



Benzie Shores District Library Policies

Vision: We are a welcoming community resource that fosters learning, creativity, social connections and opportunities.

Mission Statement: Reimagining Libraries

Values: Community minded, future focused, balancing tradition with innovation.

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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SECTION 1:

GOVERNANCE

1.01 BOARD OF TRUSTEES *(updated 9/21/2022)*

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

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

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

1.02 OATH OF OFFICE FOR TRUSTEES

TBD

1.03 AUTHORITY OF COMMITTEES TBD

1.04 FRIENDS OF THE LIBRARY *(approved 9/21/2022)*

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.

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

1.05 LIBRARY BOARD MEETINGS *(approved 9/21/2022)*

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

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

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

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

1.06 INTELLECTUAL FREEDOM AND EQUAL ACCESS *(UPDATED 2/14/2024)*

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:

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.

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.

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.)

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.

1.07 INTERNET ACCESS AND USE *(updated 7/19/2021)*

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.

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.

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.

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)].

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

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

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.

1.08 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.

1.09 WHISTLE BLOWER POLICY *(TBD)*

1.10 BOARD RESOLUTION FOR CONTRACT AUTHORITY (TBD)

SECTION 2:

EMERGENCY MANAGEMENT

2.01 EVACUATION *(updated 12/14/2022)*

In the event of an emergency that calls for evacuation, the circulation desk will notify the director and other staff to assist patrons from the building. Special attention should be given to children, parents with strollers, elderly patrons and patrons with disabilities. Use a loud voice to call out evacuation instructions to patrons. If there is time, staff should do a visual inspection of the building, taking care to check the bathrooms. The meeting place for all staff and patrons will be in the lobby of the Post Office.

There is an evacuation route map posted in the lobby.

2.02 FIRE *(updated 12/14/2022)*

If a fire has been reported by a patron or staff member, call 911 and evacuate the building using the procedure listed above. Close doors to rooms that have been evacuated. No one may reenter the building until it has been cleared by fire personnel. If the director is not at the Library, staff will contact the Director (using a cell phone or go to another business to use the phone).

All fire extinguishers will be checked yearly by authorized personnel.

2.03 WATER LEAK *(updated 12/14/2022)*

If there is a substantial water leak, staff should clear patrons from the area and cover the area with tarp/plastic and move books or materials out of the way temporarily. Plastic tarps are located in the attic. Call Westshore Plumbing and Heating at 231 660-1436. If Westshore is not available, try Dan Clapp at 231-651-9058 (his cell). Steve Steimel 231-642-1486 (contractor for 2020 renovation) would help if needed as well.

In the event of a catastrophic amount of water entering the buildings, the staff should contact the Director immediately. The insurance company will need to be contacted by the Director. It will then be determined if the library is able to remain open.

If there is no water (plumbing) in the building the library will be closed until the situation is resolved. Notification will be placed on the door and via media.

2.04 POWER OUTAGE

(updated 12/14/2022)

First, check the breaker box. If there are no problems with the breaker box then notify Consumers Energy of the outage problem. Call Consumers at 800-477-5050 to report the outage. If possible, check the outage map at <https://www.consumersenergy.com/outagemap>.

If this has been reported by others, Consumers will provide an estimated time of repair.

Notify the Director if they are not in the building.

There are safety lights that will turn on in the event of a power outage. If the internet is also out, phones and internet will not be available. Staff may use a Chromebook or the programming laptop if there is enough battery to check items out. Use the Offline mode in Apollo, or use a hotspot for the internet. Failing that, use a pad of paper. You may limit checkouts to 5 per card if using paper. Do not check items in, this can wait until the internet is restored.

If the power has been out for over an hour or the building falls below 65 degrees or above 80 degrees, the director may close the building. If power is not expected to return until after the library would normally close, the library may close early. A notice of closure will be placed on the front door, and the media will be notified.

2.05 TORNADO/SEVERE THUNDER STORM WARNING *(updated 12/14/2022)*

The director (or staff) will monitor local television stations for conditions and listen for warning sirens. Once a warning is issued, staff will assist patrons who wish to remain in the library to any of the library bathrooms. Staff should take a first aid kit and a flashlight with them. The director will use their cell phone to monitor the situation and wait for the all clear before going back into the library.

The library may resume business when the storm has passed, as long as there is power and water. Weather alerts may be received from the news stations, radio stations, or www.weather.gov.

If time allows, shut down all computers and equipment using normal shut down procedures. Unplug the backup batteries (under the circulation desk) and unplug the network equipment in the attic.

If there is severe damage to the building, notify the Director or Board President of the problem.

2.06 SEVERE WEATHER/STORM *(updated 12/14/2022)*

The library is a service organization, so every attempt will be made to remain open. If any emergency conditions have been declared by the county or City of Frankfort, the library will close.

The only person who may close the library is the Library Director or in their absence a board member. If the library closes due to severe weather, the director (or designated staff member) will notify media and if possible post the closing on the library door. If the decision to close the library is made, the library staff will announce pending weather conditions to patrons and ask them to leave the library.

If you are sent home from work or asked not to report for work, you may use PTO if eligible or take unpaid time off. Remote work must be approved by the director.

2.07 BOMB/TERRORIST THREAT *(updated 12/14/2022)*

All bomb threats are to be considered valid and taken seriously until proven otherwise. Safety of the public and of BSDL employees will take precedence over normal activities. In the event of a bomb threat, staff should do the following:

If a bomb threat is phoned in, the person answering the phone should attempt to get as much information as possible from the caller. Questions to ask are:

1. When is the bomb going to explode?
2. Where is the bomb right now?
3. What does the bomb look like?
4. What kind of bomb is it?
5. What will cause it to explode?
6. Did you place it?

Also note as much as you can about the caller. For example – age, gender, accent, type or tone of voice. Listen carefully and note any background noises. As soon as the caller hangs up, notify the police, or write a note to another staff member to call 911.

Clear the building using the evacuation procedure. People should be directed to a safe area at least 1,500 feet from the building or to seek a shelter behind another substantial structure, such as City Hall. Notify the director if they are not in the building.

After the first sweep of the building, law enforcement may ask the director or senior staff member to go in with them to check for any objects that look suspicious or out of place.

Any device suspected of being or containing explosives should also be immediately reported to 911. The above procedures should be followed. Under no circumstances should anyone other than properly trained and equipped public safety personnel in any way disturb a suspected explosive device.

2.08 EXPLOSION *(updated 12/14/2022)*

Remain calm. If things are falling around you, get under a sturdy table or desk. If it is safe to do so, leave the area as quickly as possible. Do not stop to retrieve personal possessions or make phone calls. Check for fire and other hazards. Stay low if there is smoke.

Once outside, get away from the building, especially doors and windows where glass could be thrown if another explosion happens. A safe area is considered at least 1,500 feet from the building. Family Fare is an option. Call 911 immediately, then notify the director.

If you are trapped under debris, use a flashlight, whistle or tap on pipes to signal your location to rescuers. Shout only as a last resort to avoid inhaling dust. Cover your nose and mouth with anything you have on hand.

<https://www.ready.gov/explosions>

2.09 ACTIVE SHOOTER (updated 12/14/2022)

Run, Hide, Fight

Stay alert for strange situations or people who seem fidgety, antsy, or nervous. Alert other staff to the suspicious person(s), especially the Director. If you see something, say something.

If someone enters the library with a weapon and you feel threatened, call 911. They may have a permit but err on the side of caution and let the police make that determination.

If someone is actively displaying (brandishing) a weapon or shooting, seek safety. Getting away from the attacker is the top priority. Leave your belongings behind and get away. Call 911 when you are safe and describe the attacker, location and weapons.

Cover and hide if you can't evacuate. Find a place to hide out of view of the attacker and put a solid barrier between yourself and the threat if possible. Keep silent.

Fight only as a last resort. When you can't run for cover, attempt to disrupt the attack or disable the attacker. Be aggressive and commit to your actions. Recruit others to ambush the attacker with makeshift weapons such as chairs, fire extinguishers, scissors, books, etc. Be prepared to cause severe or lethal injury to the attacker.

When law enforcement arrives, keep your hands empty and visible. Follow law enforcement instructions.

<https://www.ready.gov/public-spaces>

2.10 INJURY OR MEDICAL EMERGENCY *(updated 12/14/2022)*

If a patron is injured or has a medical emergency while at the library, staff should call 911 and ask for medical help. Staff should never provide any form of medical treatment. If there is a minor issue, like a cut, there is a first aid kit available for patron use. An incident report should be filled out for any injury. Incident report forms are included in this binder, but also located in the Incident report binder stored in the director's office.

2.11 BED BUGS *(updated 12/14/2022)*

If live bed bugs are identified at check in, items must be quarantined. If the item was in the dropbox, everything in the dropbox must be quarantined as well. If the item was found on the shelf with live bugs, then the entire area must be quarantined.

Determine the patron that had the infested material and determine if they have other material. If they have other material, these will have to be returned directly to staff and quarantined immediately.

To quarantine material, use a heavy-duty Ziploc bag or a plastic tub with a tight-fitting lid. The items need to be kept away from other material.

If dead bed bugs are found in material, staff will need to figure out how long the bugs may have been there. It may not be possible to figure out where the infestation occurred. The director will follow up with Michigan Pest and other libraries that have dealt with infestations.

2.12 MISSING CHILD *(updated 12/14/2022)*

If a child is reported missing, the library staff will lock the doors and station a staff member at the front door to explain the problem. Other staff will be called to help in searching for the missing child. If the child is not found in a timely manner, a staff member will call 911 and ask for assistance.

2.13 BLOOD BORNE PATHOGENS *(updated 4/12/2023)*

When contact with blood or other potentially infectious bodily fluids may result, all human blood and bodily fluids are to be treated as if known to be infectious or contain blood borne pathogens.

Containment.

1. Quarantine. If human blood, bodily fluids, or other potentially infectious materials ("Infectious Material") are present at the Library, the Infectious Material and the surrounding area must be quarantined. The Library Director shall determine whether the presence of Infectious Material requires closing the Library.
2. Personal Protection Equipment. Personal protection clothing, such as gloves and masks, shall be provided and used in the cleanup and safe disposal of Infectious Material. The Library may hire a hazardous/contaminated cleanup company.
3. Cleanup. The Library shall follow all rules or protocols developed by the State of Michigan or local health department to address cleanup of an Infectious Material.

2.14 INFECTIOUS DISEASE *(updated 4/12/2023)*

In the event of an infectious disease outbreak, the Library will take proactive steps to protect the Library, Library staff and patrons to ensure that library services are provided. Safety Measures. During an outbreak, the Library will:

1. **Cleaning Protocols.** The Library will establish and follow reasonable cleaning protocols, including the regular cleaning of objects and areas that are frequently used, such as bathrooms, public computers, breakrooms, conference rooms, door handles, and railings. This may include removing objects and material from the public areas and wiping down surfaces after Library programming.
2. **Personal Responsibility.** We ask all patrons to cooperate voluntarily in taking steps to reduce the transmission of infectious disease in the Library. The best strategy remains the most obvious – frequent hand washing with warm, soapy water; covering your mouth whenever you sneeze or cough; and discarding used tissues in wastebaskets. The Library will also install alcohol-based hand sanitizers throughout the Library.

During an infectious disease outbreak, it is critical that patrons do not enter the Library while they are ill and/or experiencing symptoms such as fever, cough, sore throat, runny or stuffy nose, body aches, headache, chills and fatigue. Currently, the Centers for Disease Control and Prevention (“CDC”) recommends that people with an infectious illness such as the flu remain at home until at least 24 hours after they are free of fever (100 degrees F or 37.8 degrees C) or signs of a fever without the use of fever-reducing medications. Symptoms may vary depending upon the infectious disease.

Director’s Role; Authority. Because each infectious disease outbreak may have unique or different issues, the Library Director (or other person appointed by the Library Board) will monitor and coordinate events around a specific infectious disease outbreak.

The Library Director has the authority to:

1. **Cancel or Limit Services.** The Library Director may cancel or limit programs or services to ensure the safety and security of Library staff and patrons. This includes cancelling scheduled meetings held in any Library meeting room. The Library Director shall use reasonable efforts to post notices of the program changes and cancellations, including posting notices at the Library and on the Library’s website.
2. **Library Closure.** The Library Director has the authority to close the Library for up to seven (7) days during any infectious disease outbreak. The Library Board shall meet during that time to determine whether to (1) reopen the Library or (2) extend the closure time period. The Library Director shall use reasonable efforts to post notices of the closure, including posting notices at the Library and on the Library’s website. Staff that are sent home from work or asked not to report for work may use PTO if eligible or take unpaid time off. Remote work must be approved by the director.
3. **Additional Protocols.** The Library Director has the authority to establish additional protocols such as disinfecting borrowed materials before they are recirculated. The Library Director shall post notices in the Library of the additional protocols.

4. Consultation. The decision to cancel or limit services, including closing of the Library or adopting additional protocols, may be based on recommendations made regarding the outbreak by the CDC, local health officials or the Library Board.
5. Sick Patrons. Patrons who arrive at the Library with symptoms of the infections disease outbreak may be sent home in accordance with this Policy. Only the Library Director or their designee shall have the authority to require a sick patron to leave the Library. Any patron may appeal the decision within ten (10) business days of the date of removal by sending a written letter to the Library Board.

2.15 ADMINISTRATION OF OPIOID ANTAGONIST BY STAFF

(updated 4/12/2023)

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

Definitions

As used in this Section:

1. Act. The "Act" shall mean the Administration of Opioid Antagonist Act, 2019 PA 39.
2. Employee or Agent. "Employee or Agent" means any of the following:
 - a. An individual who is employed by, or under contract with, the Library.
 - b. An individual who serves on the Library Board of the Library.
 - c. An individual who volunteers at the Library.
3. Gross Negligence. "Gross Negligence" means conduct so reckless as to demonstrate a substantial lack of concern for whether an injury results.
4. Opioid Antagonist. "Opioid Antagonist" means naloxone hydrochloride or any other similarly acting and equally safe drug approved by the United States Food and Drug Administration for the treatment of drug overdose.
5. Opioid-related Overdose. "Opioid-related Overdose" means a condition, including, but not limited to, extreme physical illness, decreased level of consciousness, respiratory depression, coma, or death, that results from the consumption or use of an opioid or another substance with which an opioid was combined or that a reasonable person would believe to be an opioid-related overdose that requires medical assistance.

Policy

1. Provision of Opioid Antagonist. As permitted by the Act, the Library shall provide and maintain on-site at the Library Opioid Antagonists to treat a case of suspected Opioid-related Overdose in the Library or on Library property.
2. Provision of Opioid Antagonist. The Library may purchase and possess an Opioid Antagonist for the purpose of implementing the Act. The Opioid Agent shall be stored in a secure location to be determined by the Library Director. All Library Employees or Agents trained to administer the Opioid Antagonist shall be informed of the location of the Opioid Antagonist.
3. Distribution and Administration of Opioid Antagonist. An Employee or Agent may possess an Opioid Antagonist distributed to that Employee or Agent and may administer that Opioid Antagonist to an individual if both of the following apply:
 - a. The Employee or Agent has been trained in the proper administration of that Opioid Antagonist; and
 - b. The Employee or Agent has reason to believe that the individual is experiencing an Opioid-Related Overdose.
4. Training. Employees or Agents of the Library may be trained in the proper administration of an Opioid Antagonist. The Library Director shall determine who is trained. The training shall be conducted by any person or organization that is accredited to train for the administration and use of an Opioid Antagonist. The Library shall attach the protocol for the administration of the Opioid Antagonist as Exhibit A (documents pending) to this

Policy and the description of who may require the Opioid Antagonist. After the initial training, the Library Director shall determine when supplemental or additional training should occur.

Procurement and Storage of Opioid Antagonist

1. Procurement. The Library Director or his/her designee will be responsible for the procurement of the Opioid Antagonist. The Library Director shall replace the supply as needed and shall monitor the supply for expiration dates.
2. Supplies. At minimum, the Library may have the following supplies: At least two (2) kits of the Opioid Antagonist on site; Gloves; Face mask; and, Step-by-step instructions regarding the administration.
3. Storage. The following shall apply to the storage of the Opioid Antagonist:
 - a. Opioid Antagonist will be clearly marked and stored in an accessible place at the discretion of the Library Director. The Library Director will ensure that all other relevant Library staff are aware of the Opioid Antagonist storage location.
 - b. Opioid Antagonist will be stored in accordance with manufacturer's instructions to avoid extreme cold, heat, and direct sunlight.
 - c. Inspection of the Opioid Antagonist shall be conducted regularly, including checking the expiration date found on the box. Any expired Opioid Antagonist shall be promptly replaced.

Use of Opioid Antagonist

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

Immunity

1. Civil Liability. As stated in the Act, the Library and an Employee or Agent that possesses or in good faith administers an Opioid Antagonist as provided by law is immune from civil liability for injuries or damages arising out of the administration of that Opioid Antagonist to an individual under the Act if the conduct does not amount to Gross Negligence that is the proximate cause of the injury or damage.
2. Criminal Liability. The Library and an Employee or Agent of the Library that possesses or in good faith administers an opioid antagonist is not subject to criminal prosecution for

purchasing, possessing, or distributing an Opioid Antagonist under the Act or for administering an Opioid Antagonist to an individual under the Act.

3. Immunity by Law. The immunity provided by the Act is in addition to any immunity otherwise provided by law.

2.16 EMERGENCY REQUIRING AUTOMATED EXTERNAL DEFIBRILLATOR USE *(updated 4/12/2023)*

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

Definitions. As used in this Section:

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

Policy. The Library shall provide and maintain on-site at the Library AEDs to treat a victim who is experiencing sudden cardiac arrest. The AED shall only be applied to a victim who is not responding, not breathing, or not breathing normally and has no signs of circulation, such as normal coughing, breathing or movement.

Training. Employees or Agents of the Library may be trained in the proper administration of the AED. The Library Director shall determine who is trained. The training shall be conducted by any person or organization that is accredited to train for the administration and use of an AED. The Library shall attach the protocol for the administration of the AED as Exhibit A to this Policy and the description of who may require the use of the AED. After the initial training, the Library Director shall determine when supplemental or additional training should occur.

Procurement and Storage of the AED

1. Procurement. The Library Director or his/her designee will be responsible for the procurement of the AED. The Library Director shall replace the supply as needed and shall monitor the supply for expiration dates.
2. State of Readiness. The Library Director shall be responsible for the following:
 - a. Assuring that the AED is maintained in a state of readiness and documenting such maintenance.
 - b. Ensuring that the AED is registered with an EMS agency and provide any updates to the agency as needed.
 - c. Making sure that Library staff know the location of the AED.
 - d. Placing instructions next or near the AED indicating how to use the AED.
 - e. Notifying EMS whenever the AED is used.
 - f. Checking the AED for readiness after each use and as recommended by the manufacturer, whichever is earlier. This includes making sure the battery is charged, that the electrode packets are not expired, and any other maintenance recommended by the manufacturer.
 - g. Documenting all maintenance.

h. Use of AED

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

Immunity

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

2.17 PANDEMIC RESPONSE

SECTION 3:

FACILITIES

3.01 Patron Conduct and Responsibility *(updated 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.

3.02 LIBRARY ROOM USE & 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.

D. 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.

E. 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 The individual who made the reservation is financially responsible for any damages that may occur and 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. Staff may not assist with food serving or prep.
- 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 in advance. 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.

3.03 PHOTOGRAPHY AND VIDEOGRAPHY *(updated 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.

3.04 SAFETY AND WELL-BEING OF CHILDREN *(updated 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.

3.05 ANIMALS *(updated 4/12/2023)*

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.

3.06 EXHIBITS, HANDOUTS & ANNOUNCEMENTS

(updated 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 11" x17" 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.

3.07 LIBRARY HOURS & CLOSINGS *(updated 2/14/2024)*

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.

SECTION 4:

FINANCE

4.01 DIRECT DEPOSIT PROCESS *(TBD)*

4.02 CREDIT CARD POLICY *(TBD)*

4.03 ELECTRONIC TRANSACTIONS (ACH) POLICY *(approved 8/19/2026)*

Purpose

The purpose of this policy is to establish the authority, security, and internal controls governing electronic financial transactions conducted by the Benzie Shores District Library. Electronic transactions provide an efficient and secure means of conducting Library business while ensuring compliance with Michigan Public Act 738 of 2002, as amended, and maintaining appropriate safeguards for public funds.

Policy

The Library may utilize electronic financial transactions, including Automated Clearing House (ACH) transfers, electronic funds transfers (EFT), wire transfers, direct deposits, and other approved electronic payment methods, when such transactions improve operational efficiency and maintain appropriate financial controls. All electronic transactions shall be conducted through financial institutions approved by the Board of Trustees.

Authorized Transactions

Electronic transactions may be used for legitimate Library purposes, including but not limited to:

- Employee payroll direct deposits;
- Payroll tax payments and employee benefit contributions;
- Vendor payments;
- Utility and recurring service payments;
- Transfers between Library-owned financial accounts;
- Credit card payments;
- State and federal tax payments;
- Other electronic payments approved by the Library Director that are consistent with Board policy.

Electronic transactions shall not be used for personal transactions or any purpose unrelated to official Library business.

Authorization

The Board of Trustees delegates authority to administer electronic financial transactions to the Library Director. The Director may designate qualified employees or contracted financial professionals to process electronic transactions as necessary for Library operations. The Director remains responsible for ensuring all electronic transactions comply with Board policy and established internal controls.

Internal Controls

The Library shall maintain internal controls designed to protect public funds and minimize the risk of fraud or error. Whenever practical:

- The individual authorizing an electronic payment should not be the same individual responsible for reconciling the bank account.
- Access to online banking systems shall be limited to authorized personnel.
- User accounts and passwords shall not be shared.
- Banking credentials shall be protected using current security best practices.
- Multi-factor authentication shall be utilized whenever available.

The Library Director shall periodically review user access and remove access that is no longer required.

Documentation

Every electronic transaction shall be supported by documentation sufficient to establish:

- The payee or recipient;
- Date of the transaction;
- Amount;
- Business purpose;
- Budget account charged; and
- Authorization, when required.

Documentation may include invoices, payroll records, bank confirmations, contracts, receipts, or electronic transaction reports. All documentation shall be retained in accordance with the Financial Records Retention Policy.

Recurring Electronic Payments

The Library may establish recurring electronic payments for routine operating expenses, including but not limited to:

- Utilities;
- Insurance premiums;
- Software subscriptions;
- Payroll obligations;
- Loan or lease payments;
- Other recurring contractual obligations.

Recurring electronic payments shall be reviewed periodically to ensure continued necessity and accuracy.

Electronic Transfers Between Library Accounts

Electronic transfers between Library-owned accounts may be conducted for cash management, investment activity, or operational purposes. Transfers shall:

- Be properly documented;
- Be reflected in the monthly financial reports;
- Comply with the Library's Investment Policy and Internal Controls Policy.

Bank Reconciliation

All electronic transactions shall be included in the monthly bank reconciliation process.

Reconciliation shall verify:

- Accuracy of the transaction;
- Proper authorization;
- Appropriate accounting classification;
- Supporting documentation; and
- Resolution of any discrepancies.

Any unusual or unauthorized activity shall be investigated immediately and reported to the Board if material.

Security and Fraud Prevention

The Library shall take reasonable measures to protect electronic financial systems from fraud, unauthorized access, and cybersecurity threats. These measures shall include, when practical:

- Secure online banking practices;
- Strong password requirements;
- Multi-factor authentication;
- Regular review of account activity;
- Prompt reporting of suspicious transactions;
- Staff training regarding electronic payment fraud and phishing attempts.

The Director shall establish administrative procedures for responding to suspected fraud or cybersecurity incidents affecting financial accounts.

Reporting

Electronic transactions shall be incorporated into the monthly financial reports presented to the Board of Trustees. Reports shall identify electronic disbursements in sufficient detail to allow the Board to fulfill its financial oversight responsibilities.

Business Continuity

The Library shall maintain procedures to ensure that essential electronic financial functions can continue during emergencies, technology outages, or disruptions to normal operations. These procedures may include:

- Secure off-site access to financial systems;
- Backup documentation;
- Alternate payment methods;
- Coordination with contracted financial service providers.

Compliance

All electronic financial transactions shall comply with:

- Applicable Michigan statutes;
- Federal banking regulations;
- Applicable payment network requirements;
- Board-approved financial policies; and
- Banking agreements approved by the Board of Trustees.

4.04 DISPOSAL OF FURNITURE & EQUIPMENT *(updated 7/19/2018)*

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.

4.05 FORMALIZED ACCOUNTING PROCEDURES

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

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

Revenue is recorded as received.

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

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

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

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

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

4.06 INVESTMENTS

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

4.07 ENDOWMENT FUND

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

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

4.08 CAPITALIZATION

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

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

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

4.09 FINANCIAL OPERATIONS

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

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

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

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

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

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

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

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

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

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

4.10 INTERNAL CONTROLS

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

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

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

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

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

4.11 FINANCIAL RETENTION & DISPOSAL

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

4.12 GIFTS & 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.

SECTION 5:

HUMAN RESOURCES & COMMUNICATIONS

5.01 EMPLOYMENT CLASSIFICATIONS *(UPDATED 5/17/2021)*

Full-time Salaried Employees

Salaried employees are full-time employees who are paid an annual salary and are considered exempt from state and federal overtime regulations. Salaried employees work 37.5 hours or more per week and are under contract for the fiscal year, July 1—June 30.

Hourly-Rate Employees.

Hourly-rate employees are part-time employees and are paid an hourly wage. Hourly-rate employees must submit a record of their work hours every week to the Director. Part-time employees work less than 37.5 hours per week. Part-time employees are paid only for the hours they work. Lunch breaks, vacation leave, sick leave and holidays are not paid.

Substitutes

From time to time, BSDL may have a need for temporary or substitute help. Substitutes are not employees; however, substitutes must adhere to all applicable personnel and procedural policies.

Volunteers and Interns.

Volunteers and unpaid interns are not employees. They are unpaid and shall not work more than 37.5 hours per week. Every volunteer working in the Library must sign two documents: “The Volunteer Code of Ethics” and “The Volunteer Policy Statement of Confidentiality.” Volunteers are recognized annually at the volunteer/staff meeting in June.

See Appendix 2 for “The Volunteer Code of Ethics” and Appendix 3 for “The Volunteer Policy Statement of Confidentiality.”

5.02 JOB DESCRIPTIONS *(UPDATED 5/17/2021)*

The Library maintains written job descriptions, including the duties and minimum requirements of each position. Although staff members and volunteers have certain duties, other duties will be assigned to keep the Library running smoothly. All employees and volunteers are expected to do the jobs they are assigned or necessary ones that arise during a day. See Appendix 5 for Staff and Volunteer Job Descriptions.

5.03 EQUAL EMPLOYMENT *(UPDATED 5/17/2021)*

The Library is an equal opportunity employer. Hiring decisions are based upon applicants' qualifications. The staff and Board members shall sustain and adhere to the principles of equal opportunity, in compliance with all pertinent federal, state, and local rules, regulations, and laws governing fair employment. Employment selection and all other employment decisions are made without regard to race, color, creed, religion, national origin, sex, disability or handicap, age, height, weight, veteran status, marital status, or any other reason prohibited by law.

Any discrimination shall immediately be reported to the Director. All such complaints will be kept confidential to the maximum extent practical. Any staff member found to be engaging in any type of unlawful discrimination will be subject to disciplinary action, up to and including termination of employment.

5.04 RECRUITMENT, SELECTION, and HIRING EMPLOYEES & VOLUNTEERS

(updated 5/17/2021)

It is the policy of the Board that all budgeted positions shall be filled in compliance with applicable, relevant laws of the State of Michigan and the federal government.

Recruitment and appointment of new staff members except for the position of Library Director, shall be a responsibility of the Director. Vacant positions shall be advertised by posting the job requirements in the Library and whatever other sources are necessary and appropriate for unbiased recruitment. For example, the position may be posted in the Traverse City Record Eagle, Benzie County Record-Patriot, professional Library journals, and/or online sources.

In the case of filling the position of Director, the personnel committee has the responsibility of following all laws that are applicable. The Director will be hired only when approved by the Board. Selection of staff members is based on qualifications outlined in the Board approved job descriptions. The Director has the authority to hire, retain, promote, demote, and terminate employees, volunteers, and interns.

All volunteers are at-will, unpaid workers. The Director has the authority to allow or prohibit a person from volunteering in the Library and to dismiss a volunteer at any time for any reason.

5.05 TERMS OF EMPLOYMENT

Terms of Employment

Unless otherwise provided in a written employment contract signed by the Director and Library Board President, the employment relationship between the Library and all employees is at-will. The Library or an employee may terminate the employment relationship at any time, with or without cause and with or without notice.

When employment begins, each employee must read the personnel policies and operations policies, and sign a document acknowledging they have read them. See Appendix 1 for the "Employee Policy Acknowledgment".

Employees are expected to report to work on time and to observe their scheduled work hours. During the performance of their duties, staff members shall dress and behave in a professional manner at all times.

Employee Records and Access

The following personal information needs to be included in each employee's personnel file: name, address, telephone number, social security number, date of hire and annual performance review. If there are changes in the records the Director must be informed immediately. The employee records may be accessed only by the Director and Board President. Records that are necessary for payroll are accessible to the bookkeeper.

Anniversary Date

The first day you report to work is your official anniversary date. Your anniversary date may be used to compute various conditions and benefits described in this manual.

Social Security Number Privacy

As required by State law, employees' Social Security numbers will be held confidential to the extent practicable and will be maintained by the Director in a secure location. Social security numbers shall not be placed on timesheets, employee rosters, or any other materials or documents designed for public display.

Documents, materials, or computer screens that display Social Security numbers or other sensitive information shall always be kept out of view. Only persons authorized by the Director shall have access to Social Security numbers and will be limited to those with a legitimate business need to know (for example, preparation of W-2 forms, enrollment in health insurance programs, etc.).

Social Security numbers shall not be sent through e-mail or other electronic means unless the

connection is secure, or the number encrypted. Where a Social Security number is contained within a document subject to FOIA release, the Social Security number shall be redacted.

Documents or other materials containing Social Security numbers shall not be thrown away in the trash; they shall be discarded or destroyed only in a manner that protects their confidentiality, such as shredding.

Proof of U.S. Citizenship

Federal regulations require that 1) within 3 days of becoming employed, all new hires must complete and sign Federal Form I-9, Employment Eligibility Verification Form; and 2) all applicants who are hired need to present documents of identity and eligibility to work in the U.S.

Snow Days / Emergency Closure

While rare, occasionally the library will close due to inclement weather. If you are sent home from work or asked not to report for work, you may use PTO if eligible or take unpaid time off. Remote work must be approved by the director.

Time Sheets / Records

By law, we are obligated to keep accurate records of the time worked by employees. You are responsible for tracking the time you arrive and depart by using the employee time clock. Notify the director immediately if you fail to clock-in or out, as these errors will affect your paycheck.

Resignation

If eligible, any accrued but unused PTO will be paid at the time of employment termination. As regulated by state law, ESTA hours will not be paid out.

Final checks will be issued in accordance with the regular pay cycles for everyone who voluntarily leaves BSDL's employ or whose employment is terminated. The library reserves the right to pay employees in lieu of accepting their two weeks' notice.

5.06 COMPENSATION (UPDATED 5/17/2021)

Employee Pay Rates and Pay Periods

The Director with input from the Treasurer, subject to budget considerations and approval by the Board, shall have authority to set employee pay rates and award pay increases. The Director's pay is determined by contract on an annual basis. Pay checks shall be issued every other Wednesday/Tuesday. Pay periods are Sunday-Saturday.

Overtime and Compensatory Time

All employees are expected to complete the responsibilities of their positions within scheduled Library work hours. If additional time is needed, employees must consult with and receive authorization from the director. Unauthorized overtime is not permitted. Working from home/remotely must be discussed with the Director in advance.

Hourly employees shall be compensated in the amount of time and a half for each hour of overtime in excess of forty hours per 7-day-pay period (Sunday – Saturday).

Compensatory time is not offered to part-time employees and is covered by contract for salaried employees.

Deductions

BSDL is required by law to make certain deductions from your paycheck each time one is prepared. Among these are your federal and state income taxes and your contribution to Social Security as required by law. These deductions will be itemized on your check stub. The amount of the deductions may depend on your earnings and on the information you furnish on your W-4 form regarding the number of dependents/exemptions you claim. You may also have deductions for insurance premiums or MERS plans when applicable.

Reimbursements

If you plan a purchase for which you expect to be reimbursed by the Library, make sure you have approval in advance of your purchase; this includes mileage and incidental expenses. Only the library director is approved to make purchases for the library.

All staff and Board members required to use their private vehicles in the performance of their duties shall be paid for actual trip mileage in accordance with the Internal Revenue Services approved rate per mile. Employees' mileage to and from work will not be reimbursed. Requests for mileage reimbursement must be submitted to the Director and must specify the destination, purpose of the trip and actual mileage traveled. Carpooling should be practiced whenever possible. If carpooling is offered, and an employee chooses to use his/her personal vehicle, mileage will not be paid. Requests for reimbursement for parking expenses shall be submitted in writing to the Director and shall include a receipt.

If an employee or Board member receives compensation from another entity for mileage, they may not claim mileage from the Library.

Off Site Staff Presentations

When a staff member is presenting a program regarding any Library services or materials that staff member is representing the Library and will be paid at his/her regular hourly rate. No honorarium may be accepted. Mileage expenses may be accepted, if offered. Otherwise mileage expenses will be paid by the Library. There may be cases, such as statewide or national conferences where hotel expenses or speaker's fees are paid as the norm. Acceptance of such an engagement must be approved by the Director. All programs and presentations must be approved by the Director in advance.

5.07 PERFORMANCE & EVALUATION *(UPDATED 5/17/2021)*

Annual Review

The purpose of the performance review is to evaluate competence, encourage self-improvement, give the employee the opportunity to discuss the satisfactions and problems of the job, establish employee goals and objectives for the year, and improve the operations and services of the Library. A performance review does not guarantee a change in pay status or alter the at-will employment relationship.

The annual review process is as follows:

1. The Director will do a written performance review of each employee. The review form used will be the same for each employee.
2. The performance review will be given to the employee. The employee will have an opportunity to respond in writing to the review and to complete theirhis/her portion of the review form.
3. The employee will complete a self-assessment review.
4. The Director and the employee will meet to discuss the performance review. The employee will have an opportunity for further written response and/or comments.
5. Once the performance reviews of all employees are complete, the Director will present a general, written summary to the Board. The performance review will be kept confidential, if possible.

The personnel committee will be responsible for the performance review of the Director. The evaluation will follow the same protocol as staff evaluations and may be held in closed session at the request of the Director.

Each employee evaluation will be kept in that employee's personnel file.

Absence or Lateness

All employees are expected to maintain satisfactory attendance and report to work on time every day. Work schedules vary, depending upon the requirements of each position. All employees are expected to be ready for work at their scheduled start time.

Unscheduled absences place an unfair burden on co-workers and should be avoided. BSDL has the right to require employees to provide a doctor's certificate justifying absences due to illness or injury.

From time to time, it may be necessary for you to be absent from work. BSDL is aware that emergencies, illnesses, or pressing personal business that cannot be scheduled outside your work hours may arise. If you are unable to report to work, or if you arrive late, please contact the library as soon as possible so that arrangements can be made for someone to cover your position.

5.08 POLICY & PROCEDURE FOR LIBRARY DIRECTOR EVALUATION

Approved March 3, 2026

Policy Statement

The Library Board of Trustees shall conduct a formal, annual performance evaluation of the Library Director. The evaluation is intended to assess the Director's effectiveness, promote professional growth, ensure accountability, and align leadership performance with the library's strategic goals.

Objectives of the Evaluation

- To assess the Director's achievement of goals and responsibilities.
- To support continuous professional development.
- To provide a basis for contract renewal, salary adjustments, or disciplinary action if necessary.
- To facilitate communication between the Director and the Board.

Evaluation Frequency

- The evaluation shall occur annually, preferably in the last quarter of the fiscal year.
- Interim evaluations may be conducted at the discretion of the Board or Personnel Committee in the event of significant changes or performance concerns.
- The evaluation form and policy will be reviewed by the Personnel Committee as needed. Revisions must be approved by the Board.

Responsibility

- **Library Board of Trustees:** Oversees and implements the evaluation process.
 - **Board President:** Coordinates the evaluation and facilitates communication.
 - **Library Director:** Provides documentation as requested and engages in the process.
-

Procedure

1. Preparation

The Board President shall coordinate the evaluation process with assistance from the Personnel committee.

2. Evaluation Tool

The evaluation will include both qualitative and quantitative measures, typically addressing the goals of the current strategic plan, which are:

- Talent Management
- Stewardship & Accountability
- Physical & Environmental Enhancements
- Community Engagement & Visibility

The Board will use a standardized evaluation form with a rating scale and space for comments.

3. Board Input

- Each Trustee will complete the evaluation form independently.
- The Board President or a designated committee member will compile the feedback into a summary report.

4. Review Meeting

- The compiled evaluation will be discussed with the Library Director at a regularly scheduled board meeting. According to section 8, 1a of the Michigan Open Meeting Act, the director may request a closed session for their evaluation.
- Both parties will sign the final evaluation to confirm it has been discussed.

5. Documentation and Confidentiality

- A copy of the evaluation will be placed in the Director's personnel file.
- Evaluation materials are subject to applicable privacy laws.

5.09 BENEFITS (UPDATED 5/17/2021)

Employee Benefits

Unless otherwise provided in a written employment contract signed by the Director and the Board President, the Library will provide no health care insurance, no life insurance and no retirement benefits.

Holidays

Holidays are determined in the library's operations policy. Part-time, hourly staff are not eligible for holiday pay. Compensatory hours may be offered but are not guaranteed. The following are holidays recognized by library closure:

- New Year's Day
- Memorial Day
- Independence Day
- Labor Day
- Thanksgiving
- Christmas Eve
- Christmas Day
- New Year's Eve

Leaves

Unless otherwise provided in a written employment agreement/contract signed by the Director or board President, the Library will provide no paid family, sick, personal, or vacation leave time. Unpaid leaves for hourly employees are scheduled by the Director and must have the Director's approval. Part-time employees working under 1250 hours/year are not eligible for extended leave under the Family Medical Leave Act. Any extended leave for part-time workers is at the discretion of the Director and is always without pay. A form signed by a doctor is required for the consideration of extended medical leave. (Open-ended dates are not accepted.) Extended leave and FMLA extended leave for salaried employees is covered by contract. See Appendix 5 for the "Request for Extended Leave Form".

Jury Duty

Regular Full Time and Regular Part Time Employees who are selected for jury duty will be granted a leave of absence with pay when required to report for jury duty for up to ten (10) days per calendar year. Jury duty in excess of ten (10) days per year will be unpaid, or, if eligible, you may use available PTO time to cover these additional days of jury duty.

You will be paid the difference between any jury duty compensation you receive and your regular wages for the time necessarily spent in jury service. You will continue to accrue benefits as if you were at work.

Military Leave of Absence

If you enter active duty with the Armed Forces of the United States or National Guard, you will be granted a leave of absence without pay for the period of service or duty required and granted reemployment rights in accordance with applicable laws and regulations.

Worker's Compensation

The Michigan Workers Compensation Law is supervised by the state and one hundred percent (100%) paid for by BSDL. This law was designed to provide you with benefits for any injury which you may suffer in connection with your job. Under the provisions of the law, if you are injured while at work, you are eligible to apply for Workers Compensation benefits.

Medical Insurance

Full-time salaried employees are eligible to participate in the library's small group medical insurance. The level of coverage and the amount of the premium that is the responsibility of the employee is reviewed annually and costs annually costs may vary. If changes are to be made to the coverage or employee co-pay, the Library will provide its employees with as much notice as possible of the changes.

The library covers 100% of health care premiums for salaried employees; however, employees may add family members to their plan at their own cost. The Library provides a Section 125 Premium Only Plan, allowing pre-tax payroll deduction for the health care premiums for employee's family members.

For employees who leave BSDL, they may elect to continue healthcare coverage with COBRA. The Consolidated Omnibus Budget Reconciliation Act (COBRA) is a federal law mandating. It mandates that continuation of health coverage be made available to certain formerly covered employees and dependents for a specified period of time at their own expense.

Retirement (MERS)

The Library will contribute 10% of full-time, salaried employees' salary toward a Defined Contribution plan through Michigan Municipal Employees' Retirement System. Salaried employees may also contribute to the library's 457 plan through MERS.

Life & Disability Insurance

Salaried employees are eligible for Life & Disability Insurance as defined in individual employee contracts.

Continuing Education and Training

The Board requires part-time staff to have a minimum of three (3) hours of continuing education/professional development per year, and full-time staff to have a minimum of (6) hours per year. This can include online classes, workshops, webinars, in-service training and/or conferences. Training must have the prior approval of the Director.

Cost for this training will be paid by the Library. Staff will be paid for the hours spent attending training classes, sessions, or meetings. If an employee wishes to attend a training or continuing education event during normal working hours, they must have the Director's prior approval.

Staff will be reimbursed for mileage and travel time.

The Director's continuing education is covered in the written employment contract signed by the Director and president of the Library Board.

Tuition Reimbursement

The library board may approve up to 100% of the cost of tuition for educational or training courses **which directly relate to your current job classification as determined by the library**. Upon completion, you will need to present a report card indicating a minimum of a 2.0 grade point or “pass” in a pass/fail option.

Reimbursement will not exceed \$5,000 or the cost of four classes in any calendar year, whichever is greater.

If you leave employment by your own initiative within 24 (twenty-four) months of the completion of the course(s) you will be required to reimburse the Library for the full amount of the tuition.

5.10 SICK LEAVE *(UPDATED 8/13/2025)*

The Library provides employees earned sick time as required by the Michigan Earned Sick Time Act. For purposes of this policy, the Benefit Year is the fiscal year beginning on July 1st.

Accrual

Employees accrue Sick Time at the rate of one hour of Sick Time per 30 hours worked. Accrual of Sick Time begins on February 21, 2025, or the date that the employee was hired, whichever is later. For hourly employees, time spent not actually working, including but not limited to time spent on vacation, holidays, disability leave, and any other types of leave, does not count as hours worked for purposes of Sick Time accrual.

Exempt employees who do not record worked hours accrue Sick Time based upon a 40-hour workweek, or the number of hours in their normally scheduled workweek, whichever is less.

Use

Employees may use 40 hours of paid Sick Time and 32 hours of unpaid Sick Time for a maximum of 72 hours of Sick Time in a Benefit Year. Paid Sick Time will be paid at the Employee's normal wage rate for each such hour of Sick Time used.

Employees may use accrued Sick Time for any qualifying reason under the Michigan Earned Sick Time Act, MCL 408.961 et seq, including the following reasons:

- To care for the employee's family member who is suffering from a mental illness, physical illness, injury, or health condition, or preventative medical care.
- To care for the employee's own mental illness, physical illness, injury, or health condition, or preventative medical care.
- To address the employee's or the employee's family member's physical, psychological, or legal effects of domestic violence or sexual assault.
- To attend meetings at a child's school or place of care related to the child's health or disability or effects of domestic violence or sexual assault.
- For reasons related to a public health emergency as described in MCL 406.964.

For purposes of this policy, the term "family member" includes:

- A biological, adopted or foster child, stepchild or legal ward, a child of a domestic partner, or a child to whom the employee stands in loco parentis.
- A biological parent, foster parent, stepparent, or adoptive parent or a legal guardian of an employee or an employee's spouse or domestic partner or a person who stood in loco parentis when the employee was a minor child.
- A person to whom the employee is legally married under the laws of any state or a domestic partner.
- A grandparent.
- A grandchild.
- A biological, foster, or adopted sibling.
- Any other individual related by blood or affinity whose close association with the employee is the equivalent of a family relationship.

Procedure for Use

Sick Time may be used in one-hour increments. All use of Sick Time must be approved by the Director.

New employees must wait 90 days before using accrued Sick Time.

If your use of Sick Time is foreseeable, you must ask the Director to use Sick Time at least seven days in advance. If your use of Sick Time is not foreseeable, then you must ask the Director to use Sick Time as soon as practicable.

If an employee's use of Sick Time exceeds 3 consecutive days on which the employee was scheduled to work, Benzie Shores District Library may request the employee to provide reasonable documentation that the use of Sick Time was for a permitted purpose. Benzie Shores District Library will not delay the use of Sick Time while waiting for reasonable documentation. If the Company requires documentation for the use of Sick Time, Benzie Shores District Library will pay the employee's out-of-pocket expenses incurred in obtaining the documentation.

Carry-Over / No Cash-Out

Employees carry over all accrued but unused Sick Time from a Benefit Year into the next Benefit Year, but an employee's use of Sick Time within a Benefit Year is limited as described above.

Employees may not "cash out" accrued but unused Sick Time.

No Retaliation

Benzie Shores District Library may not retaliate against an employee for requesting or using Sick Time for which the employee is eligible. An employee may bring a civil action or file a complaint with the Michigan Department of Licensing and Regulatory Affairs.

5.11 EMPLOYEE CODES OF CONDUCT *(UPDATED 5/17/2021)*

The Library depends upon the trust of its patrons to fulfill its mission. The patrons have a right to expect that in fulfilling its mission the Library and its staff and Board members will perform their duties honestly, efficiently and economically. In order to earn and maintain the trust, it is the declared policy of the Library that all staff members and Board members shall avoid conflicts between their private interests and those of the Library's patrons. It is the Library's intention that all staff members and Board members avoid any action, whether expressly prohibited by this provision, that may result in or create the appearance of

- Using their affiliation with the Library for personal gain;
- Impeding the Library's efficiency or economy;
- Compromising independence or impartiality of action;
- Making a decision on behalf of the library unless properly authorized, or;
- Giving or accepting preferential treatment.

Gratuities.

Staff and Board members shall not solicit, accept, or receive, directly or indirectly, any gift or promise of a gift, in any form including money, service, loan, travel, entertainment, or hospitality, under circumstances from which it may be reasonably inferred that the gift or promise of a gift, is intended to influence them in the performance of their official duties, or is intended as a reward for any official action on their part.

Preferential Treatment.

Staff and Board members shall not use, or attempt to use, their official positions to secure, request or grant, any privileges, exemptions, advantages, contracts, or preferential treatment for themselves, or others.

Use of Information.

Staff and Board members who acquire information in the course of their official duties, which information by law or policy is not available at the time to non-staff members or non-Board members, shall not use such information to further their personal economic interest or that of anyone else.

Full Disclosure.

State law governs BSDL when it is contemplating entering into a transaction, contract, or other arrangement that could benefit the private interests of an officer, director, or employee of the Library. (MCL 15.321 et seq.) Staff and Board members shall not participate, as an agent or representative of the Library, in approving, disapproving, voting, abstaining from voting, recommending or otherwise acting upon any matter in which they have a direct or indirect financial interest without disclosing in advance, for the official record, the full nature and extent of their interest.

If any Library employee, or any business in which an employee or their spouse or child has an ownership interest, has a financial interest in a prospective contract or other arrangement with the Library, the employee must immediately disclose the financial interest to the Library Director

prior to execution of the contract by the Library, and prior to consideration of the contract by the Library Board. In this circumstance, the employee is prohibited from taking part in the negotiations for the contract, or from representing either party to the transaction.

Outside Business Dealings.

Staff and Board members shall not engage in or accept employment, or render services for a private or public interest, when that employment or service is incompatible or in conflict with the discharge of their official duties, or when that employment may tend to impair their independence of judgment or action, in the performance of their official duties.

Generally, what you do in your free time is your own business. However, if you are employed by BSDL in a full-time position, BSDL will expect that your position here is your primary employment. Any outside activity must not interfere with your ability to properly perform your job duties at BSDL.

Under no circumstances shall anyone use the facilities, equipment or materials of BSDL in support of a commercial activity for which they receive compensation. When not on duty as an employee you are entitled to the same privileges to use BSDL facilities, equipment and materials as members of the public.

Suppression of Public Information.

Staff and Board members shall not suppress any Library report, document, or other information which should be available to patrons.

Use of the Library Property.

Staff and Board members shall not, directly or indirectly, make use of or permit others to make use of the Library property of any kind for purely personal gain. Staff and Board members, shall protect and conserve all Library property, including equipment and supplies, entrusted or issued to them.

Staff Children

Occasionally, a child or children of an employee may use the Library during the parent's scheduled work shift provided the child does not require supervision and does not interfere with the parent's work. A child or children of an employee may not be brought to the Library on a regular basis during the employee's work shift. Employee children may not be in the Library workroom or behindat the circulation desk.

Smoking

Smoking is not permitted in any BSDL facility. Smoking is not permitted within 50 feet of any BSDL facility. When travelling in a vehicle on library business with other library employees, smoking is not permitted in that vehicle.

Confidential Information

Our library patrons entrust the Library with important information relating to their personal life. The nature of this relationship requires maintenance of confidentiality. In safeguarding the information received, BSDL earns the respect and further trust of the community it serves. Your

employment with BSDL assumes an obligation to maintain confidentiality, even after you leave our employ.

The Library Privacy Act of 1982 explicitly prohibits the disclosure of any record or information that identifies a patron or any materials requested or obtained by that patron without the written consent of the patron. Similarly, employees are not permitted to monitor or disclose patron use of the Internet unless under certain very limited circumstances which are authorized in advance by the Library Director. Employees who disclose patron information without the proper permission are violating state law. Such actions may result in disciplinary action up to and including termination of employment and may also subject that employee, individually, to a lawsuit.

Discriminatory Harassment

It is the policy of the Library to provide and maintain a work environment that is free of harassment and discrimination based upon race, color, creed, religion, national origin, gendersex (see sexual harassment policy), disability or handicap, age, height, weight, veteran status, marital status, or any other protected classification.

Harassment is any unwelcome or unsolicited verbal, physical or sexual conduct that unreasonably interferes with an employee's job performance or creates a hostile, offensive, or abusive working environment. Examples of harassment include, but are not limited to, disparaging remarks about a person's race, color, creed, religion, national origin, gendersex, disability or handicap, age, height, weight, or other protected characteristic; unwelcome or unsolicited touching or threats of physical harm; and the use of degrading words, nicknames, pictures, stories, or jokes. All staff members, as well as all other persons or entities affiliated or connected with the Library, are prohibited from engaging in any behavior that constitutes such harassment. Anyone who believes that they are he or she is a victim of harassment shall immediately report the matter to the Director. Anyone who chooses not to report the matter to the Director or is not satisfied with the Director's response shall report the matter to the Board President. The Library will promptly investigate all allegations of harassment in as confidential a manner as practical. The Library prohibits retaliation against any person who brings a complaint of discriminatory harassment or who takes part in investigating such a complaint. Any staff member or Board member found to be engaging in discriminatory harassment will be subject to disciplinary action, up to and including termination of employment, removal from office or removal from the Board.

Sexual Harassment

Sexual harassment is unlawful. Any form of sexual harassment, including cyber, is unacceptable and such conduct will not be tolerated. "Sexual harassment" means unwelcome sexual conduct. It may include one or more of the following: sexual advances or propositions; requests for sexual favor; verbal abuse of a sexual nature, including sexually explicit or degrading references to another person, or similar language; unnecessary touching; the display of sexually suggestive objects or pictures; sexually explicit or offensive jokes; or physical contact. The staff and Board members shall not engage in unwelcome sexual conduct. The staff and Board members shall not threaten or insinuate, either explicitly or implicitly, that another staff member or job applicant's refusal to submit to sexual advances will adversely affect that person's employment, work status, evaluation, wages, advancement, assigned

duties, shifts, or any other condition of employment or career development. The staff or Board members shall not, by unwelcome sexual conduct, create a hostile work environment for another staff member or Board member. Anyone who believes that they are he or she is a victim of sexual harassment, including but not limited to any of the conduct listed above, shall immediately report the matter to the Director. Anyone who chooses not to report the matter to the Director or is not satisfied with the Director's response shall report the matter to the Board President. Any questions about this policy or potential sexual harassment should be brought to the attention of the Director and the Board.

The Library will promptly investigate all allegations of harassment in as confidential a manner as practical. The Library prohibits retaliation against any person who brings a complaint of sexual harassment or who takes part in investigating such a complaint.

Any staff member or Board member whom the Library believes to be involved in sexual harassment in violation of this policy will be subject to appropriate sanctions, up to and including termination of employment, removal from office or removal from the Board.

Electronic Media Policy

BSDL's computers, software and files are the property of BSDL. In addition, all software on any library equipment must be licensed and is considered the property of the Library. No employee may install software on any BSDL equipment without first receiving permission from the director. This includes games, screen savers, software, etc.

Furthermore, under the Freedom of Information Act (FOIA), any electronic media message (e.g., computer file or e-mail) which has been generated on BSDL equipment, networks or accounts may constitute a public record and may be provided to the public upon request. Thus, employees must always assume that e-mail and other computer files are subject to disclosure unless a specific legal basis for non-disclosure exists.

Employees accessing the internet must adhere to the library's Acceptable Use Policy.

Circulation Rules

The reason we have circulation rules is because the collection is for sharing with everyone on a fair and equal basis. In general, BSDL staff are expected to abide by the same Circulation Policy as our patrons. The rules below are of special note:

- Check it out. If you borrow something, check it out.
- BSDL is a fine free library, but staff will be billed for long overdue items, as stated in circulation policies.
- Please make every effort to return items on time or renew them if they are renewable.
- If an item is lost or damaged, you will be required to pay for it.
- Items that are needed for library work should be checked out to the appropriate library account (*), not your personal account.

Confidentiality of Library Records

Pursuant to "The Library Privacy Act" (1982 PA 455), a patron's records are confidential in nature and such records will not be made available to any other individual or to any agency or government without written authorization of the patron. The Library will resist the issuance or enforcement of any process, order or subpoena until such time as the proper showing of good cause has been made in a court of competent jurisdiction.

What every Library employee needs to know:

- We will not disclose patron information without a proper court order.
- Any court order is to be referred to the Director.
- Legal counsel will be asked to be present during the execution of any order.

Because patron confidentiality is of utmost importance to BSDL, your access to patron information is only permitted when there is a legitimate business need to access it. You are prohibited from accessing patron information (including books checked out, web site use, and other personal information) out of curiosity or for any other purpose not related to performing your duties at BSDL. If you have any questions about whether your access to patron information is permissible, ask permission of the Library Director before accessing the information.

Violation and Enforcement.

All matters concerning this provision shall be directed to the following authorities, depending upon the staff or Board member involved, or group concerned, and the nature of the action:

- Matters concerning staff members shall be directed to the Director;
- Matters concerning the Director or Board members shall be directed to the Board President;
- Matters concerning the Board officers shall be directed to the Board.

Supervision and Reporting Responsibilities

The Director is responsible to and supervised by the Board. All other employees are responsible to and supervised by the Director. All interns and volunteers are responsible to and supervised by the Director.

5.12 SAFETY IN THE WORKPLACE *(UPDATED 5/17/2021)*

Safety is everybody's business. Safety is to be given primary importance in every aspect of planning and performing all BSDL activities. We want to protect you against injury and illness, as well as minimize the potential loss of productivity.

Accidents/Injuries

Exercising good judgment and sound safety procedures is a must. However, if an employee or volunteer is injured at the Library, the employee shall immediately, if possible, file an incident report.

Staff Members on Site

The Board requires the presence of two staff members when the Library is open to the public. In special circumstances, such as inclement weather, illness, etc, prohibit this, a Library volunteer may substitute for the presence of a second staff member.

First Aid

There are OSHA Required Spill Cleanup kits and first aid kits in the staff room, in the cabinet next to the refrigerator. There are additional kits in the multi-purpose room.

Fire Safety

You will need to know the location of all fire extinguishers and smoke detectors and familiarize yourself with the proper procedure for using them, should the need arise.

Accidents and Reports

Please report all injuries (no matter how slight) to the director immediately, as well as anything that needs repair or is a safety hazard. It may be necessary to fill out an accident report before returning to work.

Security

Maintaining the security of the BSDL buildings is every employee's responsibility. We do not have hired security guards, but if there is ever a problem or suspicion of trouble, law enforcement is just a 911 call away. Notify the director if you see any suspicious activity. If you feel you need to contact the police for some reason and the director is absent, be sure to let other staff know you have called the police. The director should be notified as soon as possible if there is any incident at the library involving law enforcement.

Drug Free Workplace

The following activities are prohibited:

- a. Use, possession, manufacture, distribution, dispensation or sale of illegal drugs or alcohol on BSDL premises or during working hours.
- b. Being under the influence of an illegal drug or alcohol on BSDL premises, or during working hours.

- c. Failing to adhere to the requirements of any drug or alcohol treatment or counseling program in which the employee is enrolled.
- d. Conviction under any criminal drug statute, or failure to inform BSDL within five days after a conviction of a criminal drug statute for activities in the workplace.

Any employee reporting for work under the influence of alcohol or illegal drugs will be relieved from duty immediately. (Under no circumstances should such an employee be sent home without providing assistance to be sure the employee arrives home safely.)

The use of prescribed drugs or over-the-counter medications which may adversely affect performance or behavior must be reported by the employee to the director upon reporting for duty.

Nothing in this policy is intended to discriminate against employees who possess a current registry card for the use of medical marijuana through the Michigan Department of Community Health and in the event there is any conflict between this policy and the Medical Marijuana Act, the Act will control.

Violence or Threats

BSDL recognizes the need to provide for the safety and security of all employees and visitors. In doing so, BSDL is complying with Section 5(a) of the Federal Occupational Health Safety and Health Act of 1970 (OSHA). BSDL will not tolerate threats, threatening behavior, or acts of violence against employees, patrons, or other individuals by anyone on BSDL's property. This includes physical attacks, verbal or physical threats, destruction of property, sexual harassment, intimidation or abusive language.

5.13 TECHNOLOGY (DEVICES) 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.

5.14 WEBSITE *(approved 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](#).

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.

[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).

5.15 SOCIAL MEDIA POLICY *(updated 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.

Chapter Ten: Violations and Amendments

You are expected to abide by the policies in this Manual. Failure to do so will lead to appropriate disciplinary action. A written record of all policy violations is maintained in each employee's personnel file.

Amendment of Personnel Policies and Procedures

The Board reserves the right to unilaterally amend these personnel policies and will notify staff members of changes.

Effective Date and Policy Review

These personnel policies and procedures shall become effective on the date they are approved by the Board and shall supersede all prior personnel policies and procedures. A copy of these and the operating policies will be available to staff. The personnel policies, operating policies and job descriptions are reviewed every two years or more frequently deemed necessary. Any legislation pertaining to employment law supersedes Library policies.

5.16 AI POLICY

TBD

SECTION 6:

SERVICES

6.01 COLLECTION DEVELOPMENT *(updated 5/10/2023)*

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/crewmeth12.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.

6.02 CIRCULATION *(updated 5/10/2023)*

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 physical materials that are available in the library, such as print materials, books, magazines, audiobooks, DVDs, etc. 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 caregivers providing 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 also have a card. The child must be present with the parent/legal guardian when applying for a card. The parent/legal guardian's library account must be in good standing in order to open an account for their child. 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 *(updated 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. Digital items may be reserved as vendor/consortium policies allow.

B. STEM and Circle Time Kits *(approved 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.

6.03 CHARGES AND FEES

(updated 6/11/2025)

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

A. Photocopies 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.

6.04 SERVICES TO PATRONS WITH DISABILITIES

(updated 5/10/2023)

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.
- Staff will reach and retrieve any and all materials which may be inaccessible to wheelchair users. or others with mobility impairments.
- Staff should 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.
- The Library's website strives to maintain WCAG compliance and contains accessibility features..

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.

6.05 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.