

# **POLICY MANUAL NEW CARLISLE - OLIVE TOWNSHIP PUBLIC LIBRARY**

Updated 02/2018

## **General Statement**

The Library Board of Trustees' ultimate responsibility is to ensure and protect the reputation of the library - best realized through the adoption of clearly written policies.

This policy manual contains the current policies of the New Carlisle – Olive Township Public Library (NCPL). In the case of a policy issue not covered by this manual or question of interpretation, the Library Director shall make a working determination and recommend a policy update or change to the Board of Trustees.

## **Annual Policy Review and Update**

It will be the standing rule as supported by NCPL Board of Trustees that policies shall be reviewed by the Library Director, and the Director will report required changes and updates to the Board of Trustees at the regular January business meeting.

Policies may be amended at any time by the Board of Trustees.

# Circulation, Fines, and Fees

## Library Cards

### Residents of Olive Township

Any resident of the Town of New Carlisle or Olive Township is eligible to receive a free library card.

Adults, age 18 and over, need to provide photo ID and proof of address.

Photo ID must be a State issued ID with current address, Passport, Military ID, School ID, or Consular ID.

Acceptable proof of address is property rental lease, mortgage statement, utility bill, bank statement, checkbook, credit card bill, or car registration.

Minors, age 17 or younger, require a parent signature on the library card application.

### Reciprocal borrowers

Persons from other library districts may receive a NCPL card if their home library participates in the [Statewide reciprocal agreement](#) and their account is in good standing with their home library. Patrons in good standing at La Porte County Public Library, Michigan City Public Library, Mishawaka-Penn Public Library, and St. Joseph County Public Library may also receive a reciprocal library card. Teachers at Olive Elementary qualify for a Reciprocal card, regardless of home address.

### Fee Cards

Residents living in a Library district that does not participate in a reciprocal agreement with NCPL may purchase a PLAC card at a fee set by the State of Indiana.

Residents residing in an unserved district will be charged a yearly fee of \$199.99 to check out materials belonging to this Library. After having paid the fee, patrons may use the resources of the NCPL to its fullest degree, excluding Interlibrary Loan.

### Card Renewal

Library cards are valid for 2 years. Library cards not used for 2 years that have no fines or fees will be purged from the system. Cards may be renewed in person or over the phone.

### General Information

#### Reading Roadshow

Residents of Olive Township who are not able to get to the library may qualify for home delivery service of Library materials.

#### Interlibrary Loan

NCPL staff will attempt to obtain needed resources for patrons from other libraries throughout the State using Interlibrary Loan. The following NCPL items will not be loaned via interlibrary loan: Local History, items less than one year old, and equipment.

## Lost and Stolen Cards

Patrons are responsible for all items checked out on their card. Lost or stolen Library cards should be reported immediately to prevent others from checking out items on your account.

## Lost and Damaged Items

Items not returned, or returned damaged beyond normal wear and tear, will be charged to the patron account at the list price of the item. Shipping and processing fees are included in this price. Replacement items purchased by the patron will not be accepted.

## Blocks

The borrowing privileges of patrons are blocked when their accumulated fines and fees total \$3.00 or more or they have overdue items that cannot be renewed.

## Loan Rules, Fines and Fees

Item	Loan Period	Renewals	Fine	Limit
Books Magazines (except current issue) Audiobooks CDs Board Games	2 Weeks	3 renewals Excluding items with holds	5 cents per day Maximum fine \$3.00	100 items
DVDs Video Games Kits	1 Week	3 renewals Excluding items with holds	5 cents per day Maximum fine \$3.00	10 items
New Release DVDs	1 Week	No renewals	\$1.00 per day Maximum fine \$3.00	3 items
Equipment	1 day	No renewals	5 cents per day Maximum \$3.00	
Inter-Library Loan	Set by lending library	Set by lending library	Set by lending library	
Replacement Card			\$2.00	
Out of District Card			\$199.99	
PLAC Card			Set by IN State Library	
Lost or Damaged items			List Price	
Replacement Case			\$3.00	
Prints and Copies			\$.10	
Incoming Fax			\$.10	
Outgoing Fax			\$1.00 per page	
Lamination			Business card \$.50 5x7 or 8.5x11 \$2.00	

# Meeting Rooms

## 1. Description of available rooms:

Main meeting room – capacity 127 theater style, 84 classroom style. Whiteboard, tack board, Internet hookups (must be pre-arranged), variable lighting levels, projection screen. Kitchen facility is available.

Children’s program room – capacity 75 theater style, 40 classroom style. Whiteboard, tack board, Internet hookups (must be pre-arranged), variable lighting levels, projection screen. Sink is available.

Conference Room – capacity 12. Whiteboard, tack board, Internet hookups (must be pre-arranged) variable light levels, projection screen.

## 2. AV Equipment

All AV equipment should be scheduled when reserving the meeting room. NCPL is not responsible for the storage, loss, and/or damage of any AV equipment belonging to any group or organization using the meeting rooms.

## 3. Liability Clause

Applicants are responsible for damages to facilities and equipment and for provision of clean up. Should an applicant damage the facilities and/or equipment of NCPL, such applicant shall be responsible to pay the cost of repair or replacement and/or cost of clean up. Should an applicant fail to pay and NCPL must resort to the court to collect any debt owed, the applicant shall be responsible for reasonable attorney’s fees, litigation expenses and court costs incurred by NCPL.

## 4. Priorities

Certain types of meetings will have scheduling priority over others as indicated below:

- a. Library business or activities, such as Board of Trustee meetings, staff meetings, story times, summer reading program activities, and seasonal parties.
- b. Non-library groups will be scheduled on a first-come, first-served basis.

## 5. Process of scheduling

- a. Must be 18 years of age and hold a valid New Carlisle - Olive Township Public Library card to reserve a meeting room. Exceptions may be made at the discretion of the Director and may be made for representatives of U.S., Indiana, or County agencies and political subdivisions and for members of or candidates for U.S., Indiana or County executive, legislative, or judicial offices.
- b. The room may be reserved as far in advance as possible up to one year, however the reservations are first-come, first-served. Reservations must be scheduled two (2) days in advance, unless exception is made by the Director.
- c. Written application, which includes a liability waiver, is required. All approval of applications is at the discretion of the Director.

- d. Donations are accepted for use of meeting rooms. *(See Schedule of Fees)*
- e. Cancellation requests must be made as soon as possible, and preferably 24 hours in advance.
- f. Meeting rooms are available during library hours.
- g. No provision can be made for storage of equipment for regular users of the meeting rooms.
- h. No group may assign its reservation to another group.
- i. Library meeting room usage must not interfere with the daily operations and business of the library.

6. Non-endorsement policy

- a. Publicity for a meeting of a non-library group must not be worded in a manner that would imply library sponsorship or endorsement of the group's activities.
- b. Groups may not use the Library's address, phone number, FAX number, or other contact information as their own.
- c. A copy of any press release, handbill, invitation, etc. referencing a library meeting facility must be placed on file with the New Carlisle - Olive Township Public Library.
- d. Misrepresentation of these facts will result in the loss of use of the library meeting facilities for the offending group.

7. No open flame.

8. Meeting rooms are not open for the use of religious services.

9. Meeting rooms are not open to groups that are exclusive on the basis of race, color, religion, sex, national origin, age, disability, sexual orientation, or genetic information.

10. No political and/or partisan groups, except as noted in 5a.

11. Responsibility of the Users

- a. The library does not assume responsibility for the security of personal items.
- b. Individual groups are responsible for returning the meeting rooms to the state originally found.
- c. Each group must furnish their own supplies and refreshments.
- d. If the Community Room is divided and two groups are meeting at the same time, each group is expected to respect the rights and comfort of the other.
- e. Telephone service may only be used for local calls. Long-distance calls are prohibited.

- f. The reserving group shall pay all charges incurred for non-library events and costs incurred by the use of technology, including but not limited to long-distance calls and teleconferencing.
  - g. Security - If additional security is deemed necessary by the library, it is the responsibility of the reserving group to pay for it.
  - h. The library does not assume responsibility for personal injuries due to an act of God.
12. Parking is available but not guaranteed.
13. In case of emergency, inclement weather, or power outage, the library may be closed. Announcements will be made on television (WSBT and WNDU) and on these television websites, the library's website ([www.ncpl.lib.in.us](http://www.ncpl.lib.in.us)) and on the library's Facebook page. Users are responsible for checking these outlets for closing information.
14. Due to limited storage, groups cannot store items at the library unless approved by the Director.

## **Study Rooms**

Two study rooms are available that can each accommodate 4 persons. Some restrictions apply to the use of these rooms.

1. Purpose  
The study rooms of the Library are for use as a site for quiet study by small groups or individuals.
2. Time Limits / Age Restrictions  
Study room use will be limited to up to two hours per use when someone else is waiting to use the room. Study room use will be limited to those patrons ages 13 and up.
3. Reservations  
Reservations for the Library's study rooms may be made by calling or emailing the library. Use of study rooms is on a "first come, first served" basis.
4. Locking  
The study rooms will be locked when not in use. When exiting a study room, close the door and notify Library staff that you are checking out and are finished using the room.
5. Behavior  
Patrons may be asked to leave if they disturb others or engage in destructive or inappropriate behavior (*see Library Patron Behavior Policy*). Users of the study rooms are responsible for leaving the rooms in a neat and orderly condition. Failure to do so may result in the denial of future requests to use a study room.
6. Lost Items  
The Library is not responsible for the loss or damage to personal items.

# Internet Acceptable Use

The New Carlisle - Olive Township Public Library (NCPL) supports parents and guardians in their efforts to guide their own children's access to print, non-print, and online information. The library provides printed materials about the Internet and its resources. However, most current information about the Internet resides on the network itself.

The mission of NCPL is to provide free, open, and equal access to ideas and information to all members of the community.

## GENERAL STATEMENTS

1. The use of the Internet is a privilege and access is voluntary.
2. NCPL believes that the Internet provides benefits of access to information resources and collaboration that outweigh potential disadvantages of access.
3. NCPL seeks to preserve minors' status as full members of the Internet community.
4. NCPL cannot control the resources on the Internet. The Internet is not a static entity. The Internet changes each minute as new computers connect and existing computers add or delete information. Some sites accessible via the Internet may contain material that is inaccurate, defamatory, illegal, or potentially offensive to some people. While NCPL can attempt to prevent direct access to materials that would not be generally acceptable in a public library, it is impossible to prevent access to all resources that might be objectionable to some people.
5. It is the responsibility of parents and guardians to determine whether to place restrictions on their own children in the use of the Internet.
6. Users of the Internet through NCPL are expected to abide by the Acceptable Use Policy.

## POLICIES

### Safety

1. NCPL enforces a policy of Internet safety that includes measures to block or filter Internet access for both minors and adults to certain visual depictions. NCPL's technology protection measure is a specific system that blocks or filters specific Internet sites. It protects against access by adults and minors to visual depictions that are obscene, child pornography, or harmful to minors.
2. Filtering software is not foolproof. It diminishes the likelihood that searchers will inadvertently retrieve text or images that some may find offensive but does not eliminate that possibility. Filters sometimes block access to sites that users would consider both inoffensive and useful.
3. NCPL staff reserves the right to check all workstations of suspicious/inappropriate activity. In accordance with the Children's Internet Protection Act, no one under the age of 18 is permitted to access computer sites, chat rooms or e-mail that contain obscene or sexually explicit material harmful to minors.

### Privacy

1. Users should not expect that files stored on library-based computers will be private.

2. NCPL reserves the right to review any material stored in files to which all users have access, and will remove any material, which, in its opinion, does not comply with this document.
3. Electronic communication carried on via the Internet connection should not be considered confidential. When necessary, such communication may be used as evidence in criminal investigations and/or prosecutions. NCPL will disclose all messages on the system, to the extent required by law.

### **Time Restriction**

Patrons are requested to use the terminal for no more than one (1) hour at any one time. If there are no other patrons waiting to use the service, users may use the system for longer.

### **Downloading**

Patrons are not allowed to download software onto the library's network or workstation hard drive. Downloading to an external device is permitted.

### **Behavior**

1. Users whose conduct violates federal, state or local laws will be prosecuted to the full extent of the law. Evidence of illegal activity will be reported to the proper legal authorities. NCPL will cooperate with the proper authorities in the investigation of illegal activities.
2. Users will refrain from inappropriate Internet conduct. Examples of inappropriate conduct include: use of the Internet for unlawful or malicious activities; misrepresentation of oneself or NCPL; sending chain letters; using abusive or objectionable language in either public or private messages; engaging in harassing behavior such as sending or posting slanderous, libelous, obscene, or threatening messages; and other activities that could cause congestion and disruption of networks and systems.

### **Prohibited Actions**

1. Access, upload, download, or distribution of pornographic, obscene, or sexually explicit material;
2. Transmission of obscene, abusive, or sexually explicit language;
3. Violation of any local, state or federal statute;
4. Vandalizing, damage, or disabling of the property of another individual or organization.
5. Accessing another individual's private materials/files.
6. Violation of copyright or otherwise use of the intellectual property of another individual or organization without permission.
7. Disruption of any of the Internet networks as a whole or any equipment or system forming part of the connection or the Internet system, or any services provided over the Connection.

### **Liability**

NCPL makes no warranties, expressed or implied, that the functions or content of the system will meet any user's specific requirements, or that it will be error-free or trouble-free, current or

uninterrupted; nor shall NCPL be liable for any direct or indirect, incidental, or consequential damages (including lost data, information, or income) sustained or incurred in connection with the use operations, or inability to use the system.

In consideration for the privilege of using the system and for having access to the information contained on the system, users hereby release and hold harmless the staff and Board of Trustees of NCPL.

## **Resolution for Compliance with the Children's Internet Protection Act**

WHEREAS, New Carlisle-Olive Township Public Library is a library organized and existing under the provisions of IC 20-14; and

WHEREAS, The Board of Trustees of said library wishes to comply with rules and regulations promulgated by the Children's Internet Protection Act (CIPA); and

WHEREAS, the Library has had Internet filtering software in full force with all updates since 1997; and

WHEREAS, the Library Board wishes to be in full compliance with CIPA and therefore be eligible for federal grants and USF discounts;

THEREFORE, BE IT RESOLVED by the Board of Trustees of the New Carlisle - Olive Township Public Library, New Carlisle, St. Joseph County, Indiana that on the 21<sup>st</sup> day of May, 2002 that the following existing and updated Internet Acceptable Use Policy be in full force and effect.

## UNATTENDED CHILDREN POLICY

NCPL welcomes all children to the Library, but the Library is concerned about their welfare and safety when they are left unattended. Therefore, the Library has adopted the following policy:

1. All children, age 7 and younger (unless in 2<sup>nd</sup> grade), must be accompanied by a parent or caregiver, (caregiver/sitter must be 14 years of age or older). Parents and caregivers are ultimately responsible for ensuring the safety of and monitoring the activities and behavior of their children while the children are on library property.
2. Children age 8 to 12 years (unless in 7<sup>th</sup> grade) may use the Library for up to two hours without a parent or caregiver being present. Children of all age groups are subject to the Library rules and policies concerning behavior, conduct and demeanor. (*See Library Patron Behavior Policy*)
3. All children are encouraged to attend Library sponsored programs or programs geared toward children held at the Library. Parents do not need to be with the child during the program. [Example: Summer Reading Program, parent need not be on-site, but must be here immediately after the program is finished if the child is 7 or younger. Children aged 8 to 12 may use the Library for up to two hours after the program].
4. Library staff cannot monitor or control behaviors or whereabouts of people using the library and cannot assure the safety of an unattended child.
5. No child (12 years or younger who is in the library at closing time) shall be left alone outside the Library at closing time. The parent/guardian or assigned caregiver is responsible for picking up the child prior to or promptly at Library closing. Two library staff members are required to stay with the child until the parent/guardian arrives.
6. The staff members will get the child's address, telephone number etc. This information will be given to the Director who will immediately send a certified letter to the parents about the library's policy about children being left unattended at the library. If the problem occurs again (with the same family) the police will be notified immediately.
7. The Manager on Duty will attempt to call the parent/caregiver and inform them of the policy.
8. If the parent/caregiver cannot be located or does not pick up the child within 30 minutes after being contacted, the child will be placed in the care of local law enforcement.
- 9.

## Library Patron Behavior

1. Patrons who become disruptive or conduct themselves in a manner not in keeping with proper behavior in a public place will be asked to leave the library. If a patron refuses to leave, the supervising staff member has the authority to call the police.
2. Willful disruption or threatening of another person anywhere on library property is strictly forbidden and could be punishable by law. Library staff members witnessing or having reported to them any threatening of one person by another are to request immediate police assistance.
3. Persons who willfully follow (stalk) library patrons either in the library or on library property will be reported to the police.
4. Persons who visit the Library with a child or children who disturb or interfere with other Library users or who become disruptive will be asked to control the child or children. If the person fails or refuses to control the child or children, or is unable to do so, the person and the child or children will be required to leave the Library.

Unattended children who are disruptive or whose behavior interferes with other Library users could be required to leave the Library. The parent/guardian or assigned caregiver for the child or children will be required to remove the child or children from the Library. (See Unattended Children Policy)

5. Skateboarding and roller-blading on library property is prohibited.
6. Bathing, shaving, washing hair or changing clothes in the library restrooms is prohibited.
7. The wearing of masks or similar facial concealments is not allowed except for library sponsored programs and for religious, medical, or other legally protected reasons.
8. Patrons are asked to maintain a minimal volume when using any personal electronic equipment including, but not limited to, cellular telephones, radios, CD players, iPods, and any audible conversations. Patrons continuing to disturb others will be asked to leave the library.
9. Entering the library with bare feet or chest is prohibited.
10. No sleeping, lying down, or dozing on the premises.
11. No panhandling, distribution, soliciting, or selling of non-library approved materials, goods, or services.
12. Offensive or pervasive odor that constitutes a nuisance to library staff or patrons is not permitted. Persons with this condition will be requested to exit the library.
13. No sitting on the front steps. Benches are available at other areas in-front-of the building.
14. No cursing, obscene or abusive language.

15. Non-Smoking Policy--Smoking and the use of any form of nicotine delivery product are prohibited on library property. This includes but is not limited to cigarettes, cigars, chewing tobacco, dipping snuff, or e-cigarettes. Smoking is defined as the holding, carrying, lighting, inhaling or exhaling of a lighted cigar, cigarette, pipe or other lit tobacco products or the use of smoke or vapor from an electronic smoking device.
16. No using or bringing controlled substances or alcoholic beverages into the Library or on the grounds.
17. Patrons are not allowed onto Library property while intoxicated or under the influence of controlled substances.
18. Library management has the discretion to discard personal items left unattended on Library property in order to preserve a safe environment for Library patrons and staff.
19. Bicycles must be properly stored in the bicycle racks provided. Skateboards may be carried into the library and left behind the front desk.
20. Without prior Library approval, patrons will not distribute or post printed materials.
21. Patrons caught stealing, damaging or altering any Library property will be punished to the fullest extent of the law.
22. The Director may suspend a patron from use of the library and revoke library privileges for a minimum of 1 week up to permanent banishment from library property for violations including, but not limited to, the following: physical or verbal abuse, possession of or under the influence of alcohol or illegal substances, sexual misconduct, theft, vandalism, or any other illegal activity.

## **Inclement Weather/Emergency Closing**

In the event that the library is unable to open due to weather conditions or due to another emergency, employees are requested to follow these procedures.

1. The Director will determine if the library should close and will notify the Board President and affected staff members.
1. Notify area TV stations.
2. If the library closes due to weather conditions, employees (does not apply to salaried personnel) will not be paid.
3. If an employee (does not apply to salaried personnel) comes to work prior to the closing announcement, that employee will be paid for the time that she/he was at work prior to the announcement.
4. If the library has opened and an employee is scheduled to work, yet is unable to come to work, that employee will either need to use any personal or vacation time they have accrued or the scheduled hours will be unpaid.

## **Bad Weather Policy for Children's Programs**

1. If New Prairie United School Corporation (NPUSC) is delayed because of bad weather, no children's programs will take place at NCPL during the delay period.
2. If NPUSC is closed because of bad weather, no children's programs will take place at NCPL on that day.
3. If NPUSC dismisses early or cancels after school activities because of bad weather, any after school or evening children's programs at NCPL will be cancelled as well.

## **Gifts**

1. All items accepted by the library as gifts (i.e. books, records, manuscripts, maps, photographs, etc.) will be considered and treated as all other properties of the library. The procedure for donated materials is as follows:
  - a. Review by the director for addition to the collection or for use in the Library.
  - b. Remaining materials will be given to the Friends of the Library.
2. A donor may be asked to sign a gift agreement at the time of the donation.
3. Identification will be limited to book plates, if requested, for all printed materials. Furniture or other equipment will be identified appropriately if requested by the donor. This will be a joint decision made by the director and the donor.

## **Trustees**

Trustees shall be reimbursed for the registration fees of any workshops or conferences offered by the Indiana Library Association/Indiana Library Trustee Association that they choose to attend. Mileage reimbursement shall match the standard mileage rates of the Internal Revenue Service and change correspondingly.

## Selection and Withdrawal of Materials

1. Materials shall be chosen to foster respect for all people including minority groups, women, and ethnic groups, and shall realistically represent our pluralistic society, along with the roles and lifestyles open to both men and women in today's world.

Materials shall have aesthetic, literary, or social value or be historically significant.

The selection of materials on controversial issues shall be directed toward maintaining a balanced collection representing various views. NCPL shall strive to keep the collection current, unbiased, and broad. Materials shall also be selected according to the expressed requests of the community served.

2. Anyone objecting to the materials in the library's collection will be given a copy of the selection and withdrawal policies to read and the Request for Reconsideration form to complete. This form is to be completed and submitted to the Director within seven (7) days of the initial objection made by the complainant.

Since the selection of library materials is the responsibility of the director, any complaints should be made directly to him or her. A written decision shall be made to the complainant from the director within 30 days of submission of the Request for Reconsideration form. If the decision of the director is not satisfactory, the complaint shall be presented to a committee of three (3) board members, also known as the Review Committee. The Review Committee shall have thirty (30) days in which to meet, consider the complaint, and transmit its finding to the Board of Trustees. The board in its turn will inform the complainant of its decision on the matter within thirty (30) days.

3. Materials that no longer meet the stated objectives of NCPL will be discarded according to accepted professional practices described in the publication, The Crew Manual. Disposition of library materials by weeding will be at the discretion of the Director.
4. Discarded circulation materials will be given to the Friends of NCPL for its annual book sale or sold directly to the public, whichever is the most practical at that point in time. If discarded materials are sold to the Friends, the price will be decided by the Board of Trustees of NCPL.
5. Larger items, such as equipment or furniture, will be sold pursuant to statute.

## **Public Comments During Library Board Meetings**

1. Anyone wishing to address the Board on general topics is invited to do so. However, the Board of Trustees meeting is a limited forum, and the public is not guaranteed the right to speak. The President/presiding officer may place a time limit of five (5) minutes for persons wishing to speak or make a presentation during the Public Comments section of the agenda, limit the discussion of subject matter or exclude Public Comments entirely depending on the circumstances.
2. If requested, individuals need to state their names and addresses at the beginning of such comments. Individuals are requested to speak only once during this section.
3. The President/presiding officer may exercise discretion as to the number of times and length a person may be heard, prohibiting repetitious comments, and may establish any other rules deemed necessary for the orderly conduct of business.
4. Board Members are encouraged to question as necessary any member of the general public until that Member feels that he or she completely understands the issue that is being presented. The President/presiding officer of the board must have the discretion to suspend lengthy dialogues in order to maintain business. If a special meeting or executive session needs to be called the President/presiding officer can see that one is scheduled.
5. All comments shall be directed to the President/presiding officer of the Board. Other persons present may speak only in response to an inquiry from the President/presiding officer or the Library Director for the purpose of providing additional information or clarifying the subject being discussed. The President/presiding officer may request a response from the Director and/or request the Director to provide a verbal/written response at a later date.
6. No individual may present orally or discuss at any meeting of the Board any charges or complaints against individual employees of the public library without first presenting such charges or complaints to the Board through the Director, in writing, signed and verified by the person or group making the charge or complaint. An Executive Session may be called to discuss such matters.
7. Remarks by any person addressing the Board that reflect adversely upon the character or motives of any other person or group are considered out of order and will not be tolerated.

## Public Records

The following public records are exempt from the disclosure requirement, IC 5-14-3-4 Version C:

1. Personnel files of Library employees and files of applicants for employment except for:
  - a. The name, compensation, job title, business address, business telephone number, job descriptions, education and training background, previous work experience, or dates of first and last employment of present or former officers or employees of the library.
2. Information relating to the status of any formal charges against the employee; and,
3. The factual basis for a disciplinary action in which final action has been taken and that resulted in the employee being suspended, demoted, or discharged.

However, all personnel file information shall be made available to the affected employee or the employee's representative. General personnel information on all employees or for groups of employees, without individual names, may not be excepted from disclosure.

4. Administrative or technical information that would jeopardize a record keeping or security system.
5. Computer programs, computer codes, computer filing systems, and other software that are owned by the library or entrusted to it.
6. Records specifically prepared for discussion or developed during discussion in an executive session under IC 5-14-1.5-6.1
7. The identity of the donor of a gift made to the public agency if the donor requests non-disclosure of his identity as a condition of making the gift.
8. Library records which can be used to identify any Library patron.

## **Resolution Allowing Use of Business Credit Cards**

It is the intent of the New Carlisle - Olive Township Public Library to follow accounting rules and procedures promulgated by the Indiana State Board of Accounts and hereby adopt the following policy regarding the use of credit cards by authorized staff members only.

1. The Library Director will search for a business type credit card that will best fit the organization's needs, yet have a competitive annual fee.
2. Only the Library Director and Assistant Director will be allowed access to the card/s.
3. Statements will be paid in a timely manner to avoid any interest, carrying charges, or penalties due to late payments.
4. Claims filed in connection with the use of the credit card/s must be itemized before being approved and paid.
5. Any interest or penalty that is incurred due to the late filing or furnishing of documentation by an employee will be the responsibility of the employee using the card.
6. Any and all charges incurred and charged with the credit must be business related and not personal in nature. A reasonable "tip" or gratuity is allowable where service has been provided. No personal charges will be allowed.
7. In the case of the card being lost or stolen the issuing credit card company must be notified immediately. Notes of this loss must also be presented to the Board of Trustees for inclusion in the monthly minutes for audit purposes.

## Patron Grievance

This policy addresses patron complaints regarding Library services, procedure or policies. It is the goal of the staff and Board of to provide the best possible service to our patrons. Library policies and procedures have been developed to provide fair and efficient service to all individuals. Persons who have experienced difficulties with service or who wish to question a library policy are always welcome to discuss those concerns with the Library Director. The Director will endeavor to resolve those issues as quickly and fairly as possible. If an informal meeting with Library staff does not settle the complaint, a patron may request to enter into the Library's formal grievance procedure.

### PATRON GRIEVANCE PROCEDURE

1. A patron who wishes to file a formal grievance about a Library policy or procedure, a service, or a staff member's conduct should submit a complaint in writing to the Library Director. The written complaint should include the date of the complaint; the name, address, and telephone number of the individual making the complaint; and a detailed explanation of the issue. If the complaint deals with a specific incident, it should also include the date of the incident. A printed complaint form is available, but its use is not mandatory. The Library Director will respond in writing within fourteen (14) working days of receiving the complaint.
2. If the complainant is not satisfied with the response of the Library Director, the individual may request that the issue be brought before the Library's Board of Trustees. Requests for Board consideration will be in writing and be presented no longer than 30 days after the decision by the Library Director. If the Board chooses to review the issue, it will be placed on the agenda of the next Library Board meeting, unless the Library Director receives the request eight (8) or fewer working days before the meeting. In that case, it will be placed on the agenda of the following month's meeting.
3. The issue will be discussed at an open public meeting of the Board of Trustees. If the Board finds that it has ample information to make a decision, the Board will render a decision at that time. Summaries of all discussion at open library board meetings will be recorded in the minutes as part of the public record. Board minutes are open to the public after they have been approved by the Board of Trustees and made available on the library's website.
4. The Board may determine that added information, testimony, or expert advice is needed to render a fair decision. In that case, the Board may choose to postpone the decision to the following meeting or to hold a special meeting of the Board of Trustees for the express purpose of handling the complaint. All efforts will be made to hear the complaint and to render a decision in a timely manner. In no event will the final decision be rendered any later than 90 days after the complaint to the Board is received by the Library Director.
5. The decision of the Board of Trustees is final and will be formally communicated to the complainant by the director.
6. The Library director will maintain an accurate record of the action taken at each level of the complaint process.
7. This policy does not apply to complaints relating to an exhibit or an item in the Library's collection. Such complaints must follow the procedures set forth in the Selection and Withdrawal of Materials Policy.

## **Free Standing Exhibit and Exhibit Case**

The primary purposes of exhibits in the library are for the exhibition of materials of interest and quality and to attract the general public into the library as a means of promoting greater library usage. This is best accomplished by integrating the scheduling of the displays into the library's overall public relations program. The library welcomes display suggestions from the public. The staff of the library will not be responsible for the arrangement of the displays.

1. Owners of displays will be responsible for the setting and taking down of displays in accordance with arrangements determined by the library.
2. Since scheduling can be time consuming, parties setting and taking down displays must keep the schedule assigned them. A twenty-four notice should be given of any change in schedule.
3. Many displays featured in the library are quite valuable. Because of this, display cases will be locked and only responsible parties will be allowed access to cases during the month of the display.
4. The library is not insured for items on display. NCPL and its Board of Trustees and staff will have no liability for losses of display items, and displayers agree to assume and hold the library harmless from any and all losses of or to the display items.
5. Displays that have only a religious theme will not be exhibited.
6. Patrons wishing to set up displays items must first complete an "Exhibit Application" which includes a liability waiver.
7. Displays with contents that are considered to be in poor taste by the Director will not be allowed. If the patron is not in agreement with the Director's decision concerning the display in question, the patron may appeal the Director's decision to the Board of Trustees.

## **Social Media**

NCPL is committed to using current forms of Social Media. Social Media is defined as any web application, web site or web account created and/or maintained by NCPL. The library believes that by participating in Social Media we are more accessible to our library users and can better promote library services and resources.

1. These applications are not designed to be traditional public forums but a limited forum to discuss library services and resources.
2. NCPL is only obligated to permit the public to exercise rights in posting that are consistent with the nature of the library. The Library reserves the right to ban or block users who have posted in violation of the above policy.
3. Creation and maintenance of web application(s) is done by a trained staff member under the direction of the Director and/or Assistant Director.

## **Video Surveillance**

NCPL strives to maintain a safe and secure environment for its staff and patrons. In pursuit of this objective, selected public areas of the library premises are under video surveillance and recording. Signage will be posted at the library entrances at all times disclosing this activity.

When an incident occurs on the Library premises:

1. Video image recordings will be used to identify the person or persons responsible for Library policy violations, criminal activity, or actions considered disruptive to normal Library operations.
2. Video records may be used to assist law enforcement agencies in accordance with applicable state and federal laws.
3. Video recordings of incidents can be retained and reviewed as long as considered necessary by the Library Director.
4. Images may be shared with other Library staff to identify person(s) suspended from Library property and to maintain a safe and secure environment.

While it is recognized that video surveillance will not prevent all incidents, its potential deterrent effect, and resource as a means of identifying and prosecuting offenders is considered worthwhile.