



Benzie Shores District Library Operations Policies

Mission Statement
Reimagining Libraries

Definitions

Administration. The Library Board and/or the Director.

Board. The Library Board of Trustees for the Benzie Shores District Library.

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

Cardholder. Any person who has a Benzie Shores District Library Card.

Director. The Benzie Shores District Library Director.

Employee. Any person who is on the Library's payroll.

Friends. The Friends of the Benzie Shores District Library.

Interlibrary Loan. The process by which a library requests materials from or loans materials to another library.

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

Librarian. Any employee who holds the position of Director, or Librarian.

Library. The Benzie Shores District Library (BSDL).

Library Card. A card issued by the Library that allows the holder to borrow material from the Library.

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

Library Premises. The Library building, parking lot, and surrounding grounds.

MeL. The Michigan Electronic Library.

MeLCat. The Michigan Electronic Library Catalog and Resource Sharing System.

Patron. Any person who uses the Library's resources.

Staff. "Staff" means all employees.

Volunteer. Any person who provides their services to the Library without pay. Volunteers are not employees.

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PART I: LIBRARY SERVICES MANAGEMENT

1. Library Governance

(approved 9/21/2022)

A. Board of Trustees

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

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

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

B. Staff and Volunteers

See Personnel Policies.

C. Friends of the Library

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

The Friends of the Library is a separate, tax-exempt 501(c)(3) organization whose purpose is to promote the Library and its services. The Benzie Shores District Library has an Operating Agreement (see Appendix 1) with the Friends of the Benzie Shores District Library which is reviewed and signed by both parties annually.

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

D. Library Board Meetings

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

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

1. Participants must be recognized by the presiding officer and will be requested to preface their comments by an announcement of their name and address.
2. Each statement made by a participant shall be limited to three (3) minutes duration.
3. During Public Comment, meeting observers and board members may not speak at any other time unless specifically recognized by the presiding officer.
4. Participants shall direct all comments to the Board and not to staff or other participants.
5. All statements shall be directed to the presiding officer; no person may address or question Board members individually.

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

2. Intellectual Freedom and Equal Access to Materials

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

A. Library Bill of Rights

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

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

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

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

C. Freedom of Information Act (FOIA)

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

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

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

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

D. Reference Services

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

3. Technology *(updated 7/19/2021)*

A. Internet Access and Use

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

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

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

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

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

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

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

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

4. Child Safety on the Internet. As the staff does not monitor or supervise internet access, parental supervision of children searching the internet is advised.

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

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

B. STEM and Circle Time Kits

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

The Library provides a variety of kits for patron check out. Kit loan periods are 1 week (7 days) with no renewal permitted. Missing pieces from the kit will result in a \$15 replacement fee. Substantial Damages or missing materials exceeding a reasonable loss will result in a fine equal to a full replacement of the item plus processing. Repeated incidents of loss or damages will result in kit borrowing privileges being revoked.

C. Technology for Staff

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

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

Equipment is owned by the Library. Each staff member is responsible for their accounts. Apps used for work may be purchased by the Library. Library purchased apps must be approved by the Director. Storage limits should be considered when acquiring non-library related apps. Staff using Library owned equipment must adhere to the Library's acceptable use policy, Board policies, and all applicable state and federal laws. Staff members are responsible for caring for this equipment on a daily basis and ensuring that it is retained in a safe environment.

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

4. Collection Development *(updated May 17, 2023)*

A. Purpose and values

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

B. Responsibility for selection

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

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

C. Specialized Materials

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

D. Replacement and Maintenance

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

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

E. Requests and Donations

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

F. Request for Reconsideration of Material

All complaints concerning the presence 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 Board shall examine the item in question and advise the patron of the decision, giving the reasons. Materials subject to complaint shall not be removed from use pending final action. (See Appendix 3: Citizen's Request for Reconsideration of Library Resources.) All Board decisions are final.

5. Gifts and Donations *(updated 5/14/2024)*

A. Gift Materials

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

B. Monetary Gifts

Unless otherwise stipulated by the donor, all contributions are directed to the Friends of the Benzie Shores District Library. The Friends have procedures for acknowledgement.

Contributions to the Library's Holtrey endowment are received, managed and acknowledged by the Grand Traverse Regional Community Foundation.

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

C. Artwork

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

6. Circulation *(updated 5/17/2023)*

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

A. Library Card Eligibility

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

New card holders have the privilege of borrowing up to 3 items. The physical card will be mailed to the patron. If the address given is valid and the card is not returned, the 3 item restriction will be lifted.

1. Patron Categories

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

- All circulating library materials
- Digital materials (downloadable content)

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

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

IV. FEAS (FEAS Student). Student cards are issued to active Frankfort-Elberta Area Schools students. FEAS cards have full borrowing privileges. So that parents understand the difference in loan policy between the school and the Library, FEAS card applications issued through the school require a parent or guardian signature.

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

2. Cards to Minors

Card applications for minors (under age 18) must be signed by a parent or legal guardian (age 18 or older) willing to assume legal responsibility for library resources. With the exception of FEAS cards, the parent/guardian must have a card. The child must be present with the parent/legal guardian when applying for a card.. Parent/Guardians are responsible for:

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

When a minor patron turns 18 years of age, they assume responsibility for the library account bearing their name including all borrowed items on that account. Any bills for lost or damaged items on the card will be moved to the parent/legal guardian card. In the event the parent/legal guardian does not have a card, a bill will be mailed.

B. Loan Periods *(approved 6/11/2025)*

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

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

C. Loans from Other Sources

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

1. The Library participates in the MeL Statewide Delivery System. MeLCat policies apply to all materials borrowed via MeLCat. To protect our Library's privilege of obtaining books for patrons through the cooperative interlibrary loan program, the due dates on those books must be honored. A patron's abuse of the borrowing term is cause for possible termination of interlibrary loan borrowing privileges. There is no charge to the patron for interlibrary loan materials unless the lending library has a charge. The patron will be notified prior to order if there are charges.

2. With the exception of DVDs, if the request cannot be filled through the MeLCat system, the item may be requested through Mid Michigan Library League's interlibrary loan system. Mid Michigan Library League (MMLL) ILL policies and procedures can be found on the MMLL website.

D. Reserves

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

7. Charges and Fees (Approved 06/11/2025)

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

A. Photocopies, Scanning and Printing

Self serve copy and scanning services are available. There is a charge of \$.25 per page for black and white. Color printing is available for \$.50 per page, with a five (5) page limit. Fifty (50) page maximum for all black and white print jobs.

Self-serve scans (to USB) are free. USB drives are available for purchase for \$5.

B. Materials Not Returned by Due Date

1. Overdue Materials. As a courtesy to our patrons, the Library will inform patrons of their overdue items. There is no charge for overdue materials, with the exception of ILL/MeLCat materials as the lending library reserves the right to charge overdue fees.

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

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

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

C. Revocation of Borrowing Privileges

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

D. Replacement Cards

Lost or damaged cards will be replaced free of charge.

8. Patron Confidentiality

(Approved 7/15/2026)

Confidentiality Policy: Disclosure of Library Records

I. Policy; Library Records

It is the policy of the Benzie Shores District Library ("Library") to preserve the confidentiality and privacy of Library Records ("Library Records" or "Library Record") to the fullest extent permitted by law.

II. Definitions

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.* For the purposes of the Library Privacy Act provisions, 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.*

1. Definition. 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.

2. Excluded from Definition. The following are specifically excluded from the definition of Library Record.

a. *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.

b. *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.

3. Library Director Determination of "Library Record." The Library Director, or their 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."

III. 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 Library Director, or his/her designee. If neither is available, the Library Board President shall be contacted.

1. Consultation with Attorney. The Library Director, his/her designee, or the Board President 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.

2. Action by Library Director. After review of the subpoena, court order or other legal process, the Library Director, his/her designee, or the Board President shall take appropriate action to respond.

3. 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.

4. 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 Library 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 return of 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:

1. 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.

2. 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.

IV. 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, as defined by the Library Privacy Act, based solely on the personal knowledge of the employee or agent of the Library regarding a crime alleged to have occurred at the Library.

9. Services to Patrons with Disabilities

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

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

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

Services and assistance include the following:

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

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

10. Animals *(approved 5/10/2023)*

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

11. Patron Conduct and Responsibility *(approved 2/14/2024)*

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

- A. Patrons inside the Library are expected to engage in activities associated with the use of the Library (e.g. reading, studying, using the Internet or Library materials).
- B. Patrons are expected to respect the rights of other patrons and the staff. Patrons shall not harass or annoy others or interfere with the use of the Library.
- C. Anyone using the library must keep noise to a level that is considerate of patrons and staff. Exceptions are made for patrons with disabilities causing involuntary noises.
- D. Wheels, except those for medical purposes may not be used in the library.
- E. Patrons shall not have food or beverages inside the Library. Food is only allowed for special functions authorized by the Library and in designated areas only.
- F. Beverages in sturdy, spill-proof containers are permissible in library work spaces only. No beverages are allowed in the stacks, youth area, or near library equipment. The Library reserves the right to require any patron to remove their beverage from the library. Patrons are responsible for damage caused by spilled beverages.
- G. Alcohol is not allowed in the Library. Patrons shall not be under the influence of alcohol or drugs.
- H. Smoking, vaping and use of tobacco products is strictly prohibited inside the Library and anywhere on Library grounds.
- I. Patrons shall not engage in any illegal activity while on the Library premises.
- J. Patrons shall not interfere with the performance of duties by the Library staff.
- K. 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.
- L. Patrons shall not enter the building without a shirt or shoes.
- M. Pets and animals are prohibited from entering the Library, unless they are service animals or part of a program.
- N. Petitioning, soliciting, distributing of literature or leaflets, canvassing or similar conduct is prohibited on the Library premises.
- O. 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.
- P. Any materials removed from the Library must be checked out on a valid Library card.
- Q. The staff may require a patron to provide their identification, including name, address and phone number.
- R. Books and materials removed from the shelf, but not checked out, should be left on tables or at the desk, not re-shelved.

- S. Phone calls and computer voice programs are not permitted in the Library except in the Meeting and Program room. Calls and meetings must maintain a noise level that does not disturb patrons or staff.
- T. The Library is not responsible for personal belongings.
- U. All doors, aisles, and entrances must remain obstacle-free to keep in compliance with fire code and to prevent tripping hazards for other patrons. This includes a prohibition of running power cords across aisles or other areas that are used for walking.

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

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

12. Library Room Use and Reservation Policy *(approved 12/13/2023)*

I. Introduction and Purpose of Policy

The mission of the Benzie Shores District Library ("Library") is to provide quality Library services that support the cultural, educational, and informational needs and interests of the community. In keeping with this mission, the Library provides facilities for Library programs as well as Library business meetings. When certain Library space is not scheduled for Library-sponsored or co-sponsored events, it may be used by the public within the parameters set by this Library Meeting Room Policy ("Policy"). The restrictions of this Policy relating to Applications and Scheduling do not apply to Library-sponsored or co-sponsored events.

II. Application and Scheduling of Library Rooms

A. General Use. Any person, group or organization may use the Meeting Rooms, pursuant to the requirements of this Policy ("Users"). Rooms are available only during regular Library hours and may not be used for purely social events.

B. Specific Meeting Rooms. The following are a list of specific meeting rooms or meeting areas ("Meeting Rooms"). The regulations contained in this Policy apply to all Meeting Rooms, unless otherwise specified:

1. Study Rooms: The capacity of a Study Room is three (3) people. Study rooms are first-come, first-use and not available to reserve.
2. Meeting Room: The capacity of the Meeting Room is twelve (12) people.
3. Program Room: The capacity of the Program Room is forty-three (43) people.

C. Scheduling.

1. Applications shall be accepted on a first-come, first-served basis, with (a) Library business, (b) Library-sponsored or Library-co-sponsored events or (c) uses governed by contract with the Library having first priority. The next priority shall be given to applications that support the cultural, educational, and informational needs and interests of the community.
2. The Library may require Users to reschedule meetings in the event the Library Board needs to schedule a special Library Board meeting or other Library-sponsored events.
3. Non-Library sponsored events will not be scheduled more than two months in advance. The Library will not accept reservations until the Library programming calendar has been set. The Library will accept same day reservations upon approval of Library staff.
4. The Library is responsible for scheduling use of the Meeting Rooms.

5. Each Non-Library sponsored, or co-sponsored event shall be scheduled for a maximum of two (2) hours. Users exceeding their allotted time will forfeit their reservation privileges.

6. No User may make more than two (2) reservations per month.

D. Application Process.

1. Any person 18 years or older may fill out an application for the Meeting Rooms. Applications are completed online or in person at the Library.

2. The Library will contact the patron with confirmation that their Reservation is accepted. Patrons should not assume their Reservation is complete upon submission of the application.

3. Patrons must provide the Library twenty-four (24) hours notice if they need to cancel.

III. General Guidelines Affecting all Library Meeting Rooms

- A. Use by Persons Under the Age of 18. Users of the Library Meeting Rooms must be under adequate supervision by adults 18 years of age or older. The reservation form requires the listing of an adult who will oversee the group, as well as being financially responsible for any damages that may occur. This listed adult must be on site during the reserved meeting time.
- B. Food and Beverages. Users of the Program Room may serve food and nonalcoholic beverages, but only if approved by the Library at the time the User requests and receives permission to use the Program Rooms. It is the responsibility of the User to observe all health codes when serving food. Users may not use sterno or flames to heat food.
- C. Disruption Prohibited. Users making excessive noise that disrupts normal Library functions or other patrons' use of the Library may be asked to leave. This includes conducting the meeting or any part of the meeting outside of the Meeting Rooms.
- D. Equipment Requests. Tables and chairs are available for use in all Library Rooms. Requests for use of audio or visual equipment, additional tables and chairs, and any equipment owned by the Library must be made at the time the venue is scheduled. The Library does not guarantee the availability of any equipment and tech support is not provided.
- E. Clean Up. It is the User's responsibility to leave the room in the condition (including furniture arrangements) in which they found it. The User must remove leftover food, containers, beverages and all other personal or group-owned items. Failure to clean up may result in forfeiting the privilege of using the Library's Rooms in the

future, and an hourly cleaning rate of \$30.00 per hour with a \$30.00 minimum fee. Users must include time to clean up and set up within the scheduled time and must end meetings at least 30 minutes before the Library closing time.

- F. Library Policies. Users shall observe all rules of conduct and policies applicable to Library patrons.
- G. Occupancy. Users shall permit no more persons than is stated by occupancy requirements identified in Section II. B above.
- H. No Raffles and Contribution Requests. Users shall not sell tickets, raffles or any objects or solicit contributions from persons located anywhere in the Library or on Library property.
- I. Private Literature. Users shall not distribute personal or group literature, brochures, and other materials to Library patrons outside of the Meeting Rooms. Users shall not leave printed materials on Library property without prior approval of the Library Director or in accordance with Library Policy.
- J. Use of Walls and Other Surfaces. No decorations or other materials may be attached or affixed to the walls, windows, doors, or other surfaces unless approved by the Library. If such approval is granted, any such material must be removed at the close of the scheduled time.
- K. Open and Accessible Use. All activities in the Meeting Rooms must be free of admission fees, other charges, or requests for donation.
- L. Room Access. Users may not enter the Library before opening hours and should allow adequate time to set up.
- M. After Hours Use. After hours use is not permitted.

IV. Fees

- A. No Fee For Use. The Library will not charge a fee for use of the Meeting Rooms.
- B. Clean Up and Damage Fee. A fee of \$30.00 per hour for cleanup will be charged if the Room is not cleaned up as required by this Policy. Users shall pay for any actual damage to the Meeting Rooms.

V. Library Disclaimer

- A. No Endorsement. Public use of the Library's Meeting, Conference, and Study rooms does not imply Library approval or endorsement of the group, the meeting, or the ideas presented at the meeting. Publicity for a meeting held at the Library must not be

worded in a manner that would imply Library sponsorship or endorsement of a group, the meeting, or the ideas presented at the meeting.

An organization using a Library room may not use the name and address of the Library as its headquarters or as the official address of the organization. The organization may not use the Library's address or telephone number for registration or for information regarding the meeting or the organization.

B. Right to Cancel. If necessary, the Library reserves the right to cancel the use of the Room or move the meeting to a different Room, including but not limited to inclement weather or other unexpected building closures. The Library shall use its best efforts to notify the Users if the Library intends to cancel the use of the Meeting Room. In the event of inclement weather or other area emergencies, please contact the Library before the meeting to confirm that the building is still open.

C. Hold Harmless. The Benzie Shores District Library is released and held harmless from any and all claims for personal injury or property damage.

13. Photography and Videography *(approved 8/10/2022)*

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

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

14. Safety and Well-Being of Children *(approved 2/14/2024)*

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

A. Use of the Library by Children

Parents/guardians and caregivers are encouraged to share the Library with their children. In the interest of maintaining a safe and effective Library environment, children nine (9) years of age and younger may not be left unattended at the Library. Children nine (9) years of age and younger must be accompanied by a parent, guardian, or caregiver who is at least twelve (12) years of age.

Caregivers or parents of children four (4) years of age and younger must be in the immediate vicinity of and in visual contact with the child. If the accompanying caregiver is under eighteen (18) years of age, they may not be responsible for more than two (2) children. Children ages nine (9) to twelve (12) must have the telephone number of a parent/guardian so that if necessary, they can be contacted. Library staff may take action they deem appropriate and necessary when a child is unattended.

B. Children's Program Attendance

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

C. Children Choosing to Leave the Library

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

D. Unattended Children at Closing

If a child is left unattended in the Library when the Library is closing, the staff will attempt to locate their parents. Staff members are not permitted to remain after hours with an unattended child or to give them a ride home. For the safety of the child, the staff will not leave a child the age of nine (9) or under outside to wait for a ride. The police will be called to escort the child home or keep the child until the parent/guardian can be reached. Two staff members must stay with the child until the police or parent/guardian has arrived.

15. Public Relations

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

A. Exhibits, Bulletins, Displays, Handouts, and Announcements *(approved 3/16/2022)*

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

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

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

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

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

B. Library Programs

All programs will be within the scope of the Library mission and will be periodically evaluated. For any Library event scheduled outside of operating hours, a minimum of one (1) staff member and one background checked volunteer must be present.

C. Website *(approved when 4/8/2026)*

The Library's official online presence is its website at BSDLibrary.org. 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.

BSDL may refer users to applications or external sites that may 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. Also see BSDL Patron Confidentiality Policy.

BSDLibrary.org is the primary website used for online access to resources and information about services, including programs. Most of the information on BSDLibrary.org may be used anonymously. BSDL card holders may log in to access additional information that is specific to their account and use of library services.

BSDLibrary.org is maintained to comply with Web Content Accessibility Guidelines (WCAG).

D. Social Media Policy *(approved 7/10/2024)*

I. Purpose.

The purpose of the Social Media Policy is to ensure effective promotion and discussion of the Benzie Shores District Library ("Library") services, resources, and events, and to ensure a reputation for outstanding community engagement and customer service on social media. The purpose of the social media accounts is to discuss library programs, events, and materials.

II. Definition of Social Media.

Social media is defined as electronic communication through which users create online communities to share information, ideas, personal messages, and other content. Social media would include any webpage or app through which the Library has an account and interacts with other users.

III. Authority over Social Media Accounts.

The Library Board has the authority to determine whether a particular social media site or network is used by the Library. This Policy only applies to official Library social media accounts. The social media accounts of individual employees or Board members are not subject to this Policy.

IV. Usage Rules.

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, Library social media accounts and any interactive sections contained therein 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.

If comments, posts and messages are permitted, 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:

1. Privacy: Users should have no expectation of privacy when commenting on 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.
2. 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 as much as practicable.
3. 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.
4. 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:
 - Obscene, illegal, sexually harassing, threatening speech or nudity in profile pictures. Any post that affects the safety and security of the Library, its property, patrons and staff, or creates a hostile work environment.
 - Private or personal information, including phone numbers and addresses, or requests for personal information.
 - Comments, links, or information unrelated to the purpose of the limited public forum.
 - Spam or other commercial messages.
 - Any postings that would violate the Michigan Campaign Finance Act, the Library Privacy Act or other Michigan or federal laws.
 - Solicitation of funds.
 - Any comment, post or other content that violates any person's intellectual property rights, including but not limited to violations of the Copyright Act.
 - Any information deemed harmful to minors in violation of the Michigan Library Privacy Act.
 - Any post that violates any Library policy.
 - Any images, links, or other content that falls into the above categories.
 - Any post that requires immediate action because the Library does not monitor its social media 24 hours a day.
 - 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.
5. 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 law.

V. Violations and Appeals.

The Library reserves the right to ban or block users who have posted in violation of this Policy or to delete posts or comments. To the extent 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 that decision to the Library Board. The appeal should be sent to the Library Director within 10 business days of the (1) decision to block or ban, or (2) deletion of the post or comment, whichever is applicable. The Library Board shall decide the appeal.

VI. General Complaints.

The Library asks that individual user complaints be sent directly to a manager 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.

16. Disposal of Furniture and Equipment

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

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

17. Data Security Plan

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

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

18. Library Hours and Closings *(approved 12/14/2022)*

A. Hours

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

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

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

B. Closings

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: Memorial Day, Independence Day, Labor Day, Thanksgiving Eve at 5:00 p.m., Thanksgiving Day, Christmas Eve, Christmas Day, New Year's Eve, and New Year's 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.