

POLICY MANUAL

NEW CARLISLE - OLIVE TOWNSHIP PUBLIC LIBRARY

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 Policies

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	

NCPL Meeting and Study Room Policy

The New Carlisle-Olive Township Public Library (NCPL) welcomes public use of its facilities and meeting room to serve the community's needs. Rooms are available on equal terms to all persons, regardless of their race, sex, color, age, beliefs, affiliations, or other protected characteristics or status. Granting use of library facilities does not imply approval by NCPL of the group that is meeting or the ideas presented at the meeting.

Library business and activities have priority for room bookings. Other groups may be moved or cancelled in order to accommodate library needs.

In case of emergency, inclement weather, or power outage, NCPL may be closed. Announcements will be made on WNDU and WSBT and on NCPL's website and Facebook page.

Available Rooms

1. Main Meeting Room – capacity of 127 theater style or 84 classroom style. A kitchenette is available with a sink, refrigerator, coffee pot, and microwave. The room is equipped with a ceiling mounted projector for slideshows and presentations using either a laptop or Apple device. A microphone is available on request. A piano is also available.
2. Activity Room – Capacity of 75 theater style or 40 classroom style. A 60" monitor is available to present from an Apple device. A sink and mini-fridge are available.
3. Conference room - Capacity of 12. A 55" monitor is available to present using either a laptop or Apple device.
4. Study Rooms – Each of two study rooms has a capacity of 4.

Room Fees

1. Residents of Olive Township, including the Town of New Carlisle, may use the meeting rooms at no cost, unless they are using the room for direct sales parties.
2. Non-profit and educational groups may use the room at no charge.
3. Nonresident fees and fees for groups using the room for direct sales are \$50 for the Meeting Room, \$25 for the Activity Room.
4. There is no fee for use of the Conference Room or Study Rooms.
5. Fees will be paid when checking in.
6. Any group that does not return the room to its original condition may be charged a \$50 cleaning fee.
7. Damage to the room will be billed at cost.

Room Use

1. Adults over the age of 18 are able to book meeting rooms. The adult booking the room must be present to check in and is the responsible party.
2. Rooms may be booked online, in person, or by telephone no more than 90 days in advance.
3. Groups/Individuals may use the meeting and study rooms on regular open days during regular open hours.

4. Alcoholic beverages are prohibited.
5. No open flame, glitter, or confetti.
6. Tape, sticky substances, thumbtacks, etc. may not be used to affix signs or decorations to the drywall.
7. Rooms must be vacated 15 minutes prior to the time the library closes.
8. An individual reserving the room for an organization shall accept financial responsibility for any damage to library property incurred during a meeting or in connection with their use of the facilities.
9. NCPL's Patron Behavior policy applies to use of rooms.
10. Admission may not be charged; collections or donations may not be accepted.
11. Equipment, supplies, or personal effects may not be stored at the Library; items left behind are not the responsibility of NCPL.
12. Meeting rooms must be returned to the state in which they were found. A vacuum and basic cleaning supplies are available for use.
13. Meetings shall conform to all local, state and federal laws.
14. Children and teens using a meeting room must be supervised by adults.

Publicity

Groups or individuals using the meeting rooms may not imply that the event is sponsored, cosponsored, or endorsed by NCPL in any such advertising or publicity material and must include a disclaimer to this effect.

Groups and organizations may use the street address of the library as the location of the event, and a line stating, "...at the New Carlisle-Olive Township Public Library" The name, address, or telephone number of NCPL may not be used as the official address for the group.

Groups using the meeting rooms may not instruct their invitees to contact NCPL for information regarding non-library sponsored events. Library staff is unable to relay messages or transfer telephone calls to patrons or meeting room guests except in the case of an emergency.

Emergency Closings

In order to fulfill its mission of public service the New Carlisle-Olive Township Public Library will make every reasonable effort to open to the public as scheduled, consistent with safe access for the public and staff.

NCPL will close, delay opening or close ahead of schedule when the weather becomes hazardous to the health or safety of the public and staff. Building emergencies may also constitute a need to close unexpectedly. Emergency and inclement weather closings will be authorized by the Director. The Director will notify the President of the Board. The public will be notified through news outlets, social media, and at www.ncpl.lib.in.us.

In the event that NPUSC closes early due to weather conditions, NCPL should not be used as an afterschool option since it is possible that NCPL will also need to close early.

Code of Conduct

The New Carlisle-Olive Township Public Library (NCPL) aims to assure high quality, professional service to all its patrons.

NCPL supports the rights of all individuals to:

1. Use the library without discrimination
2. Receive friendly, courteous, and respectful service
3. Have free and equal access to information
4. Have a clean, comfortable, and pleasant environment
5. Use the library undisturbed without threat of harm to person or property, or interference with library use

Definition of Problem Behavior

Problem behavior includes behavior within the Library or on Library premises that interferes with the use of the Library by other patrons, creates a risk of injury to patrons or Library personnel, interferes with the work of Library personnel, or creates a risk of damage to Library property.

1. Persons failing to follow NCPL's Code of Conduct may be asked to leave. Repeat violations may result in suspension of library privileges.
2. The revocation or denial of library privileges may be appealed in writing to the Library Director within 10 days after the revocation or suspension.
3. Within 10 days of the receipt of the notice, the patron shall schedule a meeting with the Library Director to resolve the issue of the library privileges being revoked or denied. If the resolution cannot be reached with the Library Director, the patron may make a written request to the Library Director, within 10 days of the meeting with the Director, asking that the matter be addressed by the Library Board at the next monthly Board Meeting. The Library Board decision shall be final and may be appealed in a court of competent jurisdiction.
4. The individual requesting the appeal may attend the Board Meeting and make a short presentation after which the Board shall decide the matter. The patron instituting an appeal at either the director level or the library board level, shall have the right to bring legal counsel with him or her to the hearing.

NCPL is for everyone's enjoyment. For the comfort and safety of patrons, volunteers, and staff, and the protection of Library property, the following actions are examples of conduct not allowed on Library property. These are not inclusive.

- Violation of any local, state or federal law
- Vandalism or deliberate destruction of library property or materials
- Theft of library materials or the personal property of other patrons or staff members
- Deliberate disruption of library services
- Use of abusive language, loud talking or laughing that disrupts or could disrupt other patrons
- Smoking, use of tobacco products, and use of e-cigarettes
- Entering the building without shoes or shirts
- Panhandling, soliciting and loitering

Updates Adopted by the Board of Trustees
October 16, 2018

- Failure to supervise a child, of whom you are a parent or legal guardian, so that he or she does not disturb other persons in the library or damage library property
- Being under the influence, possessing alcohol or drugs, selling drugs or alcoholic beverages.
- Use of Library computers which violates NCPL's Internet Acceptable Use Policy.
- Sleeping
- Using the public restrooms for any activity not usually associated with public restroom use; including bathing, washing clothes, sexual activity, preparing or storing food and drink, etc.
- Harassment of, including staring, following, or photographing library users or staff.
- Abuse or improper use of furniture, equipment or materials.
- Leaving personal belongings unattended. The library reserves the right to inspect all bags, purses, briefcases, packs and the like.

Unattended Children

While every effort is made to ensure a safe and comfortable environment for everyone, the Library does not provide supervision for minors in the library.

- Children birth-1st grade may not be in the library without a parent or responsible caregiver.
- Children requiring supervision may not be unattended or left in the care of others who are unable or unwilling to provide adequate care.
- Children who violate the patron behavior policy may be asked to leave the Library. If the child is unable to leave the Library without an adult, he/she should not be in the Library without an adult.
- All children should have the telephone number of a parent or caregiver who can assist them in an emergency.

Internet Use Policy

NCPL provides free, unsecured access to the Internet to connect the public to the world of ideas and information, and to provide equal access to that information for all individuals in the community. This policy applies to all use of NCPL's Internet service, whether privately owned or Library-provided devices are operated.

Libraries are a traditional forum for the open exchange of information. Providing access to information available on the Internet does not constitute endorsement of the content by the Library. NCPL expressly disclaims any liability or responsibility arising from use of the Internet or information obtained through the Internet.

Library Practices

The Library does not retain browser history or personal information. The Library will not reveal the information sources or services individual users access unless required by law or court order.

NCPL's technology includes a 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. 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. Patrons have the right to request access to those sites.

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.

No one may disseminate or exhibit obscene material so that it can be observed by a minor. Library staff members may request that individuals cease to view or listen to works that threaten the safe and comfortable environment of the library or interfere with the conduct of library business, in accordance with NCPL's Code of Conduct.

Patron Responsibilities

As with other library materials, individuals must accept responsibility for evaluating the content of resources they view, read, or listen to. Monitoring and any restriction of a child's access is the responsibility of the parent or legal guardian. Patrons are urged to respect the sensibilities of others when accessing images that may reasonably be offensive to someone else.

Privacy while using the Internet in the library cannot be guaranteed. There exists a possibility of inadvertent viewing by others. Patrons handling financial transactions or other activities that require confidentiality do so at their own risk. The Internet is not a private environment and security of electronic communication cannot be guaranteed.

Each user is responsible for complying with copyright law and adhering to software licensing agreements, as well as all local, state, and federal laws including, but not limited to, those concerning

fraud, privacy, or obscenity. Use of the Library's Internet connection in an illegal, disruptive, or destructive manner may result in the loss of Internet or Library privileges.

Security for personal devices rests solely with the owner. Library staff members may provide guidance for accessing library materials and services, but they do not provide technical support.

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

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 21st day of May, 2002 that the following existing and updated Internet Acceptable Use Policy be in full force and effect.

Gifts

1. All items accepted by NCPL as gifts (i.e. books, records, manuscripts, maps, photographs, etc.) become the property of the library.
2. The procedure for donated materials is as follows:
 - a) Review by staff for addition to the collection or for use in the Library.
 - b) Remaining materials will be given to the Friends of the Library for use in their booksale.
 - c) Items not in good condition or not sold by the Friends of the Library may be recycled or discarded at the discretion of staff or members of the Friends of the Library.
3. NCPL welcomes monetary gifts and donations of stocks or bonds for the purchase of materials or in support of library classes and events. Unless otherwise specified in writing, all gifts are considered unrestricted. Planned giving options include charitable gift annuities, life insurance, bequests, or estate plans. We recommend discussing these options with your attorney or financial advisor.

Selection and Withdrawal of Materials

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.

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.

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.

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.

Larger items, such as equipment or furniture, will be sold pursuant to statute.

Public Forum

The NCPL Board will conduct its meetings in compliance with the Indiana Open Door Law (IC 5-14- 1.5) with board meetings open for public observation and recording.

While not required by law to allow the public to speak at meetings, the Board values the ideas and insights of constituents and will allow 15 minutes of each meeting for a public forum. Persons will be allowed to speak only if they have completed a Request Form and returned it to the Director or a board member prior to the convening of the meeting.

The board president will divide the 15-minute forum segment by the number of persons who have requested to speak to determine the amount of time allocated to each person. The board president will then call on those persons one at a time to stand and address the board for no more than the allocated time. No person may present orally or discuss at any meeting of the Library Board any charges or

complaints against employees of NCPL without first presenting such charges or complaints to the Library Board through the director, in writing, signed, and verified by the person or group making such a charge or complaint.

The Board will not respond at this meeting to questions, requests for information or requests for action. Appropriate response may be made at a later time after board members have sufficient opportunity to consider and deliberate on the issue.

Constituents will not be allowed to comment during other portions of the board meeting unless comments are specifically requested by the Board. Board members are available to hear from constituents outside the meeting.

Public Records

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

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.
 - b. Information relating to the status of any formal charges against the employee; and,
 - c. 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.
 - d. 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.
2. Administrative or technical information that would jeopardize a record keeping or security system.
3. Computer programs, computer codes, computer filing systems, and other software that are owned by the library or entrusted to it.
4. Records specifically prepared for discussion or developed during discussion in an executive session under IC 5-14-1.5-6.1.
5. 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 or after the gift is made, the donor or a member of the donor's family requests nondisclosure.
6. Library records which can be used to identify any Library patron.

Resolution Allowing Use of Business Credit Cards

1. 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.
2. 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.
3. Only the Library Director and Assistant Director will be allowed access to the card/s.
4. Statements will be paid in a timely manner to avoid any interest, carrying charges, or penalties due to late payments.
5. Claims filed in connection with the use of the credit card/s must be itemized before being approved and paid.
6. 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.
7. 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.
8. 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.

Exhibit Cases

Exhibit cases are for the use of NCPL staff to promote programs, collections, events. The cases may also be used by community partners to support the mission of the library at the discretion of the Director in accordance with the principles in the ALA's Library Bill of Rights.

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. Signs informing the public of video surveillance are posted at library entrances.

Images will not be routinely monitored in real-time, nor reviewed by library staff, except when specifically authorized by the Director or Assistant Director.

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.

Video records may be used to assist law enforcement agencies in accordance with applicable state and federal laws.

Video recordings of incidents can be retained and reviewed as long as considered necessary by the Library Director.

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.