b. Opioid Antagonist will be stored in accordance with manufacturer's instructions to avoid extreme cold, heat, and direct sunlight.
 - c. Inspection of the Opioid Antagonist shall be conducted regularly, including checking the expiration date found on box.

G. Use of Opioid Antagonist

- a. **911.** Any Library Employee or Agent shall call 911 immediately.
- b. **Use; Protocol.** After calling 911 and if necessary, in case of a suspected Opioid-related Overdose, the Library Employee or Agent may administer the Opioid Antagonist. If administered, the Library Director or other trained Employee or Agent shall follow the protocols outlined in the Opioid Antagonist Training (see attached) to prepare and administer the Opioid Antagonist. The protocol for the administration of the Opioid Antagonist is attached as Exhibit A to this Policy and is considered incorporated as part of this Policy. The protocol shall be reviewed and updated if required after additional training.
- c. **Incident Report.** The Library Employee or Agent who calls 911 and/or administers the Opioid Antagonist shall complete an incident report in the form approved by the District Director. The report shall not be released unless in conformance with the Library Privacy Act or required by law.

H. Immunity

- a. **Civil Liability.** As stated in the Act, the Library and an Employee or Agent that possesses or in good faith administers an Opioid Antagonist as provided by law is immune from civil liability for injuries or damages arising out of the administration of that Opioid Antagonist to an individual under the Act if the conduct does not amount to Gross Negligence that is the proximate cause of the injury or damage.
- b. **Criminal Liability.** The Library and an Employee or Agent of the Library that possesses or in good faith administers an opioid antagonist is not subject to criminal prosecution for purchasing, possessing, or distributing an Opioid Antagonist under the Act or for administering an Opioid Antagonist to an individual under the Act.
- c. **Immunity by Law.** The immunity provided by the Act is in addition to any immunity otherwise provided by law.

Policy 3.2.3: Emergency Requiring Automated External Defibrillator Use

Purpose

The purpose of this Section of the Policy is to establish guidelines and procedures governing the administration and use of an Automated External Defibrillator (“AED”) by the Library.

Definitions: As used in this Section:

- A. **Act.** The “Act” shall mean The Liability of Certain Persons for Emergency Care Act, 1963 PA 17.
- B. **Employee or Agent.** “Employee or Agent” means any of the following:
 - a. An individual who is employed by, or under contract with, the Library.
 - b. An individual who serves on the Library Board of the Library.
 - c. An individual who volunteers at the Library.
- C. **Gross Negligence.** “Gross Negligence” means conduct so reckless as to demonstrate a substantial lack of concern for whether an injury results.

Policy

- A. The Library shall provide and maintain on-site at the Library (including any of its branches) AEDs to treat a victim who is experiencing sudden cardiac arrest. The AED shall only be applied to a victim who is not responding, not breathing, or not breathing normally and has no signs of circulation, such as normal coughing, breathing or movement.
- B. **Training.** Employees or Agents of the Library may be trained in the proper administration of the AED. The Library Director shall determine who is trained. The training shall be conducted by any person or organization that is accredited to train for the administration and use of an AED. The Library shall attach the protocol for the administration of the AED as Exhibit A to this Policy and the description of who may require the use of the AED. After the initial training, the Library Director shall determine when supplemental or additional training should occur.
- C. **Procurement and Storage of the AED**
 - a. Procurement.
 - i. The District Director or his/her designee will be responsible for the procurement of the AED.
 - ii. The Library Director shall replace the supply as needed and shall monitor the supply for expiration dates.
- D. **State of Readiness.**
 - a. The Library Director shall be responsible for the following:
 - i. Assuring that the AED is maintained in a state of readiness and documenting such maintenance.
 - ii. Ensuring that the AED is registered with an EMS agency and provide any updates to the agency as needed.
 - iii. Making sure that Library staff know the location of the AED.
 - iv. Placing instructions next or near the AED indicating how to use the AED.
 - v. Notifying EMS whenever the AED is used.

- vi. Checking the AED for readiness after each use and as recommended by the manufacturer, whichever is earlier. This includes making sure the battery is charged, that the electrode packets are not expired, and any other maintenance recommended by the manufacturer.
- vii. Documenting all maintenance.

E. Use of AED

- a. **911.** Any Library Employee or Agent shall call 911 immediately.
- b. **Use; Protocol.** After calling 911 and if necessary, in case a person is not responding, not breathing, or not breathing normally and has no signs of circulation, such as normal coughing, breathing or movement, the Library Employee or Agent may administer the AED. If administered, the Library Director or other trained Employee or Agent shall follow the protocols outlined in the AED Training (see attached) to prepare and administer the AED. The protocol for the administration of the AED is attached as Exhibit A to this Policy and is considered incorporated as part of this Policy. The protocol shall be reviewed and updated if required after additional training.
- c. **Incident Report.** The Library Employee or Agent who calls 911 and/or administers the AED shall complete an incident report in the form approved by the Library Director. The report shall not be released unless in conformance with the Library Privacy Act or required by law.

F. Immunity

- a. **Civil Liability.** As stated in the Act, the Library and an Employee or Agent who in good faith administers an AED or instructs others to use the AED as provided by law is immune from civil liability for injuries or damages arising out of an act or omission in rendering emergency services using an AED to an individual under the Act if the conduct does not amount to Gross Negligence or willful and wanton misconduct.
- b. **Immunity by Law.** The immunity provided by the Act is in addition to any immunity otherwise provided by law.

Policy 3.2.4: Bomb Threat

If a message comes during Library hours that an explosive device is set to detonate in the building, follow these procedures:

- A. **Keep Person on Phone.** The person taking the message needs to keep the phone line open so the call can be traced. Be alert for clues about the caller, if possible.
- B. **911.** Signal someone else to call 911.
- C. **Evacuation.** Direct everyone to leave the building immediately. Direct everyone to move as far away from the building as possible, but leave the driveway open for the police/fire department to arrive as quickly as possible.

Policy 3.2.5: Fire or Suspicious Package

- A. **911.** Call 911 immediately.
- B. **Evacuation.** Tell patrons to leave the building and walk as far as possible from the building, without blocking the driveway or parking lot. Room must be made for the fire trucks to arrive as quickly as possible.

Policy 3.2.6: Medical Emergencies

- A. **Application.** The provision applies to serious injuries or potentially life-threatening medical emergencies unless otherwise specifically provided in this Policy (such as opioid and AED related emergencies).
- B. **Call 911.** The Library staff should call 911 for medical emergencies. The Library Director or his/her designee should use his/her judgment to call even if the patron does not want 911 to be called. Library staff should clear out of the area to allow emergency first responders to have access to the patron.

Policy 3.2.7: Blood Borne Pathogens

- A. **Application.** When contact with blood or other potentially infectious bodily fluids may result, all human blood and bodily fluids are to be treated as if known to be infectious or contain blood borne pathogens.
- B. **Containment.**
 - a. Quarantine. If human blood, bodily fluids, or other potentially infectious materials (“Infectious Material”) are present at the Library, the Infectious Material and the surrounding area must be quarantined. The Library Director shall determine whether the presence of Infectious Material requires closing the Library.
 - b. Personal Protection Equipment. Personal protection clothing, such as gloves and masks, shall be provided and used in the cleanup and safe disposal of Infectious Material. The Library may hire a hazardous/contaminated cleanup company.
- C. **Cleanup.** The Library shall follow all rules or protocols developed by the State of Michigan or local health department to address cleanup of an Infectious Material.

Policy 3.2.8: Infectious Disease

- A. **Purpose.** In the event of an infectious disease outbreak, the Library will take proactive steps to protect the Library, Library staff and patrons to ensure that library services are provided.
- B. **Safety Measures.** During an outbreak, the Library will:
 - a. Cleaning Protocols. The Library will establish and follow reasonable cleaning protocols, including the regular cleaning of objects and areas that are frequently used, such as bathrooms, public computers, breakrooms, conference rooms, door handles, and railings. This may include removing objects and material from the public areas and wiping down surfaces after Library programming.

- b. Personal Responsibility. We ask all patrons to cooperate voluntarily in taking steps to reduce the transmission of infectious disease in the Library. The best strategy remains the most obvious – frequent hand washing with warm, soapy water; covering your mouth whenever you sneeze or cough; and discarding used tissues in wastebaskets. The Library will also install alcohol-based hand sanitizers throughout the Library. During an infectious disease outbreak, it is critical that patrons do not enter the Library while they are ill and/or experiencing symptoms such as fever, cough, sore throat, runny or stuffy nose, body aches, headache, chills and fatigue. Currently, the Centers for Disease Control and Prevention (“CDC”) recommends that people with an infectious illness such as the flu remain at home until at least 24 hours after they are free of fever (100 degrees F or 37.8 degrees C) or signs of a fever without the use of fever-reducing medications. Symptoms may vary depending upon the infectious disease.
- C. **Director’s Role; Authority.** Because each infectious disease outbreak may have unique or different issues, the District Director (or other person appointed by the Library Board) will monitor and coordinate events around a specific infectious disease outbreak. The District Director has the authority to:
- a. Cancel or Limit Services. The District Director may cancel or limit programs or services to ensure the safety and security of Library staff and patrons. This includes cancelling scheduled meetings held in any Library meeting room. The District Director shall use reasonable efforts to post notices of the program changes and cancellations, including posting notices at the Library and on the Library’s website.
 - b. Library Closure. The District Director has the authority to close the Library for up to seven (7) days during any infectious disease outbreak. The Library Board shall meet during that time to determine whether to (1) reopen the Library or (2) extend the closure time period. The District Director shall use reasonable efforts to post notices of the closure, including posting notices at the Library and on the Library’s website.
 - c. Additional Protocols. The District Director has the authority to establish additional protocols such as disinfecting borrowed materials before they are recirculated. The Library Director shall post notices in the Library of the additional protocols.
 - d. Consultation. The decision to cancel or limit services, including closing of the Library or adopting additional protocols, may be based on recommendations made regarding the outbreak by the CDC, local health officials or the Library Board.
- D. **Sick Patrons.** Patrons who arrive at the Library with symptoms of the infectious disease outbreak may be sent home in accordance with this Policy. Only the Library Director or his/her designee shall have the authority to require a sick patron to leave the Library. Any patron may appeal the decision within ten (10) business days of the date of removal by sending a written letter to the Library Board.

Policy 3.2.9: Incident Reports

For any emergency, except a weather-related emergency, the Library Director shall require an incident report to be completed.

Policy 3.3: Lost and Found Policy

Purpose

The purpose of this policy is to establish protocol for handling lost and found items. The Lost and Found Policy is intended to ensure that items reported lost or found in an Iosco-Arenac District Library branch are properly accounted for and actions taken to return the lost items to their legal owners or properly disposed thereof.

Disclaimer

The Iosco-Arenac District Library is not responsible for any patron's lost or left behind items. Patrons are solely responsible for their own property. Further, the Library is not responsible for unattended items that are mistaken as lost items. It is the responsibility of the owner to stay in sight of and always keep track of all personal belongings.

Definitions

- A. “Contraband” means any property that is prohibited by any law to be owned, carried, concealed, or possessed.
- B. “Hazardous material” means explosives, pyrotechnics, flammable gas, flammable compressed gas, nonflammable compressed gas, flammable liquid, oxidizing material, poisonous gas, poisonous liquid, irritating material, etiologic material, radioactive material, corrosive material, or liquefied petroleum gas
- C. “Perishable property” means any property subject to quick deterioration or spoilage except when maintained under proper conditions.

Procedure

- A. Reporting and Storing Lost Items:
 - a. All property found in the Iosco-Arenac District Library that is reasonably believed to be a lost item of property shall be immediately turned over and reported to a Library staff member.
 - b. The Library staff member shall date and store all lost items of property in the Library's Lost and Found Box located in a secure area of the Library.
 - c. Once secure, the Library staff member shall immediately report and turn over contraband or hazardous material to the appropriate local law enforcement agency.
 - d. Reasonable attempts will be made to contact the owners (to the extent ownership is known) to reclaim their lost items. The Library is under no obligation to open flash drives, computers, or other technology to determine ownership.
 - e. After 7 days, all property of major value, including wallets, keys, IDs, currency, computers, iPads, tablets, phones, and other similar items shall be delivered

to the appropriate local law enforcement agency unless otherwise instructed by the Police Department.

- f. The Library has discretion to discard perishable property at its sole discretion and at any time the Library determines it is necessary.
 - g. If retained by the Library, the item of property shall be stored in the Library's Lost and Found Box in a secure area of the library for a period of 3 months unless otherwise determined by the local authorities. After 3 months, the Library has the discretion to retain, discard, donate, or otherwise dispose of any lost property (including items that the local law enforcement returned or refused to accept).
 - h. Nominal amounts of unclaimed cash shall be donated to the Library's general fund. The Library Director has the discretion to determine whether the cash is in amount considered "major value" under this Policy.
- B. Claiming Lost Items:
- a. To claim an item of lost property, the patron must satisfactorily describe the item to the Library staff member and say what day the item was likely left in the Library.
 - b. The Library staff member is authorized in their discretion to release an item of lost property if reasonably satisfied of its ownership.
 - c. The owner of the lost item is encouraged to check back periodically in case the item has been found.

Policy 3.4: Substitute Coverage for Branch Library Operations

Reviewed and Revised: 1/8/26

Purpose

To ensure uninterrupted public service at branch libraries, the District will provide limited funding for substitute coverage when municipal branch staff are unavailable, allowing libraries to remain open during their regularly scheduled hours.

Policy Statement

Branch library staff, with the exception of Mary Johnston Memorial Library, are employees of the local governing authority (municipality), not of the District. When those employees are unavailable due to approved leave or other absences, the District may fund substitute coverage to maintain library operations.

Policy Provisions

A. District-Funded Substitute Coverage

- a. The District will pay for substitute coverage for a maximum of two (2) weeks per calendar year per branch.
- b. Coverage is intended solely to ensure the branch remains open to the public during its scheduled hours.
- c. A "week" is defined by the number of hours the branch is *scheduled* to be open in a calendar week, not to exceed 40 hours.
- d. The total substitute coverage available for the year is based on the branch's regular operating hours as of January 1.

- i. No adjustments will be made to substitute coverage if the branch's public hours change during the calendar year.

B. Use of Allocation

- a. Time is allocated to the branch, not to any specific municipal library employee.
- b. If a staffing change occurs at the branch, the remaining substitute allocation remains available to the new staff.
- c. Unused time does not carry over into the next calendar year.
- d. No payment or reimbursement will be made for unused substitute hours.

C. Coordination with Governing Authorities

- a. Municipalities are responsible for managing their employees' leave.
- b. The District does not approve or track employee leave but provides substitute funding to support uninterrupted library service.
- c. Branch staff must comply with their local governing authority's procedures for leave approval and reporting.

D. Time Sheet and Payment Process

- a. A time sheet must be completed and signed by both the municipal branch staff member and the substitute. (See Appendix A: Substitute Time Sheet)
- b. Time sheets must be submitted within 15 days of the time worked.
- c. Payment will be made to the substitute on the first payroll after the time sheet is received and processed.

E. Additional Coverage Beyond District Allocation

- a. If the governing authority requests substitute coverage exceeding the two-week annual limit, the District will invoice the municipality for:
 - i. Wages
 - ii. Social Security
 - iii. Medicare
 - iv. Workers Compensation
- b. Invoices are typically issued in January for the prior calendar year.
- c. If substitute hours exceed 50 hours before year-end, the District may invoice earlier.

Policy 3.4.1: Meetings and Workshops

The District will pay branch staff, by stipend, for time spent attending District-approved meetings and workshops at a stipend rate determined periodically by the Board. Substitutes will be paid, if needed, and travel costs may also be approved.

Policy 3.5: Websites, Social Media, Privacy and Online Accessibility

Iosco-Arenac District Library system (the Library) utilizes its website and social media platforms to connect with its patrons by informing them of library services and providing a forum for public feedback.

The Library recognizes and respects differences in opinion. Comments, posts and messages are welcome and will be reviewed. Content deemed inappropriate may be removed.

However, the Library is not obligated to take any such actions and will not be responsible or liable for content posted by users of the Library sites or social media platforms.

A. Social Media Usage Rules

- a. The Library operates and maintains social media sites as a public service to provide information regarding Library services, programs, materials, events and activities. Although the Library welcomes the comments, posts and messages of other social media users that relate to the Library and/or its programs, and recognizes and respects differences in opinion, the social media sites are limited public forums and are subject to review by Library staff members. At the Library's sole discretion, the Library may turn off or limit any features that allow comments about or reactions to the Library's social media accounts.
- b. The Library reserves the right to (but is not required to) remove any comment, post or message that it deems in violation of this Policy. The Rules are as follows:
 - i. Privacy: Users should have no expectation of privacy when commenting on the Library posts or tagging the Library. Comments and posts may be read by anyone once posted, regardless of one's friends, followers or subscribers list. The Library advises users against posting their personal information or contact information on social media sites. Comments and posts may also be subject to disclosure under the Freedom of Information Act.
 - ii. Library's Rights: The Library reserves the right to reproduce comments and posts tagging the Library in other public venues (ex: testimonials). Reproductions of this nature may be edited for space or content, but the original intent of the comment or post will be maintained.
 - iii. No Endorsement: The Library is not responsible for the content of posts made by third parties, including patrons, reviewers, advertisers and others who may post comments. Public posts by third parties do not reflect the positions of the Library, its employees or any individual Board member.
 - iv. Unauthorized Content: To ensure a healthy, safe space to discuss Library services, resources and events, content containing any of the following may be removed immediately from any Library social media forum:
 1. Obscene, illegal, sexually harassing, threatening speech or nudity (in comment or profile pictures).
 2. Any post that affects the safety and security of the Library, its properties, patrons and staff or creates a hostile work environment.
 3. Private or personal information, including phone numbers and addresses, or requests for personal information.
 4. Any statement by a user under a false name or any falsification of identity.

5. Comments, links or information unrelated to the purpose of the limited public forum.
 6. Spam or other commercial messages.
 7. Any postings that would violate the Michigan Campaign Finance Act, The Library Privacy Act or other Michigan or federal laws.
 8. Solicitation of funds.
 9. Any comment, post or other content that violates any person's intellectual property rights, including but not limited to violations of the Copyright Act.
 10. Any information deemed harmful to minors in violation of the Michigan Library Privacy Act.
 11. Any post that violates any Library policy.
 12. Any images, links or other content that falls into the above categories.
 13. Any post that requires immediate action because the Library does not monitor its social media 24 hours a day.
 14. Any document, information, or image that would be considered a Library record that is posted without permission of the patron or person identified in that record. For example, no picture of a Library program shall be posted without permission of every person in that picture.
- c. Third Party Usage Rules: In addition, users are expected to abide by the terms and conditions set by third party social media platforms as well as follow appropriate federal and state laws.
 - d. General Complaints. The Library asks that individual user complaints be sent directly to a manager of a branch or the Director so that they can be addressed efficiently. Social media is not the mechanism used by the Library to document or address Library user problems and concerns, or influence Library policy, procedures, or programs.

B. Violations and Appeals of Usage Rules

The Library reserves the right to remove posts or comments that violate this Policy and to ban or block users responsible for such violations. To the extent that the Library has sufficient contact information, the Library will message users who have been blocked or whose content is deleted to explain the issue and notify the person of the action. Any person who has been blocked or whose post or comment has been deleted has the right to appeal against that decision to the Library Board of Trustees. The appeal should be sent to the Library District Director within 10 business days of the

- a. decision to block or ban or
- b. deletion of the post or comment, whichever is applicable.

The Library Board of Trustees shall decide on the appeal.

C. Privacy Information

The Library takes very seriously the issue of patron privacy. We ask all patrons, including minors, using services on the website or on websites affiliated with the

Library to limit the amount of personal information they provide. We do not require more personal information than is necessary to participate and providing additional information is optional.

We encourage everyone to be mindful of

- a. not revealing personal information online and
- b. asking for permission before giving their last name or personal information to any website.

The latter is particularly important for parents and caregivers to oversee and inform their children about the importance of privacy.

For details on privacy of user records, refer to Policy 2.1.

D. Third-Party Services

The Library enters into agreements with third parties to provide online services, digital collections and streaming media content, as well as to improve the website. When using some of these services, you may also connect with social networks and other users of these services.

Third-party services may gather and disclose your information, including:

- a. Personal identifiable information you knowingly provide, including when you register for the site, provide feedback and suggestions, request information or create shared content;
- b. Other information that could be used to identify you, such as your IP address, search history, location-based data and device ID;
- c. Non-personally identifiable information, such as your ad views, analytics, browser information (type and language), cookie data, date/time of your request, demographic data, hardware/software type, interaction data, serving domains, pageviews and the web page you have visited immediately prior to visiting the site; and
- d. Other data that third-party services may collect as described in the vendor's privacy policy and terms of use.

For more information on these services and the specific types of data that may be gathered and disclosed by each service, please refer to the Terms of Use and Privacy Policies for the services you use. You may choose not to use these third-party services if you do not accept their Terms of Use and Privacy Policies; please read them carefully. In cases where patrons leave the Library's website to visit one of its partners' websites, patrons are encouraged to learn about the privacy policies of the websites they visit.

E. Cookies

A cookie is a small amount of data, which often includes a unique identifier that is sent to your computer, mobile phone or device browser from a website's computer and is stored on your device's hard drive. Each website can send its own cookie to your browser if your browser preferences are set to allow it. Many websites do this whenever a user visits their website to track online traffic flows. Websites also use cookies to customize your user experience to your preferences.

IADL uses cookies to verify that you are an authorized user in order to allow access to licensed IADL resources, to customize web pages for your use, to help make the

website more useful to visitors and to learn about the number of visitors to the website and the types of technology that visitors use.

Some of the applications or external sites that you may be referred to from the Library web pages, devices or equipment also use cookies. For more information on the use of cookies by each service, please refer to the Terms of Use and Privacy Policies for the services you use. You may set the preferences in your web browser to refuse cookies or to tell you when a cookie is being sent. This may result in an inability to access some IADL services from computers outside the Library.

F. Privacy Statement for iadlib.org

www.iadlib.org is the primary website used for online access to resources and information about services, including programs. Most of the information on iadlib.org may be used anonymously. Users with a valid Iosco-Arenac District Library card may log in to access additional information that is specific to their account and use of library services.

G. Commitment to Online Accessibility

www.iadlib.org is maintained in accordance with the Americans with Disabilities Act (ADA), which requires that public services and information be accessible to all individuals. To support this commitment, the site follows the Web Content Accessibility Guidelines (WCAG) 2.1, Level AA, the international standards for making online content accessible to people with disabilities.

Policy 3.6: Programming Policy

Approved and Adopted at 12.12.24 Board Meeting

The Iosco-Arenac District Library (“Library”) supports its mission of connecting people to ideas, information, experiences and materials that provide enjoyment, enrich peoples’ lives, and strengthen our community by developing and presenting programs that provide additional opportunities to further the Library’s mission to provide for information, learning, and entertainment. Programming is an integral component of Library service that:

- Expands the Library’s role as a community resource
- Introduces patrons and non-users to Library services
- Provides entertainment
- Provides opportunities for learning
- Expands the visibility of the Library
- Furthers the mission of the Library

A. Program Determination

Ultimate responsibility for programming at the Library rests with the District Director, who administers under the authority of Iosco-Arenac District Library Board (“Library Board”). The District Director, who oversees this responsibility through delegation to designated staff. The Library Board has the discretion to determine which programs the Library shall sponsor or co-sponsor. This policy does not apply to any program that is not conducted or co-sponsored by the Library.

B. Criteria for Programs

Library staff plans and develops programs for the community based on relevance to community interests and issues, popular appeal, the mission of the Library and suitability for general or targeted audiences.

Program presenters are chosen for their expertise and public performance experience.

The Library does not plan programs or classes that are commercial in nature. Although a professional or businessperson may be invited to speak, the purpose of the program is to educate, inform, or entertain and otherwise further the Library's mission. Programs are not designed for commercial purposes or for the solicitation of business.

C. *Co-Sponsorship of Programs*

The Library may co-sponsor programs with other persons, agencies, organizations, and institutions. The District Director, along with the Library Board has the discretion to determine whether to co-sponsor a program according to the criteria set forth in this Programming Policy. If the Library desires to co-sponsor a Library program, these individual or organizational partners must coordinate marketing efforts with the District Director. No co-sponsor may use the Library's name in any marketing material without prior approval of the District Director. If a person or organization desires to co-sponsor a program, the person or organization shall make such request in writing to the District Director. (See Appendix D)

D. *Non-discrimination*

The Library does not discriminate in its programs. Library sponsorship or co-sponsorship of a program does not constitute endorsement of the content, or the views expressed by the presenter or the participants. Program topics, speakers, and resources are not excluded from programs because of possible controversy, and the Library will strive to offer multiple viewpoints.

E. *Program Attendance*

Library programs and classes are open to the public; however, due to the nature of certain programs, attendance may be limited. For example, some children's programs may be limited based on age.

Further, attendance may be limited based on the occupancy permitted in the room. When occupancy limits must be established, advanced registration may be required. In the cases where advanced registration is not required, the Library may limit the number of people that may attend any program at the door. Attendance will be determined on a first-come, first served basis, either with advanced registration or at the door.

Generally, Library programs are free; however, some classes or programs may require a nominal materials fee or require a ticket to be purchased.

F. *Library Staff*

Library staff members who present programs or classes do so as part of their regular job and are not hired as outside contractors.

G. *Programming Concerns*

The Library welcomes expressions of opinion from patrons concerning programming. If a patron questions a Library program, he/she should first address the concern with

the District Director. Patrons who wish to continue their request for review of Library programs may submit the Request for Reconsideration form to the District Director. Requests for review of programs will be considered in the same manner as requests for reconsideration of Library materials as outlined in the Library’s Material Selection Policy.

- H. *Guidelines for Selling Books, Recordings, Art, or Other Items at Library Programs*
Program presenters who are authors or artists are invited to sell and sign books, music, movies, and art following Library programs upon prior approval by the District Director.

Policy 3.7: Display Spaces, Bulletin Board and Pamphlet Rack Policy

The Iosco-Arenac District Library (“Library”) provides space for exhibits, displays and postings of a civic, charitable, educational, cultural, governmental, or recreational nature. Display Spaces and Bulletin Boards may also be used for Library purposes such as to display materials from the Library’s collection, or to publicize Library services, collections, or activities. Thus, this Display Spaces, Bulletin Board, and Pamphlet Rack Policy (“Policy”) does not apply to the Library’s use or co-sponsored use and the Library’s use and co-sponsored use has first priority. When not used for Library sponsored or co-sponsored events, space designated by the Library for public use may be used for exhibits, displays and postings pursuant to this Policy.

A. *General Requirements*

- a. Display Spaces. The Display Spaces are limited to the following (“Display Spaces”):
 - i. In such spaces as identified by the Library Director.
- b. Bulletin Boards. Bulletin Board space is also limited to the following areas (“Bulletin Boards”):
 - i. In such spaces as identified by the Library Director.
- c. Pamphlet Racks. Pamphlet Rack space is also limited to the following areas (“Pamphlet Racks”):
 - i. In such spaces as identified by the Library Director.
- d. Nature of Display. Display Spaces, Bulletin Boards, and Pamphlet Racks shall be used for displays or postings of an educational, cultural, intellectual, charitable, or recreational nature. Commercial displays, postings, or exhibits, including the display or posting of any items for sale, is prohibited.
- e. Accessible to All Patrons. All pre-approved Display Spaces, Bulletin Boards and Pamphlet Racks within the Library are open to adults and children of all ages and sensibilities.
- f. Availability. Display Spaces, Bulletin Boards, and Pamphlet Racks are available on an equitable basis regardless of the beliefs or affiliations of individuals or groups requesting their use. However, no person or organization may use the space for more than four (4) weeks any calendar year.

- g. No Endorsement. The Library does not endorse content nor imply agreement or disagreement with beliefs or viewpoints expressed in the exhibits, displays or postings.
- h. General Right of Removal. The Library reserves the right to remove any item that is posted without approval or that violates this policy.

B. *Display Spaces*

a. Application for Display Spaces.

- i. *Submit Application*. A person or organization (“Exhibitor”) that desires to use the Display Spaces must submit an application to the Library Director.
- ii. *Review of Application*. The Library reserves the right to determine at its sole discretion what materials will be displayed as well as scheduling, duration, and assignment of Display Spaces. Applications for displays will be reviewed in light of the Library’s educational, cultural, intellectual, or recreational purpose and community interest. The limitations on space will also be taken into consideration. Although applications will be taken on a first-come, first served basis, residents of Iosco-Arenac District Library or organizations based in IADL (and primarily serving IADL residents shall have priority). Also, the Library will prioritize those who have not used the space or not recently used the space over those who have used the space more recently
- iii. *Determination*. The Library Director or his/her designee shall make the determination regarding the use of Display Spaces. The Library Director or his/her designee has the right to review the materials, including promotion or publicity materials, in advance.
- iv. *Right of Removal*. The Library reserves the right to remove any item from a Display Space if the exhibition is a possible safety hazard, is too large for the Display Space, creates a maintenance problem, exceeds acceptable noise and light levels, interferes with the public service or other activities in adjacent Library areas or has been displayed without authorization. The Library reserves the right to remove any exhibit or display upon reasonable notice if the Library needs the Display Space for Library purposes.

C. *Display Guidelines*

- a. Reserved in Advance. Display Spaces must be reserved in advance.
- b. No Liability. All materials are displayed at the Exhibitor’s own risk. The Library is not responsible for any damage, defacement or removal of the Exhibitor’s material. Exhibitors shall understand that the Display Spaces are not locked or secure. The Exhibitor shall sign a release of liability. The Exhibitor shall be responsible for any insurance coverage of the materials in the Display Space.
- c. Notice Required. A notice shall be posted with each exhibit or display stating that: “The material within the exhibit is the presentation of [the Exhibitor]. The Iosco-Arenac District Library does not advocate or endorse the viewpoints of exhibits and Exhibitors.”

- d. Name and Contact Information. The Exhibitor may be identified by name within the exhibit or display. The Exhibitor may also include contact information.
- e. Installation. The Exhibitor is responsible for installing and labeling the exhibit or display on the agreed upon date. All exhibits or displays must be set up and removed with as little interference as possible to the daily operations of the Library. Once the exhibit or display is installed, changes may be made only with Library approval. Library staff will not assist with the set-up or.
- f. Removal. The Exhibitor shall remove the exhibit or display promptly on the agreed upon date at the end of the scheduled period. Exhibits or displays will be considered for exhibit for longer than the scheduled period with written approval of the Library Director or his/her designee. Library staff will not assist with removal. The Library has the right to remove exhibit or display materials if they are not picked up by the agreed upon date.
- g. Disposal of Materials. Exhibit materials may be disposed of if not claimed within sixty (60) days after the scheduled display period.
- h. No Fees or Pricing. Exhibitors may not charge an admission fee or request donations. The Exhibitor's may not affix any prices or sell any items at the Library.
- i. Responsibility for Damage. Damages to the premises, equipment or furnishings as a result of the Exhibitor's use will be charged to the Exhibitor.

D. Bulletin Board and Pamphlet Space.

- a. Approval. All notices for the Bulletin Board and items for the Pamphlet RAcks are to be given to the Library Director for approval and posting pursuant to this Policy.
- b. Time Limit. Materials shall be posted for no more than two (2) weeks after receipt. Time sensitive material shall also be removed the day following the announced event or final date listed on the document. For the pamphlet rack, materials will be available on the rack for (1) two months, or (2) until the material becomes damaged, rundown, or deteriorated, whichever occurs first.
- c. Nature of Materials. Materials posted are limited to postings that are educational, cultural, intellectual, charitable, or recreational nature. Commercial notices or personal notices, including anything for sale, will not be posted. The Library does not permit petitioning, solicitation or distribution of literature, leaflets or similar types of appeals in the Pamphlet Rack or on the Bulletin Board.
- d. *Limit on Notices*
 - i. Bulletin Board. There is a limit of one posting per sponsor at a time on the bulletin board. Items must contain the name of the sponsor of that item and may not be larger than 8 ½ x 11. Further, multiple copies may not be posted.

- ii. Pamphlet Rack. There is a limit of one pamphlet space per sponsor at one time and the number of pamphlets cannot exceed the space provided.
- iii. No Violation of Law. Any postings that violate Michigan law or would cause the Library to violate Michigan law are not permitted.
- iv. No Endorsement. The Library does not advocate or endorse the viewpoints of organizations whose item is approved for display. The item may not state or imply that the Library's ownership or endorsement.

E. *Right of Appeal*

Any person or organization aggrieved by the Director or designee's decision regarding the use of the Bulletin Board, Display Spaces or Pamphlet Rack may appeal that decision to the Iosco-Arenac District Library Board ("Library Board"). Such appeal shall be made within ten (10) business days of the decision. The appeal letter must indicate it is an appeal and be sent to the Library Director. The person or organization must include the reasons for the appeal. The decision of the Library Board is final.

Policy 3.8: Standard Fees for Technology Use

The District Library branches are NOT professional copy / print service and reserve the right to deny large or difficult print requests.

If it uses paper and toner, we charge.

- A. *Fax machine:*
 - a. Sending:
 - i. \$1.00 for first page. \$.10 for each page after
 - b. Receiving:
 - i. \$2.00 for first page, \$.10 each page after.
- B. *Scanning*
 - a. Scanning to Email/USB: FREE
- C. *Coin-Op Copier (Self-serve)*
 - a. \$.50 per side for color
 - b. \$1.00 per double-sided for color
 - c. \$.10 per side for black and white
 - d. \$.20 for double-sided black and white
- D. *Staff Scanning Required*
 - a. Pages 1-10
 - i. \$.50 per side for color
 - ii. \$1.00 per double-sided for color
 - iii. \$.10 per side for black and white
 - iv. \$.20 for double-sided black and white
 - b. After 10 pages
 - i. \$5.00 service fee added
- E. Large copies requiring staff help
 - a. per staff discretion
 - b. by appointment only

Part 4:
PATRON BEHAVIOR POLICIES

Policy 4.1: Safety and Personal Behavior

The Iosco-Arenac District Library system is supported by the taxpayers of Iosco and Arenac Counties, and the state of Michigan, who expect our facilities to be clean, comfortable, and safe places for selecting materials, reading, researching, studying, writing, and attending library or community sponsored programs and meetings. To that end, this policy, which includes the Rules of Conduct listed below, shall apply to all buildings and all branches – interior and exterior – and all grounds controlled and operated by the Library and to all persons entering in or on the premises, unless otherwise specified; and shall be posted in conspicuous locations in all library buildings.

Policy 4.1.1: Violations of the Law

Committing or attempting to commit an act in violation of federal, state, or local law, ordinance, or regulation (including but not limited to assault, indecent exposure, larceny, removing Library material from Library Property without authorization through the approved lending procedures, vandalism, or copyright infringement) is prohibited.

Policy 4.1.2: Weapons

Carrying guns, pistols or other weapons, except as specifically permitted and exempt from local regulation by law, is prohibited.

Policy 4.1.3: Drugs, Alcohol, Marijuana, and Smoking

Possessing, selling, distributing, or consuming any alcoholic or intoxicating beverage, illegal drug, or drug paraphernalia is prohibited; Alcohol may be permitted at certain Library-sponsored events if specifically approved by the Library, and within compliance of state and local laws.

Persons noticeably under the influence of any controlled substance or alcoholic or intoxicating liquor are not allowed on Library property.

Smoking, using e-cigarettes, vaping, or chewing tobacco is prohibited on Library property. Using, smoking, or possessing marijuana on Library property is also prohibited.

Policy 4.1.4: Animals

Animals are not permitted in the Library other than therapy animals and service animals (as defined by law, See Appendix E) for those individuals with disabilities, those used in law enforcement, or for Library programming.

Patrons are legally responsible for the behavior of their service and therapy animals. Per state law, animals will be asked to leave if the animal is out of control and causes a significant disturbance, or if the animal is not housebroken, has an accident, or otherwise damages or soils library property.

Animals may not be left unattended or off-leash on Library Property.

Policy 4.1.5: Personal Property

Personal property brought into the Library is subject to the following:

- A. The Library is not responsible for personal belongings left unattended.

- B. The Library does not guarantee storage for personal property.
- C. Personal possessions must not be left unattended or take up seating or space if needed by others.

The branch manager or designee may make exceptions and accommodations for patrons.

Policy 4.1.6: Staff-Only Areas

Patrons shall not be permitted in any areas designated as “staff only” unless otherwise permitted by the Library Manager, designee or accompanied by a staff member.

Policy 4.1.7: Interference With Staff

Patrons may not interfere with the staff’s performance of duties in the Library or on Library property. This includes engaging in conversation or behavior that monopolizes or forces the attention of staff for an extended period of time on non-library related topics, inappropriate personal comments, sexual advances, or physical and/or verbal harassment.

Policy 4.1.8: Unauthorized Use

Patrons must leave the Library at closing time and may not use the Library after closing time unless authorized by the branch manager or her designee. The Library does not permit overnight parking in the Library’s parking lot. Furthermore, any patron whose privileges to use the Library have been denied may not enter the Library. Any patron whose privileges have been limited may not use the Library in any manner that conflicts with those limits placed on the patron by the District Director, her designee, or the Library Board.

Policy 4.1.9: Considerate Use

Behaviors that disrupt the library use of other individuals or in any way endanger staff or other patrons are prohibited. Such behaviors include but are not limited to:

- A. Spitting;
- B. Running, pushing, shoving, throwing items, provoking a fight, or other unsafe physical behavior;
- C. Climbing furniture;
- D. Using obscene or threatening language or gestures.
- E. Engaging in sexual behavior (1) that is a violation of the law, (2) which can reasonably be expected to disturb Library users or staff while such staff or patrons are in the Library or on Library property, or (3) that interferes with the Library patrons’ use of the Library or the ability of the staff person to do his or her job.

Policy 4.1.10: Noise

Producing or allowing any loud, unreasonable, or disturbing noises in designated “quiet areas” of the library (1) that interfere with other patrons’ use of the Library, (2) which can be reasonably expected to disturb other persons or (3) have the intent of annoying other persons. This includes but is not limited to yelling, cheering, talking (with others or in monologues) or noises from electronic, entertainment, and communication devices, such as cell phones, tablets, headphones, and radio, is prohibited. Patrons may use headphones or earbuds but at a volume that cannot be heard by other Library patrons or staff.

Youth areas are not designated as quiet areas and may have more noise. Adults may read aloud to children in the Youth areas, provided that they are reading in a voice that would not reasonably disturb others.

Policy 4.1.11: Odor

Offensive odor, including but not limited to odor due to poor hygiene, overpowering perfume or cologne, or odors from items brought into the Library, that causes a nuisance is prohibited. For example, if the patron's odor interferes with staff or other patrons' use of the Library, the patron violates this Policy.

Policy 4.1.12: Bodily Fluids and Waste

Patrons may not be in the library with bodily fluids and/or waste on themselves, their clothes or their belongings. Patrons must also not allow bodily fluids or waste to spill onto others or otherwise come in contact with furniture or other surfaces in the Library where patrons or staff could be exposed.

Policy 4.1.13: Food and Drink

Eating or drinking may occur only in designated areas of any branch of the Losco-Arenac District Library.

There is no eating or drinking at computer.

Policy 4.1.14: Restrooms

Misuse of restrooms, including but not limited to any of the following activities:

- Laundering or changing clothes
- Sleeping
- Excessive personal grooming, such as shaving, hair cutting or trimming, bathing, shampooing or brushing teeth
- Sexual activity
- Entering the restrooms when the "Do Not Enter" sign is posted.
- Entering the restrooms with library material or any item that the Library staff have asked that you not take into the restroom.
- Causing any damage to the restroom including but not limited to graffiti, vandalism, or other malicious behavior, such as clogging toilets or drains.
- Intentionally or deliberately failing to flush the toilet, resulting in Library staff intervention, is prohibited.

Unless a parent or guardian is assisting a child or a patron is assisting a person with a disability, there shall only be one person to a stall.

Library materials may not be taken into restrooms.

Policy 4.1.15: Sleeping in The Library

Sleeping in the library is prohibited when the behavior is disruptive to others using the library. Staff may intervene when the sleeping is disruptive, if the patron may need medical help, or if the patron is unresponsive. Behaviors that may be considered disruptive include but not limited to:

- fully laying out on a couch with feet on the furniture;
- snoring loudly;
- occupying multiple workspaces;
- sleeping at a public PC that is needed by others;
- leaving a child unattended while sleeping.

Policy 4.1.16: Dress Code

All patrons are expected to be fully dressed, including shoes and shirt, at all times while on Library property. Visible or damp swimming suits left uncovered are not considered to be appropriate attire.

No bras or sports bra tops allowed without a proper full shirt over the top. No one with uncovered undergarments will be permitted on Library property.

Policy 4.1.17: Harassment

Staring, photographing, video recording, audio recording, following, stalking, harassing, arguing with, threatening, talking to, or behaving in a manner

- which can reasonably be expected to disturb Library users or staff while such staff or patrons are in the Library or on Library property; and
- that interferes with the Library patrons' use of the Library or the ability of the staff person to do his or her job
- would create or may result in a hostile work environment for Library staff; and/or
- that violates Michigan or federal law

is prohibited.

Policy 4.1.18: Identification; Masks

Patrons must provide identification to Library staff when requested. Reasons for identification include but are not limited to safety, investigating any policy violation, filing of an incident report, and library card registration. A mask, hood, or device by which any portion of the face is so hidden, concealed, or covered as to conceal the identity of the wearer is prohibited on Library Property, except for persons wearing head covering or veils pursuant to religious beliefs or customs.

Policy 4.1.19: Recreational Equipment and Personal Transport Devices

Use of skateboards, rollerblades, roller skates, or other wheeled forms of recreational equipment (including toys that can be ridden or wagons) are not allowed in the Library or on Library property. Library patrons must park bicycles or other recreational vehicles only in authorized areas.

Wheelchairs, scooters, and other power-driven mobility devices are permitted in by those individuals with disabilities in accordance with Library rules, unless a particular type of device cannot be accommodated because of legitimate safety requirements.

Policy 4.1.20: Panhandling, Solicitation and Selling

Panhandling or soliciting Library staff or patrons for money, products, or services inside the Library or on Library property is prohibited. Sales of products or services that are incidental to Library programming may be permitted if approved in advance by the District Director.

Selling merchandise on Library property without prior permission from the District Director is prohibited.

Policy 4.1.21: Campaigning, Petitioning, Interviewing, Protesting and Similar Activities.

Campaigning, petitioning, interviewing, survey-taking, pamphleteering, canvassing and soliciting are prohibited **inside** the Library building.

Campaigning, petitioning, interviewing, protesting, survey-taking, pamphleteering, canvassing and soliciting **outside** the Library building but on Library property are subject to the following requirements:

- A. Persons or groups are required to sign in at the Circulation Desk in advance.
- B. Use of the Library property does not indicate the Library's opposition or endorsement of the candidate or issue that is the subject of the petition, interview, campaign or discussion.
- C. Permitted areas for campaigning, petitioning, interviewing, protesting, survey-taking, pamphleteering, canvassing and soliciting outside of the Library building is determined by the municipality that owns the library facility.
- D. No person shall block ingress or egress from the Library building.
- E. Permitted times will be limited to the operating hours of the Library.

Campaign material, literature or petitions may not be brought into the Library, posted at the Library or left on Library property.

Policy 4.1.22: Use and Preservation of Library Materials and Property

- A. Patrons must not deface, vandalize, or damage library property, or improperly remove Library materials, equipment, or furniture. Patrons shall be responsible for reimbursing the Library for costs incurred by the Library for violating this provision. Patrons shall not cause damage by returning books containing bedbugs, cockroaches, moths, other bugs or bringing bedbugs into the Library.
- B. Internet Use. Patrons must abide by established time limitations and all other provisions of the Library Internet Use Policy.
- C. Equipment. Library staff computers are for staff use only.
- D. Authorized Lending. Library materials may only be removed from the premises with authorization through established lending procedures.
- E. Use of Tables and Computers. Only four (4) people may be seated at a table and no additional people may stand around one (1) table.

Policy 4.1.23: No Blocking of Doors, Aisles or Entrances

All doors, aisles and entrances must remain obstacle-free. This includes a prohibition of running power cords across aisles or other areas that are used for walking.

Policy 4.1.24: Incendiary Devices

The use of incendiary devices, such as candles, matches, and lighters, is prohibited inside the Library.

Policy 4.1.25: School Groups

School groups using the Library must have approval of the Library Director or Branch Manager and must have a teacher and other appropriate staff present to ensure that the students use the Library in conformance with these rules.

Policy 4.1.26: Personal Property

Personal property brought into the Library is subject to the following:

- A. The Library staff may limit the number of parcels carried into the Library. The Library may also limit the size of items, for example, the Library prohibits large items such as suitcases, duffle bags or large plastic garbage bags. Items must be small enough to fit under a chair at the Library.
- B. The Library is not responsible for personal belongings left unattended and Library staff is not permitted to guard or watch personal belongings.
- C. The Library does not guarantee storage for personal property.
- D. Personal possessions must not be left unattended or take up seating or space if needed by others.

Policy 4.1.27: Engaging in Proper Library Activities

Patrons shall be engaged in activities associated with the use of the Library while in the building or on Library Property. Patrons not engaged in reading, studying, writing, participating in scheduled Library programs, or using Library materials shall be required to leave the Library and shall not remain on Library Property. This includes sleeping on Library furniture, the floor, or outside on Library Property.

Policy 4.1.28: Distributions; Postings

Distributing or posting printed materials/literature on Library Property not in accordance with Library policy is prohibited.

Policy 4.1.29: Phones

Those patrons desiring to use phones to place or receive calls must use the phones quietly so as not to disturb other patrons, outside of the Library building or in the Library's lobby. Phones shall be placed on silent or vibrate mode upon entering the Library.

Policy 4.1.30: Tables or Structures on Library Property

No person may use or set up a table, stand, sign or similar structure on Library Property. This does not apply to Library-sponsored or co-sponsored events.

Policy 4.1.31: Smoking; Tobacco or Marijuana Use

Smoking, using e-cigarettes, vaping, electronic nicotine delivery systems or chewing tobacco is prohibited on Library Property. Using, smoking or possessing marijuana on Library property is also prohibited.

Policy 4.1.32: Patron Use of Children’s Area and Computers

The Youth area of the Library is intended for use by children (age 11 or younger) and the parent, guardian or caregiver who accompanies them. Computers located in the Youth area are for children and adults who are accompanying a child. Adults who are not accompanied by a child may browse the collection but may not remain or be seated in the Youth area. In the interests of protecting children, any patron may be asked to leave the area if they are not using the Youth area for its intended purpose.

Policy 4.1.33: Interactions with Other Patrons

Patrons are expected to alert Library staff if they are concerned about the behavior of another patron. Patrons must not approach and confront other patrons regarding the enforcement of Library rules and policies. Further, patrons are not permitted to direct other individuals regarding use of the Library’s public spaces. For example, a Library patron may not prevent others from sitting at a table that is occupied by that patron or prevent others from browsing the collection in genealogy room that is occupied by that patron.

Policy 4.1.34: Library Policies

Patrons must adhere to all Library Policies

Policy 4.1.35: Violations and Appeals

The Library Director or the Director’s designee may restrict access to Library facilities pursuant to the terms of the Library Violations and Appeal Policy.

Policy 4.1.36: Children and Vulnerable Adults in the Library

A. Use by Children

- a. Children are welcome and encouraged to use the Library at all times. The Library desires to make each visit an important one for the child.
- b. A “Child” means a minor under the age of 18.
- c. A “Vulnerable Adult” means an individual age 18 or over who, because of developmental disability, mental illness, physical disability or other similar reasons, (1) requires supervision or personal care or (2) lacks the personal and social skills required to live independently.
- d. A “Responsible Caregiver” is an individual who is responsible for monitoring or caring for a child or vulnerable adult and who must be at least 14 years old.

B. Rules and Regulations Regarding Children

- a. All patrons, including children, are expected to comply with the Library's policies. Parents, guardians, or Responsible Caregivers shall review and be fully aware of all Library policies governing children, particularly the Internet Use Policy. Library staff do not act "in loco parentis" (in the place of the parent). It is the parent, guardian, or Responsible Caregiver's responsibility and right to control or monitor the behavior, reading, viewing or listening of his/her child. Parents, guardians, and Responsible Caregivers are encouraged to accompany their children when they check out materials, attend programming, or use computers (see Policy 4.3 Acceptable Technology Use).
- b. Parents, guardians, and Responsible Caregivers are responsible for the behavior, safety, and supervision of their children regardless of age while in the Library or on Library property.
- c. Library staff will not be expected to supervise or monitor children's behavior. Children under the age of 10 must be attended by a parent, guardian or Responsible Caregiver. The parent, guardian or Responsible Caregiver shall remain in the Library at all times, within reach. If a child under the age of 10 is attending a Library- sponsored program on the premises, the parent, guardian, or Responsible Caregiver is to remain on the premises for the duration of the program. If a child under the age of 8 is attending a Library-sponsored program on the premises, the parent, a guardian, or Responsible Caregiver is to accompany the child for the entire duration of the program.
- d. Children of any age who, because of developmental disability, mental illness, or physical disability, require supervision or personal care shall be attended by a parent, guardian or Responsible Caregiver at all times.
- e. Staff will not be responsible if unattended children of any age leave the Library premises alone or with other persons. Further, staff will not be responsible for children 10 years or older who may be asked to leave the Library if the child is in violation of Library policy.
- f. We require that all unattended children be picked up at least fifteen minutes before closing time. Parents, guardians, and Responsible Caregivers need to be aware of when the Library closes.
- g. Children 10 years or older must know their telephone number and other contact information if they are unattended at the Library. It is a violation of Library policy to not pick up your unattended child immediately if the Library calls.
- h. Children ages 8 and under must be within the visual contact of a parent, guardian, or Responsible Caregiver at all times, including during programs and visits to the restroom. Children 6 and under may not be left in the Children's Area alone.

C. Rules and Regulations Regarding Vulnerable Adults

- a. All patrons, including vulnerable adults are expected to comply with the Library's policies, including its Patron Behavior Policy. Parents, guardians, or

Responsible Caregivers shall review and be fully aware of all Library policies, particularly the Internet Use Policy.

- b. Parents, guardians, and Responsible Caregivers are responsible for the behavior and supervision of the vulnerable adult in their care while in the Library or on Library property.
- c. Vulnerable adults who are unable or unwilling to care for themselves or who do not have the ability to use the Library independently may not be left alone in the Library and must have adequate supervision while in the Library.
- d. Vulnerable adults who can understand and follow the Patron Behavior Policy and who can care for themselves are allowed to be in the Library unattended. They should have contact information for someone who can assist them in an emergency.
- e. We request that all vulnerable adults be picked up at least ten minutes before closing time. Parents, guardians and Responsible Caregivers need to be aware of when the Library closes.
- f. Vulnerable adults must know their telephone number and other contact information if they are unattended at the Library. It is a violation of Library policy not to come immediately and pick up your vulnerable adult if the Library calls.

D. Contact of Parent, Guardian, or Responsible Caregiver

Library staff may attempt to contact a parent, guardian, or Responsible Caregiver when:

- a. The health or safety of an unattended child or vulnerable adult is in doubt.
- b. A child or vulnerable adult is frightened while alone at the Library.
- c. The behavior of an unattended child or vulnerable adult violates Library policy
- d. A child or vulnerable adult has been left unattended for an extended period of time, or multiple times.
- e. The unattended child or vulnerable adult has not been met by a parent, guardian, custodian, or responsible caregiver at closing time. A child is considered unattended at closing time if the child is under the age of 8 or the child needs assistance procuring transportation. An individual is considered an unattended vulnerable adult when he/she is not picked up by closing time *and needs assistance procuring transportation.*

E. Unattended Children at Closing

If a parent, legal guardian, custodian, or caregiver cannot be reached within 15 minutes after closing time or fails to arrive within a reasonable time (30 minutes) after being contacted, Library staff may contact law enforcement officials to take charge of the situation involving the unattended child. Library employees are not permitted to transport an unattended child or vulnerable adult under any circumstances.

If the parent, legal guardian, custodian, or caregiver can be reached by closing time, the staff member shall explain the Library's policy and provide a copy of this policy.

F. Violations; Enforcement; Appeal

The Library Director or the Director's designee may restrict access to Library facilities pursuant to the terms of the Library Violations and Appeal Policy.

Policy 4.2: Copyright Policy

Copyright Laws were created to protect an original expression of an idea but not the idea itself. While it is perfectly acceptable to use an idea, it is not legal to reproduce an original expression of the idea. Once the idea is created into something tangible, it falls under U.S. Copyright protection. This includes anything in print or on the web among other media. U.S. Copyright law (Title 17 of the U.S. Code) prohibits the unauthorized reproduction or distribution of copyrighted material, except by the principles of Fair Use.

In addition, individuals may not copy or distribute electronic materials including email, text, images, programs, or data without explicit permission of the copyright holder.

Any responsibility for the consequences of copyright infringement lies solely with the user.

IADL expressly disclaims any liability or responsibility from use of its technology or materials, including use obtained through electronic information systems.

Policy 4.3: Acceptable Technology Use Policy

General Statements Regarding Internet

- A. **Internet Access.** The Iosco-Arenac 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 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.

Policy 4.3.2: 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.

Policy 4.3.3: Internet Filtering; Children Under 18

A. Internet Filtering – General.

- a. 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.
- b. Internet Access. Patrons wishing to access the Library's terminals may use their library card or go to the circulation desk and ask for a guest pass. At the

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.

computer, the patron must read and accept the Library's Internet Use Policy. 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.

- a. 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.
- b. 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 Library 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.

- a. 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. Parents and youth patrons are encouraged to participate in the Library's training offered on Internet use that explains both the benefits and pitfalls inherent in its use.
- b. Library Card. Patrons under 18 years of age wishing to access the Library's terminals or wireless access must check in with the circulation desk.
- c. 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.
- d. 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 Library Director shall make that determination.
- e. 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.

Policy 4.3.4: Procedure for Use

- A. **Reservation/Time Limits.**
 - a. The User may sign up to use the Internet station for periods of only one hour at a time. Use of the Internet stations is available on a first come, first served basis. If no one is waiting, the User may request one extension request to staff.
 - b. A waiting list may be created at the Circulation Desk of all computers that are in use.
- 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. **Closing.** All computers and printers are shut down fifteen (15) minutes before the Library closes.
- D. **Reimbursement for Printing.** The User shall reimburse the Library \$.10 per side for black and white printing and \$.50 cents per side for color printing.

Policy 4.3.5: 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 files 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.

Policy 4.3.6: Violations of Internet Use Policy

The Library 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; (3) suspending the patron's access to Library facilities for a set period of time; or (4) by denying access to specific services and/or programs pursuant to the Library's Violations and Appeal Policy.

Policy 4.3.7: 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. Users who need training on Library software or digital collections should request an appointment.

Policy 4.4: Progressive Discipline for Violations and Appeal

Purpose

The purpose of this policy is to provide a process for addressing violations of the Iosco-Arenac District Library policies. This Library Violations and Appeal Policy (“Policy”) will set forth the process and procedure for violations of certain Library policies in which there is a violation and appeal provision, including but not limited to the Patron Behavior, Internet Use, and Children and Vulnerable Adults in the Library Policies.

Policy 4.4.1: District Director/Designee’s Right to Suspend Privileges

Upon determining that a Library policy has been violated, the District Director or the Director’s designee may restrict access to Library facilities with immediate dismissal of the patron from the premises, by suspending the patron’s access to Library facilities for a set period of time, or by denying access to specific services and/or programs pursuant to this Policy. If necessary, the local police may be called to intervene.

Policy 4.4.2: Incident Reports

Library Staff shall record in writing in the form of an Incident Report any violation of Library policy that resulted in a verbal warning or a suspension of Library privileges. By the end of the day on which the incident occurred, an Incident Report shall be written and forwarded to the Library Director for logging and review. The Incident Report should include physical descriptions in addition to the name of the patron. A copy of the limitation or suspension of privileges letter should be attached, if applicable.

Policy 4.4.3: Violation of the Policy – Suspension of Privileges

- A. *General Violations.* Unless otherwise provided in Section IV.B of this Library Violations Enforcement Policy, the Library shall handle violations as follows:
 - a. Initial Violation: Library patrons observed violating a Library policy will be asked to cease the violation with a verbal request. If the patron does not comply with the request, he or she will be asked to leave the building for the day. If he or she refuses, police may be called.
 - b. Subsequent Violations: The Director or the Director’s authorized designee may further limit or suspend the patron’s Library privileges if violations of the same rule continue. Such limitation or suspension shall be in writing

specifying the nature of the violation. Subsequent violations of the same rule shall result in additional suspensions of increasing length.

- B. *Violations that Affect Safety and Security.* Violations of Library policy that affect safety and security, including but not limited to violations involving verbal abuse, violence, threatening behaviors, child pornography or obscenity, sexual harassment, vandalism, drug sale or use or attempted drug sale or use, intoxication, theft or attempted theft, physical harassment, sexual misconduct or any behavior that threatens the safety and security of staff and/or patrons shall be handled as follows:
- a. Initial Violation: The police will be called immediately if the conduct constitutes a violation or suspected violation of local, state, or federal law. Arrest or criminal prosecution may ensue. Violations of this nature will result in an immediate minimum two-week suspension of Library privileges in order to give the Library sufficient time to investigate the incident. After the investigation is completed, the Library Director or his/her designee may add additional time to the initial limitation or suspension period.
 - b. Subsequent Violations: The police will be called immediately if the conduct constitutes a violation or suspected violation of local, state, or federal law. Arrest or criminal prosecution may ensue. Subsequent violations of the same rule shall result in additional limitations or suspensions of increasing length. Such limitations or suspensions shall be in writing specifying the nature of the violation.

Policy 4.4.5: Reinstatement

The patron whose privileges have been limited or suspended shall attend a meeting with the Director or the Director's designee to review the Library policy that was the subject of the violation before their privileges may be reinstated. The Director may also attach reasonable conditions to any reinstatement.

Policy 4.4.6: Right of Appeal

Patrons may appeal a decision (1) to limit or suspend privileges or (2) to attach conditions to any reinstatement by sending a written appeal to the Iosco-Arenac District Library Board within ten (10) business days of the date the privileges were revoked or limited, or the conditions were made. The appeal should be sent to the Chairperson of the Library Board. The decision of the Library Board is final.

Part 5:

BUDGET AND FINANCE POLICIES

Policy 5.1: Annual Budget and Adjustments

Working with the Budget Committee, the Iosco-Arenac District Library Director will prepare an annual budget for the upcoming fiscal year (January–December) and present it to the Board of Trustees at the August board meeting. The Board will approve the final budget at the September board meeting.

The budget is a working document and may change due to shifting projections, new projects, or unforeseen events. To maintain accuracy, the Director will present any necessary budget adjustments to the Board throughout the fiscal year. All formal budget amendments will be authorized as soon as it becomes apparent that deviation from the original budget is necessary, but all amendments must be approved not later than the November board meeting

Policy 5.2: Fund Balance

*Approved and Adopted at the Regular Board Meeting of
The Iosco-Arenac District Library Board of Trustees 10/13/2011
Updated: 8/11/2022*

Purpose

This policy has been adopted by the Iosco-Arenac District Library to establish an appropriate level of fund balance in the General Fund, define the components of fund balance, and direct officials in the methods to be used for increasing or decreasing fund balance when trends indicate fund balance will fall outside the minimum/maximum levels in compliance with Government Accounting Standards Board (GASB) Statement No. 54.

The Library Board (“Board”) recognizes that the maintenance of a fund balance (a/k/a reserve funds and contingency fund) is essential to the preservation of the financial health of the Library. The Library maintains reserves in a Fund Balance to support and ensure its operational viability, service provision and financial stability.

This policy provides guidance concerning the desired level of Fund Balance maintained by the Library to provide financial stability, cash flow for operations, resources for future capital projects, and the assurance that the Library will be able to respond to emergencies with fiscal strength.

The Fund Balance can be used for purposes approved by the Board of Trustees, including, but not limited to:

- A. Provide cash flow for operational needs;
- B. Offset significant economic downturns or revenue shortfalls including loss of state aid or reduction of penal fines;
- C. Provide for contingent liabilities (tax tribunal reductions);
- D. Provide funds for emergency or other unanticipated needs;

- E. Provide for future capital needs, including building repairs and maintenance, technology and special projects; and,
- F. Maintain Investment grade bond ratings.

Policy

Fund balance is created from excess revenues over expenditures. It is a fund's net assets, mostly made up of cash and investments and, unless otherwise restricted, available for spending. There are five components of fund balance:

- A. *Non-spendable Fund Balance*. This portion of fund balance is non-spendable because of its form, for example inventory and non-financial assets, or because of legal or contractual requirements. Non-spendable amounts will be determined before all other classifications and consist of the following items:
 - a. The balance of any long-term outstanding balances due from others (including other internal funds);
 - b. The value of prepaid items and any inventory balances;
 - c. The principal of any permanent funds held legally or contractually required to be maintained intact; and,
 - d. The balance of any nonfinancial assets held for sale.
- B. *Restricted Fund Balance*. This portion of fund balance is restricted due to external limitations (grantors, donors) placed on the use of the funds. The restriction typically comes from outside the local government as a condition of the revenue source.
- C. *Committed Fund Balance*. Fund balance is committed if a limitation is set in place by formal action (a motion is moved, seconded and approved) of the Board of Trustees prior to the end of the fiscal year. The limitation remains binding until the Board of Trustees takes formal action (a motion is moved, seconded and approved) to remove it.
- D. *Assigned Fund Balance*. Fund balance may be assigned to reflect the intended use of the resource. The assignment of funds may come from the Board of Trustees or its designee, the District Director. Less formality is needed to impose, remove, or modify a constraint reflected in Assigned Fund Balance. No funds other than the General Fund may have Unassigned Fund Balance, therefore any amounts remaining in excess of Non-spendable, Restricted, or Committed funds in funds other than the General Fund will automatically be reported as Assigned Fund Balance. If any portion of existing fund balance will be used to eliminate a projected deficit in the subsequent year's budget, this amount will also be categorized as Assigned Fund Balance.
- E. *Unassigned Fund Balance*. The General Fund, and no other governmental fund, may have resources that cannot be classified in one of the four categories described above. Only the General Fund can report a surplus, an Unassigned Fund Balance.

When multiple categories of fund balances are available for expenditure (e.g., a project is being funded partly by a grant, funds set aside by the Board, and unassigned

fund balance), the Library will start with the most restricted category and spend those funds first before moving down to the next category with available funds.

Recommended Amount of Fund Balance

While it is prudent and necessary to maintain adequate reserves in support of the Library's operations and viability, it is not appropriate or intended that excessive amounts of public moneys be held in reserve. A reasonable, stable, fund balance is recognized as an element of effective long-range planning.

The Library's primary objectives for establishing a reasonable fund balance are to maintain an adequate level of financial resources to protect against reducing service levels, avoid borrowings to meet cash flow needs due to revenue shortfalls or unanticipated emergencies, or other necessary expenditures that may tend to impair the fiscal integrity of the Library.

A. *Unassigned (Contingency) Fund Category.* It is the goal of the Library to maintain no less than three (3) and no more than six (6) months of annual operating expenses in the Contingency Fund.

Contingency Fund balances over the maximum at the end of the fiscal year may be transferred by the Board through Board resolution to the Committed or Assigned fund categories, to be used for maintenance and repair, construction, or other special projects/programs.

B. *Committed Fund Category.* The Committed Fund category will be funded, as noted above, by Board resolution to support commitments to future capital projects determined by the Library's Strategic Plan. Capital Projects will include expenditures more than \$1,000 with a useful life of at least two (2) years.

C. *Other Fund Categories.* Other fund balances will be determined by stipulated restrictions or Board or management decision, as defined.

Maintaining Fund Balance

Fund balances may fall occasionally outside of the target ranges because of special projects, emergencies, and other extenuating circumstances. The Library will reduce recurring expenditures or pursue other funding sources to replenish the funds to the minimum level within a reasonable time frame, typically two (2) years.

Annual Review of Fund Balance

As an integral part of the annual budgeting process, consistent with prudent budgeting practices necessary for the continued services of the Library, the Board will fully review, consider, and determine the appropriate level of Fund Balance.

Policy 5.3: Investments

Purpose

It is the policy of the Saline District Library (“Library”) to invest public funds in a manner which will provide the highest investment return with the maximum security while meeting the daily cash flow demands of the entity and conforming to all state statutes and Library policies governing the investment of public funds.

Scope

This Investment Policy (“Policy”) applies to all transactions involving the financial assets and related activity of the Library except for the following:

- A. The Library’s employee pension funds and its employee deferred compensation funds, which are organized and administered separately.
- B. Any financial asset or money that is otherwise subject to a public act or bond authorizing ordinance or resolution that permits investment in fewer than all the investment options listed in this Policy or imposes one or more conditions upon an investment listed in this Policy.
- C. Further, this Policy does not apply to any funds which are governed by an act other than 1943 PA 20, the Investment of Surplus Funds of Political Subdivisions Act (“Act 20”).

The Library's financial assets are accounted for in various Funds of the Library as set forth in Policy 709: Segregation and Distribution of Revenues

Objectives

Funds of the Library will be invested in accordance with Act 20, as amended, and in accordance with the following objectives in order of priority:

- A. *Safety* - Safety of principal is the foremost objective of the investment program. Investments shall be undertaken in a manner that seeks to ensure the preservation of capital and preservation of investment in the overall portfolio.
- B. *Diversification* - The investments shall be diversified by specific maturity dates, individual financial institution(s) or a specific class of securities in order that potential losses on individual securities do not exceed the income generated from the remainder of the portfolio.
- C. *Liquidity* - The investment portfolio will remain sufficiently liquid to meet all operating requirements which might be reasonably anticipated.
- D. *Return on Investment* - The investment portfolio shall be designed with the objective of obtaining a rate of return throughout budgetary and economic cycles, taking into account the investment risk constraints and cash flow characteristics of the portfolio.

Authority; Delegation of Authority

Authority to manage the investment program is derived from state law, including Act 20, as amended, and the District Library Establishment Act, 1989 PA 24. Management responsibility for the investment program is hereby delegated to the Saline District Library

Board of Trustees, which shall establish procedures and internal controls for the operation of the investment program, consistent with the Investment Policy.

No person may engage in investment transactions except as provided under the terms of this Policy and the procedures established by the Board of Trustees. The Treasurer of the Board of Trustees shall be responsible for all transactions undertaken and shall establish a system of controls to regulate the activities of subordinate officials. The Library Board, after approval by the Finance Committee, may hire consultants, including a bookkeeper, to assist with Library investments. The Director shall be the Investment Officer. The Board of Trustees may delegate investment authority to the Board's Finance Committee, of which the Treasurer is a member.

Authorized Instruments

In accordance with Act 20, as amended, the Board of Trustees may invest the surplus funds of the Library as follows:

- A. Bonds, securities, and other obligations of the United States or an agency or instrumentality of the United States.
- B. Certificates of deposit, savings accounts, deposit accounts, or depository receipts of a financial institution, but only if the financial institution is eligible to be a depository of funds belonging to the state under a law or rule of this state or the United States. In addition, the Library Board by resolution may authorize its investment officer to invest the funds of the Library in certificates of deposit or depository accounts in accordance with all of the following conditions:
 - a. Certificates of deposit in accordance with all of the following conditions:
 - i. The funds are initially invested through a financial institution that is not ineligible to be a depository of surplus funds belonging to this state under section 6 of 1855 PA 105, MCL 21.146.
 - ii. The financial institution arranges for the investment of the funds in certificates of deposit in one (1) or more insured depository institutions, as defined in 12 USC 1813, or one (1) or more insured credit unions, as defined in 12 USC 1752, for the account of the public corporation.
 - iii. The full amount of the principal and any accrued interest of each certificate of deposit is insured by an agency of the United States.
 - iv. The financial institution acts as custodian for the public corporation with respect to each certificate of deposit.
 - v. At the same time that the funds of the Library are deposited and the certificate or certificates of deposit are issued, the financial institution receives an amount of deposits from customers of other insured depository institutions or insured credit unions equal to or greater than the amount of the funds initially invested by the public corporation through the financial institution.
 - b. Deposit accounts of a financial institution that meet all of the following conditions:

- i. The funds are initially deposited in a financial institution that is not ineligible to be a depository of surplus funds belonging to this state under section 6 of 1855 PA 105, MCL 21.146.
 - ii. The financial institution arranges for the deposit of the funds in deposit accounts in one (1) or more insured depository institutions, as defined in 12 USC 1813, or one (1) or more insured credit unions, as defined in 12 USC 1752, for the account of the public corporation.
 - iii. The full amount of the principal and any accrued interest of each deposit account is insured by an agency of the United States.
 - iv. The financial institution acts as custodian for the public corporation with respect to each deposit account.
 - v. On the same date that the funds of the Library are deposited under subdivision b) above, the financial institution receives an amount of deposits from customers of other insured depository institutions or insured credit unions equal to or greater than the amount of the funds initially deposited by the Library in the financial institution.
- C. Commercial paper rated at the time of purchase within the two (2) highest classifications established by not less than two (2) standard rating services and that matures not more than 270 days after the date of purchase.
- D. Repurchase agreements consisting of instruments listed in subdivision A. above. Repurchase agreements must be executed by the bank or dealer, and shall be negotiated only with dealers or financial institutions with whom the Library has negotiated a master repurchase agreement approved by the Library's legal counsel.
- E. Bankers' acceptances of United States Banks.
- F. Obligations of the State of Michigan or any of its political subdivisions that at the time of purchase are rated as investment grade by not less than one (1) standard rating service.
- G. Mutual funds registered under the Investment Company Act of 1940, Title I of chapter 686, 54 Stat. 789, 15 U.S.C. 80a-1 to 80a-3 and 80a-4 to 80a-64, with authority to purchase only investment vehicles that are legal for direct investment by a public corporation. The authorization to invest in mutual funds includes securities whose net asset value per share may fluctuate on a periodic basis. However, a mutual fund is not disqualified as a permissible investment solely by reason of the following:
 - a. The purchase of securities on a when-issued or delayed delivery basis.
 - b. The ability to lend portfolio securities as long as the mutual fund receives collateral at all times equal to at least 100% of the value of the securities loaned.
 - c. The limited ability to borrow and pledge a like portion of the portfolio's assets for temporary or emergency purposes.
- H. Obligations described in V.A through V.G above if purchased through an interlocal agreement under state law (Urban Cooperation Act of 1967) e.g., the MBIA Michigan CLASS program.
- I. Investment pools organized under the Local Government Investment Pool Act, 1985 PA 121 and the Surplus Funds Investment Pool Act, 1982 PA 367.

Safekeeping and Custody

All security transactions, including collateral for repurchase agreements and financial institution deposits, entered into by the Library shall be on a cash (or delivery vs. payment) basis. Securities may be held by a third-party custodian designated by the Treasurer and evidenced by safekeeping receipts as determined by the Treasurer.

Prudence

Investments shall be made with judgment and care, under circumstances then prevailing, which persons of prudence, discretion and intelligence exercise in the management of their own affairs, not for speculation but for investment, considering the probable safety of their capital as well as the probable income to be derived.

Reports

The Treasurer may elect to have certificates and other evidence of investments held by a financial institution and sufficient documentation and acknowledgment of investments held on behalf of the Library, provided that such documentation is provided on a quarterly basis. The Finance Committee shall provide a quarterly report to the governing body concerning the investment of funds.

Conflict

The Treasurer, Board Member of Trustee members, and members of the Finance Committee shall comply with all statutes related to public fund investments. Any provision of this Policy in conflict with state law, as amended from time to time, is void.

Policy 5.4: Fraud Prevention

Overview

This policy is designed to promote a healthy and ethical culture in the Iosco-Arenac District Library (the “Library”) for the benefit of both employees and patrons. This policy addresses all aspects of fraud and corruption prevention, detection, and investigation for the Library. For the employee, the policy reinforces the requirement that all staff act ethically in the performance of their duties and specifies controls and procedures intended to identify, reduce, and ultimately eliminate the Library’s exposure to potential losses from error, fraud, or corruption.

Policy Statement

The purpose of this policy is to provide the formal, written stance of the Iosco-Arenac District Library on fraud and corruption and to provide a clear procedure for a consistent, transparent, and accountable approach to issues of corruption and fraud as they may arise from time to time. Additionally, this policy is meant to provide measures to both prevent fraud and corruption and to identify it readily if it should occur.

Policy 5.4.1: Fraud Prevention Committee

The Library shall create a committee made up of the Library Director and two Board Members. Any Committee member who is implicated in the fraud or has a conflicting relationship with the perpetrator of the fraud (e.g. spouse, child, sibling, partner, close friendship) must be recused from the investigation and a replacement may be chosen by the remaining Committee members. The Committee shall meet annually to conduct, in addition to Risk Assessment Reviews, to analyze potential threats, to implement practical policies for reducing fraud, and to respond to fraud when it occurs. The Committee may propose amendments to this policy to be considered by the Library Board, or other similar governing body.

The Committee shall issue a quarterly report offering best practices and making all employees aware of any active, ongoing, or recently concluded investigations.

Policy 5.4.2: Fraud and Corruption Risk Assessment Reviews

The Committee will conduct fraud and corruption Risk Assessment Reviews to establish the Library's risk profile and to provide management with information to deal with fraud and corruption in a cost-effective way. At a minimum, Risk Assessment Reviews must address both internal and external fraud and corruption risks (i.e. both employee and customer/patron fraud), and the potential for collusion from the dual perspectives of employee-employee and patron-employee. The Review shall also consider the sufficiency of Internal Financial Controls. The Library will conduct Risk Assessment Reviews annually, but more frequently as required. The Committee shall solicit input from all employees and welcome feedback from patrons as it is offered. Following each Review, the Committee shall generate a report which will be kept on file and reviewed prior to the next Review. Any proposed policy change or amendment shall be supported by findings contained in the previous Review.

Policy 5.4.3: Internal Financial Control

The Library shall maintain internal financial and management controls which require employees to follow standards of practice. These controls include, but are not limited to, the following:

- Fraud-conscious hiring practices, including reference checks and verification of educational qualifications
- Segregation of financial duties and division of access point
- Routine inventory accounting
- Security of records, information systems, and cybersecurity
- Routine review of risk and risk management strategies
- Supervision and internal checks
- Consistency in training and chain-of-command
- Budget review and assessment

Policy 5.4.4: Internal Audits

Internal audits shall be implemented and shall include both routine and random audits intended to test compliance and the effectiveness of policies herein and hereafter implemented. The results of any audit must be reported to the Committee with recommendations to address identified adverse trends or deficiencies. As part of an audit, all employees must be given the opportunity to provide feedback or insight to the perpetration of fraud within their positions. To promote transparency, all employee feedback as part of an audit shall remain anonymous and confidential.

Policy 5.4.5: Reporting Fraud and Corruption

Employees may report matters of fraud or corruption at any time with any member of the Committee. Any report shall be formally recorded in as much detail as appropriate. All matters reported in good faith will be thoroughly investigated using processes outlined in Section IX. Any report which credibly alleges criminal activity shall be reported to the local police at the time it is reported to any Committee member. All reports, regardless of confirmation or whether action is taken, will be considered in the Reviews described by Section 4 and given appropriate weight at the discretion of the Committee.

Policy 5.4.6: Report Outcomes

The Library will take appropriate disciplinary action against any employee believed to have participated, perpetuated, or covered up fraudulent or corrupt conduct. Any criminal activity by employee or patron will be reported to the police. Noncriminal misconduct may be handled using internal policies or procedures, including but not limited to suspension or complete ban of Library access or privileges, and in the case of employees, suspension, or termination. Civil action may be pursued to recover any loss of public money or property.

Policy 5.4.7: Initial Investigation

Once fraud or corruption has been reported, it must be handled seriously and investigated competently and thoroughly. The information received during an investigation will be kept as confidential as possible as permitted by law, while still permitting the matter to be properly investigated and comply with applicable laws. The Library shall explore all reports of fraud or corruption through the Committee. The Committee shall:

- A. Record all reports received
- B. Provide notice to all parties involved of the allegations and the process
- C. Coordinate an initial investigation sufficient to make an initial assessment
- D. Ensure the investigating body has full access and cooperation
- E. Ensure that the investigation is thorough, impartial, fair, and unbiased
- F. Make an initial assessment of each report and determine whether:
 - a. Immediate action may be taken, or
 - b. Further investigation is needed, or
 - c. The report lacks credibility and should be dismissed.
- G. Keep all parties involved in the matter informed of the status, progress, and outcome of the investigation.

- H. Ensure all initial investigations are completed in a swift, timely manner
- I. Ensure that any recommendation or penalty is implemented as promptly as possible, including:
 - a. Police involvement;
 - b. Suspension;
 - c. Termination;
 - d. Removal;
 - e. Ban from Access;
 - f. Charges or Fines.
- J. If at the conclusion of the initial investigation a reasonable basis exists to believe that fraud or corruption has occurred, the Committee shall either refer the matter to the police or continue with further investigation under Section 9.2.

Policy 5.4.8: Further Investigation

If the matter has been reported to the police at the conclusion of the initial investigation, further investigation may still be required at the discretion of the Committee, as actions taken by the Library with respect to staff or patrons will be determined independently of any criminal investigation. If the recommendation after the initial investigation is further investigation, such further investigation must be pursued immediately. Under most circumstances, a decision to further investigate will require the services of an independent investigator which will be hired by the Committee at the Library's expense. The Committee shall work with the independent investigator to develop an Investigation Plan and shall cooperate to furnish all materials and provide such access as may be helpful to the investigation.

The Committee and all Library employees shall avoid involvement in any external investigation and shall not attempt to influence the investigation in any way. However, all employees shall cooperate with the investigation through any means reasonably requested.

Policy 5.4.9: Closing Investigations

Following the initial investigation or at the conclusion of further investigation, it is concluded that fraud was not perpetrated or that further action is unnecessary or impractical, the investigation shall be deemed closed. When an investigation is deemed closed, the Committee shall draft a Final Investigation Report detailing the allegations, the evidence, the timeline of the investigation, all involved parties, and any resolution/action that may be taken. Final Investigation Reports shall be maintained by the Committee and included in both the quarterly reports and the annual Review.

Policy 5.5: Purchasing

This Policy is intended to clarify and expand the Library's protocol for the procurement of goods and services by the Library consistent with Michigan law.

A. Purchases

All purchases of goods or services over \$2,500, or any non-routine purchases without appropriation in the current budget, shall be submitted to the Library Board (“Library Board”) for approval prior to purchase, except as required under Section III, Emergency Purchases; Section IV, Specifically Authorized Purchases or Section V, Re-occurring Routine Purchases. The purchase request shall outline the need and provide justification for the goods or services. The purchase request information should include suggested vendors, quantity, specifications, shipping details and pricing. The Library Board may require a budget amendment before approval of the purchase.

B. Minor Purchases

Any purchases of goods or services \$2,500.00 or under, when the specific appropriation has been specified and included in the current budget authorized by the Library Board as an approved expenditure for the fiscal year, may be completed after submittal to the Library Director, with documentation being provided to the Library Board within a forty-five (45) day period.

C. Emergency Purchases

In an emergency endangering the public peace, health, safety or property of the Library, the Library Director or his or her designee may purchase supplies, materials, equipment, or services which are deemed immediately necessary to respond to and alleviate the emergency. A full report shall be filed by the Library Director with the Library Board within a thirty (30) day period of such action.

D. Re-Occurring Routine Payments; Authorizing Procedure

The following payments shall be considered authorized and do not require prior Board approval pursuant to this Policy:

- a. Payroll
- b. Utilities
- c. Invoices or bills with penalties or discounts that would be incurred if payment is not received prior to the Board Meeting at which such invoices or bills will be approved.
- d. [OTHER ROUTINE, MONTHLY BILLS]

However, all invoices and bills preapproved pursuant to this Section shall be post audited at the next Board meeting. The post audit shall indicate that the invoices and bills were preauthorized by policy.

E. Purchasing Agent

The Library Director shall act as purchasing agent of the Library, unless he/she shall designate another officer or Library employee to act as purchasing agent. Every purchase order shall be approved by the purchasing agent before being issued. The purchasing agent may adopt rules regulating requisitions and purchase orders.

F. Requisitions and Estimates

All departments of the Library shall file with the purchasing agent detailed estimates of their requirements in supplies, materials, equipment and contractual services in such manner, at such times, and for such future periods as the Library Director shall prescribe. The requirement for preparing estimates shall not prohibit any department from filing with the purchasing agent at any time a requisition for any supplies, materials, equipment, or contractual services the need for which was not foreseen when the detailed estimates were filed.

G. Conflict of Interest

No employee or Board member shall participate in any purchase or procurement when such participation is considered a conflict of interest under Michigan law. If any Board member or employee believes there may be a conflict of interest, the Board member or employee shall notify the purchasing agent of any actual or potential conflict of interest prior to any participation or as soon as the conflict is reasonably known. The purchasing agent, upon consultation with legal counsel and/or the Board shall determine whether the employee or Board member should participate.

H. Quotes; Bidding

Purchase of goods or services under \$25,000 may be made in the open market, without advertisement and without formal competitive bidding. However, to the best extent possible, any such purchase shall be based on at least three (3) competitive quotes and the purchasing agent shall select the quote deemed most advantageous to the Library. Any purchase of goods or services over \$25,000 shall require competitive sealed bids, which bidding requirements and process shall be determined by the Library Board at the time of the request for bids.

- A. In recognition that certain products and services are clearly superior and/or compatible with Library operations, the District Director or assigned purchasing agent may determine that a specific product or vendor be the sole source of purchasing for the IADL. In doing so, the items will be purchased without a formal bidding process. However, the District Director shall inform the Board in writing regarding the deviation from the need for quotes or bidding prior to the purchase.

Universal Service Administrative Co. Funding

For all eRate eligible products and services the IADL has applied or will be applying for Universal Service Administrative Co. (USAC) funding or reimbursement, the IADL shall forgo the policy outlined here and instead follow the competitive bid process as required by USAC.

Local Business Initiative: In considering bid responses and quotes, the IADL will follow the Iosco and Arenac County Government's Local Business Initiative, if in effect at the time of the bid award. This initiative gives preference to local suppliers in an effort to support the local economy and the IADL's legal service area.

Exemptions: The following purchases are exempt from approval thresholds and quote requirements as outlined in this policy and may be awarded without obtaining quotes and/or

Library Board of Trustees' approval if the price is considered to be reasonable by the District Director or Bookkeeper:

- Goods or services accepted by grant, gift, or bequest
- Water, sewer, steam, gas, electrical utility, and telephone services
- Library materials (including but not limited to items such as books, databases, subscriptions)
- Other regularly recurring expenditures as approved by the District Director and Bookkeeper.

Non-discrimination

When soliciting and selecting vendors, the IADL shall not in any way discriminate against any vendor because of age, race, color, religion, marital status, sex/gender, pregnancy, sexual orientation, gender identity, gender expression, height, weight, national origin, disability, political affiliation, familial status, veteran status or genetics and/or any other legally protected class not heretofore mentioned; nor shall IADL patronize, or continue to patronize vendors known to practice any form of discrimination.

Policy 5.6: ACH (“Automatic Clearing House”)

Purpose

A policy which authorizes and regulates disbursement or receipt of funds by the Iosco-Arenac District Library via Electronic Fund Transactions and Automated Clearing Houses. This policy also applies to movement of funds between the Iosco-Arenac District Library organizations that have authority to process electronic payments, and to provide for powers and duties of the officials that will act on behalf of the Iosco-Arenac District Library.

Definitions

- I. **Automated Clearing House or “ACH”** means a national and governmental organization that has authority to process electronic payments.
- J. **ACH Arrangement** means an agreement between the originator of the ACH transaction and the receiver of an ACH transaction.
- K. **ACH Transaction** means use of Electronic Fund Transactions for executing payment, debit or credit transfers which are processed through an automated clearing house.
- L. **ACH Policy** means the procedures and internal controls as determined under this written policy which has been adopted by the Iosco-Arenac District Library Board of Trustees.
- M. **Bookkeeper** means the individual or firm designated by the District to prepare payroll, accounts payable, accounts receivable, documents in support of satisfying state and federal reporting requirements and to maintain the accumulation of day-to-day financial records for the Iosco-Arenac District Library.

- N. **Electronic Transaction Officer or “ETO”** shall be the person that the Board has elected to serve as Treasurer. The ETO shall oversee and ensure that ACH transactions are executed in compliance with this policy.
- O. **Electronic Funds Transaction or “EFT”** is the electronic exchange or transfer of money from one account to another, either within a single financial institution or across multiple institutions, through computer-based systems.
- P. **Treasurer** shall be the person that the Board annually elects to keep account of all monies received and disbursed in such manner and for such purposes as approved and authorized by the Board.

Policy 5.6.1: Authority to Enter into ACH Agreements and Electronic Transfer of Public Funds

In accordance with any legal requirements of the local, state, or federal law, the Board has adopted a Resolution which authorizes the District Director, Bookkeeper, and Treasurer to enroll the Iosco-Arenac District Library into ACH Arrangements and authorizes use of Electronic Fund Transactions for executing payment, debit or credit transfers which are processed through an ACH when such actions conform with this policy.

Policy 5.6.2: Responsibility for ACH Agreements

The Board designates the District Director and the Treasurer to be responsible for ACH Arrangements and for generally overseeing compliance with this ACH Policy, including payment approval, accounting, reporting, and generally for overseeing compliance with the ACH policy. The District Director is also responsible for submitting documentation to the Board which provides details about the goods or services purchased, the cost of such goods or services, the date of payment, and the projects which have caused the District to incur expenses or receive revenues via ACH Arrangements all in accordance with relevant law. This report may be contained in electronic general ledger software system or in a separate report to the Library Board. EFT and ACH payment activities will be reported to the Board as part of the financial report that is delivered during each scheduled meeting.

Policy 5.6.3: Internal Accounting Controls for use of EFT and ACH Transactions

- A. **Pre-Approved Payees and Payment Limits:** The Library will receive invoices from the vendor. For any payments made pursuant to [Section IV](#) of the Purchasing policy or that may be made by the Library Director, the Bookkeeper shall prepare a list, for pre-approval by the District Director, of all vendors, ACH Arrangements and other agencies that are to receive payments from Iosco-Arenac District Library via Electronic Fund Transactions and ACH Arrangements (the “Payees”) based on the invoices- - on a regular or on-going basis. This list shall also define the not-to-exceed amounts for which the Bookkeeper, District Director and Treasurer may process and execute payments. For payments must be approved by the Board pursuant to the Purchasing Policy, the District Director will seek specific approval from the Board prior to making any payments that exceed the pre-approved limit or in preparation for making EFT or ACH payments to Payees that have not been listed on the pre-approved

list. Following the approval, the Director signs the ACH invoice, initiates the electronic transaction with the vendor, and makes the actual transfer of funds

- B. **Reporting EFT and ACH Activities to the Board:** All EFT and ACH payment activities will be reported to the Board at the next scheduled meeting following execution of such payments. These reports will be provided to the Board as part of the financial report that is delivered during each scheduled meeting. The Bookkeeper shall retain all ACH transaction documents for audit purposes
- C. **Paying State and Federal Payroll Taxes:** For payment of state and federal payroll taxes and other payroll liabilities - - the Bookkeeper has authority to make such payments via the established Electronic Federal Tax Payment System (EFTPA) and the State of Michigan program.
- D. **Receiving EFT & ACH Deposits:** When Deposits from State, County, and/or Federal authorities, and from third-party payment processors, e.g. banks, vendors, are received - - the Bookkeeper shall obtain the amount of the deposit for recording and accounting purposes.

During a regularly scheduled meeting, conducted on February 9, 2017, the Iosco-Arenac District Library Board of Trustees approved a Resolution making this policy effective immediately.

Policy 5.7: Credit Card Use

Purpose

The purpose of the Credit Card Use Policy (“Policy”) of the Iosco-Arenac District Library (“Library”) is to facilitate the Library's purchase of goods, materials, and services, while maintaining accountability. The Policy provides a system of internal controls to ensure that the Library complies with all applicable laws, including Michigan Public Act 266 of 1995 (Credit Card transactions).

A. *Credit Card Regulations*

- a. The authorized credit limit of each credit card shall not exceed \$5,000. The Iosco-Arenac District Library Board (“Library Board”) shall determine the maximum authorized limit on any credit card issued to the Library. All credit cards shall be issued in the name of the Library.
- b. The Library Board may include in its budget and pay the balance due on any credit card, including the annual fee and interest.
- c. The Library Director may delegate authority to use a credit card to a Library employee. However, all purchases over \$400.00 must be approved by the Director. All purchases over \$3,500 must be approved by the Library Board.
- d. For purchases under \$100.00, each employee shall be permitted to make up to three (3) purchases each month without prior approval of the Library Director as long as the Library Board has budgeted for the purchase. After the three (3) monthly purchases, any additional purchases must be approved by the Library Director.
- e. All general-purpose credit cards shall be held in the Administrative Assistant/Bookkeepers files Any authorized employee may request the use of

a credit card from the Business Office. All credit cards shall be returned to the Business Office.

B. *Responsibility of District Director or Designee*

- a. The District Director will be responsible for the issuance, accounting, monitoring, and retrieval and generally for overseeing compliance with this Policy.
- b. The credit card may be used by the District Director and employees delegated the authority by the District Director. Credit cards shall be used only for Library supplies, materials, services, and staff continuing education/conferences to be used for the official business of the Library. Further, the District Director or his/her designee may not use any credit card for a purchase that that person does not have authority to make.
- c. The District Director and any employee in possession or using the credit card is responsible for the protection of the credit card. Employees shall notify the District Director if a card is lost or stolen. Then, the District Director shall immediately notify the Library Board and financial institution issuing the card if the card is lost or stolen.
- d. The District Director or any Director's designee employees must immediately surrender the credit card upon leaving the employ of the Library.

C. *Unauthorized Use*

The Library will use disciplinary measures consistent with current law for unauthorized use of the credit card.

D. *Payment*

- a. The balance including interest due on the credit card shall be paid within 60 days of the initial statement date.
- b. The District Director or his/her designee, within one (1) week after a purchase, shall submit a copy of the vendor's credit card slip detailing the goods or services purchased, the cost of the goods or services, the date of purchase, and the official business for which it was purchased to the Business Office. If no credit card slip was obtained that described the transaction, the District Director shall submit a signed voucher that shows the name of the vendor or entity from which goods or services were purchased, the date and the amount of the transaction, and the official business that required the transaction. Vouchers shall also include a statement why a credit card slip was not obtained. All credit card receipts or vouchers will be retained for attachment to the monthly credit card statement, prior to approval for payment.
- c. The Employee to whom the procurement and line item budget authority has been delegated must review the credit card statements with respect to those line items.
- d. The District Director shall review each credit card statement as soon as possible to ensure that transactions comply with this Policy. Any transactions that appear on the statements that are not documented with a credit card slip or a signed voucher shall be immediately investigated. Transactions that do not appear to comply with this Policy shall be reported to the Library Board.

- e. The Library shall not approve a payment to the entity issuing the credit card until all transactions have been verified, including the approval of all transaction invoices if issued. If the Library Board holds a regular meeting before the credit card invoice must be paid so that no late fees or interest will accrue, the credit card invoices shall be verified and approved by the Library Board. If a regular meeting does not occur before the invoice must be paid, the Library Board Chairperson shall have the authority to verify the transactions and approve payment. However, the Library Board shall be given a copy of the verified and authorized invoice at the next regular Board meeting.

E. *Benefits*

Any benefits derived from the use of the credit card shall be the property of the Iosco-Arenac District Library.

Policy 5.8: Capital Assets

<i>Descriptions</i>	<i>Estimated Lives</i>
<i>Library Materials</i>	7 years
<i>Furniture, Fixtures, and Equipment</i>	5 – 7 years
<i>Vehicles</i>	5 years

Updated and Approved by Board of Trustees 4/11/2025

General Capital Assets are capital assets which are associated with and generally arise from governmental activities. They generally result from expenditures in governmental funds. General capital assets are reported in the Governmental Activities column of the government-wide statement of net position but are not reported in the fund financial statements.

Capital Assets are defined by the Library as assets with an initial individual cost of more than **\$1000** and an estimated useful life in excess of one year. Such assets are recorded at historical cost or estimated historical cost if purchased or constructed. Donated capital assets are recorded at estimated fair market value at the date of donation.

Right-To-Use Assets are initially measured at an amount equal to the initial measurement of the related lease/subscription-based information technology arrangement (SBITA) liability plus any lease/SBITA payments made prior to the lease/SBITA term, less incentives, and plus ancillary charges necessary to place the lease/SBITA into service.

Improvements are capitalized and depreciated over the remaining useful lives of the related capital assets. The costs of normal maintenance and repairs that do not add to the value of the asset or materially extend an asset's life are not capitalized.

Capital assets are depreciated using the straight-line method over the following useful lives:

Appendix

Appendix A: Library Bill of Rights

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

- A. Books and other library resources should be provided for the interest, information, and enlightenment of all people of the community the library serves. Materials should not be excluded because of the origin, background, or views of those contributing to their creation.
- B. Libraries should provide materials and information presenting all points of view on current and historical issues. Materials should not be proscribed or removed because of partisan or doctrinal disapproval.
- C. Libraries should challenge censorship in the fulfillment of their responsibility to provide information and enlightenment.
- D. Libraries should cooperate with all persons and groups concerned with resisting abridgment of free expression and free access to ideas.
- E. A person's right to use a library should not be denied or abridged because of origin, age, background, or views.
- F. Libraries which make exhibit spaces and meeting rooms available to the public they serve should make such facilities available on an equitable basis, regardless of the beliefs or affiliations of individuals or groups requesting their use.
- G. All people, regardless of origin, age, background, or views, possess a right to privacy and confidentiality in their library use. Libraries should advocate for, educate about, and protect people's privacy, safeguarding all library use data, including personally identifiable information.

Adopted June 19, 1939, by the ALA Council; amended October 14, 1944; June 18, 1948; February 2, 1961; June 27, 1967; January 23, 1980; January 29, 2019.

Inclusion of "age" reaffirmed January 23, 1996.

Although the Articles of the Library Bill of Rights are unambiguous statements of basic principles that should govern the service of all libraries, questions do arise concerning application of these principles to specific library practices. See the documents designated by the Intellectual Freedom Committee as Interpretations of the Library Bill of Rights.

Appendix B: Freedom To Read Statement

The freedom to read is essential to our democracy. It is continuously under attack. Private groups and public authorities in various parts of the country are working to remove or limit access to reading materials, to censor content in schools, to label "controversial" views, to distribute lists of "objectionable" books or authors, and to purge libraries. These actions apparently rise from a view that our national tradition of free expression is no longer valid; that censorship and suppression are needed to counter threats to safety or national security, as well as to avoid the subversion of politics and the corruption of morals. We, as individuals devoted to reading and as librarians and publishers responsible for disseminating ideas, wish to assert the public interest in the preservation of the freedom to read.

Most attempts at suppression rest on a denial of the fundamental premise of democracy: that the ordinary individual, by exercising critical judgment, will select the good and reject the bad. We trust Americans to recognize propaganda and misinformation, and to make their own decisions about what they read and believe. We do not believe they are prepared to sacrifice their heritage of a free press in order to be "protected" against what others think may be bad for them. We believe they still favor free enterprise in ideas and expression.

These efforts at suppression are related to a larger pattern of pressures being brought against education, the press, art and images, films, broadcast media, and the Internet. The problem is not only one of actual censorship. The shadow of fear cast by these pressures leads, we suspect, to an even larger voluntary curtailment of expression by those who seek to avoid controversy or unwelcome scrutiny by government officials.

Such pressure toward conformity is perhaps natural to a time of accelerated change. And yet suppression is never more dangerous than in such a time of social tension. Freedom has given the United States the elasticity to endure strain. Freedom keeps open the path of novel and creative solutions, and enables change to come by choice. Every silencing of a heresy, every enforcement of an orthodoxy, diminishes the toughness and resilience of our society and leaves it the less able to deal with controversy and difference.

Now as always in our history, reading is among our greatest freedoms. The freedom to read and write is almost the only means for making generally available ideas or manners of expression that can initially command only a small audience. The written word is the natural medium for the new idea and the untried voice from which come the original contributions to social growth. It is essential to the extended discussion that serious thought requires, and to the accumulation of knowledge and ideas into organized collections.

We believe that free communication is essential to the preservation of a free society and a creative culture. We believe that these pressures toward conformity present the danger of limiting the range and variety of inquiry and expression on which our democracy and our culture depend. We believe that every American community must jealously guard the freedom to publish and to circulate, in order to preserve its own freedom to read. We believe that publishers and librarians have a profound responsibility to give validity to that freedom to read by making it possible for the readers to choose freely from a variety of offerings.

The freedom to read is guaranteed by the Constitution. Those with faith in free people will stand firm on these constitutional guarantees of essential rights and will exercise the responsibilities that accompany these rights.

We therefore affirm these propositions:

1. It is in the public interest for publishers and librarians to make available the widest diversity of views and expressions, including those that are unorthodox, unpopular, or considered dangerous by the majority.

Creative thought is by definition new, and what is new is different. The bearer of every new thought is a rebel until that idea is refined and tested. Totalitarian systems attempt to maintain themselves in power by the ruthless suppression of any concept that challenges the established orthodoxy. The power of a democratic system to adapt to change is vastly strengthened by the freedom of its citizens to choose widely from among conflicting opinions offered freely to them. To stifle every nonconformist idea at birth would mark the end of the democratic process. Furthermore, only through the constant activity of weighing and selecting can the democratic mind attain the strength demanded by times like these. We need to know not only what we believe but why we believe it.

2. Publishers, librarians, and booksellers do not need to endorse every idea or presentation they make available. It would conflict with the public interest for them to establish their own political, moral, or aesthetic views as a standard for determining what should be published or circulated.

Publishers and librarians serve the educational process by helping to make available knowledge and ideas required for the growth of the mind and the increase of learning. They do not foster education by imposing as mentors the patterns of their own thought. The people should have the freedom to read and consider a broader range of ideas than those that may be held by any single librarian or publisher or government or church. It is wrong that what one can read should be confined to what another thinks proper.

3. It is contrary to the public interest for publishers or librarians to bar access to writings on the basis of the personal history or political affiliations of the author.

No art or literature can flourish if it is to be measured by the political views or private lives of its creators. No society of free people can flourish that draws up lists of writers to whom it will not listen, whatever they may have to say.

4. There is no place in our society for efforts to coerce the taste of others, to confine adults to the reading matter deemed suitable for adolescents, or to inhibit the efforts of writers to achieve artistic expression.

To some, much of modern expression is shocking. But is not much of life itself shocking? We cut off literature at the source if we prevent writers from dealing with the stuff of life. Parents and teachers have a responsibility to prepare the young to meet the diversity of experiences in life to which they will be exposed, as they have a responsibility to help them learn to think critically for themselves. These are affirmative responsibilities, not to be discharged simply by preventing them from reading works for which they are not yet prepared. In these matters values differ, and values cannot be legislated; nor can machinery be devised that will suit the demands of one group without limiting the freedom of others.

5. It is not in the public interest to force a reader to accept the prejudgment of a label characterizing any expression or its author as subversive or dangerous.

The ideal of labeling presupposes the existence of individuals or groups with wisdom to determine by authority what is good or bad for others. It presupposes that individuals must be directed in making up their minds about the ideas they examine. But Americans do not need others to do their thinking for them.

6. It is the responsibility of publishers and librarians, as guardians of the people's freedom to read, to contest encroachments upon that freedom by individuals or groups seeking to impose their own standards or tastes upon the community at large; and by the government whenever it seeks to reduce or deny public access to public information.

It is inevitable in the give and take of the democratic process that the political, the moral, or the aesthetic concepts of an individual or group will occasionally collide with those of another individual or group. In a free society individuals are free to determine for themselves what they wish to read, and each group is free to determine what it will recommend to its freely associated members. But no group has the right to take the law into its own hands, and to impose its own concept of politics or morality upon other members of a democratic society. Freedom is no freedom if it is accorded only to the accepted and the inoffensive. Further, democratic societies are more safe, free, and creative when the free flow of public information is not restricted by governmental prerogative or self-censorship.

7. It is the responsibility of publishers and librarians to give full meaning to the freedom to read by providing books that enrich the quality and diversity of thought and expression. By the exercise of this affirmative responsibility, they can demonstrate that the answer to a "bad" book is a good one, the answer to a "bad" idea is a good one.

The freedom to read is of little consequence when the reader cannot obtain matter fit for that reader's purpose. What is needed is not only the absence of restraint, but the positive provision of opportunity for the people to read the best that has been thought and said. Books are the major channel by which the intellectual inheritance is handed down, and the principal means of its testing and growth. The defense of the freedom to read requires of all publishers and librarians the utmost of their faculties, and deserves of all Americans the fullest of their support.

We state these propositions neither lightly nor as easy generalizations. We here stake out a lofty claim for the value of the written word. We do so because we believe that it is possessed of enormous variety and usefulness, worthy of cherishing and keeping free. We realize that the application of these propositions may mean the dissemination of ideas and manners of expression that are repugnant to many persons. We do not state these propositions in the comfortable belief that what people read is unimportant. We believe rather that what people read is deeply important; that ideas can be dangerous; but that the suppression of ideas is fatal to a democratic society. Freedom itself is a dangerous way of life, but it is ours.

This statement was originally issued in May of 1953 by the Westchester Conference of the American Library Association and the American Book Publishers Council, which in 1970 consolidated with the American Educational Publishers Institute to become the Association of American Publishers.

Adopted June 25, 1953, by the ALA Council and the AAP Freedom to Read Committee;
amended January 28, 1972; January 16, 1991; July 12, 2000; June 30, 2004.

A Joint Statement by:

American Library Association

Association of American Publishers

Subsequently endorsed by:

American Booksellers for Free Expression

The Association of American University Presses

The Children's Book Council

Freedom to Read Foundation

National Association of College Stores

National Coalition Against Censorship

National Council of Teachers of English

The Thomas Jefferson Center for the Protection of Free Expression

Appendix C: ALA Code of Ethics

A Framework of Values and Ethical Responsibilities for the Profession of Librarianship.

About ALA

The American Library Association Code of Ethics states the values to which we are committed, and embodies the ethical responsibilities of the profession in this changing information environment.

The principles of this Code are expressed in broad statements to guide ethical decision making. These statements provide a framework; they cannot and do not dictate conduct to cover particular situations. Ethical dilemmas occur when values are in conflict.

ALA's Code of Ethics is the responsibility of the Committee on Professional Ethics (COPE). The Code of Ethics is the document that translates the values of intellectual freedom that define the profession of librarianship into broad principles that may be used by individual members of that profession as well as by others employed in a library as a framework for dealing with situations involving ethical conflicts.

ALA Code of Ethics

As members of the American Library Association, we recognize the importance of codifying and making known to the profession and to the general public the ethical principles that guide the work of librarians, other professionals providing information services, library trustees and library staffs.

Ethical dilemmas occur when values are in conflict. The American Library Association Code of Ethics states the values to which we are committed, and embodies the ethical responsibilities of the profession in this changing information environment.

We significantly influence or control the selection, organization, preservation, and dissemination of information. In a political system grounded in an informed citizenry, we are members of a profession explicitly committed to intellectual freedom and the freedom of access to information. We have a special obligation to ensure the free flow of information and ideas to present and future generations.

The principles of this Code are expressed in broad statements to guide ethical decision making. These statements provide a framework; they cannot and do not dictate conduct to cover particular situations.

- 1. We provide the highest level of service to all library users through appropriate and usefully organized resources; equitable service policies; equitable access; and accurate, unbiased, and courteous responses to all requests.**
- 2. We uphold the principles of intellectual freedom and resist all efforts to censor library resources.**
- 3. We protect each library user's right to privacy and confidentiality with respect to information sought or received and resources consulted, borrowed, acquired or transmitted.**
- 4. We respect intellectual property rights and advocate balance between the interests of information users and rights holders.**

5. **We treat co-workers and other colleagues with respect, fairness, and good faith, and advocate conditions of employment that safeguard the rights and welfare of all employees of our institutions.**
6. **We do not advance private interests at the expense of library users, colleagues, or our employing institutions.**
7. **We distinguish between our personal convictions and professional duties and do not allow our personal beliefs to interfere with fair representation of the aims of our institutions or the provision of access to their information resources.**
8. **We strive for excellence in the profession by maintaining and enhancing our own knowledge and skills, by encouraging the professional development of co-workers, and by fostering the aspirations of potential members of the profession.**
9. **We affirm the inherent dignity and rights of every person. We work to recognize and dismantle systemic and individual biases; to confront inequity and oppression; to enhance diversity and inclusion; and to advance racial and social justice in our libraries, communities, profession, and associations through awareness, advocacy, education, collaboration, services, and allocation of resources and spaces.**

Adopted at the 1939 Midwinter Meeting by the ALA Council; amended June 30, 1981; June 28, 1995; January 22, 2008; and June 29, 2021.

Appendix D: The Library Privacy Act

THE LIBRARY PRIVACY ACT Act 455 of 1982

AN ACT to provide for the confidentiality of certain library records; to provide for certain exceptions to the confidentiality of those library records; to provide for the selection and use of library materials; and to provide remedies.

History: 1982, Act 455, Eff. Mar. 30, 1983;--Am. 2020, Act 315, Eff. Mar. 29, 2021.

The People of the State of Michigan enact:

397.601 Short title.

Sec. 1. This act shall be known and may be cited as "the library privacy act".

History: 1982, Act 455, Eff. Mar. 30, 1983.

397.602 Definitions.

Sec. 2. As used in this act:

- a) "Computer" means any connected, directly interoperable or interactive device, equipment, or facility that uses a computer program or other instructions to perform specific operations, including logical, arithmetic, or memory functions with or on computer data or a computer program, and that can store, retrieve, alter, or communicate the results of the operations to a person, computer program, computer, computer system, or computer network.
- b) "Computer network" means the interconnection of hardwire or wireless communication lines with a computer through remote terminals, or a complex consisting of 2 or more interconnected computers.
- c) "Computer program" means a series of internal or external instructions communicated in a form acceptable to a computer that directs the functioning of a computer, computer system, or computer network in a manner designed to provide or produce products or results from the computer, computer system, or computer network.
- d) "Computer system" means a set of related, connected or unconnected, computer equipment, devices, software, or hardware.
- e) "Crime" means that term as defined in section 5 of the Michigan penal code, 1931 PA 328, MCL 750.5.
- f) "Device" includes, but is not limited to, an electronic, magnetic, electrochemical, biochemical, hydraulic, optical, or organic object that performs input, output, or storage functions by the manipulation of electronic, magnetic, or other impulses.
- g) "Harmful to minors" means that term as defined in section 4 of 1978 PA 33, MCL 722.674.
- h) "Internet" means that term as defined in 47 USC 230.
- i) "Law enforcement officer" means an individual licensed under the Michigan commission on law enforcement standards act, 1965 PA 203, MCL 28.601 to 28.615.

- j) "Library" means a library that is established by this state or by a county, city, township, village, school district, or other local unit of government or authority or combination of local units of governments and authorities, a community college district, or a college or university, or a private library open to the public.
- k) "Library record" means a document, record, or other method of storing information retained by a library that contains information that personally identifies a library patron, including the patron's name, address, or telephone number, or that identifies a person as having requested or obtained specific materials from a library. Library record does not include either of the following:
 - a. Nonidentifying material that may be retained for the purpose of studying or evaluating the circulation of library materials in general.
 - b. Recorded video surveillance images made solely for security purposes that do not include images of any activity or any other document or record that identifies a person as having requested or lawfully obtained specific services, materials, or information resources from a library.
- l) "Minor" means an individual who is less than 18 years of age.
- m) "Obscene" means that term as defined in section 2 of 1984 PA 343, MCL 752.362.
- n) "Sexually explicit matter" means that term as defined in section 3 of 1978 PA 33, MCL 722.673.
- o) "Terminal" means a device used to access the internet or a computer, computer program, computer network, or computer system.

History: 1982, Act 455, Eff. Mar. 30, 1983;—Am. 1998, Act 7, Imd. Eff. Feb. 6, 1998;—Am. 1999, Act 37, Eff. Aug. 1, 1999;—Am. 2020, Act 315, Eff. Mar. 29, 2021.

397.603 Library record not subject to disclosure requirements; release or disclosure of library record without consent prohibited; exception; procedure and form of written consent; hearing; disclosure exception.

Sec. 3. (1) A library record is not subject to disclosure under the freedom of information act, 1976 PA 442, MCL 15.231 to 15.246.

(2) A library or an employee or agent of a library shall not release or disclose a library record or portion of a library record to a person without the written consent of the person liable for payment for or return of the materials identified in that library record, unless 1 of the following applies:

(a) A court has ordered the release or disclosure after giving the affected library notice of the request and an opportunity to be heard on the request.

(b) The release or disclosure is permitted under subsection (5).

(3) The procedure and form of giving the written consent described in subsection (2) may be determined by the library.

(4) A library may appear and be represented by counsel at a hearing described in subsection (2)(a).

(5) A library or an employee or agent of a library may disclose library records without a court order or the written consent described in subsection (2) under either of the following circumstances:

(a) The library or an employee or agent of the library may report information about the delinquent account of a patron who obtains materials from the library to a collection agency under contract with the library. The library or an employee or agent of the library shall provide the collection agency with only the library records necessary to seek the return of overdue or stolen materials or to collect fines from the patron.

(b) The library or an employee or agent of the library may disclose library records to another library or library cooperative for the purpose of conducting interlibrary loans. The library records must be limited to those required for providing interlibrary loans.

(6) This section does not prohibit an employee or agent of a library from providing a sworn statement or testimony to a law enforcement officer based solely on the personal knowledge of the employee or agent of the library regarding a crime alleged to have occurred at the library.

(7) As used in this section and section 4, "employee or agent" includes an employee of a library, a member of the governing body of a library, an individual who is specifically designated as a volunteer and who is acting solely on behalf of a library, and any other person who is lawfully performing services on behalf of a library under a written contract, including a collection agency.

History: 1982, Act 455, Eff. Mar. 30, 1983;—Am. 1996, Act 188, Imd. Eff. May 8, 1996;—Am. 2020, Act 315, Eff. Mar. 29, 2021.

397.604 Violation of MCL 397.603; liability; civil action; damages; attorney fees and costs; equitable relief.

Sec. 4. (1) If a library or an employee or agent of a library violates section 3, the library is subject to liability to the person identified in a library record that is improperly released or disclosed. The person identified in the library record may bring a civil action against the library for actual damages or \$250.00, whichever is greater, reasonable attorney fees, and the costs of bringing the action. A court also may grant equitable relief to a person under this subsection.

(2) If an employee or agent of a library knowingly violates section 3, the employee or agent is subject to liability to the person identified in a library record that is improperly released or disclosed. The person identified in the library record may bring a civil action against the employee or agent for actual damages or \$250.00, whichever is greater, reasonable attorney fees, and the costs of bringing the action. A court also may grant equitable relief to a person under this subsection.

(3) A civil action brought under this section by or on behalf of a person identified in a library record must be brought within 180 days after the date that the person first knew or had reason to know of the release or disclosure of the record giving rise to the civil action.

History: 1982, Act 455, Eff. Mar. 30, 1983;—Am. 2020, Act 315, Eff. Mar. 29, 2021.

397.605 Selection and use of library materials.

Sec. 5. (1) Except as otherwise provided by statute or by a regulation adopted by the governing body of the library, the selection of library materials for inclusion in a library's collection shall be determined only by an employee of the library.

(2) Except as otherwise provided by law or by a regulation adopted by the governing body of the library, the use of library materials shall be determined only by an employee of the library.

History: 1982, Act 455, Eff. Mar. 30, 1983.

397.606 Restriction of internet access to minors; immunity from liability; exceptions.

Sec. 6. (1) If a library offers use of the internet or a computer, computer program, computer network, or computer system to the public, the governing body of that library shall adopt and require enforcement of a policy that restricts access to minors by providing the use of the internet or a computer, computer program, computer network, or computer system in 1 of the following ways:

(a) Both of the following:

(i) By making available, to individuals of any age, 1 or more terminals that are restricted from receiving obscene matter or sexually explicit matter that is harmful to minors.

(ii) By reserving, to individuals 18 years of age or older or minors who are accompanied by their parent or guardian, 1 or more terminals that are not restricted from receiving any material.

(b) By utilizing a system or method that is designed to prevent a minor from viewing obscene matter or sexually explicit matter that is harmful to minors.

(2) A governing body of a library, member of a governing body of a library, library, or an agent or employee of a governing body of a library or library, is immune from liability in a civil action as provided in section 7 of the revised judicature act of 1961, 1961 PA 236, MCL 691.1407.

(3) This section does not apply to a library established by a community college district, a college or university, or a private library open to the public.

History: Add. 1999, Act 37, Eff. Aug. 1, 1999;--Am. 2000, Act 212, Eff. Oct. 1, 2000.

Appendix E: Programming Grant Application

Happy 2026!

For many years, the Iosco-Arenac District Library has provided funds for our branches and their Friends groups to provide programming opportunities for their communities.

To best serve our communities, the District has made a few changes.

Criteria for 2026 are as follows:

- A. Maximum award amount per branch / organization - \$2,000
 - a. Co-sponsorship with other District branch libraries, Unit(s) of Government, Friends Organizations, and/or Civic Organizations, with in-kind or financial support in addition to the grant, is encouraged (one of the sponsors must be the library).
 - b. Branches may pool funds for a larger program, but your program must benefit both community areas.
- B. Deadline for applications for 2026 programs is November 1, 2026
- C. Program(s) must be held in 2026.
- D. Programs must be free of charge to participants and attendees.
- E. Programs must be pre-scheduled to avoid conflict with other District-sponsored or funded programs.
- F. All coordination is the responsibility of the primary contact named in the application (the primary contact may be someone other than library staff).
- G. All program expenses paid by the District (up to the amount awarded) must be supported by invoice(s) and/or contracts – the District will either pay the invoice/contract or reimburse for payment made (District does not reimburse sales taxes).
- H. Participants must follow all parts of the District’s Programming Policy (attached).

*All publicity including press releases, social media, and radio must include

“Funded in part by the Iosco-Arenac District Library”.

The District logo and web address must be printed on all printed materials and advertising.

(contact JoAnn Edwards for logo)

All invoices/requests for reimbursement must be received by the District Headquarters no later than December 1, 2026.

Any requests for reimbursement/payment for expenses not identified in the original grant application must be approved by the District before payment is made (the District has the right to refuse payment for expenses not detailed in the original grant application).

District Headquarters will notify you of fund approval or denial after the next scheduled board meeting following your application submission.

Application submission does not guarantee approval of grant funding.

2026 PROGRAMMING GRANT APPLICATION

Date of Application:	Name of Branch / Organization Applying:
----------------------	---

Primary Contact / Coordinator:	
Email:	Primary Phone: M H
Street Address:	
City, State:	Zip code:

Performer (s) / Presenter (s) / Program Title:		
Short summary of program/activities:		
Target Audience:		
Projected Date:	Projected Time:	Projected Location:
Projected Budget: (please see next page)		
List of Co-Sponsors (if you are not a library, your local branch MUST be a co-sponsor):		
Publicity Plans:		

Primary Contact Signature _____
Date _____

Grant Amount Requested (Please provide documentation of request)	
Presenter / Performer Fees	\$
Supplies	\$
Printing, Copying	\$
Marketing	\$
Rental Fees (if necessary)	\$
Other (please specify):	\$
Total	\$

PLEASE NOTE:

Along with all budgetary reimbursement documentation, the primary contact/coordinator will also be required to submit a short (one or two page) summary/evaluation with statistics on attendance, perceived reaction by the audience and the presenter(s), and any suggestions for future programs.

In addition, copies of any advertising (newspaper press releases, ads and/or flyers) shall be included with the summary.

Digital photos should be emailed to j.edwards@vlc.lib.mi.us.

FOR IADL USE ONLY:

Approved: Yes No

Date: _____

By: _____

Signature, Chairperson, Board of Trustees

Appendix F: Legal Definition of Service Animals

Act No. 75 Public Acts of 2022
Approved by the Governor May 12, 2022
Filed with the Secretary of State May 12, 2022
EFFECTIVE DATE: Sine Die
STATE OF MICHIGAN 101ST LEGISLATURE
REGULAR SESSION OF 2022
Introduced by Reps. Brann, Hertel, Sowerby and Allor

ENROLLED HOUSE BILL No. 4256

AN ACT to amend 1931 PA 328, entitled “An act to revise, consolidate, codify, and add to the statutes relating to crimes; to define crimes and prescribe the penalties and remedies; to provide for restitution under certain circumstances; to provide for the competency of evidence at the trial of persons accused of crime; to provide immunity from prosecution for certain witnesses appearing at criminal trials; to provide for liability for damages; and to repeal certain acts and parts of acts inconsistent with or contravening any of the provisions of this act,” by amending section 502c (MCL 750.502c), as amended by 2015 PA 144.

The People of the State of Michigan enact:

- 1) Sec. 502c. Except as otherwise provided in subsections (2) and (3), a public accommodation shall modify its policies, practices, and procedures to permit the use of a service animal by a person with a disability. If the service animal is a miniature horse, a public accommodation may use the following assessment factors to determine whether the miniature horse can be accommodated in its facility:
 - a. The type, size, and weight of the miniature horse and whether the facility can accommodate these features.
 - b. Whether the handler has sufficient control of the miniature horse.
 - c. Whether the miniature horse is housebroken.
 - d. Whether the miniature horse’s presence in a specific facility compromises legitimate safety requirements that are necessary for safe operation.
- 2) A public accommodation shall not ask a person with a disability to remove a service animal from the premises because of allergies or fear of the animal. A public accommodation may ask a person with a disability to remove his or her service animal from the premises only if either of the following applies:
 - a. The service animal is out of control and its handler does not take effective action to control the service animal.
 - b. The service animal is not housebroken.
- 3) Except as otherwise provided in subsection (2) and this subsection, a public accommodation shall modify its policies, practices, and procedures to permit the use of a service animal in training by an animal raiser or trainer, if the animal raiser or trainer is being accompanied by the service animal in training for the purpose of training or socializing the animal. A public accommodation shall not ask an animal

raiser or trainer to remove a service animal in training from the premises because of allergies or fear of the animal. A public accommodation may ask an animal raiser or trainer to remove his or her service animal in training only if either of the following applies:

- a. The service animal in training is out of control and the animal raiser or trainer does not take effective action to control the animal.
 - b. The service animal in training is not housebroken.
- 4) If a public accommodation properly excludes a service animal under subsection (2) or a service animal in training under subsection (3), the public accommodation shall give the person with a disability or the animal raiser or trainer the opportunity to obtain goods, services, or accommodations without having the animal on the premises.
 - 5) A service animal must be under the control of the person with a disability and must have a harness, leash, or other tether. If the person with a disability is unable because of a disability to use a harness, leash, or other tether or the use of a harness, leash, or other tether would interfere with the service animal's safe and effective performance of work or tasks, the service animal must be otherwise under the control of the person with a disability.
 - 6) A service animal in training must be under the control of the animal raiser or trainer and must have a harness, leash, or other tether. If the use of a harness, leash, or other tether would interfere with the animal's safe and effective performance of work, tasks, training, or socialization, the service animal in training must be otherwise under the control of the animal raiser or trainer.
 - 7) A public accommodation is not responsible for the care or supervision of a service animal or service animal in training.
 - 8) If it is not obvious what service a service animal provides, staff of a public accommodation shall not ask about a person with a disability's disability, require medical documentation, require a special identification card or training documentation for the service animal, or ask that the service animal demonstrate its ability to perform work or a task. Subject to subsection (9), staff may make the following² inquiries to determine whether an animal qualifies as a service animal:
 - a. Whether the service animal is required because of a disability.
 - b. What work or task the service animal has been trained to perform.
 - 9) A public accommodation shall not do either of the following:
 - a. Require documentation when making an inquiry under subsection (8).
 - b. Make an inquiry under subsection (8) if it is readily apparent that the service animal is trained to work or perform tasks for a person with a disability.
 - 10) A public accommodation shall permit a person with a disability to be accompanied by his or her service animal and shall permit an animal raiser or trainer to be accompanied by his or her service animal in training in all areas of a place of public accommodation where members of the public, program participants, clients, customers, patrons, or invitees are permitted to go, including public areas of establishments that sell or prepare food, even if state or local health codes prohibit animals on the premises. A public accommodation may exclude a service animal or

a service animal in training from a facility if the animal's presence interferes with legitimate safety requirements of the facility such as a surgery or burn unit in a hospital in which a sterile field is required.

11) A public accommodation shall not do any of the following:

- a. Isolate a person with a disability accompanied by his or her service animal.
- b. Isolate an animal raiser or trainer accompanied by his or her service animal in training.
- c. Treat a person with a disability accompanied by his or her service animal less favorably than other patrons.
- d. Treat an animal raiser or trainer accompanied by his or her service animal in training less favorably than other patrons.
- e. Charge a fee to a person with a disability accompanied by his or her service animal that is not charged to other patrons that are not accompanied by service animals.
- f. Charge a fee to an animal raiser or trainer accompanied by his or her service animal in training that is not charged to other patrons that are not accompanied by service animals in training.
- g. Ask or require a person with a disability or animal raiser or trainer to pay a surcharge, regardless of whether individuals accompanied by pets are required to pay a surcharge, or to comply with other requirements that are not applicable to individuals that are not accompanied by pets.

12) An animal raiser or trainer is liable for damage to a public accommodation or injury to an individual caused by his or her service animal in training. If a public accommodation normally charges people for damage caused, the public accommodation may charge a person with a disability for damage caused by his or her service animal.

13) A public accommodation that violates subsection (1), (3), (4), (8), (9), (10), (11), or (13) is guilty of a misdemeanor.

14) As used in this section:

- a. "Animal raiser or trainer" means an individual who raises and socializes a service animal in training with the intent that the animal will become a service animal.
- b. "Facility" means that term as defined in 28 CFR 36.104.
- c. "Otherwise under the control of" includes, but is not limited to, voice control or signals.
- d. "Person with a disability" means an individual who has a disability as that term is defined in section 3 of the Americans with disabilities act of 1990, 42 USC 12102, and 28 CFR 36.105. Person with a disability includes a veteran who has been diagnosed with 1 or more of the following:
 - i. Post-traumatic stress disorder.
 - ii. Traumatic brain injury.
 - iii. Other service-related disabilities.
- e. "Place of public accommodation" means that term as defined in 28 CFR 36.104.

- f. “Public accommodation” means that term as defined in section 301 of the Americans with disabilities act of 1990, 42 USC 12181, and 28 CFR 36.104.
- g. “Service animal” means all of the following:
 - i. That term as defined in 28 CFR 36.104.
 - ii. A miniature horse that has been individually trained to do work or perform tasks as described in 28 CFR 36.104 for the benefit of a person with a disability.
- h. “Service animal in training” means an animal accompanied by an animal raiser or trainer with the intent that animal is being raised, socialized, and trained to become a service animal.
- i. “Veteran” means any of the following:
 - i. An individual who performed military service in the armed forces for a period of more than 90 days and separated from the armed forces in a manner other than a dishonorable discharge.
 - ii. An individual discharged or released from military service because of a service-related disability.
 - iii. A member of a reserve branch of the armed forces at the time he or she was ordered to military service during a period of war, or in a campaign or expedition for which a campaign badge is authorized, and was released from military service in a manner other than a dishonorable discharge.

Appendix G: MeLCat Resource Sharing Policies

1.0 Introduction

Access to information is a fundamental right of all Michigan residents. Since no individual library has the resources available to meet all patron needs, libraries participate in resource sharing services. These services supplement and greatly expand local collections, remove geographic barriers, and are essential to libraries of all types and sizes. Successful resource sharing services depend on the ability to identify, locate, and promptly deliver specific items to library patrons.

The purpose of the Michigan eLibrary Catalog (MeLCat) resource sharing service is to facilitate unmediated, patron-initiated borrowing and lending between participating libraries in Michigan. Participating libraries have agreed to abide by the resource sharing policies in this document. These policies are developed by the MeL Resource Sharing Policies Committee and are based on the ATLAS Interlibrary Loan Policies finalized on February 7, 2002. They become effective upon approval by the State Librarian.

A. *Purpose of the Resource Sharing Policies*

The purpose of the policies outlined herein is to:

- a. support interlibrary cooperation among all types of libraries participating in MeLCat;
- b. encourage continued development of high quality resource sharing services to Michigan library users;
- c. provide standards, guidelines, and protocols for consistent MeLCat practice at the state level;
- d. provide delivery of information and materials across the state in a timely manner;
- e. help ensure equitable lending and borrowing within Michigan.

MeLCat resource sharing services, as defined in these policies, are intended to serve as a supplement to, not a substitute for, local collection development and local automated circulation systems. Participating libraries are responsible for providing their own local circulation systems.

B. *Existing Resource Sharing Arrangements in Michigan*

In Michigan, resource sharing arrangements have been developed by library groups and networks organized geographically or by mutual interest. The intent of these policies is to expand local resource sharing to a statewide level. The policies established in this document are based on accepted national practice and have been designed to be as liberal and easy to use as possible. It is not the intent of these policies to govern resource sharing with libraries outside of Michigan.

C. *Scope of Service*

MeLCat libraries that participate in the resource sharing system are expected to use both the borrowing and lending components of the service.

2.0 Definitions

API

The INN-Reach Application Programming Interface (API) is the set of instructions needed for local system software to interact with the MeLCat system. It is through this interaction that bibliographic and holdings records are updated either in real time or batch mode on MeLCat. The API also describes all INN-Reach circulation messages between the central server and local systems. API programs can be written by vendors of library systems according to specifications supplied by Innovative Interfaces.

A. *Authentication*

The process used to authorize patrons for access to resources or services. A library card number (or similar library identification number) from a participating library will be used when placing MeLCat resource sharing requests.

B. *Borrowing library (home library)*

The library that borrows items requested by its patrons through the MeLCat resource sharing system. The borrowing library checks out the requested items to its patrons. It is the patron's home library.

C. *MeLCat Staff*

The staff at the Midwest Collaborative for Library Services (MCLS) responsible for MeLCat implementation, training, and support.

D. *NCIP*

The NISO Circulation Interchange Protocol (NCIP) standard (Z39.83) intended to facilitate communication between diverse circulation and interlibrary loan systems. The standard defines the messages corresponding to circulation transactions such as authenticating patrons, checking-out, renewing, or checking-in items between disparate remote systems.

E. *Non-returnables*

Materials that the lending library does not expect to have returned. Examples of non-returnables include photocopies or facsimiles, fiche to fiche copies, print copies of microfilm, and electronic full-text documents.

F. *Patron Type Coding (Ptype)*

Ptypes are used to define categories of patrons who may have different circulation privileges.

G. *SSH*

SSH (Secure SHell) is a program designed to perform a number of functions, such as file transfer between computers, execution of commands on a remote computer, or logging on to a computer over a network. It does these tasks with greater security than previous programs such as telnet or ftp.

H. *SSL*

SSL is an acronym for "Secure Sockets Layer", a security protocol that provides communications privacy over the Internet. The protocol allows client/server applications to communicate in a way that is designed to prevent eavesdropping, tampering, or message forgery.

I. *Lending library*

The library that supplies an item requested through the MeLCat resource sharing system. The lending library lends the item to the borrowing library.

J. *Transit time*

The time it takes an item to be transported between libraries.

K. *Visiting patron reciprocal borrowing*

In-person borrowing by patrons authorized by their home libraries to check out materials at the lending libraries. Both the home and lending libraries must be participants in the MeLCat reciprocal borrowing service. These patrons are called visiting patrons.

L. *Weekdays*

Weekdays are Monday through Friday, excluding the Delivery Holidays.

3.0 Interlibrary borrowing

A. *Eligible patrons*

The MeLCat resource sharing service is available to registered library patrons at any participating MeLCat library in Michigan. Patrons must be authorized to borrow materials through MeLCat and be in good standing with their local school, public, academic, or special libraries as defined by the policies of their home libraries. The patrons can search, make requests, renew, review status, and cancel requests prior to the items shipping. Patrons may not place holds or recalls on MeLCat items.

B. *Maximum number of MeLCat requests*

Eligible patrons will be allowed to have up to 70 active MeLCat requests at a time. MeLCat requests are active from the time they are made until the requested items have been returned to the lending libraries or until they are canceled.

C. *Patron responsibilities*

Patrons requesting and receiving items through the MeLCat system are responsible for complying with the conditions of loan established by MeLCat and their home libraries. They are responsible for making sure their patron information is up-to-date at their home libraries. Patrons are also responsible for returning items to the library from which they were borrowed on or before the stated due date, as well as for paying any late fees, damage or replacement reimbursement fees while the item is in their possession as determined by the policy of the patron's home library. If patrons return materials to a different library, they may be responsible for any fines assessed by the borrowing library (i.e., their home library).

D. *Eligible libraries*

Any Michigan library may participate in the MeLCat resource sharing service. Participation is voluntary. A participating library agrees to:

- a. loan its requestable materials at no charge;
- b. assign barcodes to returnable items loaned from its collections;
- c. provide access to up-to-date local patron records to be used to authenticate patrons;
- d. register patrons with a barcode or other identification number so they may use the MeLCat system, e.g., by issuing library cards or identification numbers;
- e. use MeLCat's INN-Reach and Direct Consortial Borrowing (DCB) system to check out MeLCat items to its patrons;
- f. compensate the lending library for materials lost or damaged by its patrons;

- g. participate in the designated statewide delivery service;
 - h. add its holdings to the MeLCat statewide union catalog;
 - i. provide a MeLCat Resource Sharing contact. This contact must subscribe to the MeLCat discussion list. Additional library staff may also be subscribed to the discussion list; and
 - j. abide by the MeLCat statewide catalog and resource sharing policies and procedures.
- E. *Requestable materials*

Libraries are encouraged to be generous about lending their circulating materials.

- a. Participating libraries are required to make their circulating book collections available for loan with the following exceptions:
 - i. special collections;
 - ii. audio-visual collections;
 - iii. collections required for academic coursework (i.e., reserves);
 - iv. new items, if set to non-requestable via data loading processes.
 - 1. MeLCat staff may request that libraries modify the categories of materials they have made eligible for lending.
 - b. Participating libraries that wish to borrow audio-visual materials must make a significant percentage of their locally circulating audio-visual collection available. Libraries with no locally circulating or otherwise restricted audio-visual collections may apply for a waiver of this requirement.
 - c. As new media formats become available, libraries must review their MeLCat AV policy to determine if additional formats should be available for lending.
 - d. MeLCat staff may review libraries' AV policies and practices as needed.
 - e. Libraries may lend selected materials with the requirement that the borrowing library must handle the item as "library use only." Any materials lent with this requirement must be clearly marked as such. Materials that may be lent as "library use only" must fall into one of the following categories:
 - i. fragile materials;
 - ii. items with multiple art plates;
 - iii. maps;
 - iv. rare materials.
 - f. Borrowing libraries may restrict use of MeLCat-loaned material to "library use only".
- F. *Request balancing principles*

The MeLCat resource sharing service goal is to get requested materials to patrons as quickly and efficiently as possible from any participating library in the state. Further, the service seeks to balance lending and borrowing. To balance lending and borrowing, MeLCat staff will regularly monitor usage and adjust the request balancing tables in the software.

4.0 Participating Library Responsibilities

- A. *MeLCat implementation (new MeLCat libraries and system migrations)*
 - a. New MeLCat libraries

- i. Libraries implementing MeLCat resource sharing will be required to complete their system profiling (deciding which of their patron types are authorized to borrow materials through MeLCat and which of their collections are requestable), data loading, training, and testing before they "go live".
 - ii. If a library cannot complete these steps within the scheduled time, it will be re-scheduled.
 - b. Existing MeLCat libraries and system migrations
 - i. Existing MeLCat libraries that migrate to a new local ILS are responsible for notifying MeLCat staff at least 2 months in advance of the migration.
 - ii. If the migration library uses Millennium, Sierra, or Polaris (with the Direct to INN-Reach API), they must contract with Innovative Interfaces for INN-Reach exit services.
 - iii. Libraries will be required to provide revised system profiling and test data to facilitate the revision of their MeLCat data load profiles.
 - iv. Migration work is scheduled around current MeLCat support schedules. If a library cannot provide the profiling and requested data within a reasonable time, their migration may be substantially delayed.

B. *Unautomated libraries*

Libraries without online catalogs and automated circulation systems will be able to participate in MeLCat resource sharing when they have met the minimum requirement for adding their holdings to the MeLCat statewide union catalog. At that time, they may begin inputting patron records to the MeLCat central system and authorizing patrons to make requests.

C. *Turnaround time*

Participating libraries are expected to respond to requests for materials within two weekdays. Unfilled requests are passed to another library's available copy or to cancellation after 6 days. Lending Libraries are expected to process returned materials within two weekdays.

D. *Right of refusal*

While lending libraries are encouraged to loan materials as generously as possible, it is understood that some items may not be loaned because they are in poor condition, not on the shelf, checked out, being processed, non-circulating, or have local restrictions on use. Libraries are expected to provide reasons why they are unable to lend requested materials.

E. *Shipping requirements*

- a. Participating libraries are responsible for including with each of their shipped items:
 - i. Permanent lending library identification
 - ii. MeLCat identifier, no smaller than 1"x2.63", which, for multi-branch libraries, clearly indicates the branch to which the item should be returned
 - iii. Approved MeLCat paging slip.
 - 1. For procedures, see MeL Book Bands and Book Labels .

- b. MeLCat libraries are required to participate in the statewide delivery service in a way that enables their shipments to be delivered in a timely manner.
 - c. A library's participation in MeLCat resource sharing will be suspended during the summer months for libraries using the partial year delivery option.
 - d. Shipping guidelines for all libraries are available on the statewide delivery service procedures site.
- F. *Returning borrowed materials*
Borrowing libraries will return items promptly, follow up with patrons when needed, and use the packaging required by the statewide delivery service.
- G. *NISO Circulation Interchange Protocol (NCIP) requirements*
Participating libraries without an application programming interface (API) between their local systems and the MeLCat system are strongly encouraged, but not required, to obtain NCIP Direct Consortial Borrowing INN-Reach DCB Application Profile capability for their local systems.
- H. *Closures and suspensions*
 - a. Participating libraries are responsible for notifying MeLCat staff in advance about closures, or periods of suspended service, that will be longer than three weeks and less than four months.
 - i. All suspensions must have an anticipated end date. No open-ended suspensions will be permitted. If a library needs an extension to the suspension period, staff should contact MeLCat staff as early as possible.
 - ii. When a library is suspended from MeLCat, both borrowing and lending will be turned off.
 - b. Service suspensions longer than 4 months may require a withdrawal from MeLCat participation.
- I. *Patron assistance*
Requests for materials are patron-initiated. Borrowing library staff are expected to help their patrons use the resource sharing system and to communicate between their patrons and the lending libraries about items not returned, items damaged, and other situations. Patrons should not be directed to contact the lending library or MeLCat staff.
- J. *Staff responsibilities*
Participating library staff will be authorized for access to the appropriate MeLCat functions after they have completed the required training.
- K. *Management and statistical reports*
Participating libraries will be responsible for monitoring their own MeLCat management and statistical reports for their lending and borrowing activities and for following up on materials identified in tracking reports. Library staff are required to respond promptly to inquiries from other libraries and from MeLCat staff.
- L. *MeLCat system evaluation*
Libraries will be expected to participate in staff and patron evaluations as needed.
- M. *Withdrawal from MeLCat participation*

If a library decides to withdraw from MeLCat participation, it will be responsible for responding to MeLCat resource sharing requests until a mutually-agreed date within three months notice of withdrawal.

N. *Rejoining MeLCat after a withdrawal from participation*

Libraries wishing to rejoin MeLCat after a withdrawal will need to repeat the MeLCat implementation process. This will result in the library being placed at the end of the loading queue, generally requiring a wait of more than one year.

5.0 Patron Records

A. *Standards*

Participating libraries must provide access to up-to-date records for their patrons who are eligible to request MeLCat items. Records for other patrons may also be provided and identified as ineligible to make requests. At least two test patron records must be provided. The patron records must have the patron's name, identifier such as a barcode, expiration date, and patron type coding. Optionally, the patron records may also include the patron's address, telephone number, email address, PIN, and blocks, e.g., for money owed.

B. *Updating requirements*

Daily updates of new and changed patron information are recommended. The frequency of patron record updates is at the discretion of the participating library. Patron record deletions can be done as part of the daily update process or on a quarterly basis, depending on local system capabilities.

C. *Patron privacy*

Participating libraries are responsible for ensuring the confidentiality of patron records according to the Michigan Library Privacy Act, PA 455 of 1982 as amended. For information see: Michigan Library Privacy Act [\[2\]](#).

D. *Patron records on MeLCat servers*

Participating libraries' patron records that are stored on MeLCat servers will only be accessible to authorized MeLCat staff and to library staff with authorization to view patron records. Only authorized staff at the home library may override blocks for their patrons.

Copies of the patron records will be made only for the purposes of system backup in case of emergencies and will be kept no longer than three months. Exported patron data will be retained no longer than one year. MeLCat will keep no borrowing history information linked to patron records after the materials have been returned to the lending libraries.

E. *Transmission of patron information between local and MeLCat servers*

Transmission of patron information between local systems and MeLCat servers must be encrypted via SSL or SSH.

6.0 Circulation Policies

These loan rules are used for all MeLCat returnable materials circulated through borrowing libraries.

A. *Loan periods*

- a. MeLCat’s regular loan period between libraries allows 38 days for delivery, pickup and use of the item, and its return. The length of loan to patrons is 28 days with the option of one 28 day renewal.
 - b. MeLCat’s optional AV loan period between libraries allows 24 days for delivery, pickup and use of the item, and its return. The length of loan to patrons is 14 days with no renewal. Only video and music audio formats may use this optional loan rule.
 - c. MeLCat staff may work with subsets of libraries to create additional loan periods on a pilot basis.
 - d. Lending libraries may designate an item as “in-library use only.” Borrowing libraries must adhere to this request.
 - i. Lending libraries must clearly indicate that an item is intended for in-library use only.
- B. *Renewals*
- MeLCat items on regular loan may be renewed once for 28 days from the date renewed. Renewals will not be granted until seven days before the due date. Renewals are not guaranteed. Library staff are authorized to renew overdue items if the due date is within the prior 6 days. No renewals should be granted for items that are 7 or more days overdue.
- C. *Overdue materials and fines*
- The borrowing library is responsible for retrieving overdue items from its patrons. Overdue fines are the local decision of the borrowing library. Loans between the lending library and the borrowing library will be considered overdue when they are 30 days past the due date.
- Libraries will not charge overdue fines to each other.
- D. *Claims returned*
- The borrowing library is responsible for items its patrons claim to have returned. No updates will be made in MeLCat until the lending library has been contacted to determine if the item has been received. Claims returned items will be treated as overdue or lost in MeLCat, if the items cannot be located.
- E. *Patron fees*
- Participating MeLCat libraries will not charge any fees to patrons wishing to initiate MeLCat requests, whether for the delivery cost, staff processing time, failure to pick up the requested item, or any similar reason. Libraries will not solicit donations solely for the purpose of offsetting their costs for MeLCat processing or delivery. The Library of Michigan subsidizes the MeLCat system so that it is accessible at no cost to the end user. Borrowing libraries may choose to charge their patrons for lost, overdue, or damaged MeLCat materials. No other fees may be charged by borrowing libraries.
- F. *Notices*
- Borrowing libraries will be responsible for notifying their patrons when materials are available for pickup and when materials are overdue. Patron notices provided by MeLCat will be sent via email. Libraries using MeLCat for their patron notices will supply a library email account to be used as a default. Libraries without an API can

choose whether to notify their patrons through MeLCat or through their local systems. Libraries with an API will use their local systems for notices.

G. *Holds and recalls*

Recalls cannot be placed on items in MeLCat.

H. *Time to pickup*

Patrons will be given ten days to pick up items at the borrowing library before the materials will be returned to the lending library.

I. *Course reserves*

Materials borrowed through MeLCat will not be placed on course reserve at the borrowing library.

7.0 Visiting patron reciprocal borrowing

Visiting patron reciprocal borrowing is a service provided by MeLCat to give patrons of participating libraries the option to get immediate access to the materials they need. Patrons are able to check materials out in person at the lending libraries instead of waiting for the materials to be delivered to their home libraries for pickup. Their home libraries are still responsible for the borrowed materials until they are returned. This service builds on reciprocal borrowing arrangements already in use among Michigan libraries.

A. *Participation in Visiting Patron Reciprocal Borrowing*

a. Use of the visiting patron reciprocal borrowing service is optional for each MeLCat participating library. Libraries that choose to participate in reciprocal borrowing agree to lend as well as borrow.

i. Only those collections eligible for traditional MeLCat requesting can be borrowed via visiting patron.

b. Libraries will determine which of their patron types are eligible to be visiting patrons. Eligible patrons may go to any MeLCat library that participates in reciprocal borrowing and may check out materials even if the items are available in their home libraries.

B. *Responsibilities of libraries participating in visiting patron reciprocal borrowing*

Participating libraries are responsible for informing patrons about their visiting patron privileges through MeLCat. They agree to take responsibility for the materials their patrons check out at lending libraries. They agree to lend to eligible, registered patrons from other MeLCat reciprocal borrowing libraries. They agree to identify as MeLCat loans the materials they check out to visiting patrons. Visiting patron loans are subject to lending library policies regarding limits for checking out specific formats.

C. *Visiting patron responsibilities*

Patrons who visit lending libraries to check out materials need to be eligible and registered with a barcode or other patron identifier from MeLCat libraries that participate in visiting patron reciprocal borrowing. They will also be expected to present a picture ID when borrowing materials. They may return materials to either the lending libraries or their home libraries.

8.0 Lost and damaged materials

A. Borrowing library responsibility

- a. The borrowing library is responsible for borrowed material from the time it leaves the lending library until it has been returned to and received by the lending library. This includes all material checked out directly to visiting patrons by the lending libraries.
 - i. Materials lost or damaged while at the borrowing library or with the patron are subject to these policies. Materials lost or damaged in transit to the borrowing library or while being returned to the lending library are subject to RIDES Lost/Missing policies and procedures.
 - ii. Borrowing libraries will make a concerted effort to retrieve materials from their patrons.
- b. The borrowing library will be responsible for compensation or replacement of lost or damaged items, in accordance with the preference of the lending library.
 - i. The lending library can bill the borrowing library an amount reflecting the cost of replacement. A nominal processing fee can also be charged.
 - ii. The MeLCat replacement default amount for print and AV materials is \$100.01. There will be an explanation on the MeLCat billing notice stating that the actual replacement amount may be higher or lower depending on the cost of the item and the lending library's policies.
 - iii. A borrowing library may contact the lending library to negotiate a lower replacement cost and/or the provision of a replacement copy. Acceptance of a lower dollar amount and/or replacement copy is at the discretion of the lending library. Libraries may contact MeLCat staff for assistance in the event the borrowing and lending libraries are unable to agree upon a dollar amount.
 - iv. If contacted by another library's patron, the lending library should refer the patron to their home library.
- c. A borrowing library must respond to an invoice from the lending library within a month of its issuance. Payment is expected within three (3) months. If payment is not received within three (3) months and the bill is uncontested, the lending library should notify MeLCat Support with all pertinent details.
 - i. MeLCat Support will contact the borrowing library's Resource Sharing contact. If the library does not respond within one month, a letter will be mailed to the library director and the issue turned over to the State Librarian for action recommendation.

B. Lending library responsibility

- a. The lending library must initiate contact with the borrowing library, or respond to the borrowing library, within three (3) months of the institutional due date of the overdue item in question. If contact is not made within three (3) months, the lending library forfeits the right to seek reimbursement from the borrowing library for missing/lost items.

- b. A lending library may invoice a borrowing library for material(s) lost or damaged by the borrowing library's patron(s).
 - i. It is the lending library's responsibility to provide an invoice to the borrowing library.
 - ii. Invoices must be issued within seven (7) months of the institutional due date. If an invoice is not issued within seven (7) months of the institutional due date, the lending library forfeits the right to seek reimbursement from the borrowing library for missing/lost items.
 - iii. The seven (7) month time frame may be extended if the lending library has been closed for an extended period of time. An extension of the time frame requires approval from MeLCat staff.

9.0 Problem reporting and resolution

A. Problem reporting

Participating libraries will work together to resolve resource sharing problems between themselves and will provide contact persons to follow up promptly on problem reports received.

If problems persist or are ignored, participating libraries may report them to MeLCat Support. MeLCat Support staff will contact the libraries involved to analyze and find solutions to the problems.

B. Unresolved problems

If MeLCat Support staff are unable to resolve an interlibrary problem within one (1) month, they may refer the problem to the State Librarian for action recommendations. Serious problems including, but not limited to, unmet financial obligations may result in suspension of MeLCat resource sharing privileges. The State Librarian will be the final arbiter.

10.0 Policy revisions

- A. These policies will be reviewed as needed by the MeLCat Advisory Committee. Comments on revisions will be solicited from the participating libraries via the MeLCat email discussion list. Participating libraries will have three (3) weeks for comment. In the event a revision is deemed problematic by a majority of commenters, the issue may be further considered by the Advisory Committee before the changes are forwarded to the State Librarian for approval.
- B. Policy revisions go into effect upon posting to the MeLCat email list following approval by the State Librarian. A grace period to permit staff education and training will be granted. The announcement will include the date that the grace period ends.

Recommended by the MeL Resource Sharing Policies Committee: July 26, 2004. Approved by the State Librarian: August 6, 2004.

Revisions to 4.5, 6.1 and 6.2 approved by the Acting State Librarian: July 15, 2005

Revisions to 8.1 and 8.2 approved by the State Librarian: May 17, 2006.

Revisions to 3.5 approved by the State Librarian: July 1, 2009.

Revisions to 3.4, 3.7, 4.2, 4.5, 4.8, 4.9, 4.12, 4.13, 6.2, 6.7, 8.2, 9.2 and 10.0 approved by the State Librarian: July 14, 2010.

Revisions to 6.5 approved by the State Librarian: July 13, 2011

Revisions to 4.1, 4.8, 4.14, 8.1, 8.3, 9.1, 9.2 approved by the State Librarian: May 22, 2013.

Revisions to 2.13, 3.4, 4.7, 6.3, 6.5, 6.8, 7.2.

New section 8 added and subsequent sections renumbered. Revisions to new 9.1, 9.2, 11.0 approved by the State Librarian: March 1, 2016.

Revisions to 4.5, 6.2, 8.3, 9.1 and reordered section 2 to restore alphabetical order approved by the State Librarian: December 28, 2017.

Revisions to 1.3, 2.4, 2.10, 2.13, 3.2, 3.3, 3.4, 3.5, 3.6, 4.1, 4.3, 4.5, 4.8, 4.9, 4.11, 5.1, 5.4, 5.5, 6.1, 6.2, 6.8, 7.1.

Removed section 8 and subsequent sections renumbered.

Revisions to new 8.1, 8.2, 10.2 approved by the State Librarian: November 21, 2019.

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