

Benzie Shores District Library Policies

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Mission Statement

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

Definitions

- A. Board. “Board” means the Library Board of Trustees for the Benzie Shores District Library.
- B. Bookkeeper. A professional who is hired by the library director to provide bookkeeping services.
- C. Cardholder. “Cardholder” means any person who has a Benzie Shores District Library Card.
- D. Director. “Director” means the Benzie Shores District Library Director.
- E. Employee. “Employee” means any person who is on the library’s payroll.
- F. Friends. “Friends” means the Friends of the Benzie Shores District Library.
- G. Interlibrary Loan. “Interlibrary loan” means the process by which a library requests materials from or loans materials to another library.
- H. Intern. “Intern” means any person who is a student and renders services to the library, with or without pay. Interns who receive payment for their services are employees.
- I. Librarian. “Librarian” means any employee who holds the position of Director, Librarian, or Assistant Librarian.
- J. Library. “Library” means the Benzie Shores District Library (BSDL).
- K. Library Card. “Library Card” means a card issued by the library that allows the holder to remove material from the library.
- L. Library District. “Library District” means the City of Frankfort, the Township of Blaine, the Township of Crystal Lake, the Frankfort-Elberta Area School District portion of Lake Township, the Township of Gilmore (including the Village of Elberta) and any other municipality that signs a District Library Agreement with the Library District and that votes to join the district.
- M. Library Premises. “Library Premises” means the library building and surrounding grounds.
- N. MeL. “MeL” means the Michigan Electronic Library.
- O. MeLCat. “MeLCat” means the Michigan Electronic Library Catalog and Resource Sharing System.
- P. Patron. “Patron” means any person who uses the library’s resources.
- Q. Staff. “Staff” means all employees.
- R. Volunteer. “Volunteer” means any person who provides their services to the library without pay. Volunteers are not employees.

PART ONE: LIBRARY SERVICES MANAGEMENT

Board of Trustees

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

To facilitate board development and knowledge of public libraries the library board of trustees has access through the internet to a copy of the Library of Michigan Trustee Manual

(http://www.michigan.gov/documents/hal_lm_trusteemanual2004_107173_7.pdf)

The library board will plan and provide funding for an annual board development workshop, such as the Strategic Planning Workshop.

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

Friends of the Library

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

The Friends of the Library is a separate, tax-exempt 501(c)(3) organization whose purpose is to promote the library and its services. The library welcomes the support of the Friends. All Friends activities must adhere to library policies. Any item purchased by the Friends becomes the property of the library.

The Friends maintain an Endowment Fund at the Grand Traverse Regional Community Foundation.

Staff and Volunteers

See Personnel Policies.

Intellectual Freedom and Equal Access to Materials

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

A. Library Bill of Rights

Libraries are forums for information and ideas, and the following basic policies should guide their services.

1. Books and other library resources should be provided for the interest, information, and enlightenment of all people of the community that the library serves. Materials should not be excluded because of the origin, background or views of those contributing to their creation.
2. Libraries should provide materials and information presenting all points of view on current and historical issues. Material should not be proscribed or removed because of partisan or doctrinal disapproval.
3. Libraries should challenge censorship in the fulfillment of their responsibility to provide information and enlightenment.
4. Libraries should cooperate with all persons and groups concerned with resisting abridgment of free expression and free access to ideas.
5. A person's right to use a library should not be denied or abridged because of origin, age, background or views.
6. Libraries that make exhibit spaces and meeting rooms available to the public they serve should make sure facilities are available on an equitable basis, regardless of the beliefs or affiliations of individuals or groups requesting their use.

B. Parental Responsibility

1. The library maintains that parents have the right and the responsibility to restrict the access of their own children to library resources. Parents who do not want their children to have access to certain library services, materials, or facilities should so advise their children. Librarians and library governing bodies cannot assume the role of parents or the functions of parental authority in the private relationship between parent and child.

Technology Plan and Policies

The library provides quality, state-of-the-art technology within budget restrictions. The first priority is to acquire and maintain technology for staff use and operations to enhance library services. The second priority is to improve and expand technological services for the public.

Due to the challenges new technologies bring to the staff, the library is committed to ongoing staff training.

A. Internet Use

Public access to the Internet is available to all users of the library whether or not they have a library card. Use of the Internet stations is on a first-come, first-served basis. Time limits are set so all patrons seeking access will have an opportunity to do so. Access is a privilege, not a right, and requires responsibility on the part of the user.

The Internet offers unlimited global access to all types of information. Not all sources are accurate, complete, current, legal or philosophically acceptable to all people. Some information may be offensive, controversial, illegal, erroneous, etc. It is the responsibility of the user to select or reject online information based on good judgment and discretion.

1. Acceptable Use

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

2. Unacceptable Use

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

- a. Uses for any purposes that violate applicable federal, state, or local laws including copyright laws.
- b. Interfering with or disrupting other computer users, services, or equipment.
- c. Attempting to gain or gaining unauthorized entry to other computing, information, or communications sources or devices (hacking).
- d. Malicious, threatening, harassing, or obscene behavior or language.
- e. Misrepresentation of oneself or the library.
- f. Activities that could cause congestion and disruption of networks and systems.
- g. Unsolicited advertising.
- h. Accessing, uploading, downloading, transmitting or distributing pornographic, obscene, or sexually explicit language or material.

3. Cautions

- a. Parents are cautioned to monitor their minor children's use of the Internet.
- b. Users are cautioned to guard closely the security of personal information, credit card numbers, computer accounts, passwords, and other types of authorizations when using the Internet.
- c. Users are cautioned to take steps to protect their systems from computer viruses and other destructive computer programs when downloading programs to disk or flash drive for use on other computers.
- d. Electronic files should not be considered confidential. When required by law, the library must disclose all files to the extent required by law. The library is not responsible for personal files/data left on library equipment.

- e. While the library does not guarantee that an individual will be able to make a wireless connection, the staff can offer limited technical assistance. The library assumes no responsibility for the safety of equipment or for notebook/laptop computer or other wireless device configurations, security, or data files resulting from connection to the library's wireless access and is not liable for any damage (including lost data or information).
- f. Neither library computers nor the wireless access are filtered.

4. Child Safety on the Internet

Because parents or guardians, NOT the staff, are responsible for the child's Internet accounts and for information selected and/or accessed by children, the staff does not monitor or supervise Internet access except for the length of time of use. Parental supervision of children searching the Internet is advised.

The library does not provide Internet access to minors on the computer in the children's area. Access to the Internet Public Access Catalog (IPAC) is available in the children's area.

5. Assistance

Staff will try to assist Patrons getting started on the Internet. However, the library cannot guarantee that Internet-trained staff will be available to assist users at all times. Time permitting, the Staff will try to answer specific questions about the Internet and offer suggestions for effective searching. The staff may also provide information about Internet training opportunities and Internet books and manuals.

6. Time Limit

There is a per patron per day time limit on the Internet: 35 minutes in the summer; 45 minutes in the winter. Time limit exceptions may be made at the Librarian's discretion. If no one is waiting additional sessions are allowed.

7. Storage and Software

Patrons may not store information on the hard drive or use personal software on library equipment.

B. Wireless Use

Free wireless Internet access is available 24/7 (within the library during library hours or outside in the immediate vicinity of the building). Since the library is committed to open access, there is no password but users are required to agree to the library's Acceptable Use Policy. Although our server has the best security within our budget and our technological needs, it is the wireless user's responsibility to secure his/her own computer, data, software and personal information. Information sent to and from a notebook/laptop computer or other wireless device is subject to possible capture. Users may not utilize the system resources (for example, bandwidth) to the extent that its use affects other people's ability to use these same resources. Library bandwidth is limited. The downloading of streaming video or audio files or other large files will be considered unacceptable use of library Internet access, if it slows the network down for other users.

C. Laptop Computer Lending

Two library laptops are available for in-library use and may not be reserved. Laptops may be used in 30 minute increments, up to 60 minutes. The library is not liable for damage to an external device (such as an MP3 player or a flash drive) or for loss of data that may occur when the laptop is in use. The library is not responsible for personal items saved on library computers. Because laptops do not have access to a printer, borrowers should save documents to their own external memory device prior to turning off the computer. Library laptops are the responsibility of the borrower; the borrower is fiscally responsible for all costs associated with damage and theft of the laptop due to neglect or abuse. Laptop users will follow all the library's policies governing computer use and follow the library's acceptable use policy. Failure to comply with these policies will result in loss of computer borrowing privileges. The library staff reserves the right to limit or restrict library equipment usage.

D. Early Literacy Station Use

The library owns one Early Literacy Station intended for children ages two (2) to twelve (12). Failure to use the machine for its intended purpose will result in loss of ELS access. A child is allowed one 30 minute session. This session may be shared or used alone. Shared sessions count toward the 30 minute daily maximum. Additional sessions may be granted if no one is waiting.

E. Overdrive Access

Overdrive policies are set by Overdrive and the Up North Digital Consortium, of which the library is a member. The most current policies are available on the Up North Digital Consortium website.

F. Electronic Games

The purpose of electronic games at the library is to help serve the community's entertainment and information needs. The library is currently collecting and offering games that have the Entertainment Software Rating Board (ESRB) ratings of EC (Early Childhood) and E (Everyone), and T(teen). T rated games are used for programs open to ages 13 and up with no age exceptions.

The library welcomes patrons ages 8 and up to use the equipment in the library during designated events. Children age 7 and under must play with a parent or with a supervising adult.

Anyone using the library's equipment must read and agree to the Electronic Games Rules (*See Appendix 4*) before using them. The rules in the policy are set up to ensure proper use of the equipment and allow fair access to our patrons. Failure to follow these rules of conduct will result in loss of equipment use privileges. Any damages that occur to the library's space and equipment and to the Wii, portable gaming devices, and accessories will be the responsibility of the patron or patrons using the area at the time that the damage occurs. Damage charges will be handled on a case-by-case basis.

G. Social Networking

The library will participate in various "social software" applications whereby library staff and community members can interact through virtual (internet) communication. These resources, summarized below, allow all members of the community access to the resources of the library without mandating a visit to the physical library. The library regards online social software applications in the same way as its other information resources in accordance with its mission of serving our patron's needs for informational, educational, cultural and recreational pursuits.

Social software is defined as any website or application which allows users to share information. Social software can include, but is not limited to, blogging, instant messaging, social networking sites, and wikis. Many social networking sites allow users of those sites to become a "friend", "fan" or otherwise

associate their own "profiles" or virtual presences with the library's profile on these sites. Examples of such sites are Twitter, Facebook, YouTube, and various blogging sites like Blogger and Wordpress. The library does not act in place of or in the absence of a parent and is not responsible for enforcing any restrictions which a parent or guardian may place on a minor's use of this resource.

The library does not collect, maintain or otherwise use the personal information stored on any third party site in any way other than to communicate with users on that site, unless granted permission by users for library contact outside the site. The purpose for contact outside the site may include program promotion, volunteer opportunities, reference help, or other similar activities. Users may remove themselves at any time from the library's "friends" or "fan" lists, or request that the library remove them. Users should be aware that third party websites have their own privacy policies and should proceed accordingly.

Comments, posts, and messages are welcome on library social networking sites. While the library recognizes and respects differences in opinion, all such interactions will be regularly monitored and reviewed for content and relevancy (before publishing when possible). All postings which contain any of the following will be removed and the poster barred from posting any subsequent messages to library social networking sites:

- Obscene or racist content
- Personal attacks, insults, or threatening language
- Potentially libelous statements
- Plagiarized or copyrighted material
- Private, personal information published without consent
- Comments totally unrelated to the content of the forum
- Hyperlinks to material that is not directly related to the discussion
- Commercial promotions or spam
- Organized political activity
- Photos or other images that fall in any of the above categories

In addition, the library reserves the right to edit or modify any postings or comments for space or content, while retaining the intent of the original post. The library shall also be granted the right to reproduce comments, posts, and messages in other public venues. For example, a response to a YouTube book review may be quoted in a newspaper or on the library website. Identifying information, other than first name, will be removed unless prior approval is granted by the user.

The library assumes no liability regarding any event or interaction that takes place by any participant in any library-sponsored social networking service, and does not endorse or review content outside the "pages" created by library staff. Participation in library social networking services implies agreement with all library policies, including its Social Networking Policy and Acceptable Use of the Internet and Public Computers Policy, and the Terms of Service of each individual third-party service. If a user does not agree to these terms, they are not to use the services provided.

The role and utility of social networking sites will be evaluated periodically by library staff, and may be terminated at any time without notice to subscribers.

Collection Development

The director is allowed to exercise his or her knowledge and experience concerning the community and the library materials that will best serve it.

A. Criteria

Each type of material must be considered in terms of its own merit and intended audience. Criteria to be considered in making selections are as follows:

1. Appeal to the interests and needs of individuals in the community.
2. Permanent value as source material or interpretation.
3. Vitality and originality of thought.
4. Contemporary significance.
5. Artistic excellence.
6. Entertaining presentation.
7. Accuracy and objectivity.
8. Suitability of physical form to library use.
9. Skill, competency and purpose of the author.
10. Relations to other materials and existing areas of coverage in order to maintain a well balanced collection.

B. Reviews

Reviews in professionally recognized periodicals are a primary source for materials selection. Standard bibliographies, booklists by recognized authorities and the advice of competent people in specific subject areas will be used.

C. Requests

Requests from patrons for specific authors, titles or subjects will be considered.

D. Specialized Materials

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

E. Replacement and Maintenance

The library keeps its collection vital and useful by retaining or replacing essential material, and removing on a systematic and continuous basis those works which are worn, outdated, of little historical significance or no longer in demand.

F. DVD/FILM

The purpose of the DVD collection at the library is to grow a diverse film collection in DVD format to entertain, enlighten, and to educate. Whenever possible, the library will work with the local school district to provide supplemental video materials for the students and faculty. DVD gifts are gratefully and willingly accepted as long as no restriction is placed upon their use. Gift DVDs must conform to the library's selection policy. Television shows will not be purchased, but donations will be accepted.

DVD's are purchased to enhance the total library collection. No DVDs with a Motion Picture Association of America rating of 'X' will be purchased or accepted as gifts. Unrated titles may be purchased at the discretion of the purchasing librarian.

The library will emphasize the motion picture as an art form and concentrate on videos of classic motion pictures that represent specific genres, motion picture directors, award winning films, and performers at the peak of their careers. The library will also emphasize quality family films, television programming and documentary features as appropriate.

G. Request for Withdrawal or Absence of Material

All complaints concerning the presence or absence of any material shall be referred to the director who will discuss the matter with the concerned patron. If the patron wishes, he or she may complete the “Citizen’s Request for Reconsideration of Library Materials” form. The director shall examine the item in question and advise the patron of the decision, giving the reasons. Materials subject to complaint shall not be removed from use pending final action. See Appendix 3.

Gift Materials

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

Monetary Gifts

Endowment contributions are channeled through the Grand Traverse Regional Community Foundation and are recognized by the Foundation and the board. Unless otherwise stipulated, all other contributions are directed to the Friends of the BSDL. The Friends have a recognition policy and standards for acknowledgement.

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

Art

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

Reference Services

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

Circulation

The general public is welcome to use the library. Only patrons with BSDL library cards may take material out of the library.

A. Library Card Eligibility

The library issues library cards, at no charge, to all residents and/or property owners of the library district. A person is eligible for a library card if he or she meets one of the following requirements:

1. Full or part-time residence within the library district. Proof of residence is required.
2. Ownership of real estate within the library district. Proof of real estate ownership is required.
3. Payment of the out-of-district card fee which is determined, annually, by the library board. The out-of-district cards are good for one year and may be used by the purchaser's immediate family (spouse and children). The purchaser must designate his or her family members at the time the card is purchased.
4. Library cards will be issued to minors without the signature of a parent or guardian. Children under ten (10) will be allowed to check out two (2) books when they get a card, but the card will be mailed to the home address.
5. Honorary lifetime cards shall be given to donors of over \$5,000.00 or at the library director's discretion.

B. Loan Periods

1. Standard Loan Periods

The Standard loan period is three (3) weeks and that period may be extended unless there is a reserve on the items. There is no limit on the number of periodicals or books that a cardholder may check out.

The loan period for any material that is on reserve is one (1) week.

DVD checkout is limited to five (5) DVDs per library card. DVDs circulate for 1 week with one (1) renewal.

2. Interlibrary Loan Periods

- a. The loan period of interlibrary loan materials is three (3) weeks. Generally, interlibrary loans are not renewable.
- b. Loans of MeLCat materials are for three (3) weeks—unless otherwise specified by the lending library and may be renewed once by the patron through the MeLCat system.

3. Teachers

Frankfort-Elberta Area School District teachers may have a classroom card. The classroom card is issued with the understanding that the materials are for use by students in the classroom only. The teacher is responsible for all lost or damaged materials. Books checked out on teacher cards have a one (1) month loan period.

4. Homebound Patrons

Cardholders who are homebound have a one (1) month loan period.

5. Home Schoolers

Cardholders who are home schooled have a one (1) month loan period, if requested.

6. Rotating Collections

Rotating collections, such as those loaned to Michigan Shores, the Maples and Paul Oliver Memorial Hospital (POMH) Long-term Care have a one (1) month loan period.

7. Non-circulating Materials

The current issues of magazines and newspapers, and certain other specified items do not circulate.

C. Materials Obtained by Loan from Other Sources

The library seeks to fulfill interlibrary loan requests through MeLCat

1. MeLCat policies apply to all materials borrowed via MeLCat. To protect our library's privilege of obtaining books for patrons through cooperative interlibrary loan program, the due dates on those books must be honored. A patron's abuse of the borrowing term is cause for possible termination of interlibrary loan borrowing privileges. There will be no charge for interlibrary loan materials unless the lending library has a charge. The patron will be notified prior to order if the lending library has a charge. The library participates in the MeL Statewide Delivery System.
2. If the request cannot be filled through the MeLCat system, the item will be requested through another interlibrary loan system.

D. Reserves

Any library material may be reserved. There is no limit on the number of reserves a patron may place, or on the number of reserved items that may be checked out, as long as loan periods are observed. Phone and Internet reserves are accepted.

Charges

The library board reserves the right to institute fees for certain services.

A. Photocopies and Printing

There is a charge of \$.15 per page for photocopies. The Friends charge \$.15 per page for computer printouts.

B. Replacement of Library Cards

There is a \$1.00 replacement charge for a lost or damaged library card.

C. Fine Schedule

There shall be a charge of \$.10 per day on every overdue item with the exception of interlibrary loans and reference materials. Non-MeLCat interlibrary loans have a late fee of \$.25 per day. Reference materials have a late fee of \$1.00 per day. The library sends out two overdue notices by mail to notify patrons that materials they have checked out have not been returned. The first overdue notice is sent out when the items are between 8 and 14 days overdue. The second notice is a bill which is sent when the items are between 36 and 42 days overdue. The director may waive fines for extenuating circumstances.

D. Lost Material

If an item is lost, the cardholder must pay a non-refundable replacement cost for the item. The replacement cost will be the actual cost of the item as indicated in the library's computer database. When a cardholder has two "billed replacements" on his or her card he or she may check out only two (2) items in circulation at a time.

E. Claims Returned

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

F. Damaged Materials

When an item has been damaged the fine shall be determined by the director depending upon its condition, its age, demand for the item and whether a replacement will be necessary, in which case the full cost of replacement may be assessed. All books and materials that are checked out on a card are the cardholder's responsibility, no matter how the damage occurred. The director may waive fine and damage assessments for extenuating circumstances.

G. Books on CD and other Audiovisual Materials

The library recognizes that CDs do become worn and damaged through regular usage.

Replacement costs will be assessed at the discretion of the director according to our standardized replacement costs document.

H. Revocation of Borrowing Privileges

The library shall revoke the borrowing privileges of a cardholder once he or she has accumulated a total of \$100.00 in unpaid fines and/or bills for replacement. A cardholder must pay all fines and bills for replacement before borrowing privileges will be restored.

I. Out-of-District Card Fee

The out-of-district card fee is set by the board each year at the time the budget is adopted.

Confidentiality of Patron Information

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

- A. Personally identifiable information about library patrons and their use of the library is private. The library shall not disclose such information to anyone except in the following cases:
 - 1. If required by law, pursuant to a valid subpoena, warrant, court order or other investigatory document;
 - 2. Under the Patriot Act, the FBI may obtain access to all personally identifiable information, including books and other materials checked out; searches done on library computers, including places visited on the Internet; books and other materials borrowed through Interlibrary loan; when and where patrons have signed up to use library computers; and notes taken by librarians when helping patrons with questions. The Act also prohibits library personnel from notifying a patron under suspicion, the press, or anyone else that an investigation is underway.
 - 3. a.) Freedom of Information Act (FOIA) Requests for Registration Information: The director shall deny, in writing, any designated FOIA request for the release or disclosure of confidential cardholder registration information.
b.) Addendum to Freedom of Information Act Policy: The library director is designated to respond to all Freedom of Information Act (FOIA) requests. In the director's absence, the assistant director will respond.
 - 4. On written consent of the patron.
- B. All requests for information must be addressed to the director, who shall consult with the trustees and legal counsel when appropriate.
- C. Patrons who fail to return materials in a timely manner will be deemed to have waived their right to confidentiality insofar as is necessary for the library to retrieve the missing material or secure appropriate compensation for its loss.
- D. The library will make a good-faith effort to notify patrons of any changes in the law or policies pertaining to library use that may affect patrons' privacy or intellectual freedom.
- E. Patrons who have questions, concerns, or complaints about the library's handling of their privacy and confidentiality rights should file written comments with the director. All such comments will be investigated, and responded to when appropriate.
- F. Supplementary Information
 - 1. **Information Needed for Core Services:** The library avoids creating unnecessary records and retaining records unnecessary to the fulfillment of its mission. It does not engage in practices that might place private information on public view. It must, however, gather and retain certain information about current patrons in order to provide services, including information pertaining to registration, circulation, and electronic access. (Examples of such information would include name, e-mail address, library card barcode, phone number or home address.) All personally identifiable information is kept confidential and will not be sold, licensed or disclosed under any circumstances except those defined in the Statement of Policy.
 - 2. **Records of Use:** Links between patron records and materials borrowed are deleted when items are returned, and other records are deleted as soon as the original purpose for data collection has been satisfied.
 - 3. **Third Party Security:** All contracts, licenses, and off-site computer service arrangements reflect the library's policies and legal obligations concerning patron privacy and confidentiality. Should a third party require access to our users' personally identifiable information, our agreements address appropriate restrictions on the use, dissemination, and sale of that information.

4. **Internet Use:** When connecting to licensed databases outside the library, patrons are identified only as members of the library community. Nevertheless, users of networked computers will sometimes need to enable "cookies" in order to access a number of resources available through the library. (A cookie is a small file sent to the browser by a Web site each time that site is visited.) Library servers use cookies solely to verify that a person is an authorized user in order to allow access to licensed library resources and to customize Web pages to that user's specification. Cookies sent by library servers disappear when the user's computer browser is closed, and the library does not share cookie information with third parties.
5. **Staff Access to Personal Data:** Only authorized library staff members with assigned confidential passwords may access personal data stored in the library's computer system for the purpose of performing library work.

Services to Patrons with Disabilities

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

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

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

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

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

Patron Conduct and Responsibility

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

Guidelines:

- A. Patrons are expected to engage in activities associated with the use of the library. Patrons not reading, studying, or using computers or library materials may be required to leave the building.
- B. Patrons are expected to respect the rights of other patrons and the staff. Patrons shall not harass or annoy others or interfere with the use of the library.
- C. Anyone using the library must keep noise to a level that is considerate of patrons and staff.
- D. Patrons shall not have food or beverages inside the library.
- E. Patrons shall not smoke or use tobacco or tobacco products inside the library or within fifty (50) feet of the building.
- F. Patrons shall not be under the influence of alcohol or drugs.
- G. Patrons shall not engage in any illegal activity while on the library premises.
- H. Patrons shall not interfere with the performance of duties by the library staff.
- I. Patrons shall not deface or mar library materials including books, magazines, newspapers, DVDs, audiobooks, or other items of the library collection. Nor shall they deface, mar or in any way destroy or damage library furnishings, walls, machines, or other library property.
- J. Patrons shall not enter the building without a shirt or shoes.
- K. Pets and animals are prohibited from entering the library, unless they are service animals or part of a program.
- L. Petitioning, soliciting, distributing of literature or leaflets, canvassing or similar conduct is prohibited on the library premises.
- M. Solicitation of any kind is strictly prohibited. The exception to this non-solicitation policy is materials offered for sale by or through the Friends of the Library or Friends membership solicitation.
- N. Any materials removed from the library must be checked out on a valid library card.
- O. The library staff may require a patron to provide his or her identification, including name, address and phone number.
- P. Any patron not abiding by these and other rules and regulations of the library may be required to leave the library premises and may forfeit his or her library privileges.
- Q. The library staff asks that books and materials removed from the shelf, but not checked out, be left on tables or at the desk, not re-shelved.
- R. Cell phones and computer voice programs are not allowed to be used in the library.

Right of Appeal

In the rare case that library privileges are suspended or revoked, the patron has the right to appeal the decision.

Patrons may appeal any decision in writing to the library director within 14 business days of the date of the decision. The appeal shall state why library privileges should be restored.

The library director or a designee will respond to the appeal in writing within 7 business days of the date the appeal was received.

Any person may appeal the library director's decision by sending an appeal in writing to the president of the library board within 14 business days of the date of the library director's decision.

The decision of the library board is final.

Safety and Well Being of Children

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

A. Use of the Library by Children

The library staff urges parents and caregivers to come and share the library with their children. In the interest of maintaining a safe and effective library environment parents/guardians should not leave a child under ten (10) years of age unattended at the library. Library staff may take action they deem appropriate and necessary when a child is unattended.

B. Children's Program Attendance

Children attending story hours or other children's programs must be accompanied by a parent or caregiver.

C. Disruptive Behavior

If a child or youth is disruptive, bothersome or unruly, the library staff shall make every attempt to restore appropriate library behavior. If this proves impossible, the disruptive individual(s) will be asked to leave.

D. Unattended Children at Closing

If a child is left unattended in the library when the library is closing, the staff will attempt to locate his/her parents. Staff members are not permitted to remain after hours with an unattended child or to give him/her a ride home. For the safety of the child, the staff will not leave a child under the age of ten outside to wait for a ride. The police will be called to escort the child home or keep the child until the parents can be reached.

Public Relations

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

A. Exhibits, Displays, Handouts, and Announcements

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

B. Public Notice Bulletin Book

The library encourages the display of information brochures, pamphlets, and posters, announcing area civic, educational, and cultural events in the community. However, the space in the bulletin book is extremely limited. Guidelines for posted materials:

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

C. Exhibits and Displays

The exhibit case and display area space is reserved for educational, artistic, informational, and cultural displays and exhibits, primarily through the Friends Reflections by the Bay series. The library assumes no liability for damage, destruction or theft of a display. A sign stating the sponsorship of the display must be included in all displays.

D. Handouts

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

E. Public Meetings

Only meetings conducted by the library or Friends can be held in the library.

F. Programming

All programming will be within the scope of the library mission and will be periodically evaluated either formally or informally

G. Website

The Benzie Shores District Library’s official presence on the Internet is its website. As such, the website serves as both a gateway to the Library’s resources and services and a public relations tool which presents and promotes the Library in a virtual environment. The website will be designed and maintained using the best practices given by the American Library Association and Techsoup.org. (See Appendix 5 for the detailed website policy.)

Public Use of Library Equipment

It is expected that all library equipment will be treated with respect.

A. Copier

Copier fees shall be set by the board. Copyright laws shall be posted by the copier and shall be adhered to by library patrons.

B. Fax

The fax machine is for library use only.

C. Library Laptops and Portable Nintendo Console

See page 12 for policies.

D. Library Computer Workstations

The library computer workstations are available for public use. Library acceptable use policies and rules must be followed.

E. General

Other library equipment may be loaned only to non-profit organizations and with the approval of the director.

Disposition of Furniture and Equipment

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

- A.** Public sale, with notice published in the newspaper and posted in the library.
- B.** Public sale at the Friends' book sales, with notice published in the newspaper and posted in the library.
- C.** Sale to other libraries for the best price that can be obtained.
- D.** Donation to charitable organizations if the item cannot be sold.
- E.** Inoperative or outdated equipment older than three (3) years may be disposed of as necessary.

Data Security Plan

The library backs up circulation and collection records and data every night to a thumb drive, a copy of which is taken to a staff member's house once a week. These records are also kept off-site and completely up-to-date at all times. Off-site storage of library records is handled by BSDL's integrated library system provider. Recovery of data would be prompt.

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

Disaster and Recovery Plan

The library maintains insurance coverage sufficient to replace the building, collections, furnishings and equipment. An inventory is kept in the safe deposit box.

Library Hours and Closings

Library hours are set by the board. Current library hours are as follows:

Monday 10-8
Tuesday 10-5
Wednesday 10-8
Thursday 10-5
Friday 10-5
Saturday 10-3

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

The library may close due to weather or other emergencies at the discretion of the Director.

The library will be closed for the following holidays:

New Year's Day
Memorial Day
Fourth of July
Labor Day
Thanksgiving Eve from 5:00 p.m.
Thanksgiving Day
Christmas Eve Day
Christmas Day
New Year's Eve Day

If a holiday falls on a Friday, the library will also be closed on the following Saturday.

If a holiday falls on a Saturday, the library will be closed on the preceding Friday.

If a holiday falls on a Sunday, the library will be closed on the following Monday.

PART TWO: FINANCIAL MANAGEMENT

Formalized Accounting Procedures

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

The library is funded through a district-wide millage, penal fines, state aid and out-of-district card fees.

The library board will determine the annual millage rates and develop and maintain a budget in compliance with laws and ordinances.

Revenue is recorded as received.

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

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

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

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

In addition to this policy, for the segregation of duties, see the Step-by-Step Financial Procedures (Appendix 1)

Investments

To comply with Act 20 PA1943 as Amended, it is the policy of the library board to invest its funds in a manner which will provide the highest investment return with the maximum security while meeting the daily cash flow needs of the library and comply with all state statutes governing the investment of public funds.

Endowment Fund

It is the policy of the library board to place its endowment funds under the management of the Grand Traverse Regional Community Foundation. The Advisory Committee of the Endowment Fund is made up of the entire library board. When the makeup of the board changes, the signature cards at the banks must be updated and the Grand Traverse Regional Community Foundation must be notified of the change in the Holtrey Endowment Fund Advisory Committee in a timely fashion.

The terms of the bequest resulting in the Holtrey Fund with the Grand Traverse Regional Community Foundation permit withdrawals of all income from the fund. Therefore, amounts over the base of \$315,120.17 are available for withdrawal. It is the policy of the library to use withdrawals from the fund for capital improvements and other non-recurring expenses from time to time, but not to use the funds for ongoing expenses.

Capitalization

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

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

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

Financial Operations

Annual expenses will not exceed annual revenue. Spending gift receipts or windfall funds is permissible only for non-recurring expenses.

The target for cash in library operations checking account at the beginning of every month will equal two months of average annual expenditures.

Payment of bills will be authorized by the director; checks will be prepared by the *library's accounting service* and signed by an authorized board member. Checking account statements will be reviewed by the director and one other person who is independent of all checking account activity.

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

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

The library credit card has a spending limit of \$1,000. The library director is the only person authorized to use the library credit card. Payment of the credit card bills will be timely and follow the same procedures as other bills. The library director is authorized to have corporate, tax exempt accounts when necessary for accomplishing library business.

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

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

The treasurer and director will be responsible for providing monthly financial reports and for procuring adequate insurance coverage. They will review insurance coverage with the board annually.

An internal procedure determined by the director will be used for petty cash and the amount of petty cash will not exceed \$100.

Disbursements will be reviewed monthly at the board meeting in the following month.

All disbursements must follow the approved Step-by-Step Financial Procedures (Appendix 1) and comply with the library's Internal Controls.

Electronic Transfers:

See the Step-by-Step Financial Procedures (Appendix 1).

Internal Controls

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

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

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

Disbursements are reviewed weekly by the treasurer (or designated board member) when checks are signed. Disbursements are reviewed and approved by the library board at the regular monthly meeting of the library board.

See Appendix 1 for the board approved Step-by-Step Financial Procedures.

Financial Retention and Disposal

The library Financial Retention and Disposal Schedule is in compliance with the State of Michigan Records Retention and Disposal Schedule for public libraries approved by the State of Michigan. Please see Appendix 2 for the complete list.

Appendix 1: Step-by-Step Financial Procedures

I. Bills/Invoices

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

II. Petty Cash

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

III. Bank Statements and Financial Reports

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

IV. Electronic transfers

1. Electronic transfers shall be used only as necessary and must have the written approval of the treasurer with the exception of required federal and state electronic transfers. At

this time, the only electronic transfer is for the Michigan Employees Retirements System and was approved by a board resolution March 16, 2005.

2. Electronic payments are reported in the monthly financial reports.

V. Millage Income

1. Checks arrive from district library member municipalities. (Frankfort in the summer, and the townships of Lake, Crystal Lake, Blaine and Gilmore in the winter)
2. Mail is opened by the director and all checks are copied.
3. All checks for the library are deposited as soon as possible, but always within 14 days of receipt and stamped "For Deposit Only."
4. Deposit slips and documentation are given to the bookkeeper for entry into Quickbooks and the monthly reports.
5. Monthly financial reports are created by the bookkeeper and checked by the treasurer and library director.

VI. Circulation Desk Cash Drawer Income

1. Cash or checks that come into the library are for fines, replacements, damaged books and copies.
2. Money and checks are collected by whichever staff person is on duty.
3. The income for fines, replacements or damaged books, is recorded on the individual patron's account. These amounts are automatically entered into the "financial recap report" in the circulation system.
4. Twice a month (15th and 30th, if possible), the library director compiles a short report to the bookkeeper summarizing the amount and justification for the deposits and makes all bank deposits to library's account at State Savings Bank. The reports and deposit slips are given to the bookkeeper. (Reports are accessed through the circ. system "circulation reports" then "daily" then "financial recap" then "summary.")
5. The amount collected for copies is entered into the library circulation system accounts at the end of the day and is automatically entered into the 'financial recap report' in the circulation system.
6. Staff makes the copies for patrons for a charge of \$0.15/per page.
7. Generally speaking, patrons are not given receipts for payment of fines, replacements, damages or copies. If a receipt is requested, one is written and signed by a staff member or printed through the circulation system.
8. The bookkeeper records information and produces the monthly financial reports for the board, which are then checked by the treasurer and director, distributed to the board for consideration at the library board meetings.

VII. Donations and Bequests Income

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

VIII. Writing and Signing Checks.

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

- IX. Paychecks.
1. Monthly work schedules are set before the first of every month. Weekly schedules are emailed to each staff member the Wednesday before the Monday schedule begins.
 2. At the end of each week, the director approves the hours worked and turns them into the bookkeeper for paychecks to be written.
 3. Paychecks are signed by the treasurer or designated board member.
 4. Staff is paid every Tuesday.
- X. Accessing Financial Records
1. The only person with access to Quickbooks is the bookkeeper. Any information in Quickbooks is available to the treasurer and/or director upon request.
 2. The only person with access to the online banking records is the treasurer.
 3. The board and public have access to the monthly financial records.
 4. The bank statements are checked by two staff members who are not authorized to sign checks.
 5. The bookkeeper is not authorized to sign checks.
- XI. Financial Data Back-up
1. Financial data is backed up daily and kept off-site.
 2. A flash drive containing updated financial information is brought to the library weekly .
 3. If the bookkeeper is incapacitated, a designated replacement who works at a separate location has the password information for Quickbooks.
 4. If the treasurer leaves office or is incapacitated, the online banking records will be given a new password by the new treasurer.
 5. Bank signature cards are kept up-to-date when board members change. The signature cards include: West Michigan Bank safe deposit box, West Michigan Bank account, State Savings Bank accounts, certificate of deposit access.
 6. The safe deposit keys are kept in the board file in the library workroom.
- XII. Financial Data Retention and Disposal
1. The library's Financial Retention and Disposal Schedule (Appendix 2) is in compliance with the State of Michigan Records Retention and Disposal Schedule for public libraries approved by the State of Michigan.
 2. Filing is done weekly by the bookkeeper and checked monthly by a staff member.
 3. All past financial records are kept in the library attic.
- XIII. Credit Cards and Corporate Accounts
1. The library credit card has a limit of \$1,000.
 2. The library director is the only person authorized to use the library credit card.
 3. Payment of the credit card bills will be timely and follow the same procedures as other bills.
 4. The library has a membership card for Sam's Club for library purchases only. The director is the only person authorized to use this card.
 5. The library director is authorized to have corporate, tax exempt accounts when necessary for accomplishing library business. Accounts include, but are not limited to Amazon and Staples.
- XIV. Vendor authorization
1. Vendors are authorized by the library director.

- XV. Purchase authorization
1. Staff: No purchases may be made without the approval of the director.
 2. Director: The library director is authorized to make non-recurring purchases of up to \$1,000. Special expenditures of more than \$1,000 require prior approval by board or the Bill Authorization Committee.
 3. Purchase orders are not required.
- XVI. Investments
1. The library has a board approved investment policy.
- XVII. Certificates of Deposit
1. It takes two board members to purchase or redeem certificates of deposit. Only the treasurer accompanied by one other officer is authorized to purchase or redeem certificates of deposit without prior authorization of the board. If necessary, two board members will be authorized by the board to purchase or redeem certificates of deposit. Renewals are automatic and require no board action.
 2. The treasurer and one other board member reconcile the actual certificates of deposit with the records annually. The reconciliation must be complete prior to the audit.
- XVIII. Grand Traverse Regional Community Foundation
1. Library board and GTRCF policies govern library funds at the Foundation.
 2. The board members constitute the Fund Advisory Committee for the Holtrey Fund at the GTRCF.
- XIX. Budget Process
1. The treasurer and the library director work on the budget in April.
 2. The proposed budget for the upcoming fiscal year is presented to the library board at the regular monthly board meeting in May.
 3. The proposed budget is then available to the public at no charge.
 4. The budget hearing is set, posted, and advertised (by the board secretary) for two (2) weeks in the Benzie County Record Patriot.
 5. A special meeting to approve the proposed budget, set the millage rate and determine the out-of-district card fee is posted and takes place immediately following the budget hearing.
- XX. Reconciliation of Budget
1. When a fiscal year is complete, the budget is reconciled by the treasurer and presented to the board for approval.
- XXI. Insurance
1. The treasurer and director are responsible for acquiring adequate insurance coverage. It is reviewed annually.
- XXII. Internal Control Procedures
1. Internal controls consist of the following steps
 - a. All financial processes are divided into steps so that one person does not have control of all financial operations.
 - b. The bookkeeper is not authorized to sign checks or have access to the library's bank accounts.
 - c. The library director is not authorized to sign checks or have access to the library's bank accounts.
 - d. The library's Quickbook account is password protected and the access is limited to the bookkeeper.
 - e. Disbursements are reviewed weekly by the treasurer.

f. Disbursements are reviewed and approved monthly by the board.

XXIII. Audit Process

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

Note: In the library director's absence the assistant director has the same financial authority and responsibilities as the library director.

Appendix 2: Financial Retention and Disposal Schedule

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

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

Patron Disciplinary Files	CR+5	
Strategic Planning and Development Documentation	SUP	
Strategic Planning-Final Approved Plan	PERM	
FOIA Records	CR+1	
Final Annual Budget	CR+10	
Budget Documentation	CR+5	
Annual Report/Audit	CR+10	
Monthly Financial Reports	FY+7	
Accounts Payable/Receivable	FY+7	
Journal Entries/General Ledger	FY+7	
Balance Sheet	FY+7	
Deposit Slips and Cancelled Checks	FY+7	
Invoices	FY+7	
Purchase/Order Records		NA for us
Sale Records		NA for us
Cash Receipts	FY+6	Included in financial reports
Petty Cash Vouchers	FY+7	Included in financial reports
Bank Statements and Reconciliations	FY+6	
Contracts	EXP+6	
Leases	EXP+6	
Legal Opinions	PERM	
Litigation Files	ACT+5	
Annual Inventory and Depreciation Schedule	FY+7	
State Tax Returns		NA
Payroll Deduction/Liability	FY+7	

Records		
Insurance	EXP+6	
Bids Not Awarded	CR+7	
W-2 Forms	FY+6	
Employer Contributions to Retirement Accounts	FY+7	
Payroll Summaries	FY+7	
Blueprints/Building Plans	PERM	
Licenses and Permits	EXP+1	
Inspection Reports	ACT	
Hazardous Material Safety Data Sheets	ACT +30	Orkin notebook
Security Log	CR+3	We require Incident Reports to be completed.
Payroll Records	ACT+40	
Personnel Files-Retirement, Leave, and Life Insurance Records	ACT+40	
Personnel Files-Application, Hiring, Salary and Position	ACT+7	
Personnel Files-Withholding Forms	SUP+7	
Personnel Files-Health Plans	SUP+7	
Staff Work Schedule	ACT+2	
Time and Attendance	CR+7	
Vacation and Sick Leave Report	FY+7	Included in salary reports
Time Off Vacation Requests	FY+7	NA
Employee Injury Records/Exposure	ACT+30	
Employee Injury Records/Non-exposure	ACT+7	

Grievances	ACT+7	
Job Applications	CR-2	Unsolicited resumes are returned to sender.
Workers Disability Compensation Files	ACT+10	
Job Descriptions	SUP	
Volunteer Files	ACT	
Continuing Education	ACT	
User Accounts	ACT	
Electronic Equipment Inventory	ACT	
Network Drop Map/Schematic	ACT	
Integrated Library System	SUP	
Back-Up Tapes	SUP	
Software Guides	SUP	
Web Server and Router	SUP	
Library Website	ACT	
Order Records	CR+7	Invoices only
Magazine Order Records	ACT	
Memorials	ACT	Mostly Friends
Shelf List	ACT	
Bibliographic Records	ACT	
Item Level Record	ACT	
Authority Files	ACT	
Patron Registration Forms	ACT	
Patron Database	ACT	
Computer Use Schedule	EVT	End of business day
Overdue Notices	ACT	
Overdue/Fine Records	ACT	

Interlibrary Loan Records	ACT	
Monthly Circulation Reports	CR+5	
Reference Stats	ACT	
Publicity, Design and Production Requests	CR-1	
Mailing Lists	ACT	
Photographs	ACT	
Exhibit Files		Friends
Library Newsletters	PERM	Friends
Press Releases	ACT	
Donor Files	PERM	
Accession Records	PERM	
Processing Files	PERM	
Plan of Service	PERM	from MMLL
Monthly ILL Transactions-requests	CR+1	ILL only, MeLCat in system
Monthly ILL Transactions borrowing stats	CR+1	ILL only, MeLCat in system
Monthly ILL Transactions-Lent	CR+5	
Training and Workshop Records	ACT+3	With monthly reports
Workshop Calendars and Flyer	SUP	
Workshop Authorizations and Registrations	ACT	

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

The Benzie Shores District Library Board has delegated the responsibility for selection and evaluation of library/educational resources to the Library Director, according to selection policies, and has established reconsideration procedures to address concerns about those resources. Completion of this form is the first step in those procedures. If you wish to request reconsideration of library resources, please return the completed form to the Director of Benzie Shores District Library, Frankfort, MI.

Name _____ Date _____

Address _____ City _____

State _____ Zip _____ Phone _____

Complainant represents:

_____ Himself/Herself

_____ Organization: _____

_____ Identify other group _____

1. Resource on which you are commenting:

_____ Book _____ Video _____ Display _____ Magazine _____ Library Program

_____ Audio recording _____ Newspaper _____ Other: _____

Title: _____

Author/Producer: _____

2. What brought this resource to your attention?

3. Have you examined the entire resource? _____

4. What concerns you about the resource? (Please be specific; cite pages. Use other side or additional pages if necessary.)

5. What do you feel might be the result of reading this resource?

6. Are there resource(s) you suggest to provide additional information and/or other viewpoints on this topic?

The Library Board subscribes in principle to the statements of policy on library philosophy as expressed in the American Library Association's Bill of Rights, a copy of which is appended to this form.

Appendix 4: Detailed Website Policy

Purpose

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

Website URL Address

The URL for the Benzie Shores District Library website is www.benzieshoreslibrary.org. Website hosting services and the domain name and license are contracted. The website is hosted off-site.

Webmaster

The Library Director will appoint a Webmaster to develop the look of the website, make changes to the site, and create and maintain web pages, content and links with the approval of the Director or Assistant Director. The Webmaster will be a member of the Library staff. Training/education in website design and maintenance is required. The Webmaster creates content and links to other websites based on the selection criteria for electronic resources outlined in the Library's Materials Selection Policy. With the approval of the Library Director, the Webmaster may appoint a backup web technician from the Library staff to assist in maintaining the library website. Only the Library Webmaster and his/her backup is authorized to make changes to the Library website. The Webmaster's e-mail address is web@benzieshoreslibrary.org

Website Scope

The Library website is intended to provide public and staff access to a variety of educational and informational resources in electronic format. The Library website will provide a dynamic collection of links and content on a variety of subjects for users of all ages and levels of experience. The information will complement and supplement the print and multimedia collections of the Library. The information includes, but is not limited to, a web-based catalog of print and multimedia materials owned by members of the Benzie Shores District Library, online databases, electronic books, information on Library programs and services, and links to other selected Internet websites.

Website Access and Content

The Webmaster will make best efforts to accommodate a broad range of computer capacities and to serve patrons of varying abilities. The Webmaster will evaluate all potential website content for appropriateness in accordance with the Library's mission and website scope. Because of license agreement limitations, access to some library web resources may be restricted to patrons within the library, or to Benzie Shores District Library card holders.

Design Guidelines

All Benzie Shores District Library pages must include:

- The official navigation bars
- A content title
- A copyright notice
- Date indicating the last time the page was updated
- The Library logo

External Links

The Benzie Shores District Library website will provide links to other websites to support the library's goal of providing a wide range of information to the public. Anyone may recommend websites to the library Webmaster for their informational and/or educational value. Criteria for external links includes but is not limited to:

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

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

Website Maintenance

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

Privacy Policy

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

The Library may request personal information such as name, email address, postal address, telephone number, and library card number of a library website visitor only if needed to allow access to a subscription service or to complete a request submitted from either website. The Library will not sell, lease or otherwise distribute or disclose a library patron's name, e-mail address, postal address, telephone number, borrower records or other personal information for non-library purposes or to outside parties unless required by law.