Willard Library
Board of Trustees
Policy Manual

Board of Trustees

Battle Creek Public Schools appointees (2)
Harper Creek Community Schools appointee
Lakeview School District appointee
Pennfield Schools appointee

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I. Mission and Vision Statements

Mission: We create a community of readers and a world of possibilities.

Vision: A proud, inspired Battle Creek.

II. Introduction

This manual provides information about the structure and responsibilities of the Board, basic policies, regulations, and agreements pertinent to the overall functioning of Willard Library as developed and approved by the Board of Trustees.

III. Library Board of Trustees

A. Board Origin

Willard Library was organized as a District Library on March 1, 1994. The School Boards of Battle Creek, Harper Creek, Lakeview, and Pennfield chose to appoint a Board of five trustees for the management and control of the Library.

B. Board Authority

The Board's organization must conform to State District Library laws. The Board's functions and services comply with the regulation/standards promulgated by the State Library Board. The Board hereby retains and reserves unto itself, without limitations, all powers, rights, authority, duties, and responsibilities conferred upon and vested in it by the laws and the Constitution of the State of Michigan, and/or the United States, including, but without limiting the generality of the foregoing: the management and control of the library facility, the selection of library material and the selection, transfer, direction, promotion or demotion, discipline or dismissal of all personnel.

C. Library Funds

Willard Library is a District Library. The Library Board operates as a taxing authority pursuant to the Michigan Constitution, Article IX, Section VI. As a taxing authority, the Board has the power to place a district-wide library millage question on the ballot for voter approval. Other funding sources include but are not limited to penal fines, state aid, and grants of federal funds.

D. Board Responsibility

The Board establishes library policies by a majority vote of the members. The Board selects and appoints a Director of Willard Library and provides general direction to the Director.

1. The Trustees shall represent the citizens of the entire service area, shall keep them informed of Library matters, and shall bring their needs to the attention of the Library Board.
2. Trustees shall consult with the Director in all matters of personnel management. In appropriate circumstances a committee of staff members or an individual staff member may request a hearing before the Board providing the Director is aware of the request. The Director shall forward such requests to the President who shall determine if the matter is appropriate for a Board hearing.
3. The Library Board shall be responsible for requesting adequate financial support for the Library. With the participation of the Director, the Board shall adopt an annual budget and determine the millage rate to be voted on by the community.
4. The Library Board shall be responsible for authorization of special financing needs, such as bond issues and applications for grants.
5. The Board shall encourage its members, the Director, and professional staff to be available to speak to the public on Library matters.
6. The Board of Trustees shall submit an annual report following the end of the fiscal year and other reports as needed to the community.

E. Board Structure

The Library Board is currently composed as follows: five members; two members appointed by the Battle Creek Board of Education, one member appointed by the Harper Creek Board of Education, one member appointed by the Lakeview Board of Education, and one member appointed by the Pennfield Board of Education. The Board elects its own President, Vice President, Treasurer, and Secretary, and appoints committees as it deems appropriate according to the bylaws of the Willard Library Board of Trustees.

F. Board Method of Operation

The Library Board organization, Parliamentary authority and schedule shall be directed in the bylaws of the Willard Library Board of Trustees.

G. Board Policies

1. The general policies, requirements and minimum standards expressed in this document (and in the bylaws) shall apply to Willard Library unless specifically set aside for cause. In such cases, a change of policy may be recommended by the Director of the Library or a member of the Board and shall become effective upon a majority vote of the members of the Library Board.
2. In an effort to allow for appropriate reflection and thought, new proposals and policies presented to the Board will be considered for adoption at the meeting following the initial discussion of said item (unless the timeline of the topic is a critical factor to its success)

H. Board - Director Relationships

This general relationship is amplified by specific requirements, including the following:

1. On all policies and decisions proposed by the Director for Board action, the Director shall provide all pertinent legal and other background, an analysis of advantages and disadvantages, and an estimate of implementation difficulties and costs. For Board action proposed by Board members, the Director shall provide similar services when so directed by the Board President.
2. The Director shall provide the Board with periodic (not less frequently than semi-annually) reports on the status of implementation of new policies and programs. The Director shall provide the Board with reports on the accomplishment of Board-sanctioned goals and objectives. The Director shall render other reports as required by the Board.
3. A library directive system shall be utilized by the Board and the Director to promulgate policies and procedures for the guidance of library officials and employees. Directives on basic library policies, which the Board alone establishes, shall be signed by the President of the Board. Directives of mutual Board-Director decisions shall be signed by both the President and the Director. Directives on Administrative policies and procedures are signed by the Director.

I. Bylaws of the Willard Library Board of Trustees

The undersigned have been constituted a Board of Trustees of a District Library under Act 24 of Public Acts of 1989 of the State of Michigan.

Article I - Name of Library District

1.1 The corporate name of the District is "Willard Public Library", also known as Willard Library.

1.2 The purpose of Willard Library is to operate and provide library services to all citizens in the School Districts of Battle Creek, Harper Creek, Lakeview, and Pennfield and to hold, safely keep and invest in its discretion such funds or property as it may receive as a legatee or devisee, gift, or in any other manner, and to use said monies or properties for the uses intended or required, and to exercise such powers and fulfill such duties as the Act above referred to permits or imposes.

Article II - Appointment of Trustees

2.1 Board members will be appointed consistent with the specifications of P.A. 24 of 1989 and P.A. 60 of 2005.

Article III - Duties of Trustees

3.1 Board of Trustees shall have the following powers and duties:

a. Library Director
To employ a Library Director who shall hold office for a term fixed by the Board of Trustees. The Library Director's contract is not to exceed a five-year period.

b. Deposit of Funds
To provide for the deposit of the funds of the District Library in such banks or trust companies as may be determined from time to time, and to further determine the manner in which checks drawn against such funds shall be signed.

c. Budget

(1) To adopt an annual budget for the operation and maintenance of the District Library and to make available at Willard Library a copy of such budget for public inspection.

(2) To make an estimate annually on a day to be determined by the Board of the amount of taxes deemed necessary for the ensuing year, which estimate shall specify the amounts required for the different objects, and to report the same as the regular library tax levy for such District to the proper assessing officer or officers.

(3) Expenditures shall be in accordance with the budget adopted except as amended by action of the Board, however no transfer shall be made from one statutory fund to another.

d. Sites and Buildings
To locate, acquire, purchase or lease in the name of the District Library, such site or sites within or without the district for libraries, administration buildings, other buildings and any other property as may be necessary in the foreseeable future; to purchase, lease, acquire, erect or build and equip such buildings for library use as may be necessary; to pay for the same out of the funds of the District Library provided for the purpose; to sell, exchange, or lease subject to the District Library agreement and P.A. 24 of 1989, any real or personal property of the District Library which is no longer required hereby for library purposes, and to give proper deeds, bills of sale or other instruments passing title to the same.

e. Raising and Borrowing Money
To initiate the necessary procedures to raise or borrow money for library purposes.

f. Library Services
To establish, carry on and review library services as it shall deem necessary or desirable for the maintenance and improvement of the District Library.

g. Salaries
To authorize the salaries for all District Library personnel or to delegate such authority to the Director as determined by the Board.

h. Reports
(1) To require and consider reports of the Director concerning the progress of the District Library.
(2) To make such reports to the Library of Michigan and other state officials at such times and in such forms as may be prescribed.
(3) To provide for the preparation and release of the approved minutes of the Board proceedings in such manner as the Board may decide.

i. Board Policies and Administrative Procedures
Board policies shall be general statements, narrow enough to give clear guidance, but broad enough to leave room for administrative discretion. The Board will be informed on a regular basis of all administrative procedures. The Board periodically shall review and appraise existing policies. Policy statements outlining conclusions adopted by the Board require a majority vote. When appropriate, supplementary administrative procedures will be issued.

j. Committees
The Board may authorize committees as are deemed necessary. No committee will constitute a majority of the Board. The committee shall report recommendations to the Board for appropriate action.

k. Other Duties
To perform such other duties as prescribed by law or P.A. 24 of 1989, including the making of reasonable rules and regulations relative to anything necessary for the proper establishment, maintenance, management, and carrying on of the District Library.

Article IV - Organization of the Board of Trustees

4.1 Election of Officers
The election of officers of the Board of Trustees shall be held on the first regular meeting of each year.

4.2 Officers
The officers of the Board of Trustees shall be a President, Vice President, Secretary, and Treasurer.

4.3 Method of Election
The offices of the President, Vice President, Secretary, and Treasurer shall be filled by open and public voting following nominations. Not less than three (3) votes shall be necessary for the election of an individual to an office.

4.4 Vacancies
In the event a vacancy occurs during the term of any Board member, the vacancy shall be filled by appointment by the Board of Education of the School District where the vacancy occurred as prescribed in P.A. 24 of 1989. Additionally:

a. No member shall be pecuniarily interested directly or indirectly in any contract with or for the District Library.
b. No member shall be eligible for appointment to any position carrying with it compensation from library funds for at least one year after he/she ceases to be a member.

4.5 Duties of the President
The President shall:

a. Preside at all meetings of the Board of Trustees, following the proper order of business as hereinafter provided.
b. Appoint all special committees unless otherwise ordered.
c. Call special meetings as may herein be provided.
d. Be entitled to a vote on any question.
e. Serve as an ambassador of the District Library advocating its mission to internal and external stakeholders and representing Board established positions.

4.6 Duties of the Vice President
The Vice President shall:
Have the power to perform the duties of the President in case of the President's absence and such other duties as the President or Board may direct.

4.7 Duties of the Secretary
The duties of the Secretary shall be as follows:

a. To keep or cause to be kept a record of the proceedings of all regular and special meetings of the Board of Trustees.

b. To keep or cause to be kept in custody all records of the Board, except such as are assigned to others.

c. To cause to be printed the proposed and approved minutes of all regular and special meetings of the Board of Trustees; to cause such minutes to be open and available for public inspection as required by law. Six sets of each Board packet will be produced with the sets to be filed as follows: one in the Library Director's office for the founding year and the most recent three years, and one copy to each member of the Board. Prior years will be stored onsite.

   The minutes of closed sessions shall be proposed and approved separately from the minutes of the open meeting by the Board Secretary. The minutes of the closed sessions may be approved in closed session if the Board so decides in an open meeting. Proposed minutes of the closed session shall be signed and authenticated by the Board Secretary. Minutes of the closed session shall be approved by the Board and signed by the Secretary and countersigned by the President.

d. To post or cause to be posted public notice of all regular and special meetings of the Board of Trustees; to send out or cause to be sent out proper notice of all regular and special meetings to members of the Board.

e. To conduct the official correspondence for the Board of Trustees unless otherwise ordered.

f. To administer or cause to be administered all regular and special elections of the Library District.

g. To file a certified copy of a resolution of the Board certifying the taxes to be levied on the taxable property within the District as approved by the electors of the District or the Board with officials according to P.A. 24 of 1989.

h. To perform other duties as prescribed by P.A. 24 of 1989 or by action of the Board of Trustees.

4.8 Duties of the Treasurer

The duties of the Treasurer, who shall delegate to the designated District Library administrator responsibility for administration of the District Library money in accordance with the law, shall be as follows:

a. To keep or cause to be kept funds of the District Library.

b. To keep or cause to be kept proper accounts of all funds.

c. To cause to be submitted to the Board of Trustees all financial reports of the District Library

d. To keep or cause to be kept an interest account of the interest received from all District Library funds belonging to the District Library and credit all interest received therein to said funds.

e. To perform all other duties of the Treasurer as prescribed by law or by action of the Board of Trustees.

4.9 Committee Reports

Recommendations of all special committees shall be made in writing to the Board of Trustees.

Article V - Procedure of the Board of Trustees

5.1 Meetings

a. The Board of Trustees will establish a schedule for the regular Board meetings for that year at the first meeting of each year to consider library matters. Those meetings shall be held on the third Wednesday of month in the Willard Library Programming Room, 7 West Van Buren Street, or at such other place as may be designated by the Board of Trustees from time to time, beginning at 5:00 P.M. If the third Wednesday is a holiday, the Board of Trustees shall establish alternative dates for the year at the first regularly scheduled meeting. Public notice of regular meetings of the Board of Trustees shall be given as required by law.

b. Special meetings may be called by the President or by any two (2) or more members. Public notice of special meetings of the Board of Trustees shall be given as required by law.

c. Any legal meeting of the Board may be recessed to a specific time and place for the purpose of completing items on the agenda for the meeting so recessed: however, a meeting recessed for more than thirty-six (36) hours shall be reconvened only after providing public notice as required by law.

5.2 Quorum

A majority of the Board shall constitute a quorum for the transaction of business, but a lesser number may adjourn to a future date.

5.3 Order of Business

The order of business for all regular meetings shall be as follows:

I. Approval of Minutes
II. Public Comment
III. Financial Report
IV. Personnel Report
V. Reports and Recommendations
VI. Other Business
VII. Comments by Trustees
VIII. Adjourn

5.4 Rules of Parliamentary Practices

"Robert's Rules of Order" may govern the Board of Trustees procedures.

5.5 Public Invited

All meetings of the Board of Trustees shall be open to the public as to all matters save those which it must or may under applicable law consider in closed session. Persons in attendance shall be permitted to address the Board in accordance with the following rules:

a. The President shall establish such guidelines at each meeting as shall:
   (1) Best assure equal opportunity for those in attendance to be heard;
   (2) Maximize the value of the information provided;
   (3) Avoid/reduce repetition or redundancy.

b. These guidelines shall so apply to any committee or group deemed to be a public body as defined under PA 267 of 1976, known as the Open Meetings Act.

5.6 Employees Invited

Employees and representatives of all library employee organizations are invited to attend all regular or special meetings of the Board.

5.7 Board Member Compensation

A Board member may be reimbursed for actual necessary expenses in the performance of official duties, including but not limited to, expenses of meetings and conferences where attendance is authorized in advance by the President or Board.

Article VI - Library Director

6.1 Appointment

The Board of Trustees shall appoint, contract with and employ a Director of Libraries for a contract period not to exceed five (5) years.

6.2 Time for Contracting with Director

The Board of Trustees shall complete the evaluation of the Director of the Libraries on or before the first day of June and act upon the contract by said date in each year.

6.3 Type of Contract

The written contract between the Director and the District Library shall be signed by the President and Secretary of the Board of Trustees and the Director.

6.4 Attendance at Board Meetings

The Director shall attend all regular and special meetings of the Board of Trustees whenever the District Library is to be discussed, unless excused by the President, and shall have the privilege of attending all meetings of committees as an ex-officio member. When in attendance at these meetings, he/she shall have the right to speak upon matters under discussion by the Board or Committee, but shall not have the right to vote.

6.5 Duties of the Director

a. As chief administrator, the Director is responsible for the development of library services, policies, procedures, facilities, properties, collection development, public relations, financial management, personnel and reporting and administering policies established by the Board as the governing body.

b. The Library Director shall be responsible for keeping the Trustees informed of matters related to the Library or themselves as Trustees; for preparing a preliminary draft of budget and annual report for Board approval, and for assisting the Board in its decisions on policies, budget and other such matters.

c. The Library Director is authorized to make expenditures for the general operation of the District Library in a reasonable and customary manner. The Director shall not be authorized to transfer title or assets without the approval of the Library Board. Unusual or substantial expenditures shall be brought to the attention of the Board.

Article VII - Amendments

7.1 Amendments

These bylaws may be amended by a vote of a majority of the entire Board of Trustees at a regular meeting only, and not unless such amendment shall have been proposed at a previous regular meeting.

IV. Library Policies

Following are the basic policies established by the Library Board.

A. Policy Regarding Director of the Library

1. Appointment

The Director of the Library shall be selected, appointed, and removed by the Willard Library Board of Trustees.

2. Duties and Responsibilities

The Director of the Library shall plan, organize, and direct the library in accordance with Library Board Policies and Bylaws, Michigan Codes, and Calhoun County and City ordinances and policies. The Director implements Board policies and establishes administrative policies in order to provide a balanced and effective library service with the most efficient use of resources. The Director devotes special attention to planning, community affairs, financial concerns, and external relationships.

3. Liaison Responsibilities

The Director serves as the primary liaison between the Library Board and Library staff, interpreting Board policies to the staff and relaying to the Board staff suggestions and recommendations.

4. Authority and Accountability

a. The Director shall have full authority to select, appoint, and remove all other staff, in accordance with applicable contractual regulations and procedures and shall be guided by the "Standards of Personnel" established by the Michigan State Board for the Certification of Librarians and by recommended standards of the American Library Association.

b. The Director shall promote personnel management practices that are in accordance with Federal, State, and County laws and regulations with respect to Equal Employment Opportunity.

c. The Director shall encourage staff development activities.

d. The Director shall administer personnel by contractual agreement relating to job classifications, salary schedules, hours of work, annual and sick leave, retirement plans, and insurance.

5. Financial Management

a. The Director shall keep the Trustees informed of the availability of private, federal, and state funds which could enhance the effectiveness of the Library's facilities, staff, materials, and programs.

b. The Director and/or his/her designee shall brief the Trustees annually on the Library's financial condition upon receipt of the Library audit.

c. The Director shall have authority to exercise discretionary adjustments within operating and capital budgets up to a level determined by the Board.

d. The Director and/or his/her designee shall update the Trustees monthly on income, expenditures, and the financial status of the Library.

6. Library Records

The Director shall initiate and maintain Library records and reports needed for administrative purposes and adequate to furnish information basic to the Library Board upon request.

B. Policy Regarding the Availability of Service in the Battle Creek Area

The entire resources of Willard Library are available to all borrowers. Collections are developed for the reading abilities and special interests of children and young people, as well as adults, and Library personnel are available to provide guidance if requested. Parents are responsible for supervising their children's selections.

1. Willard Library is supported by a property tax from citizens in the Battle Creek, Harper Creek, Lakeview, and Pennfield School Districts.
    a. To borrow free from Willard Library, a person must either reside or own property in the area defined by the school districts of Battle Creek, Harper Creek, Lakeview, or Pennfield.
    b. A fee may be charged directly to any outside jurisdiction for library service via a contract, as approved by law.
    c. Non-residents and transient borrowers shall be charged a fee or deposit for library privileges according to a schedule determined by the Director of the Library.
    d. A reciprocal borrowing agreement may be entered into with other similar size libraries.
    e. Under special circumstances courtesy cards are issued at no charge with the approval of the Director.
    f. Educator Cards: If an educator is employed by one of the four school districts served by Willard Library but resides out of the district, an Educator Card will be issued at no charge with the approval of the Director.
    g. With a written agreement that a school located within the boundaries served by Willard Library elects to participate in the ConnectEd Library Card Program with Willard Library, a student who attends school in a participating school but is not eligible for a resident card may be issued a Willard Library card.
2. As determined by the Director, acting in accordance with Trustee Policy, the use of the Library or its service shall be limited when excessive demands of groups or individuals tend to curtail service to the general public. Such demands may include those made by students, puzzle contestants, and others whose demands for staff time, available materials, or space would prohibit attention and service to other individuals or groups. The Board will be made aware of any such demand that caused the Library Director to limit a demand at the next Board meeting.
3. As determined by the Director, acting in accordance with Trustee Policy, the use of the Library or its services may be denied for due cause. Such cause may be failure to return materials or to pay penalties, destruction of Library property, failure to observe safety and health requirements, disturbance of other patrons, or other objectionable conduct on Library premises.

C. Policy Regarding Fees For Special Services

Fees may be applicable for services that incur an additional cost to the library, at the discretion of the Library, Director and/or her/his designee.

D. Policy Regarding Cooperation With Other Jurisdictions and Libraries

1. The Board of Trustees and the Director of the Library shall be alert to opportunities for cooperating with other libraries where such cooperation will bring about a desirable expansion in library service or improvement in the quality of service or both.
2. The Library Board may consider and enter into contractual arrangements with other libraries, public bodies, or political jurisdictions, keeping in mind that such arrangements must not interfere with the quality and efficiency of Willard Library service. Consideration for entrance into collaborative relationships with other organizations shall be predicated on the assumption that the activities and philosophies of the collaborating organization are within the scope and range of library services and a significant portion of cardholders are potential recipients of said services. The establishment of collaborative relationships shall be considered on a case-by-case basis; shall be in the best interests of the library; and shall not be interpreted as precedent setting in any way.

E. Policy Regarding Physical Facility

To achieve the goal of good library service, the Library Board will work toward providing a physical facility which will adequately meet the physical requirements of such service.

F. Policy Regarding Use of Library Programming Room

The Library programming room is for the use of the library and library-related programs.

G. Policy Regarding Safeguarding of Library Materials

Fines for overdue materials on loan may be assessed in an amount determined by the Director. The schedule of fines will be made available to all cardholders.

H. Policy Regarding Privacy of Patron's Records

The Library must comply with laws governing library records of patrons, the Library Privacy Act Michigan Compiled Laws Act 455 of 1982, Michigan Compiled Laws Act 315 of 2020.

I. Policy Regarding Displays and Handouts

Approval of a display or distribution of handout material does not indicate that the Library endorses any cause or activity.

1. Displays - Public
   Requests by the public for Library display space shall be granted only for nonprofit educational, artistic, or cultural materials which are designed primarily to promote interest in the use of books, other library materials, and information services. Requests shall be considered in the order in which they are received. The Library reserves the right to limit the size, number of items, the schedule of any display, and the frequency with which the artist or organization may have a display.
2. Displays - Staff
   Any display created by an employee of Willard Library will be considered a staff display and not a public display. Staff may create displays of library materials to encourage the use of the informational resources of the Library and promote a positive view of the Library in the community. Such displays should reflect as many viewpoints as practical on a given subject.
3. Handouts
   The Library acts as a distribution point for handout materials for public awareness. These items may represent diverse points of view. The Library, at its discretion, will provide reasonable space for announcements and notices of programs and activities sponsored by nonprofit civic, cultural, and educational groups.

J. Policy Regarding Soliciting and Selling

1. Soliciting on Library property or in Library Meeting Rooms will not be permitted except when pertaining to Library business. No signs or posters will be displayed except when pertaining to Library business, or for educational and cultural organizations at the discretion of the Director.
2. No selling program is to be conducted in any part of the Library except when sponsored by the Library Board of Trustees.

K. Policy Regarding Gifts to Willard Library

1. Laws Governing Gifts to the Library
   Michigan Code 397.381 and 397.382
2. Director's Authority
   The Library shall accept or reject gifts within the scope and limitations of the above legislative actions.
   a. The Director of the Library shall be the agent and administrator of all gifts accepted by the Library.
   b. Money gifts, gifts of stocks, bonds, endowments, estates, land, etc. will be accepted providing conditions of such gifts are acceptable to the Library Board of Trustees.
   c. Gifts of books and other materials are generally not accepted due to such concerns as pests, mold, poor condition, and capacity to process the items. In rare instances where the Library does accept gift books or other materials, it is without commitments as to final disposition and with the understanding that they are not necessarily to be added to the collection. The same criteria used for the selection of all other materials will be used in evaluating gift materials. The Library retains the right to make the most advantageous use of the materials it accepts.
   d. People who make a donation toward a book or other materials to be purchased as a special memorial may designate an area of interest but not select individual titles. A gift plate label may be placed in donated materials showing the name of the donor and/or person honored.
3. Limitations on Gifts
   a. The Library will not accept for deposit materials which are not outright gifts.
   b. Gifts of personal property, art objects, portraits, antiques, and other museum-type objects are not generally considered acceptable gifts for a library, and the Library Board and Director shall feel under no obligation to accept such offerings.
4. Appraisals
   a. The appraising of a gift to a Library for tax purposes is the responsibility of the donor since it is the donor who requires an appraisal, not the Library, but the Library may make arrangements for and suggestions concerning appraisals.
   b. The Library should at all times protect the interests of its donors as best it can and should suggest the desirability of appraisals whenever such a suggestion would be in order.
   c. The acceptance of a gift which has been appraised by a third--and disinterested--party does not in any way imply an endorsement of the appraisal by the Library.
5. Expenditures
   That portion of the Library Gift Funds which come to Administration may be spent for any purchases designed to enhance operations of Willard Library.

L. Policy Regarding Selection of Materials

Purpose

Willard Library aims to realize its mission through materials selection, library programs, and various service offerings. The Policy Regarding the Selection of Materials defines the values and process of building and maintaining both the print and non-print collection.

The skillful selection of materials is one of the ways in which Willard Library serves the community. The Library takes into account the various interests and needs of the community in all of its diversity. Another way the Library fulfills these interests and needs, in terms of materials acquisition, is by purchasing materials in a variety of formats, including print books, recorded media such CDs and DVDs, and downloadable and streaming digital products.

Willard Library's collection contains popular works, classics that have withstood the test of time, works that represent a diverse community, and other categories of general interest. Works are not excluded or included in the collection based solely on subject matter or on political, religious, or ideological grounds. In building the collection, the selectors are guided by the principle of selection, rather than censorship. That is, the selectors are building a collection that will be valuable, appreciated, and used by the community. Furthermore, the selection of a given item for the Library's collections should not be interpreted as an endorsement of a particular viewpoint.

In fulfillment of the library's objectives, the basic principles of freedom of access to information and to materials of varying views as set down in the American Library Association's publication, the Library Bill of Rights, shall be adhered to.

Diversity, Equity, and Inclusion

Willard Library supports the experiences of historically marginalized groups and seeks to improve upon the conditions facing them. Willard Library acknowledges the ways that people are both alike and different, recognizing, valuing, and embracing the uniqueness of each individual. We seek to create an environment where all individuals are valued for their distinctive skills, experiences, and perspectives and have access to resources and opportunities that meet their diverse needs.

Cultivating New Readers

Willard Library recognizes that there are historically marginalized groups who have been underserved in terms of the materials collection. Therefore, an effort will be made to seek out and attract new readers.

Non-English Languages

Willard Library is aware that many community members speak and read in languages other than English. A conscious effort is made to provide materials in multiple languages.

Collection Development

To build a collection of merit, materials are evaluated according to one or more of the following standards. An item need not meet all of these criteria in order to be acceptable.

1. Responsibility for Selection
   The materials selection process is shared by all fully qualified members of the library staff who operate within the framework of policies established by the Board of Trustees. The Library Director and Deputy Director(s) bear responsibility for the selection of materials with final authority resting with the Board. Suggestions from all staff and the general public are welcomed and taken into consideration.
2. Criteria for Selection
   a. General. Selection of all material shall be influenced by the following principles:
      (1) Present and potential relevance to community interests and needs.
      (2) Representation of the community and library users.
      (3) Relation of material to existing collection.
      (4) Reviews in media critics and opinions of experts in fields.
      (5) Timeliness and popularity of subject or permanency of value to the collection.
      (6) Budgetary considerations.
      (7) Suitability of physical form for library use.
      (8) Physical nature of material (binding, format, etc.).
      (9) Broadness of appeal.
      (10) Advancement of the Library's diversity, equity and inclusion mission.
   b. Fiction. In addition to the above general considerations, adult fiction will also be judged based on its style, literary merit, characterization, popularity, author's reputation, publisher, originality, ability to sustain interest readability, and popular demand.
   c. Non-Fiction. Criteria for selecting non-fiction material will include qualifications of the author in subject field, scope and authority of subject matter, arrangement of material, availability of other material on subject, quality of writing, date of publication, price, and demand.
   d. Non-Print, Recorded, and Digital Products. Recorded media and digital products are selected on the basis of favorable reviews in standard reviewing media, quality of physical product,

quality of content, platform, and lasting value to the collection.

e. Reference. The library will maintain a reference section which includes both print materials and digital resources. Selection of reference material will be influenced by the following factors: authority, scope, treatment of subject, arrangement, format cost, existing holdings, and need.

f. Periodicals and Newspapers. Magazines shall be selected on their merit as a current source of news, information, and opinion; for their value in research work and for recreational reading. Their selection is affected by their price, frequency, demand, and their inclusion in indexing services. Newspaper selection is determined by locality, wideness of appeal, and price.

g. Local History. The purpose of Willard Library's Local History and Genealogy Collection is to tell Battle Creek's story by collecting and preserving the primary and secondary source materials that document the history of Battle Creek, Michigan. The Local History and Genealogy Collection also provides resources for genealogists and those researching family history.

   The scope of Willard Library's Local History and Genealogy Collection includes materials and digital databases that concern the history of Battle Creek, and to a lesser extent, the history of Calhoun County as it pertains to Battle Creek's history. The genealogy resources include print materials and access to subscription databases

h. Young Adult Fiction. The same basic criteria for the selection of adult fiction shall apply to the selection of young adult materials. However, strong influence will be placed on appeal to the age level served (grades 5 -12). Consideration will be given to literary and artistic worth, accuracy, clarity and suitability of content, and vocabulary to the age of the readers.

i. Children's Books. Materials will be selected for children from infancy through fifth grade and for adults working with children in this age group. Although the staff exercises professional judgment in the selection of all materials, responsibility for the reading habits of children and adolescents rests with their parents or legal guardians.

j. Textbooks. The library does not attempt to acquire textbooks or other curriculum-related materials, except as such materials also serve the general public.

3. Maintenance of Collection
   The weeding of the library collection is necessary to achieve a well balanced collection suitable to the clientele served and should be a continuous, consistent process. The process shall include removal of multiple copies no longer in demand, books that are damaged, outdated copies, and books that contain misleading or obsolete information. Willard Library recognizes the importance of preserving an inclusive collection. Materials are reviewed before being discarded to ensure the collection as a whole is representative of the community.
4. Collection Auditing
   Regular audits of the collection are performed to ensure that collections within the library mirror community demographics. Auditors also review the processes by which materials are selected, processed, cataloged, displayed and discarded through a diverse lens.
5. Interlibrary Loan and out of Print Service
   Book selection can be affected by the availability of certain materials at other libraries and bookstores. The library does not participate in any interlibrary loan programs. Willard Library welcomes suggestions for purchase and will consider additions based on criteria for selection guidelines.
6. Procedure for Handling Objections
   In the event that the selection of any library material is challenged, the following procedures shall be followed:
   a. The concerned citizen or group shall fill out the "Request for Reconsideration of Library Material" form in its entirety. The form shall then be presented to the Director or Deputy Director.
   b. The material shall then be reviewed objectively by the Director, Deputy Director, and the concerned citizen. If the Director deems it necessary, the matter will go to the Library Board for a final decision.
   c. No material shall be removed from the collection until a final decision has been made.

M. Policy Regarding Disposition of Furniture and Equipment

Willard Library will dispose of usable excess furniture and equipment in one of four ways:

1. Periodic public sale, with notice published in local paper or papers and advertised elsewhere, if appropriate.
2. Sale to other libraries or companies for the best price that can be obtained.
3. Donation to Goodwill Industries or another appropriate agency if the item cannot be sold.
4. Recycle or dispose of an item no longer has a useful life, cannot be sold, and donations have not been unsuccessful.

N. Policy Regarding Equal Employment Opportunity

It is the policy of Willard Library to hire and utilize well-qualified personnel to perform the many tasks necessary to the operation of the library.

It is further the policy of Willard Library that there shall be equal employment opportunities for all applicants and employees without regard to race, color, religion, national origin, sex (including pregnancy, sexual orientation, or gender identity), age, disability, genetic information (including family medical history), or other protected categories under applicable state and federal laws.

This policy applies to hiring, conditions, and privileges of employment, compensation, training, transfer, upgrading and promotion, and termination of employment.

It is the personal responsibility and a requirement of the job of each management employee to provide equal opportunity for all employees in the work group with regard to work assignments, training, transfers, advancements, and other conditions and privileges of employment without regard to race, color, religion, national origin, sex, age, height, weight, martial status protected categories under applicable state and federal laws.

O. Policy Regarding Progressive Discipline

It is the policy of Willard Library that all employees are expected to comply with the library's standards of performance and behavior and that any noncompliance with these standards must be remedied.

Under normal circumstances, the library endorses a policy of progressive discipline in which it attempts to provide employees with notice of deficiencies and an opportunity to improve. It does, however, retain the right to administer discipline in any manner it sees fit. Disciplinary action may be required under the following circumstances:

1. Abuse of sick leave or other leaves;
2. Consistent tardiness;
3. Deficiencies in performance;
4. Violation of terms of employment;
5. Unauthorized absence from work;
6. Insubordination;
7. Breaches of acceptable conduct.
8. Violation of any Library policy.

The normal application of progressive discipline should be:

1. If an employee is not meeting Library standards of performance or behavior following training and coaching, the employee's supervisor should take the following action:
    a. Meet with the employee to identify and discuss the performance problem. A union representative may be present if employee wishes;
    b. Inform the employee of the nature of the problem and the action necessary to correct it;
    c. Prepare a memorandum stating possible solutions to remedy the problem and consequences of continued lack of improvement. The written statement will be provided to the employee for signature and placed in the employee's personnel file.
2. If there is a second occurrence, the Director will take the following action:
    a. Meet with the employee to identify and discuss the performance problem. A union representative may be present if employee wishes;
    b. Prepare a written reprimand describing the first and second incidents and summarizing the action taken;
    c. Issue the written reprimand to the employee. The reprimand will be provided to the employee for signature and placed in the employee's personnel file.
    d. Suspend the employee without pay for two working days.

3. If there is a third occurrence, the Director will take the following action:
    a. Meet with the employee to identify and discuss the performance problem. A union representative may be present if employee wishes;
    b. Prepare a written reprimand describing the first, second, and third incidents and summarizing the action taken. A copy of the report will be part of the employee's personnel file;
    c. Issue a written reprimand to the employee;
    d. Prepare a reprimand describing the occurrence and summarizing the action taken and its justification. The reprimand will be provided to the employee for signature and placed in the employee's personnel file.
    e. Suspend the employee without pay for five working days.
4. If there are additional occurrences, the Director will take the following action:
    a. Meet with the employee to identify and discuss the performance problem. A union representative may be present if employee wishes;
    b. Prepare a reprimand describing the occurrence and summarizing the action taken. The report will be provided to the employee for signature and placed in the employee's personnel file;
    c. Suspend the employee indefinitely or terminate employment.

The progressive discipline procedures described above may be applied to any employee who is experiencing a series of unrelated problems involving job performance and/or behavior. In cases involving serious misconduct, such as major breach of policy or violation of law, the procedures described above may be disregarded. The Director should suspend the employee immediately and, if appropriate, terminate the employee's employment.

P. Policy Regarding Harassment

The Library prohibits unlawful harassment on the basis of legally protected status (such as harassment based on national origin, race, color, disability, sex, age, familial status, height, weight, marital status, religion), regardless of whether it is committed by employees, supervisors, patrons, vendors, or others.

Sexual harassment is any unwelcome sexual advances, requests for sexual favors, and other verbal or physical conduct or communication of a sexual nature when:

1. Submission to such conduct or communication is made either explicitly or implicitly a condition of employment; or
2. Submission to or rejection of such conduct or communication is used as the basis for decisions affecting employment; or
3. Such conduct or communication has the purpose or effect of unreasonably interfering with another's work performance, or has the purpose or effect of creating an intimidating, hostile, or offensive work environment.

Examples of sexual harassment include, but are not limited to: threatening adverse action if sexual favors are not granted, promising preferential treatment in return for sexual favors, unwelcome sexual advances, unnecessary physical contact, offensive remarks, including unwelcome comments about appearance, obscene jokes or other inappropriate use of sexually explicit or offensive language, and the display of sexually suggestive objects or pictures.

Other forms of illegal harassment are any verbal or physical conduct or communication that shows hostility or aversion toward another because of his/her race, disability, religion, national origin, age, veteran status, or other legally protected status when such conduct or communication has the purpose or effect of:

1. Unreasonably interfering with or adversely affecting another's work performance; or
2. Creating an intimidating, hostile, or offensive work environment.

Examples of such harassment include, but are not limited to: epithets, slurs, negative stereotyping or threatening, intimidating, or hostile acts that relate to race, age, religion, national origin, disability, veteran status, etc., and written material that is posted or displayed at work that shows hostility or aversion toward another because of race, age, religion, national origin, disability, veteran status, etc.

Any individual who believes that he or she has been a victim of or witness to harassment should immediately notify their supervisor, an administrator, or the Director. The Library will investigate all reports of harassment promptly and take appropriate corrective action, as warranted.

Any employee who is determined to have engaged in harassment in violation of this policy will be subject to appropriate disciplinary action, up to and including suspension or termination of employment.

Retaliation in any form against an individual who makes a report or who cooperates in an investigation of alleged harassment under this policy is also prohibited. Any employee who is determined to have retaliated against another will be subject to appropriate disciplinary action, up to and including suspension or termination of employment.

Q. Policy Regarding Guest Responsibilities and Conduct

1. Introduction.

   Willard Library (the "Library") is open for specific and designated civic, educational, and cultural uses, including reading, studying, writing, participating in Library programs, and using Library materials. In order to provide resources and services to all people who visit the Library facilities in an atmosphere of courtesy, respect, and excellent service, the Library Board has adopted this Policy Regarding Guest Responsibilities and Conduct. The purpose of this Policy is to assist the Library in fulfilling its role as a community resource enriching life, stimulating intellectual curiosity, fostering literacy, and encouraging an informed citizenry.

   The following rules of conduct shall apply to all buildings and all branches - interior and exterior - and all grounds controlled and operated by the Library ("Library facilities") and to all persons entering in or on the premises, unless otherwise specified.

2. Rules for a Safe Environment.

   a. Violations of Law. Committing or attempting to commit an activity in violation of federal, state, or local law, ordinance or regulation (including but not limited to assault, indecent exposure, larceny, removing Library material from the property without authorization through the approved lending procedures, or vandalism) is prohibited.

   b. Weapons. Carrying guns, pistols, or other weapons, except as specifically permitted and exempt from local regulation by law, is prohibited.

   c. Alcohol and Drugs. Possessing, selling, distributing, or consuming any alcoholic or intoxicating beverage, illegal drug, or drug paraphernalia is prohibited; provided that alcohol may be permitted at certain Library-sponsored events if specifically approved by the Library. Persons noticeably under the influence of any controlled substance or alcoholic or intoxicating liquor are not allowed on Library property.

   d. Recreational Equipment and Personal Transport Devices. Use of skateboards, rollerblades, roller skates, or other wheeled form of recreational equipment is not allowed in the Library or on Library property. Library guests must park bicycles or other recreational vehicles only in authorized areas. Wheelchairs, scooters, and other power-driven mobility devices are permitted by those individuals with disabilities in accordance with Library rules.

   e. No Blocking of Doors, Aisles, or Entrances. All doors, aisles, and entrances must remain obstacle-free. This includes a prohibition of running power cords across aisles or other areas that are used for walking.

f. Animals. Animals are not permitted in the Library other than service animals (as defined by law) for those individuals with disabilities, those used in law enforcement, or for Library programming.

g. Incendiary devices. The use of incendiary devices, such as candles, matches, and lighters, is prohibited inside the Library.

h. Staff Only Areas. Guests shall not be permitted in any areas designated as "staff only" unless otherwise permitted by the Library Director or designee.

3. Rules for Personal Behavior.

a. Personal Property. Personal property brought into the Library is subject to the following:

(1) Library personnel may limit the number of parcels carried into the Library. The Library may also limit the size of items, for example, the Library prohibits large items such as suitcases, duffle bags, or large plastic garbage bags. For security purposes, all parcels (including but not limited to handbags, backpacks, packages, and shopping bags) and coats may be subject to inspection by Library staff.

(2) The Library is not responsible for personal belongings left unattended.

(3) The Library does not guarantee storage for personal property.

(4) Personal possessions may not take up seating or space if needed by others.

b. Food and Beverages. Food and beverages are permitted only in designated areas.

c. Unauthorized Use. Guests must leave the Library promptly at closing time and may not be in the Library when it is not open to the public. Further, any guest whose privileges to use the Library have been denied may not enter the Library. Any guest whose privileges have been limited may not use the Library in any manner that conflicts with those limits placed on the guest by the Library Director, his or her designee, or the Library Board.

d. Engaging in Proper Library Activities. Guests shall be engaged in activities associated with the use of the Library while in the building or on Library property. Guests not engaged in reading, studying, writing, participating in Library programs, or using Library materials shall be required to leave the building and shall not remain on Library property.

e. Considerate Use. The following behavior is prohibited in the Library and in the Library building.
   (1) Spitting;
   (2) Running, pushing, shoving, fighting, provoking a fight or other unsafe physical behavior;
   (3) Climbing on furniture;
   (4) Using obscene or threatening language or gestures.

f. Panhandling or Soliciting. Panhandling or soliciting Library staff or guests for money, products, or services inside the Library or on Library property is prohibited. Sales of products or services that are incidental to Library programming may be permitted if approved in advance by the Library Director or designee.

g. Interference with Staff. Guests may not interfere with the staff's performance of duties in the Library or on Library property. This includes engaging in conversation or behavior that monopolizes or forces the attention of staff for an inappropriate period of time

h. Harassment of Staff. Inappropriate personal comments, sexual advances, or physical and/or verbal harassment.

i. Campaigning, Petitioning, Interviewing and Similar Activities. As a limited public forum, the Library reserves the right to regulate the time, place, and manner for campaigning, petitioning, interviewing, survey-taking, pamphleteering, canvassing, and soliciting on Library grounds as follows:
   (1) Campaigning, petitioning, interviewing, survey-taking, pamphleteering, canvassing, and soliciting are prohibited inside the Library building.
   (2) Campaigning, petitioning, interviewing, survey-taking, pamphleteering, canvassing, and soliciting outside the Library building but on Library property are subject to the following requirements:
      (a) Persons or groups are requested to sign in at the Information Desk in advance.
      (b) Use of the Library property does not indicate the Library's opposition or endorsement of the candidate or issue that is the subject of the petition, interview, campaign, or discussion.
      (c) Permitted areas for campaigning, petitioning, interviewing, survey-taking, pamphleteering, canvassing, and soliciting outside of the Library building shall be limited to the areas 25 feet from all entrances.
      (d) No person shall block ingress or egress from the Library building.
      (e) Permitted times will be limited to the operating hours of the Library.
      (f) Campaign material, literature, or petitions may not

be brought into the Library, posted at the Library, or left on Library property.

j. Distributions; Postings. The Library, at its discretion, will provide reasonable space for announcements and notices of programs and activities sponsored by nonprofit civic, cultural, and educational groups.

k. Restrooms. Misuse of restrooms, including laundering, sleeping, shaving, hair cutting or trimming, bathing, and sexual activity is prohibited. Unless a parent or guardian is assisting a child or a guest is assisting a person with a disability, there shall only be one person to a stall. Library materials may not be taken into restrooms.

l. Harassment. Staring, photographing, video recording, audio recording, following, stalking, harassing, arguing with, threatening, or behaving in a manner (1) which is disturbing Library users or staff while such staff or guests are in the Library or on Library property; and (2) that interferes with the guests' use of the Library or the ability of the staff person to do his or her job is prohibited.

m. Loud Noise. Producing or allowing any loud, unreasonable, or disturbing noises that interfere with other guests' use of the Library or which can be reasonably expected to disturb other persons or have the intent of annoying other persons, including yelling, cheering, talking (with others or in monologues) or noises from electronic, entertainment, and communication devices, such as cell phones, tablets, headphones, and radio, is prohibited.

n. Odor. Offensive odor, including but not limited to body odor due to poor personal hygiene, overpowering perfume, or cologne, that causes a nuisance is prohibited. (For example, if the guest's odor interferes with staff or other guests' use of the Library, the guest violates this Policy.)

o. Identification. Guests must provide identification to Library staff when requested.

p. Tables or Structures on Library Property. No person may use or set up a table, stand, sign or similar structure on Library property. This does not apply to Library-sponsored or co-sponsored events.

q. Smoking, or use of Tobacco or Marijuana. Smoking tobacco or marijuana, using e-cigarettes, vaping, electronic nicotine delivery systems or chewing tobacco is prohibited on Library property. No tobacco or marijuana product may be visible while in the Library.

r. Shirts and Shoes. Shirts and shoes are required for health reasons and must be worn at all times inside the Library and on Library property.

s. Library Policies. Guests must adhere to all Library Policies.

4. Rules for Unattended Children
   In order to provide for the safety of children using the library:
   a. All children ages 10 years or younger shall be attended and adequately supervised by a parent or designated responsible person.
   b. Parents are responsible for the behavior of their children in the library, whether or not the parent is present.
   c. Disruptive children will be asked to leave for the day after receiving one warning.
5. Rules for the Use and Preservation of Library Materials and Property.
   a. Care of Library Property. Guests must not deface, vandalize, or damage Library materials, equipment, furniture, or buildings. Guests shall not load or install any programs or software on Library computers. Guests shall be responsible to reimburse the Library for costs incurred by the Library for violating this provision. Guests shall not cause damage by returning books containing pest infestations or bringing pest infestations into the Library.
   b. Internet Use. Guests must abide by established time limitations and all other provisions of the Library Internet Use Policy.
   c. Equipment. Library staff computers are for staff use only.
   d. Authorized Lending. Library materials may only be removed from the premises with authorization through established lending procedures.
6. Disciplinary Process for Library Facilities.
   The Library Director or designee may restrict access to Library facilities with immediate dismissal of the guest from the premises, by suspending the guest's access to Library facilities for a set period of time, or by denying access to specific services and/or programs pursuant to this policy. When necessary, the local police may be called to intervene.
   a. Incident Reports. Library staff shall record in writing in the form of an Incident Report any violation of this policy that resulted in suspension of Library privileges. By the end of the day on which the incident occurred, an Incident Report shall be written and forwarded to the Library Director for logging and review. The report should include physical descriptions in addition to the name of the guest. A copy of the suspension of privileges letter should be attached, if applicable.
   b. Violation of the Policy - Suspension of Privileges. Unless otherwise provided in this policy, (see Section C below), the Library shall handle violations as follows:
      (1) Initial Violation: Library guests observed violating this Policy will be asked to cease the violation with a verbal request. If the guest does not comply with the request, he or she will be asked to leave the building for the day. If he or she refuses, the police may be called.

(2) Subsequent Violations: The Director or designee may further limit or suspend the guest's Library privileges if infractions continue. Such limitation or revocation shall be in writing specifying the nature of the violation. Subsequent violations of the same rule shall result in additional suspensions of increasing length.

c. Violations that Affect Safety and Security. Violations involving verbal abuse, violence, threatening behaviors, sexual harassment, vandalism, drug sale or use or attempted drug sale or use, intoxication, theft or attempted theft, physical harassment, sexual misconduct or any behavior that threatens the safety and security of staff and/or guests shall be handled as follows:

(1) Initial Violation: The police will be called immediately. If the conduct constitutes a violation of local, state, or federal law, arrest or criminal prosecution may ensue. Violations of this nature will result in an immediate minimum two-week suspension of Library privileges in order to give the Library sufficient time to investigate the incident. After the investigation is completed, the Library Director or designee may add additional time to the initial limitation or suspension period.

(2) Subsequent Violations: The police will be called immediately. If the conduct constitutes a violation of local, state, or federal law, arrest or criminal prosecution may ensue. The Library Director or designee, may further limit or suspend the guest's Library privileges in escalating responses, which will be documented in writing. Subsequent violations of the same rule will result in additional suspensions of increasing length.

d. Reinstatement. The guest whose privileges have been limited or suspended shall attend a meeting with the Library Director or designee to review the Policy Regarding Guest Responsibilities and Conduct before their privileges may be reinstated. The Library Director may impose conditions for the reinstatement.

7. Right of Appeal.

Guests may appeal (1) a decision to limit or suspend privileges or (2) the conditions placed on reinstatement by sending a written appeal to the Library Board within 10 business days of the date of the decision. The appeal should be sent to the President of the Library Board. The decision of the Library Board is final.

R. Policy Regarding Drug and Alcohol Free Workplace

It is the policy of Willard Library to create a drug and alcohol-free workplace for all of its employees. The use of controlled substances, including marijuana, and alcohol is inconsistent with the behavior expected of employees, subjects all employees and patrons to the library to unacceptable safety risks, and undermines the library's ability to operate effectively and efficiently. The unlawful manufacture, distribution, dispensation, possession, sale, or use of a controlled substance, including marijuana, and alcohol in the workplace is strictly prohibited.

To educate employees on the dangers of drug and alcohol abuse, the library has established a drug and alcohol-free awareness program. Employees will be required to attend a training session at which the dangers of drug and alcohol abuse, the library's policy regarding drugs and alcohol, and the availability of counseling will be discussed. Employees convicted of a controlled substance and/or alcohol related violation, including pleas of nolo contendre (i.e. no contest), must inform the library within five days of such a conviction or plea.

Employees who violate any aspect of this policy may be subject to disciplinary action up to and including termination. The Director shall allow the employee the opportunity to participate satisfactorily in an abuse assistance or rehabilitation program (at no cost to the Library). Within ten (10) days after receiving notice that an employee has been convicted under a drug or alcohol statute for a violation, the Director shall notify any federal agency, from which the library has received funds, of such a conviction.

S. Policy Regarding Access To The Internet Through The Library

General Policies

Willard Library provides internet access to all library users. In compliance with Act 212 of Public Acts of 2000 and the Children's Internet Protection Act [Pub. L. No. 106-554 and 47 USC 254(h)], Willard Library provides filtered internet access on all of its networks. Willard Library will provide training and assistance necessary to gain access to the internet. The library supports the user's right to privacy; however security is technically difficult to achieve, therefore, electronic communications and files could become public.

1. Instructional Responsibilities of Library Staff

   The scope of information available through the internet (online) requires that librarians both assist users in finding material and analyzing the validity of the material. Librarians should make patrons aware of resources available, introduce them to new formats, and illustrate ethical behavior necessary when accessing electronic resources.

   It is not possible for library staff to control specific information any patron may locate on the internet because content is constantly changing. Just as libraries do not vouch for or endorse the viewpoints of other materials in their collection, they do not do so for information found online. It is the responsibility of the user to determine what is appropriate.

2. Role of Library Staff and Parents in Providing Youth Access

   Libraries and librarians have a responsibility to provide material and information presenting all points of view. Libraries must support access to all formats of materials that meet the user's informational needs, regardless of the user's age or the content of the material. It shall be the responsibility of the parent and/or guardian of the minor to supervise and monitor appropriate usage of the online computer network and access to the Internet in accordance with this policy, the Children's Internet Protection Act, the Neighborhood Children's Internet Protection Act, and the Protecting Children in the 21st Century Act.

   a. Specifically, as required by the Children's Internet Protection Act, blocking shall be applied to visual depictions of material deemed obscene or child pornography, or to any material deemed harmful to minors.

b. To the extent practical, steps shall be taken to promote the safety and security of users of the online computer network. For safety and security while using electronic mail, chat rooms, instant messaging, and other forms of direct electronic communications, users are advised to:
   (1) Never give out identifying information such as home address, school name, or telephone number.
   (2) Let parents or guardians decide whether personal information such as age or financial information should be provided online.
   (3) Never arrange a face-to-face meeting with someone through a computer without parent or guardian approval.
   (4) Never respond to messages that are suggestive, obscene, or threatening.
   (5) Remember that people online may not be who they say they are.

3. User Responsibilities

All users of electronic information resources are expected to use these resources in a responsible manner, consistent with the educational and informational purposes for which they are provided. Responsible, ethical use of all resources includes the following:

a. Using resources for educational, informational and recreational purposes only and not for unauthorized, illegal or unethical purposes.
b. Respecting the privacy of others by not misrepresenting oneself as another user; by not attempting to modify, gain, or share access to files, passwords, or data belonging to others; by not seeking unauthorized access to any computer system; and by not damaging or altering software components of any network or database.
c. Not sharing personal information of others unless you are authorized to do so.
d. Making only authorized copies of copyrighted or licensed software or data.
e. Not sending, receiving, or displaying graphics which may be reasonably construed as obscene.

Willard Library assumes no responsibility for use of the internet by minors. Violation of the Library's Internet Policy or Guidelines by a patron will result in his/her loss of computer privileges. Repeated violations may result in entire loss of all library privileges.

4. Disclaimer

Library staff cannot control the availability of information or websites. Availability changes rapidly and unpredictably online. Not all sources on the internet provide accurate, complete, or current information. Users need to be good information consumers questioning the validity of the content. Willard Library assumes no responsibility for any dangers, direct or indirect, arising from the use of its equipment or networks.

T. Policy Regarding Services To Library Users With Disabilities

Objective

It is the objective of Willard Library and the Helen Warner Branch Library that no individual with a disability shall, by reason of such disability, be excluded from participation in, or be denied the benefits of, the services, programs or activities of the library, or be subjected to discrimination by the library.

1. Library Contacts for Persons with Disabilities

   A library patron may contact any staff member for assistance in receiving library services. However, the person with primary responsibility for assuring that the needs of individuals with disabilities using the library are met is the Deputy Director, 269-968-8166, ext. 525. In addition, the following staff members will have responsibility for accommodating the needs of library patrons in their respective departments:

   Media/Public Relations Librarian: 269-968-8166, ext. 542
   Circulation Department Manager: 269-968-8166, ext. 537
   Outreach Services Coordinator: 269-968-8166, ext. 514

2. Notice

   The library has taken steps to assure, to the extent financially and administratively possible within the library's available resources, that the library and library materials are accessible to all library patrons, including individuals with disabilities. If you or the person you are accompanying has a disability and requires the assistance of a librarian, please notify the librarian in attendance at the main desk. The library has certain assistive devices and services for individuals with disabilities available upon request, as described below. Requests for any other services or assistive devices must be made at least 7 days in advance.

3. Method of Notification

   A statement of this written policy will be distributed to each library staff person and volunteer who works with library patrons. A copy of the written policy will be available upon request to any patron. If a person with visual impairment enters the library, the person responsible for rendering assistance to individuals with disabilities will inform the patron orally that assistance is available if needed.

4. Services

   The following is a list of special services that the library provides to individuals with disabilities. Additional services and accommodations will be made upon request, to the extent financially and administratively possible.

a. Retrieval of Books and Journals - A circulation staff member will be responsible for assisting library users with disabilities in the physical retrieval of books and journals. Retrieval of information involving the use of microform equipment or computers will be the responsibility of the staff member in the public service area where the machines are located.

   This service will be available for all the hours that the library is open. Up to 10 volumes will be retrieved for a library user within 1 hour of request. Although staff will try to respond to requests for assistance as quickly as possible, response in less than 1 hour cannot be promised. Library users should have complete call number information before making their requests. If assistance is required in determining call numbers, users should consult the reference staff.

b. Large print books are available at both locations.

c. Magnifying glass available at public service desks.

d. Books By Mail provides books to homebound users upon request. This service is available to people confined to their home for 3 months or more because of age, illness, or disability. Contact Outreach Services (269-968-8166, ext. 514).

e. Photocopy Services - Enlarged copies are done by request at the Circulation Desk (10 cents per copy).

5. Accessibility
   The following is a list of accessibility accommodations the library provides to individuals with disabilities. Additional accommodations will be made upon request, to the extent financially and administratively possible.
   a. Parking: There are specially designated city parking spaces for individuals with disabilities in the front of both libraries. Additional specially designated city parking spaces are located to the west of Willard Library.
   b. Library Entrances: A ramp is located at each entrance of the building at Willard Library. Push button door openers are available at both locations.
   c. For patrons with wheelchairs: Tables on each floor accommodate wheelchairs and allow access to the library's online public access catalog. Wheelchair accessibility includes elevators and washrooms. A wheelchair accessible washroom is available on the mezzanine level of Willard Library and on the main floor of the Helen Warner Branch.
   d. Elevators: All floors of Willard Library can be reached by public elevators.
   e. Mobility Aid: A motorized mobility aid for use of patrons with physical motion-related disabilities; available at Willard Library and the Helen Warner Branch.
6. Willard Library Evacuation Procedures
   In the event of an emergency, library users with disabilities should wait by the nearest stairwell for assistance. Designated library employees will be clearing the building during an emergency and will be checking the stairwell entrances for library users who require assistance. Fire Department personnel also routinely check stairwell entrances during a fire emergency.
7. Orientation Tour
   Library users with disabilities should contact the Media/Public Relations Librarian (269-968-8166, ext. 542) to arrange for a personal or group tour of the library.
8. Library Programs
   Library users who would like to attend library programs with disabilities must notify the library at least seven days prior to the program so that a reasonable attempt can be made to accommodate the library user's needs.

9. Grievance Resolution Procedure

An individual with disabilities who believes that he or she has been denied access to their participation in a library service on the basis of a disability shall first discuss the matter with the Deputy Director of Willard Library. If the matter is not resolved informally, the library user may submit his or her complaint in writing to the Library Director, within ten (10) days of the informal conference in an effort to determine whether the accommodation can be made without administrative or financial hardship to the library. The Library Director will meet with the patron in an effort to resolve the matter. The Library Director shall respond to a written complaint within five (5) days. In the event the Library Director's decision is not acceptable, or if no decision is rendered, the matter shall be reviewed by the Board of Trustees at its next regularly scheduled meeting. The Board of Trustees will issue its decision no later than five (5) days from the date of the meeting at which the matter was reviewed.

U. Willard Library Investment Policy

1. Scope
   This investment policy applies to the financial assets of Willard Library unless specifically exempted by resolution of the Board.
2. Objectives
   The primary objectives of this investment policy must be to ensure the safety and relative liquidity of our assets. Prudent consideration will be given to the security of public monies and the availability of those monies to complete the charter mission of Willard Library. Secondary to safety and liquidity of Willard Library assets is the return on investment. Subject to the constraints of safety and relative liquidity, Willard Library will strive to maximize the return on eligible legal investment instruments.
3. Delegation of Authority
   The responsibility for depositing Willard Library funds and conducting investment transactions shall reside with the Director and/or his/her designee. This shall include the ability to move funds from one institution to another in order to gain a better return.
4. Authorized Investments
   Willard Library will invest funds in compliance with Michigan Public Act 20 Titled Surplus Funds Investment Act.
5. Reporting
   Investment reports will be made to the Board on a quarterly basis.

V. Credit Card Policy

1. Library Credit Cards - General Provisions
   The Library Director and/or his or her designee shall be responsible for the issuance, accounting, monitoring, retrieval, internal controls and generally overseeing the use of Library credit cards for Board members and employees. The total combined authorized credit limit of all credit cards issued by the Library shall not exceed 5% of the total budget of the Library for the current fiscal year. The Library may include in its budget and pay the balance due on any credit cards, including the annual fees and interest. There must be a system of internal accounting controls to monitor the use of credit cards.
2. Issuance of Library Credit Cards
   Credit cards will be issued to departments as determined by the Library Director and/or his or her designee. Cards may be used for the purchase of any conference related expenditures or library supplies.
3. Documentation Relating to the Use of Library Credit Cards
   When an employee uses a Library credit card, documentation shall be provided to the immediate supervisor who will then forward to the business office. The documentation must detail the goods or services purchased, the cost of such goods or services, the date of purchase, and the official business purpose for which such goods or services were purchased.
4. Lost or Stolen Library Credit Cards
   Each department issued a credit card is responsible for the protection and custody of the card. If a Library credit card is lost or stolen, the Department Supervisor must notify the credit card company immediately and notify the business office.
5. Return of Library Credit Cards
   A Department Supervisor who is no longer employed by the Library shall return the credit card upon termination to the Library Director or to his/her designee immediately.
6. Payment of Purchases Made with Library Credit Cards
   The Director or designee shall approve all Library credit card invoices. Such payments shall be made no later than 30 days after receipt of the initial statement date.

7. Misuse and Unauthorized Use of Library Credit Cards
An employee who violates a provision of this policy shall have his/her use of that card revoked by the Director and/or her/his designee. An employee who violates a provision of this policy shall be subject to disciplinary action as determined by the Library Director. If the Library Director violates a provision of this policy, he/she shall be subject to disciplinary action as determined by the Board.

W. Policy Regarding Records Retention

Records will be retained to support the administrative needs of the library and to assure compliance with legal and governmental requirements.

The retention plan will provide Library-wide retention schedules, allow for disposal of records when they reach their destruction date and minimize the filing and retention of duplicate records. After the annual audit and using the Record Retention Guidelines schedule, records will be destroyed.

Willard Library follows the retention schedule set forth by the State of Michigan for public libraries.

X. Endowment Fund Policy

Willard Library has established an endowment fund on its books and accounts. The Endowment Fund contains two separate accounts, the Restricted Account and the Designated Account. The Designated Account receives moneys received from donors by bequest or gift without restriction as to use. Unless otherwise determined by amendment of this policy, the Willard Library Board of Trustees may appropriate for expenditure for the uses and purposes described below so much of the net appreciation, realized and unrealized, in the fair value of the assets of the Endowment Fund over the historic value of the dollar fund as is prudent, and as shall assure that the Willard Library Endowment Fund shall increase annually by the cost of living, as determined annually by the Board of Trustees.

1. Purpose
   The purpose of the Endowment Fund is to fund special projects and improvements to the Library.
2. Investments
   Funds held in the Endowment Fund shall be invested and reinvested from time to time in personal property deemed advisable by the Board of Trustees of Willard Library, whether or not such investments produce a current return, including the following assets or investments:

   Cash

   Bonds, bills, or notes of the United States; obligations, the principal of and interest on which are fully guaranteed by the United States; obligations of the State of Michigan; or securities issued or guaranteed by agencies or instrumentalities of the United States Government.

   Commercial paper rated A1/P1, bankers' acceptances, certificates of deposit, and United States Government repurchase agreements.

   Mutual funds composed entirely of investment vehicles that are guaranteed by agencies or instrumentalities of the United States Government.

   Investment pools, as authorized by the Surplus Funds Investment Pool Act, Act No. 367 of the Public Acts of 1982, composed entirely of instruments which are guaranteed by agencies or instrumentalities of the United States Government.

All assets or investments shall be reported to the Board of Trustees for and on behalf of Willard Library.

The Board of Trustees may from time to time retain the services of an investment manager for the purpose of investing the assets of the Endowment Fund. Criteria for investment returns shall be established from time to time based on nationally accepted indices composed of obligations of the U.S. Treasury. The Board of Trustees shall retain the services of an independent analyst to provide reports of performance results of the Endowment Fund on a quarterly basis as necessary.

In addition to this Endowment Fund, the Board of Trustees also has Endowment Funds held at the Battle Creek Community Foundation.

Y. Website Collection Development Policy

The Willard Library website provides links to outside internet resources for use by the library's staff and patrons. The purpose of including the links on our website is to assist our users with finding quality information on the internet. The links are selected and evaluated by information professionals and chosen carefully, using the criteria outlined below.

Connecting to those links will cause the user to leave the Willard Library site for other internet locations. The links are provided "as is" and although the library evaluated those links for quality, Willard Library does not control their content or warrant that those outside resources will always be available, reliable, timely, or accurate for any specific purpose.

Criteria used to evaluate outside links are similar to the criteria used to select books for the library collection and include but may not be limited to:

1. Content
   - (a). Relevance for the Battle Creek community and its library users.
   - (b). Depth, quantity, and unique nature of information provided.
   - (c). Quality (accuracy, timeliness, authority) of the information provided.
   - (d). Broad appeal of the subject matter of the site.
   - (e). Free accessibility of the information.
   - (f). Purpose of the site. Does it provide quality and balanced information or simply espouse a point of view?
2. Source
   - (a). Background expertise of the site's author and/or sponsor.
   - (b). Inclusion of contact and background information for the author and/or site sponsor.
   - (c). Third party reviews of the site and/or its author and sponsor.
3. Technical Considerations
   - (a). User friendly navigation
   - (b). Clean design
   - (c). Multiple browser compatibility
   - (d). Mobile friendly

Sites will generally not be linked to the Willard Library website if their purpose is strictly commercial, limited to a narrow subject specialty, or designed for the purpose of promoting a particular point of view.

Z. Policy Regarding Family & Medical Leave Act Of 1993 (FMLA)

It is the policy of Willard Library to fully comply with all provisions of the Family and Medical Leave Act of 1993, and related regulations. The policy described below is to be interpreted and applied so as to comply with the Act and related regulations. In the event of conflict, the Act and related regulations shall be followed.

In case of conflicting language between the provisions of this policy and the provisions of a collective bargaining agreement, the provisions of the collective bargaining agreement prevail.

1. General
   Eligible employees generally are entitled to take up to 12 weeks of unpaid, job-protected leave each year for certain family and medical reasons.

   Determination of 12-Month Period
   The twelve month period for taking a family and medical leave will be a rolling twelve (12) month period measured backward from the date leave is used.
2. Eligibility
   Employees are eligible only if:
   (a). Worked at Library for at least 12 months prior to the start of the leave, and
   (b). Worked at least 1,250 hours during previous 12 months prior to the start of the leave.
3. Reasons for Leave
   Eligible employees are entitled to FMLA leave only for one or more of the following reasons:
   (a). Birth or placement of child for adoption or foster care (leave for which concludes within 12 months of the birth or placement);
   (b). To care for a spouse, child, or parent with a serious health condition; or
   (c). When the employee is unable to work because of a serious health condition; or
   (d). A "qualifying exigency" arising out of a covered family member's active duty or call to active duty in the Armed Forces in support of a contingency operation.

4. Notice and Certification

Employees requesting a FMLA leave must:

(a). Make the request in writing to Willard Library;

(b). Give 30 day written advance notice of the need for leave when the need is foreseeable or as soon as practicable when not foreseeable;

(c). Provide appropriate medical certification showing the need for leave due to the serious health condition of the employee or immediate family member. An expected return to work date should be included on employee requests;

(d). Submit to a second opinion (at the Library's expense) if the Library has reason to doubt the validity of a medical certification form;

(e). Obtain re-certification as required by the Library in accordance with applicable law;

(f). Attempt to schedule any planned medical treatment of the employee or family member so as not to unduly disrupt Library operations; and

(g). Present a return to work certification upon return from the employee's own serious medical condition.

5. Intermittent Leave

Under some circumstances, employees may take FMLA leave intermittently, which means taking leave in blocks of time, or by reducing their normal weekly or daily work schedule. FMLA leave may be taken intermittently when medically necessary to care for a seriously ill family member or because of the employee's own serious illness. The Library may temporarily transfer the employee to another position that better accommodates the recurring leave or reduced schedule.

6. Concurrent Use of Paid Leave

Employees must take paid sick and personal leave concurrently with FMLA leave until the employees' paid leave is exhausted. Upon request an employee may retain 10 days of sick time earned and unused while on FMLA. The library is responsible for designating if paid leave used by an employee counts as FMLA leave, based on information provided by the employee and/or by a medical certification.

7. Health Benefits
During a FMLA leave, an employee is entitled to continuation of any group health insurance coverage which was being provided to that employee at the time the FMLA leave began. Any portion paid by employee must continue to be paid to keep the coverage current. In the event that an employee elects not to return to work upon completion of a FMLA leave, the Library may recover from that employee the cost of any payments made to maintain the employee's group insurance coverage, unless failure to return was for the reasons beyond the employee's control. The FMLA does not cover the continuation of separate group dental, vision, LTD or life insurance coverage, although these plans can be continued at the expense of the employee.

8. Other Benefits
Certain types of earned benefits, such as accumulated vacation, will not continue to accrue during periods of unpaid FMLA leave. When applicable for other benefits, such as life insurance coverage, the Library and the employee need to make arrangements so that the benefits may be maintained during periods of unpaid FMLA leave. Except for accrued or earned benefits (such as accumulated vacation), the employee will be restored to the same benefits upon return from FMLA leave as if the employee had continued to work the entire FMLA leave period. Use of FMLA leave cannot result in the loss of any benefit that accrued before the employee's leave began. Any FMLA leave period will not be counted as a break in service for purposes of vesting or eligibility to participate in benefit programs. Employees who contribute to benefits and deductions for 401(k)/403B need to make arrangements to pay the Library to have these continue.

9. Job Restoration
An employee is entitled to be reinstated to his/her original job or its equivalent, upon return from a FMLA leave.

10. Armed Forces
An employee may be eligible for up to 26 weeks of leave during a single (one time only) 12-month period for the following reason: To care for a covered family member (spouse, son, daughter, parent, or next of kin) who has incurred an injury or illness in the line of duty while on active duty in the Armed Forces, provided that such injury or illness may render the family member medically unfit to perform duties of the member's office, grade, rank or rating. Leave to care for an injured or ill service member, when combined with other FMLA-qualifying leave, may not exceed 26 weeks in a single 12-month period.

AA. Policy Regarding Automated Clearing House (ACH) Arrangements and Electronic Transactions Of Funds

The following policy shall govern the use of electronic transactions and ACH arrangements for Willard Library.

1. Definitions

   "Automated clearing house" or ACH means a national and governmental organization that has authority to process electronic payments, including but not limited to, the National Automated Clearing House Association and the Federal Reserve System.

   An "ACH arrangement" means the agreement between the originator of the ACH transaction and the receiver of an ACH transaction.

   An "ACH transaction" means an electronic payment, debit, or credit transfer processed through an automated clearinghouse.

   An "ACH policy" means the procedures and internal controls as determined under this written policy developed and adopted by the Library Board.

2. Authority to Enter into ACH Arrangements and Electronic Transfers of Public Funds

   The Library Director and/or his/her designee may enter into an ACH arrangement as provided by Public Act 738 of 2002, effective January 2004.

   Willard Library shall not be a party to an ACH arrangement unless the Willard Library Board has adopted a resolution to authorize electronic transactions.

   An ACH arrangement under PA 738 of 2002 is not subject to the Revised Municipal Finance Act, Public Act 34 of 2001 (MCL 141.2101, et seq.), or to provisions of law or charter concerning the issuance of debt by a local unit.

3. Responsibility for ACH Agreements

   The Willard Library Director and/or his/her designee is responsible for Willard Library's ACH agreements, including payment approval, accounting, reporting and generally for overseeing compliance with the ACH policy.

The Deputy Director or Director of Finance shall submit to the Library Board documentation detailing the goods or services purchased, the cost of the goods or services, the date of the payment, and the department levels serviced by each payment of public funds made by electronic transfer. This report may be contained in the Library's electronic general ledger software system or in a separate report to the Library Board.

4. Internal Accounting controls to Monitor Use of ACH Transactions Made by Library

The following system of internal accounting controls will be used to monitor the use of ACH transactions made by Willard Library:

a) The assistant director shall prepare a list of vendors authorized to be paid by ACH transaction and provide that list to the business office.

b) The business office initiates the transaction upon receipt of an invoice/ payroll report included on the authorized ACH list approved by the appropriate Library official. ACH invoices must be approved before payment. The Deputy Director or Director of Finance signs the ACH invoice, which then acts as the warrant, the business office then initiates the electronic transaction with the vendor, and makes the actual transfer of funds.

c) The business office presents the warrants and a separate list of the electronic payments for Library Board approval. All payments are pre-authorized for post-approval by the Board at the monthly meeting immediately following their disbursement.

d) The Business Office shall retain all supporting documentation for payments made on behalf of the library based on the most recent retention schedule set forth by the State of Michigan.

BB. Policy Regarding Reserve Fund

That portion of the Designated Fund Balance labeled the Reserve Fund will be set at not less than fifteen percent (15%) of the Operating Expenditure Budget for the fiscal year. This Reserve Fund will provide the library with approximately sixty days (60) of operating funds as a cash flow security measure.

CC. Acceptable Information Systems Use Policy

Overview

Willard Library's intentions for publishing an Acceptable Information Systems Use Policy are not to impose restrictions that are contrary to the Library's established culture of openness, trust and integrity. Willard Library is committed to protecting Library employees, patrons, and the Library from illegal or damaging actions by individuals, either knowingly or unknowingly.

Internet and intranet-related systems, including but not limited to computer equipment, software, operating systems, storage media, network accounts providing electronic mail, WWW browsing, and FTP, are the property of Willard Library. These systems are to be used primarily for library purposes in serving the interests of the Library and of our clients and patrons in the course of normal operations.

Effective security is a team effort involving the participation and support of every Willard Library employee and affiliate who deals with information and/or information systems. It is the responsibility of every computer user to know these guidelines, and to conduct their activities accordingly.

1. Purpose

   The purpose of this policy is to outline the acceptable use of Willard Library's information systems. These rules are in place to protect the employee and Willard Library. Inappropriate use exposes Willard Library to risks including virus attacks, compromise of network systems and services, and legal issues.

2. Scope

   This policy applies to Willard Library employees, including all personnel affiliated with third parties. This policy applies to all equipment and networks (including, but not limited to wi-fi) that are owned or leased by Willard Library.

3. General Use and Ownership

   (a). Users should have no expectation of privacy while using company-owned or company-leased equipment or accessing the company-owned network.

   (b). Users should be aware that the data they create on the Library systems remain the property of Willard Library. Because of the need to protect Willard Library's network, management cannot guarantee the confidentiality of information stored on any network device belonging to Willard Library.

(c). Employees are responsible for exercising good judgment regarding the reasonableness of personal use.

(d). For security and network maintenance purposes, authorized individuals within Willard Library may monitor equipment, systems, data, and network traffic at any time.

(e). Willard Library reserves the right to audit networks and systems on a periodic basis to ensure compliance with this policy.

4. Security and Proprietary Information

(a). The user interface for information contained on internet/intranet/extranet-related systems should be classified as either confidential or not confidential, as defined by Library guidelines. Examples of confidential information include but are not limited to: Patron information, system passwords, and computer equipment information. Employees should take all necessary steps to prevent unauthorized access to this information. If questions exist about what is considered public information and what is considered to be confidential, those questions should be referred to the Library Director.

(b). Keep passwords secure and do not share accounts. Authorized users are responsible for the security of their passwords and accounts.

(c). Because information contained on portable devices (such as, but not limited to, laptops and tablets) is especially vulnerable, special care should be exercised to protect mobile devices.

(d). Employees must use extreme caution when opening e-mail attachments received from unknown senders, which may contain malware.

5. Unacceptable Use

The following activities are, in general, prohibited. Employees may be exempted from these restrictions during the course of their legitimate job responsibilities (e.g., systems administration staff may have a need to disable the network access of a host if that host is disrupting production services). Under no circumstances is an employee of Willard Library authorized to engage in any activity that is illegal under local, state, federal, or international law while utilizing Willard Library-owned resources. The lists below are by no means exhaustive but attempt to provide a framework for activities which fall into the category of unacceptable use.

6. System and Network Activities

The following activities are strictly prohibited, except as authorized by the Director in writing:

(a). Violations of the rights of any person or company protected by copyright, trade secret, patent, or other intellectual property, or similar laws or regulations, including, but not limited to, the installation or distribution of "pirated" or other software products that are not appropriately licensed for use by Willard Library.

(b). Unauthorized copying of copyrighted material including, but not limited to, digitization and distribution of photographs from magazines, books, or other copyrighted sources, copyrighted music, and the installation of any copyrighted software for which Willard Library or the end user does not have an active license.

(c). Exporting software, technical information, encryption software or technology, in violation of international or regional export control laws, is illegal. The appropriate management personnel should be consulted prior to export of any material that is in question.

(d). Introduction of malicious programs into the network or server (e.g., viruses, worms, Trojan horses, e-mail bombs, etc.).

(e). Revealing your account password to others or allowing use of your account by others. This includes family and other household members when work is being done at home.

(f). Using a Willard Library computing asset to actively engage in procuring or transmitting material that is in violation of sexual harassment or hostile workplace laws. This includes the downloading, viewing, or sharing of pornographic material.

(g). Making fraudulent offers of products, items, or services originating from any Willard Library account.

(h). Making statements about warranty, expressly or implied, unless it is a part of normal job duties.

(i). Effecting security breaches or disruptions of network communication. Security breaches include, but are not limited to, accessing data of which the employee is not an intended recipient or logging into a server or account that the employee is not expressly authorized to access, unless these duties are within the scope of regular duties. For purposes of this section, "disruption" includes, but is not limited to, network sniffing, pinged floods, packet spoofing, denial of service, and forged routing information for malicious purposes.

(j). Port scanning or security scanning is expressly prohibited unless prior notification to Willard Library is made.

(k). Executing any form of network monitoring which will intercept data not intended for the employee's host, unless this activity is a part of the employee's normal job/duty.

(l). Circumventing user authentication or security of any host, network, or account.

(m). Interfering with or denying service to any user other than the employee's host (for example, denial of service attack).

(n). Using any program/ script/ command, or sending messages of any kind, with the intent to interfere with, or disable, a user's terminal session, via any means, locally or via the internet/ intranet/ extranet.

7. Email and Communications Activities

The following activities are strictly prohibited, except as authorized by the Director in writing:

(a). Sending unsolicited email messages, including the sending of "junk mail" or other advertising material to individuals who did not specifically request such material (email spam).

(b). Any form of harassment via email, telephone, or paging, whether through language, frequency, or size of messages.

(c). Unauthorized use, or forging, of email header information.

(d). Solicitation of email for any other email address, other than that of the poster's account, with the intent to harass or retaliate against another individual.

(e). Creating or forwarding "chain letters," "Ponzi," or other "pyramid" schemes of any type.

(f). Use of unsolicited email originating from within Willard Library's networks of other internet/ intranet/ extranet service providers on behalf of, or to advertise, any service hosted by Willard Library or connected via Willard Library's network.

8. Social Media Activities

The Library recognizes that its employees may wish to access social media sites and does not wish to prohibit such use altogether. Brief and incidental personal use of the Library's information systems is acceptable as long as it occurs during personal time (lunch or other breaks), does not adversely affect the performance of an employee's official duties, does not result in expense to the Library, and does not violate the Library's other policies and rules.

9. Online Communications Policy

If you participate in online conversations about Willard Library, its employees, customers, or services, it is important that you do it in a way that is safe, appropriate, and legal. The intent of this policy is not to restrict that flow of useful and appropriate information but to minimize the risk to you, your co-workers, and the Library.

(a). Unless authorized by the Director as part of your job duties, you may not post on behalf of the Library.

(b). Read this policy and all relevant Library policies, including "Privacy of Patron Records," "Soliciting and Selling," and "Sexual Harassment." Discriminatory remarks, harassment, and threats of violence or similar inappropriate or unlawful conduct may subject you to disciplinary action.

(c). Managers must exercise caution and sound judgment if interacting with subordinates on social media sites. Managers should not use social media websites for work-related communications.

(d). Avoid posting or texting statements, photographs, video, or audio that reasonably could be viewed as malicious, obscene, threatening, or intimidating.

(e). Think about what you will say and about disclosing your personal details. Correct any mistakes that you make. You post material at your own risk, and you are personally responsible for the content of your communications.

10. Enforcement

Any employee found to have violated this policy may be subject to disciplinary action, up to and including termination of employment.

Nothing in this policy should be construed as limiting employees from discussing wages, hours, and other terms and conditions of employment.

DD. Social Security Number Privacy Policy

1. Social Security Number Privacy
   The Library is committed to ensuring the privacy of all its employees and any other individuals who submit their names to the Library for business reasons.
2. Prohibited Actions
   The Library will comply with all the requirements of the Michigan Social Security Number Privacy Act ("SSNPA" or "Act") and prohibits any unlawful disclosure of employees' or other individuals' Social Security numbers as described under the Act, including the following actions:
   (a). Publicly displaying all or more than four sequential digits of an employee's, student's, or other individual's Social Security number. "Public display" means to hold up, post, or make visible or set out for open view to members of the public or in a public manner.
   (b). Using the Social Security number as a primary account number for an individual. Several exceptions to this prohibition exist. The Library may use a Social Security number in the ordinary course of business to (1) verify an individual's identity or perform another similar administrative purpose; (2) detect or prevent identity theft or another crime; (3) enforce a person's legal rights, including transfer of a tax, employee benefits, debt, or receivable; (4) administer employee health insurance or membership benefits; (5) investigate an individual's claim, credit, criminal or driving history, or child or spousal support obligations or tax liability; or (6) if the use began before March 1, 2005 and the use is ongoing, continuous, and in the ordinary course of business.
   (c). Visibly printing the Social Security number on any identification badge, membership card, time cards, or employee rosters designed for public display.
   (d). Requiring an individual to transmit the Social Security number over the internet or a computer system or network unless the connection is secure or the transmission encrypted.
   (e). Requiring an individual to use or transmit a Social Security number to gain access to an internet website or computer system or network; unless a password was first required to gain access to the website.
   (f). Using all or more than four sequential digits of the Social Security number in or on any document or information mailed or otherwise sent to an individual if it is visible on or, without manipulation, from outside of the envelope packaging.

(g). Including all or more than four sequential digits of the Social Security number in a document mailed to a person, unless otherwise permitted by the SSNPA.

The SSNPA provisions do not apply to the use of all or more than four digits of a Social Security number when that use is authorized or required by state or federal statute, rule, or regulation.

3. Disposal of Documents
Documents containing Social Security numbers must be disposed of by shredding the documents or sent to a third party whose business is document destruction.

4. Limited Access
Documents containing Social Security numbers shall be accessed only by authorized personnel on a need-to know basis. If questions regarding the disclosure of Social Security numbers arise, please contact the Library Director for further guidance.

5. Possible Penalties
Any violation of this policy may result in discipline, up to and including termination from employment with the Library. In addition, violations may result in misdemeanor charges, civil fines, or civil actions.

EE. Section 125 Employee Benefit Plan

This Plan, known as the Section 125 Plan was established to consolidate the health care and life insurance programs. Flexible dollars contributed by the Library and its employees allow participants to elect certain benefits under the plan. Included in these benefits are the Medical Expense Reimbursement and Dependent Care Expense Reimbursement Programs. The effective date of the Plan is January 1, 1997.

FF. Review Procedures for Suspension of Library Privileges

In order to provide a safe, clean, and orderly environment for visitors to Willard Library, the Board of Trustees has developed Rules of Conduct. An individual whose library privileges have been temporarily suspended for violating the Rules of Conduct should appeal the suspension in the following manner:

1. An individual whose library privileges have been temporarily suspended may ask the Director to review the decision. This request must be submitted in writing to the Director and must include the individual's name, address, date/time of violation, violation type, the reason for requesting a review, the individual's signature, and the date of signature.
2. The Director or designee will respond in writing to the individual requesting a review of his/her suspension of library privileges. The Director may meet with the individual to discuss the matter and the Director's response to the request.
3. In the event that the individual is dissatisfied with the Director's response, he/she may then appeal to the Library Board of Trustees for reconsideration. The original appeal letter, the Director's response, and a written request for Board intervention must be submitted to the President of the Library Board of Trustees within 10 business days of the Director's review.
4. The decision of the Library Board is final.

GG. Policy Regarding Security Cameras and Surveillance Footage

1. Purpose
   The purpose of security cameras is to enhance the safety and security of Willard Library ("Library") patrons, staff, and property. The Library strives to take reasonable precautions to assure a safe and secure environment for its patrons and staff. Because Library staff is unable to provide direct supervision over all areas within the Library and Library grounds, security cameras have been placed at selected locations in order to observe and record images of activities of persons in the Library and on Library grounds. Security cameras are also provided to assist the Library with enforcement of the Library's Patron Behavior Policy.
2. Signs
   Signs will be posted at the Library public entrances, informing the public that security cameras are in use.
3. Data Captured
   The security cameras only capture video images. Conversations or other audible communication shall not be monitored or recorded by the security cameras.
4. Security Camera Locations
   Security cameras may be installed in locations where individuals lack a reasonable expectation of privacy. Examples include common areas of the Library such as entrances, near book and media collections, public seating areas, public computers, and areas prone to theft or misconduct. Cameras will not be installed in areas of the Library where individuals have a reasonable expectation of privacy, such as restrooms or private offices.
5. Security
   The Library has no obligation to monitor the cameras in real time. As the cameras are not constantly monitored, Library staff and the public should continue to take appropriate precautions for their safety and for the safety of their personal property. The Library is not responsible for the loss of property or personal injury.
6. Surveillance Footage
   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 a library are not considered a "Library Record" and may be disclosed. The Library Director or his/her designee will determine whether the images can be disclosed without a court order or written consent. The surveillance videos shall be kept consistent with the State of Michigan Records Retention and Disposal Schedule.

HH. Nepotism Policy

In order to avoid creating or maintaining circumstances in which the appearance or possibility of favoritism, conflicts or management disruptions exist, it is the policy of Willard Library ("Library") not to employ or consider for employment any immediate relative of the Library's Board of Trustees or any employee of the Library or individuals under contract with the Library. Immediate relative is defined as spouse, domestic partner, child, parent, brother, sister, grandparent, and grandchild, whether by marriage (in-law), birth, adoption or step family. The Library does not allow a supervisory or subordinate relationship with any relative.

The Library will allow existing employment relationships to be maintained with current employees who are related under the following circumstances:

The relationship does not create an adverse impact on work productivity or performance;
The relationship does not create an actual or perceived conflict of interest;
A supervisor/ subordinate relationship with an immediate relative does not exist.

This policy shall be considered when hiring, promoting or transferring any employee.

Employees who begin a dating relationship or become relatives, partners or members of the same household while both employees are employed by the Library must seek approval from the Director for an exception to the policy. The Library reserves the right to exercise appropriate managerial judgment on a case-by-case basis to take such actions as may be necessary to achieve the intent of this policy. Such actions may include transfer or, if necessary, termination of one of the employees.

It is the responsibility of every employee to identify to their immediate supervisor any potential or existing personal relationship which falls under the definitions provided in this policy. Employees who fail to disclose personal relationships covered by this policy will be subject to disciplinary action up to and including the termination of employment.

II. Outside Employment

The Library recognizes that some employees may hold additional jobs outside their employment with the Library. Employees are able to engage in outside work or hold other jobs, subject to certain restrictions based on reasonable business concerns. When an employee has outside employment, they must inform their manager to help the Library ensure they do not inadvertently violate this policy. This would include self-employment where the person solicits work for profit, or if the individual has any ownership or managerial interest in any business.

This policy applies to lawful activities. Being involved in illegal business (e.g. fraud, drug dealing) will result in immediate termination. The Library may also take legal action if an employees uses the Library's equipment, resource, or information to support any illegal activities. Willard Library does not preclude outside employment, but expects employees to be transparent about outside employment so that the Library can prevent conflicts with their work at the Library more easily.

The following considerations are paramount in determining whether outside employment is acceptable:

- Whether the outside employment will adversely affect the reputation and good name of the Library.
- Whether there is a conflict of interest of either a personal or financial nature between the Library and the outside employment.
- That such outside work is not performed during the employee's scheduled hours of service in the Library's employment, and does not use the Library's equipment, resources, or information.
- That the outside work is not so burdensome as to impair the efficiency of the employee in his/her Library position, or likely cause absence or tardiness.
- That the employee may not use sick time or FMLA leave to engage in outside employment.

Employees must carefully consider the demands that additional work activity will create before accepting outside employment. Outside employment will not be considered an excuse for poor job performance, absenteeism, tardiness, leaving early, refusal to travel, or refusal to work overtime or different hours. If outside work activity causes or contributes to job-related problems at the Library, the employee will be asked to discontinue the outside employment, and the employee may be subject to the normal disciplinary procedures for dealing with the resulting job-related problem(s).

Fraudulent use of sick leave or an employee's refusal to comply with the Library's reasonable request to terminate outside employment may result in immediate termination of employment.

SECTION IV.
Article J J .

FOIA - Procedures and Guidelines

Exhibit A

A. FREEDOM OF INFORMATION ACT PROCEDURES AND GUIDELINES

1. PURPOSE

Willard Library ("Library") adopts the public policy set forth in the Michigan Freedom of Information Act, 1976 PA 442 ("FOIA"), that all persons, except those persons incarcerated in state, county or federal correctional facilities, are entitled to full and complete information regarding the affairs of government and the official acts of those who represent them as public officials and public employees, consistent with the FOIA. Access to information is important so that people may fully participate in the democratic process. These Procedures and Guidelines are enacted in compliance with the requirements set forth in Section 4(4) of the FOIA.

2. FOIA COORDINATOR

The Library Director shall be the FOIA Coordinator. The FOIA Coordinator will respond to requests in accordance with the FOIA. An employee of the Library who receives a request for a public record must promptly forward that request to the FOIA Coordinator. The FOIA Coordinator is responsible for accepting, processing and approving a denial of a request and signing the written notice of denial. The FOIA Coordinator may designate another individual to act on his or her behalf in accepting and processing requests for the Library's public records, and in approving a denial.

3. REQUEST REQUIRED

a. Requestor; Public Record. An individual, corporation, limited liability company, partnership, firm, organization, association, governmental entity, or other legal entity, except those persons incarcerated in state, county or federal correctional facilities, may request public records from the Library. "Public Record" has the meaning as defined in Section 2(e) of the FOIA.

b. Verbal Requests. The Library may, but is not required to, provide public records in response to a verbal request, unless such verbal request is for information that the Library believes is available on its website. In such case, an employee, where practicable and to the best of his or her knowledge, shall inform the requestor about the pertinent website where the information is available.

c. Written Requests. Except as provided in Section 3.b above, a person desiring to inspect, copy or receive a copy of a public record shall make a written request for the public record to the Library. A request can be made through a letter, in person, or sent by electronic transmission.

(1) Where to Send the Request. Whenever possible, requests for public records should be directed to the following recipients so that the information can reach the Director:
   (a) By mail or in person:
   Willard Library
   Attn: Director
   7 W. Van Buren Street
   Battle Creek, MI 49017
   (b) By e-mail: foiarequest@willardlibrary.org
   (c) By fax: (269) 968-3284, Attn: Director

(2) Sufficient Description. Requests in writing must identify the public record sufficiently to allow the Library to find the requested record. If not, the request may be denied on that basis.

(3) Requester Contact Information Required. A request from a person must include the following (unless the request is from an individual who qualifies as indigent under Section 4(2)(a) of the FOIA):
   (a) the requesting person's complete name, address, and contact information, and
   (b) if the request is made by a person other than an individual, the complete name, address, and contact information of the person's agent who is an individual.

   An address must be written in compliance with United States Postal Service addressing standards. Contact information must include a valid telephone number or electronic mail address.

(4) Electronic Transmissions. For requests sent by electronic transmission, the following shall apply:
   (a) Electronic Transmissions. A written request made by facsimile, electronic mail, or other electronic transmission is not received by the Library's FOIA coordinator until 1 business day after the electronic transmission is made.
   (b) Spam or Junk Mail Folder. If a written request is sent by electronic mail and delivered to the Library's spam or junk mail folder, the request is not received until 1 day after the Library first becomes aware of the written request. The Library shall note in its records both the time a written request is delivered to its spam or junk mail folder and the time the Library first becomes aware of that request. The FOIA Coordinator shall be

responsible for routinely monitoring the spam and junk mail folders in order to determine whether they contain any FOIA requests.

(5) Specify Format. The requestor may specify whether he or she would like to inspect, receive paper copies, or receive the public records on nonpaper physical media. The Library is only required to comply with the request for specified nonpaper physical media if it has the technological capability necessary to provide the public records on the requested nonpaper physical media in the particular instance.

4. PROCEDURES FOR RESPONDING TO WRITTEN FOIA REQUESTS

a. Response. Unless otherwise agreed to in writing by the person making the request, the Library shall respond to a request within 5 business days after it receives the request by:

(1) Granting the request (which would include notifying the requestor that all or a portion of the public records requested are available on the website, if applicable);

(2) Issuing a written notice to the requesting person denying the request;

(3) Granting the request in part and issuing a written notice to the requesting person denying the request in part (which would include notifying the requestor that all or a portion of the public records requested are available on the website if applicable); or

(4) Issuing a notice extending for not more than 10 business days the period during which the Library shall respond to the request.

The Library's written response shall be considered the final determination regarding the FOIA request.

b. Understanding the Library's Response. The Library has an obligation to respond as required under the FOIA. If the Library grants a written request in full, the requestor will receive a notice indicating that it has been granted. However, if the request is denied or denied in part, the Library shall provide the following information:

(1) Pursuant to Section 13 of the FOIA, the Library may exempt certain documents from disclosure. The FOIA Coordinator will review the request to determine if any exemptions apply. The FOIA Coordinator may request assistance from the Library's Attorney regarding the application of exemptions. If exempt, the Library shall

provide an explanation of the basis under this act or other statute for the determination that the public record, or portion of that public record, is exempt from disclosure, if that is the reason for denying all or a portion of the request.

(2) A certificate that the public record does not exist under the name given by the requestor or by another name reasonably known to the Library, if that is the reason for denying the request or a portion of the request. The denial letter may indicate that the letter serves as the certificate as required by the FOIA.

(3) A description of a public record or information on a public record that is separated or deleted pursuant to Section 14 of the FOIA, if a separation or deletion is made.

(4) A full explanation of the requesting person's right to do either of the following:

(a) Submit to the Library Board a written appeal that specifically states the word "appeal" and identifies the reason or reasons for reversal of the disclosure denial; or

(b) Seek judicial review of the denial under Section 10 of the FOIA.

(5) Notice of the right to receive attorneys' fees and damages as provided in Section 10 of the FOIA, MCL 15.240, if, after judicial review, the court determines that the Library has not complied and orders disclosure of all or a portion of a public record.

c. No Obligation to Create Records. The FOIA does not require the Library to make a compilation, summary, or report of information. Further, the Library is not required to create a new public record in order to respond to a request.

d. Documents Available on Website. If the FOIA Coordinator knows or has reason to know that all or a portion of the requested information is available on its website, the Library shall notify the requestor in its written response. The written response, to the degree practicable in the specific instance, shall include a specific webpage address where the requested information is available.

If all or a portion of the requested records are available on the website and the Library has included the website address in its written response but the requestor wants the public records in a paper format or other nonpaper physical media, the Library shall provide the public records in the specified format. On the detailed itemization, the Library shall separate the requested public records that are available on its website from those that are not available on the website and shall inform the requestor of the additional charge to receive copies of the public records that are available on its website.

5. FEES

The Library may charge a fee for a public record search, for the necessary copying of a public record for inspection, or for providing a copy of a public record because it has established, made publicly available, and follows these Procedures and Guidelines and the FOIA. The fee shall be limited to actual mailing costs and to the actual incremental cost of duplication or publication including labor; the cost of search, examination and review; and the deletion and separation of exempt information from non-exempt information as set forth more fully in these Procedures and Guidelines. The FOIA Coordinator shall provide a detailed itemization of costs on a standard form, as required under Section 4(4) of the FOIA ("Detailed Itemization"). The total fee shall not exceed the sum of the following components:

a. Labor Costs:

(1) Searching for, Locating and Examining.

(a) The Library may charge for searching for, locating and examining public records in conjunction with receiving and fulfilling a granted written request.

(b) The Library shall not charge more than the hourly wage of its lowest-paid employee capable of searching for, locating, and examining the public records in the particular instance regardless of whether that person is available or who actually performs the labor.

(c) These labor costs shall be estimated and charged in increments of 15 minutes, with all partial time increments rounded down.

(2) Separating and Deleting Exempt from Non-Exempt:

(a) For services performed by an employee of the Library, the Library shall not charge more than the hourly wage of its lowest-paid employee capable of separating and deleting exempt information from non-exempt information in the particular instance, regardless of whether that person is available or who actually performs the labor. All references in these Procedures and Guidelines to separating and deleting exempt information from non-exempt information shall refer to the separation and deletion requirements set forth in Section 14 of the FOIA, MCL 15.244.

(b) If the Library does not employ a person capable of separating and deleting exempt information from non-exempt information in the particular instance, it may treat necessary contracted labor costs used for the separating and deleting of exempt information from non-exempt information in the same manner as employee labor costs when calculating charges under this subdivision if all of the following occur:

i) The Library's FOIA Coordinator determines on a case-by-case basis that the Library does not employ a person capable of separating and deleting exempt information from non-exempt information.

ii) The Library clearly notes the name of the contracted person or firm on the Detailed Itemization.

iii) Total labor costs calculated for contracted labor costs shall not exceed an amount equal to 6 times the state minimum hourly wage rate.

(c) These labor costs shall be estimated and charged in increments of 15 minutes, with all partial time increments rounded down.

(d) The Library shall not charge for labor directly associated with redaction if it knows or has reason to know that it previously redacted the public record in question and the redacted version is still in the Library's possession.

(e) If the Library directly or indirectly administers or maintains an official internet presence, any public records available to the general public on that internet site at the time the request is made are exempt from this labor charge.

(3) Duplication or Publication Labor Charges.

(a) The Library may charge labor costs for duplication and publication, including making paper copies, making digital copies, or transferring digital public records to be given to the requestor on nonpaper physical media or through the internet or other electronic means as stipulated by the requestor.

(b) The Library shall not charge more than the hourly wage of its lowest-paid employee capable of necessary duplication or publication in the particular instance, regardless of whether that person is available or who actually performs the labor.

(c) Labor costs shall be estimated and charged in increments of one minute, with all partial time increments rounded down.

(4) Fringe Benefit Costs. The Library may also add up to 50% to the applicable labor charge amount to cover or partially cover the cost of fringe benefits if it clearly notes the percentage multiplier used to account for benefits in the Detailed Itemization. Subject to the 50% limitation, the Library shall not charge more than the actual cost of fringe benefits, and overtime wages shall not be used in calculating the cost of fringe benefits.

If all or a portion of the requested records are available on the website and the Library has included the website address in its written response but the requestor wants the public records in a paper format or other nonpaper physical media, the Library shall provide the public records in the specified format but may use a fringe benefit multiplier greater than the 50% limitation, not to exceed the actual costs of providing the information in the specified format.

(5) Overtime Wages. Overtime wages shall not be included in the calculation of labor costs unless overtime is specifically stipulated by the requestor and clearly noted on the Detailed Itemization.

(6) Itemization. All labor fee components shall be itemized using both the hourly wage and the number of hours charged on the Detailed Itemization.

(7) Unreasonably High Costs. The labor fee shall not be charged for (1) searching for, locating and examining of public records, or (2) the cost of the deletion and separation of exempt information from non-exempt information, unless failure to charge a fee would result in unreasonably high costs to the Library because of the nature of the request in the particular instance, and the Library specifically identifies the nature of these unreasonably high costs. The FOIA Coordinator has authority to determine when the costs are unreasonably high in a particular instance, including, but not limited to, instances when the costs would be excessive and beyond the normal or usual amounts for responding to a request. In doing so, the FOIA Coordinator may take into account considerations such as the volume and complexity of the FOIA request as well as the Library's particular fiscal condition at the time of the request or any other conditions authorized by law.

b. Other Costs.

(1) Nonpaper Physical Media. Costs for providing records on nonpaper physical media.

(a) The requestor may stipulate that the public records be provided on nonpaper physical media, electronically mailed, or otherwise electronically provided to him or her in lieu of paper copies. The Library is not required to provide the documents on nonpaper physical media if it lacks the technological capability necessary to provide records on the requested particular nonpaper physical media.

(b) For public records provided to the requestor on nonpaper physical media, the Library may charge the actual and most reasonably economical cost of the computer discs, computer tapes, or other digital or similar media. The Library may use (but is not required to) a computer disc, thumb drive or other nonphysical media provided by the requestor but only if it is provided in its original packaging. Because the safety and security of the Library's computers and network is of important public interest, the Library may take that security interest into account when determining the means of providing the documents on nonpaper physical media.

(2) Costs for Providing Paper Copies.

(a) For paper copies of public records provided to the requestor, the Library may charge the actual total incremental cost of necessary duplication or publication, not including labor.

(b) The cost of paper copies shall be calculated as a total cost per sheet of paper and shall be itemized and noted in a manner that expresses both the cost per sheet and the number of sheets provided.

(c) The fee shall not exceed 10 cents per sheet of paper for copies of public records made on 8½ by 11 inch paper or 8½ by 14 inch paper. For all other paper sizes, the Library may charge the actual total incremental cost of duplication or publication, not including labor.

(d) The Library shall utilize the most economical means available for making copies of public records, including using double-sided printing, if cost saving and available.

(3) Mailing Costs.

(a) The Library shall charge the actual cost of mailing, if any, for sending the public records in a reasonably economical and justifiable manner.

(b) The Library shall not charge more for expedited shipping or insurance unless specifically stipulated by the requestor, but may otherwise charge for the least expensive form of postal delivery confirmation when mailing public records.

c. Statutory Fees. The fees set forth in this Section V do not apply to public records prepared under an act or statute specifically authorizing the sale of those public records to the public, or if the amount of the fee for providing a copy of the public record is otherwise specifically provided by an act or statute.

d. Fees Paid Before Providing Documents. The Library shall require that all fees be paid in full before providing records in response to granted or granted in part written requests.

6. DEPOSIT

a. Deposit. In either the Library's initial response or subsequent response as described under Section 5(2)(d), the Library may require a good-faith deposit before providing the public records to the requestor if the entire fee estimate or charge authorized the FOIA exceeds $50.00, based on a good-faith calculation of the total. The deposit shall not exceed ½ of the total estimated fee, and the Library's request for a deposit shall be included in the Detailed Itemization. The response shall also contain a best efforts estimate by the Library regarding the time frame it will take the Library to comply with the law in providing the public records to the requestor. The time frame estimate is nonbinding upon the Library, but the Library shall provide the estimate in good faith and strive to be reasonably accurate and to provide the public records in a manner based on this state's public policy under Section 1 and the nature of the request in the particular instance. If the Library does not respond in a timely manner as required by the FOIA, it is not relieved from its requirements to provide proper fee calculations and time frame estimates in any tardy responses. Providing an estimated time frame does not relieve the Library from any of the other requirements of this act.

b. Increased Deposit For Prior Unpaid Requests. After the Library has granted and fulfilled a written request from an individual under this act, if the Library has not been paid in full the total amount for the copies of public records that the Library made available to the individual as a result of that written request, the Library may require a deposit of up to 100% of the estimated fee before it begins a full public record search for any subsequent written request from that individual if all of the following apply:

(1) The final fee for the prior written request was not more than 105% of the estimated fee.

(2) The public records made available contained the information being sought in the prior written request and are still in the Library's possession.

(3) The public records were made available to the individual, subject to payment, within the time frame estimate described Section 4(7) of the FOIA.

(4) Ninety days have passed since the Library notified the individual in writing that the public records were available for pick up or mailing.

(5) The individual is unable to show proof of prior payment to the Library.

(6) The Library calculates a Detailed Itemization that is the basis for the current written request's increased estimated fee deposit.

The Library shall no longer require an increased estimated fee deposit from an individual described above if any of the following apply:

(1) The individual is able to show proof of prior payment in full to the Library;

(2) The Library is subsequently paid in full for the applicable prior written request; or

(3) Three hundred sixty-five days have passed since the individual made the written request for which full payment was not remitted to the Library.

c. Payment of Deposit; Abandonment of Request. If a deposit that is required under Subsection 4(8) or 4(11) of the FOIA (as described in Subsections VI.A and B above) is not received by the Library within 45 days from receipt by the requesting person of the notice that a deposit is required, and if the requesting person has not filed an appeal of the deposit amount, the request shall be considered abandoned by the requesting person and the public body is no longer required to fulfill the request. This notice of a deposit requirement is considered received 3 days after it is sent, regardless of the means of transmission. Notice of a deposit requirement will include notice of the date by which the deposit must be received, which date is 48 days after the date the notice is sent.

7. WAIVER OR REDUCTION OF FEES

a. Waiver of Fees of First $20.00. A public record search shall be made and a copy of a public record shall be furnished without charge for the first $20.00 of the fee for each request by either of the following:

(1) Indigency. An individual who is entitled to information under this act and who submits an affidavit stating that the individual is indigent and receiving specific public assistance or, if not receiving public assistance, stating facts showing inability to pay the cost because of indigency.

(a) If the requestor is eligible for a requested discount, the Library shall fully note the discount on the Detailed Itemization.

(b) If a requestor is ineligible for the discount, the Library shall inform the requestor specifically of the reason for ineligibility in the Library's written response. An individual is ineligible for this fee reduction if any of the following apply:

i) The individual has previously received discounted copies of public records from the Library twice during that calendar year.

ii) The individual requests the information in conjunction with outside parties who are offering or providing payment or other remuneration to the individual to make the request, as verified by an affidavit executed by the requestor.

(2) Certain Non-Profit Organizations. A non-profit organization formally designated by the state to carry out activities under subtitle C of the developmental disabilities assistance and bill of rights act of 2000, Public Law 106-402, and the protection and advocacy for individuals with mental illness act, Public Law 99-319, or their successors, if the request meets all of the following requirements:

(a) Is made directly on behalf of the organization or its clients.

(b) Is made for a reason wholly consistent with the mission and provisions of those laws under section 931 of the mental health code, 1974 PA 258, MCL 330.1931.

(c) Is accompanied by documentation of its designation by the state, if requested by the Library.

b. Public Interest Reduction or Waiver. The FOIA Coordinator may reduce or waive the imposition of fees if the FOIA Coordinator determines that a waiver or reduction of the fee is in the public interest because searching for or furnishing copies of the public record can be considered as primarily benefiting the general public.

c. Reduction for Late Responses. If the Library does not respond to a written request in a timely manner as required by the FOIA, the Library shall do the following:

(1) Reduce the charges for labor costs by 5% for each day the Library exceeds the time permitted, with a maximum 50% reduction, if either of the following applies:

(a) The late response was willful and intentional.

(b) The written request:

i) included language that conveyed a request for information within the first 250 words of the body of a letter, facsimile, electronic mail, or electronic mail attachment, or

ii) specifically included the words, characters, or abbreviations for "freedom of information", "information", "FOIA", "copy", or a recognizable misspelling of such, or appropriate legal code reference for this

act, on the front of an envelope, or in the subject line of an electronic mail, letter, or facsimile cover page.

(2) If a charge reduction is required, the Library shall fully note the charge reduction on the Detailed Itemization.

8. INSPECTION

Upon request, the Library must furnish a requesting person a reasonable opportunity for inspection and examination of its public records, and must furnish reasonable facilities for making memoranda or abstracts from its public records during the usual business hours. Pursuant to Section 4(1) of the FOIA, the Library may charge a fee for the public record search, for the necessary copying of a public record for inspection or for providing a copy of the public record after inspection.

The FOIA permits the Library to make reasonable rules necessary to protect its public records and to prevent excessive and unreasonable interference with the discharge of its functions. The Library must protect public records from loss, unauthorized alteration, mutilation, or destruction. As such, the Library authorizes the FOIA Coordinator to determine whether in a particular circumstance an employee or agent of the Library must be present at any inspection of documents to protect the public records, and in such cases may assess charges as appropriate under law.

9. CERTIFIED COPIES

The Library must, upon written request, furnish a requesting person a certified copy of the public record disclosed in whole or in part by the Library.

10. APPEALS

a. Appeal of a Final Determination to Deny All or a Portion of the Request.

(1) Submit an Appeal. If a requestor desires to appeal all or part of a final determination to deny a request, the requestor must submit to the Willard Library Board ("Library Board") a written appeal that specifically states the word "appeal" and identifies the reason or reasons for reversal of the denial.

(2) Receipt of Appeal. The Library Board is not considered to have received a written appeal until the first regularly scheduled meeting of the Library Board following submission of the written appeal.

(3) Response to Appeal. Within 10 business days after receiving a written appeal, the Library Board shall do 1 of the following:

(a) Reverse the disclosure denial.

(b) Issue a written notice to the requesting person upholding the disclosure denial.

(c) Reverse the disclosure denial in part and issue a written notice to the requesting person upholding the disclosure denial in part.

(d) Under unusual circumstances, issue a notice extending for not more than 10 business days the period during which the Library Board shall respond to the written appeal. The Library Board shall not issue more than 1 notice of extension for a particular written appeal.

b. Appeals of Fees (Including Deposits).

(1) Submit an Appeal. If the Library requires a fee that exceeds the amount permitted under these Procedures and Guidelines or Section 4 of the FOIA, the requesting person may submit to the Library Board a written appeal for a fee reduction that specifically states the word "appeal" and identifies how the required fee exceeds the amount permitted under these Procedures and Guidelines or Section 4 of the FOIA.

(2) Receipt of Appeal. The Library Board is not considered to have received a written appeal under until the first regularly scheduled meeting of the Library Board following submission of the written appeal.

(3) Response of Appeal. Within 10 business days after receiving a written appeal, the Library Board shall do 1 of the following:

(a) Waive the fee.

(b) Reduce the fee and issue a written determination to the requesting person indicating the specific basis under Section 4 of the FOIA that supports the remaining fee. The determination shall include a certification from the Library Board that the statements in the determination are accurate and that the reduced fee amount complies with its publicly available Procedures and Guidelines and Section 4 of the FOIA.

(c) Uphold the fee and issue a written determination indicating the specific basis under Section 4 of the FOIA that supports the required fee. The determination shall include a certification from the Library Board that the statements in the determination are accurate and that the fee amount complies with these Procedures and Guidelines and Section 4 of the FOIA.

(d) Issue a notice extending for not more than 10 business days the period during which the Library Board must respond to the written appeal. The notice of extension shall include a detailed reason or reasons why the extension is necessary. The Library Board shall not issue more than 1 notice of extension for a particular written appeal.

11. CIVIL ACTION

a. Civil Action for Non-Disclosure or Denial of Public Records.

(1) Civil Action After Appeal: If the Library Board fails to respond to a written appeal or if the Library Board upholds all or a portion of the disclosure denial that is the subject of the written appeal, the requesting person may seek judicial review of the nondisclosure by commencing a civil action within 180 days after the Library's final determination to deny a request.

(2) Civil Action Directly After Denial. A requestor may also commence a civil action in the circuit court to compel the Library's disclosure of the public records within 180 days after the Library's final determination to deny a request. The requestor is not required to appeal the denial to the Library Board before commencing the civil action.

(3) Remedies; Fines. If the court determines a public record is not exempt from disclosure, it shall order the Library to cease withholding or to produce all or a portion of a public record wrongfully withheld. If the person prevails, the court shall award reasonable attorneys' fees, costs, and disbursements. If the person or Library prevails in part, the court may, in its discretion, award all or an appropriate portion of reasonable attorneys' fees, costs, and disbursements. If the court determines that the Library has arbitrarily and capriciously violated this act by refusal or delay in disclosing or providing copies of a public record, the court shall order the Library to pay a civil fine of $1,000.00 and shall award, in addition to any actual or compensatory damages, punitive damages in the amount of $1,000.00.

b. Civil Action Regarding Fees.

(1) Civil Action After Appeal. A requestor may commence a civil action in the circuit court for a fee reduction if the Library (1) failed to respond to a written appeal or (2) made a determination on a written appeal. A requester must submit an appeal to the Library Board for a fee reduction before commencing a civil action. If a civil action is commenced against the Library, the Library is not obligated to complete the processing of the written request for the public record at issue until the court resolves the fee dispute. This action must be filed within 45 days after receiving notice of the determination of an appeal to the Library Board.

(2) Remedies; Fines. If the requesting person prevails by receiving a reduction of 50% or more of the total fee, the court may, in its discretion, award all or an appropriate portion of reasonable attorneys' fees, costs, and disbursements. If the court determines the Library has arbitrarily and capriciously violated this act by charging an excessive fee, the court shall order the Library to pay a civil fine of $500.00, which shall be deposited in the general fund of the state treasury. The court may also award, in addition to any actual or compensatory damages, punitive damages in the amount of $500.00 to the person seeking the fee reduction.

12. FOIA RECORD RETENTION

The FOIA Coordinator must keep a copy of all written requests and documents sent in response to the request for public records on file for no less than 1 year, unless a longer retention time has been specified in a record retention policy applicable to the Library.

13. PUBLICATION AND NOTIFICATION OF PROCEDURE AND GUIDELINES

Because the Library maintains a website, these Procedures and Guidelines and the summary shall be posted and maintained on the website. The Library shall make these Procedures and Guidelines and summary publicly available by providing free copies both in the response to a written request and upon request by visitors at the Library. However, the Library may include the website link instead of providing paper copies in its response to a written request.

FOIA - Written Public Summary

Exhibit B

WRITTEN PUBLIC SUMMARY OF THE FREEDOM OF INFORMATION ACT PROCEDURES AND GUIDELINES

Willard Library ("Library") adopts this written public summary pursuant to the requirements of Section 4(4) of the Michigan Freedom of Information Act, 1976 PA 442 ("FOIA") so that the public will understand the Library's Procedures and Guidelines for processing FOIA requests. This is a summary of the Procedures and Guidelines. A complete copy of the Procedures and Guidelines is available at the Library located at 7 W. Van Buren Street, Battle Creek, Michigan 49017 or on the website at https://willardlibrary.org/images/board/FOIAPolicy.pdf.

A. How Can I Request a Public Record?

- A person (except those persons incarcerated in state, county or federal correctional facilities), may request public records.
- The requestor must send a written request for the public record to the Library. A request can be made through a letter, in person, or sent by electronic transmission. The requests should be made to the Director. The contact information is as follows:

  Willard Library
  7 W. Van Buren Street
  Battle Creek, Michigan 49017;

  E-mail - foiarequest@willardlibrary.org;

  Fax - (269) 968-3284.

- A request from a person must include (unless the request is from an individual who qualifies as indigent) the person's complete name, address (in compliance with United State Postal Service standards), and contact information, and if made by a person other than an individual, the complete name, address, and contact information of the person's agent who is an individual. Contact information must include a valid telephone number or electronic mail address.
- The requestor will not be required to use a specific form or format, but requests must identify the public record sufficiently to allow the Library to find the requested record.
- The Library may, but is not required to, respond to a verbal request. However, if the Library believes the information is available on its website, the Library will inform the requestor of the website location where practicable and to the best of his or her knowledge.

B. When Can I Expect a Response?

- Unless otherwise agreed to in writing, the Library will respond or seek a deposit within 5 business days after it receives the request. However, the Library may extend that time period by 10 business days.
- Please keep in mind that a request sent by e-mail or other electronic means is not considered received until 1 business day after it is transmitted. If the request is sent to a spam or junk mail folder, it is not considered received until 1 day after it is discovered.

C. How Can I Understand the Response?

- If the Library grants a written request in full, the requestor will receive a notice indicating that it has been granted.
- However, if the request is denied or denied in part, the Library shall provide any or all the following information, depending upon the reason for the denial:
  - An explanation of the basis that the public record, or portion of that public record, is exempt from disclosure, including a description of the information that is separated or deleted.
  - A certificate that the public record does not exist under the name given by the requestor or by another name reasonably known to the Library.
  - A full explanation of the requesting person's right to (1) submit to the Library Board a written appeal; or (2) seek judicial review of the denial under Section 10 of the FOIA. (See below for more details).
  - Notice of the right to receive attorneys' fees and damages if a court determines that the Library has not complied and orders disclosure of all or a portion of a public record.
- If a request is granted in part or granted in full, the Library will require payment before providing documents.

D. What if I Request Documents Available on the Website?

- If documents are available on the website, to the degree practicable, the response will include a specific webpage address where the requested information is available.
- The Library will inform the requestor of the additional charge to receive copies of the public records that are available on its website.

E. What Fees Will the Library Charge?

- The FOIA Coordinator will provide a detailed itemization of costs.
- For labor costs, the fee shall not exceed the sum of the following components:
  - Hourly Wage. The Library will not charge more than the hourly wage of its lowest-paid employee capable of searching for, locating, and examining the public records; separating and deleting exempt information from non-exempt information; and for duplication and publication regardless of whether that person is available or who actually performs the labor, except if the Library does not employ a person capable of separating and deleting exempt information from non-exempt information, it may treat necessary contracted labor costs for that purpose in the same manner as employee labor costs but may not exceed 6 times the State minimum hourly wage.
  - Time Increments: The fee will be charged in fifteen (15) minute increments, with all partial time rounded down, except the labor fee for duplication and publication, which shall be charged in one (1) minute increments.
  - Determination of Unreasonably High Labor Costs. The fee for searching for, locating and examining public records and separating exempt information from non-exempt information (including redacting) will not be charged, unless failure to charge a fee would result in unreasonably high costs to the Library because of the nature of the request in the particular instance, and the Library specifically identifies the nature of these unreasonably high costs.
  - Overtime. Overtime wages shall not be included unless agreed to by the requestor.
  - Description of Charge. The detailed itemization will include both the hourly wage and the number of hours charged.
  - Fringe Benefit Costs. The Library may also add up to 50% to the applicable labor charge amount (but may not exceed actual costs) to cover or partially cover the cost of fringe benefits if it clearly notes the percentage multiplier used to account for benefits, unless a requestor wants records that are available on the website. In which case, the fringe benefit multiplier can be greater than the 50% limitation.
- For public records provided to the requestor on nonpaper physical media (discs, flash drives, e-mails), the Library may charge the actual and most reasonably economical cost of the media.
- For paper copies, the Library may charge the actual total incremental cost of necessary duplication or publication not to exceed $.10 per page (single or double sided) for 8½ by 11 inch paper or 8½ by 14 inch paper. The Library will charge the actual cost of copies made on paper of a different size. The Library will use double-sided printing, if cost saving and available.
- The Library may charge the actual cost of mailing and the least expensive form of postal delivery confirmation.

F. Will a Deposit be Required? When do I have to Pay the Deposit?

- The Library may require a good-faith deposit of ½ of the estimated fee if the entire fee estimate or charge authorized under the FOIA exceeds $50.00, based on a good-faith calculation of the total estimated fee.
- The Library will also provide a best efforts, nonbinding estimate of the time frame it will take the Library to provide the public records to the requestor.
- If the Library has granted a prior request but has not been paid in full, the Library may require a deposit of up to 100% of the estimated fee if all of the following apply:
  - The final fee for the prior written request was not more than 105% of the estimated fee.
  - The public records made available contained the information being sought in the prior written request and are still in the Library's possession.
  - The public records were made available to the individual, subject to payment, within the time frame estimate described Section 4(7) of the FOIA.
  - Ninety days have passed since the Library notified the individual in writing that the public records were available for pick up or mailing.
  - The individual is unable to show proof of prior payment to the Library.
  - The Library calculates a Detailed Itemization that is the basis for the current written request's increased estimated fee deposit.

  The Library shall no longer require an increased estimated fee deposit if any of the following apply:

  - The individual is able to show proof of prior payment in full to the Library;
  - The Library is subsequently paid in full for the applicable prior written request; or
  - Three hundred sixty-five days have passed since the individual made the written request for which full payment was not remitted to the Library.
- If a deposit is not received within 45 days from receipt of the deposit notice letter (it is considered received 3 days after it is sent), and no appeal of the deposit amount is filed, the request is abandoned. The notice of a deposit will include the date by which the deposit must be received (48 days after notice is sent).

G. Am I Entitled to a Wavier or Reduction of Fees?

- A reduction of the fee by $20.00 is available to certain individuals who submit an affidavit stating they are indigent and receiving public assistance, or if not receiving public assistance, stating facts showing inability to pay because of indigency. For this reduction to apply, the individual may not have received discounted fees twice during that calendar year and the person may not be requesting on behalf of parties who are paying to make the request.
- A reduction of the fee by $20.00 is also available to certain non-profit organizations formally carrying out activities under subtitle C of the developmental disabilities assistance and bill of rights act of 2000, and the protection and advocacy for individuals with mental illness act, provided that the request is made on behalf of the organization or its clients, is made for a reason consistent with the laws under Section 931 of the mental health code and is accompanied by documentation of its designation by the state.
- The FOIA Coordinator may reduce or waive the imposition of fees if the FOIA Coordinator determines that a waiver or reduction of the fee is in the public interest because searching for or furnishing copies of the public record can be considered as primarily benefiting the general public.
- If the Library does not respond to a written request in a timely manner as required by the FOIA, the Library shall reduce the charges for labor costs by 5% for each day the Library exceeds the time permitted, with a maximum 50% reduction, if the late response was willful and intentional or the written request included specific language as set forth more fully in the Procedures and Guidelines.

H. How Can I Appeal a Decision to Deny All or Part of My Request?

- If a requestor desires to appeal all or part of a decision to deny a request, the requestor must submit to the Willard Library Board ("Library Board") a written appeal that specifically states the word "appeal" and identifies the reason or reasons for reversal of the denial.
- The Library Board is not considered to have received a written appeal until the first regularly scheduled meeting after submission of the written appeal.
- The Library will respond within 10 business days by reversing the disclosure denial, upholding the denial, revising in part and upholding in part the denial or issuing a 10 business day extension.

I. How Can I Appeal a Determination of the Fee or Deposit Amount?

- The requestor may submit to the Library Board a written appeal for a fee reduction that specifically states the word "appeal" and identifies how the required fee exceeds the amount permitted under the Procedures and Guidelines or Section 4 of the FOIA.
- The Library Board is not considered to have received a written appeal until the first regularly scheduled meeting after submission of the written appeal.
- The Library will respond within 10 business days by waiving the fee, reducing the fee and explaining the basis for the remaining fee, upholding the fee or issuing a 10 business day extension.

J. Can I File a Lawsuit Regarding the Denial of a FOIA Request?

- If the Library Board fails to respond to a written appeal or if the Library Board upholds all or a portion of the disclosure denial that is the subject of the written appeal, the requestor may seek judicial review of the nondisclosure by commencing a civil action within 180 days after the Library's final determination to deny a request. A requestor may also commence a civil action in the circuit court to compel the Library's disclosure of the public records within 180 days after the Library's final determination to deny a request. The requestor is not required to appeal the denial to the Library Board before commencing the civil action.
- If a person prevails in an action regarding the denial of a request, the court shall award reasonable attorneys fees, costs and disbursements. If the person prevails in part, the court may award all or a portion of the attorneys' fees, costs and disbursements. If the court determines the FOIA was arbitrarily or capriciously violated, the court shall order a civil fine of $1,000.00 to be paid to the state treasury. The court may also award actual, compensatory or punitive damages.

K. Can I File a Lawsuit Regarding the Fee Charged For a FOIA Request?

- A requestor may commence a civil action in the circuit court for a fee reduction if the Library (1) failed to respond to a written appeal or (2) issued a determination of a written appeal. This action must be filed within 45 days after receiving notice of the determination of an appeal to the Library Board. The requester must file an appeal for a fee reduction before commencing a circuit court action.
- If a person prevails in an action by receiving a reduction of 50% or more of the total fee, the court may award all or a portion of the reasonable attorneys' fees. If the court determines FOIA was arbitrarily or capriciously violated, the court shall order a civil fine of $500.00 to be paid to the state treasury. The court may also award actual, compensatory or punitive damages.

(Revised April 2019.)

A D D E N D A

Code of Ethics Policy

(as adopted by the 1939 Midwinter Meeting by the ALA Council;
amended June 30, 1981; June 28, 1995; and June 29, 2021)

As members of the American Library Association, we recognize the importance of codifying and making known to the profession and to the general public the ethical principles that guide the work of librarians, other professionals providing information services, library trustees, and library staff.

Ethical dilemmas occur when values are in conflict. The American Library Association Code of Ethics states the values to which we are committed, and embodies the ethical responsibilities of the profession in this changing information environment.

We significantly influence or control the selection, organization, preservation, and dissemination of information. In a political system grounded in an informed citizenry we are members of a profession explicitly committed to intellectual freedom and the freedom of access to information. We have a special obligation to ensure the free flow of information and ideas to present and future generations.

The principles of this Code are expressed in broad statements to guide ethical decision making. These statements provide a framework; they cannot and do not dictate conduct to cover particular situations.

1. We provide the highest level of service to all library users through appropriate and usefully organized resources; equitable service policies; equitable access; and accurate, unbiased, and courteous responses to all requests.
2. We uphold the principles of intellectual freedom and resist all efforts to censor library resources.
3. We protect each library user's right to privacy and confidentiality with respect to information sought or received and resources consulted, borrowed, acquired or transmitted.
4. We recognize and respect intellectual property rights.
5. We treat co-workers and other colleagues with respect, fairness and good faith, and advocate conditions of employment that safeguard the rights and welfare of all employees of our institutions.
6. We do not advance private interests at the expense of library users, colleagues, or our employing institutions.
7. We distinguish between our personal convictions and professional duties and do not allow our personal beliefs to interfere with fair representation of the aims of our institutions or the provision of access to their information resources.

8. We strive for excellence in the profession by maintaining and enhancing our own knowledge and skills, by encouraging the professional development of co-workers, and by fostering the aspirations of potential members of the profession.
9. We affirm the inherent dignity and rights of every person. We work to recognize and dismantle systemic and individual biases; to confront inequity and oppression; to enhance diversity and inclusion; and to advance racial and social justice in our libraries, communities, profession, and associations through awareness, advocacy, education, collaboration, services, and allocation of resources and spaces.

Conflict of Interest Policy

Employees and board members have an obligation to conduct business within guidelines that prohibit actual or potential conflicts of interest. This policy establishes only the framework within which Willard Library wishes its business to operate. The purpose of these guidelines is to provide general direction so that employees can seek further clarification on issues related to the subject of acceptable standards of operation. An actual or potential conflict of interest occurs when an employee is in a position to influence a decision that may result in a personal gain for the employee or for a relative as a result of the Library's business dealings. For the purpose of this policy, a relative is any person who is related by blood or marriage, or whose relationship with the employee is similar to that of persons who are related by blood or marriage.

No presumption of guilt is created by the mere existence of a relationship with outside firms. However, if an employee has any influence on transactions involving purchases, contracts, or leases, it is imperative that he or she discloses to an officer of the organization as soon as possible the existence of any actual or potential conflict of interest so that safeguards can be established to protect all parties.

Personal gain may result not only in cases where an employee, board member, or relative has a significant ownership in a firm with which the Library does business, but also when an employee, board member, or relative receives any kickback, bribe, substantial gift, or special consideration as a result of any transaction of business dealings involving the Library.

The materials, products, designs, plans, ideas, and data of Willard Library are the property of Willard Library, and should never be given to an outside firm or individual except through normal channels and with appropriate authorization. Any improper transfer of material or disclosure of information, even though it is not apparent that an employee has personally gained by such action, constitutes unacceptable conduct. Any employee who participates in such a practice shall be subject to disciplinary action, up to and including discharge.

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.

I. Books and other library resources should be provided for the interest, information, and enlightenment of all people of the community the library serves. Materials should not be excluded because of the origin, background, or views of those contributing to their creation.

II. Libraries should provide materials and information presenting all points of view on current and historical issues. Materials should not be proscribed or removed because of partisan or doctrinal disapproval.

III. Libraries should challenge censorship in the fulfillment of their responsibility to provide information and enlightenment.

IV. Libraries should cooperate with all persons and groups concerned with resisting abridgment of free expression and free access to ideas.

V. A person's right to use a library should not be denied or abridged because of origin, age, background, or views.

VI. Libraries which make exhibit spaces and meeting rooms available to the public they serve should make such facilities available on an equitable basis, regardless of the beliefs or affiliations of individuals or groups requesting their use.

VII. All people, regardless of origin, age, background, or views, possess a right to privacy and confidentiality in their library use. Libraries should advocate for, educate about, and protect people's privacy, safeguarding all library use data, including personally identifiable information.

Adopted June 19, 1939, by the ALA Council;
amended October 14, 1944; June 18, 1948; February 2, 1961; June 27, 1967;
January 23, 1980; January 29, 2019, inclusion of "age" reaffirmed January 23, 1996.

LIBRARIES: AN AMERICAN VALUE

Libraries in America are cornerstones of the communities they serve. Free access to the books, ideas, resources, and information in America's libraries is imperative for education, employment, enjoyment, and self-government.

Libraries are a legacy to each generation, offering the heritage of the past and the promise of the future. To ensure that libraries flourish and have the freedom to promote and protect the public good in the 21st century, we believe certain principles must be guaranteed.

To that end, we affirm this contract with the people we serve:

- We defend the constitutional rights of all individuals, including children and teenagers, to use the library's resources and services;
- We value our nation's diversity and strive to reflect that diversity by providing a full spectrum of resources and services to the communities we serve;
- We affirm the responsibility and the right of all parents and guardians to guide their own children's use of the library and its resources and services;
- We connect people and ideas by helping each person select from and effectively use the library's resources;
- We protect each individual's privacy and confidentiality in the use of library resources and services;
- We protect the rights of individuals to express their opinions about library resources and services;
- We celebrate and preserve our democratic society by making available the widest possible range of viewpoints, opinions and ideas, so that all individuals have the opportunity to become lifelong learners - informed, literate, educated, and culturally enriched.

Change is constant, but these principles transcend change and endure in a dynamic technological, social, and political environment.

By embracing these principles, libraries in the United States can contribute to a future that values and protects freedom of speech in a world that celebrates both our similarities and our differences, respects individuals and their beliefs, and holds all persons truly equal and free.

Adopted by the
Council of the American Library Association
February 3, 1999

THE FREEDOM TO READ

The freedom to read is essential to our democracy. It is continuously under attack. Private groups and public authorities in various parts of the country are working to remove or limit access to reading materials, to censor content in schools, to label "controversial" views, to distribute lists of "objectionable" books or authors, and to purge libraries. These actions apparently rise from a view that our national tradition of free expression is no longer valid; that censorship and suppression are needed to counter threats to safety or national security, as well as to avoid the subversion of politics and the corruption of morals. We, as individuals devoted to reading and as librarians and publishers responsible for disseminating ideas, wish to assert the public interest in the preservation of the freedom to read.

Most attempts at suppression rest on a denial of the fundamental premise of democracy: that the ordinary individual, by exercising critical judgment, will select the good and reject the bad. We trust Americans to recognize propaganda and misinformation, and to make their own decisions about what they read and believe. We do not believe they are prepared to sacrifice their heritage of a free press in order to be "protected" against what others think may be bad for them. We believe they still favor free enterprise in ideas and expression.

These efforts at suppression are related to a larger pattern of pressures being brought against education, the press, art and images, films, broadcast media, and the Internet. The problem is not only one of actual censorship. The shadow of fear cast by these pressures leads, we suspect, to an even larger voluntary curtailment of expression by those who seek to avoid controversy or unwelcome scrutiny by government officials.

Such pressure toward conformity is perhaps natural to a time of accelerated change. And yet suppression is never more dangerous than in such a time of social tension. Freedom has given the United States the elasticity to endure strain. Freedom keeps open the path of novel and creative solutions, and enables change to come by choice. Every silencing of a heresy, every enforcement of an orthodoxy, diminishes the toughness and resilience of our society and leaves it the less able to deal with controversy and difference.

Now as always in our history, reading is among our greatest freedoms. The freedom to read and write is almost the only means for making generally available ideas or manners of expression that can initially command only a small audience. The written word is the natural medium for the new idea and the untried voice from which come the original contributions to social growth. It is essential to the extended discussion that serious thought requires, and to the accumulation of knowledge and ideas into organized collections.

We believe that free communication is essential to the preservation of a free society and a creative culture. We believe that these pressures toward conformity present the danger of limiting the range and variety of inquiry and expression on which our democracy and our culture depend. We believe that every American community must jealously guard the freedom to publish and to circulate, in order to preserve its own freedom to read. We believe that publishers and librarians have a profound responsibility to give validity to that freedom to read by making it possible for the readers to choose freely from a variety of offerings. The freedom

to read is guaranteed by the Constitution. Those with faith in free people will stand firm on these constitutional guarantees of essential rights and will exercise the responsibilities that accompany these rights.

We therefore affirm these propositions:

1. *It is in the public interest for publishers and librarians to make available the widest diversity of views and expressions, including those that are unorthodox, unpopular, or considered dangerous by the majority.*

   Creative thought is by definition new, and what is new is different. The bearer of every new thought is a rebel until that idea is refined and tested. Totalitarian systems attempt to maintain themselves in power by the ruthless suppression of any concept that challenges the established orthodoxy. The power of a democratic system to adapt to change is vastly strengthened by the freedom of its citizens to choose widely from among conflicting opinions offered freely to them. To stifle every nonconformist idea at birth would mark the end of the democratic process. Furthermore, only through the constant activity of weighing and selecting can the democratic mind attain the strength demanded by times like these. We need to know not only what we believe but why we believe it.

2. *Publishers, librarians, and booksellers do not need to endorse every idea or presentation they make available. It would conflict with the public interest for them to establish their own political, moral, or aesthetic views as a standard for determining what should be published or circulated.*

   Publishers and librarians serve the educational process by helping to make available knowledge and ideas required for the growth of the mind and the increase of learning. They do not foster education by imposing as mentors the patterns of their own thought. The people should have the freedom to read and consider a broader range of ideas than those that may be held by any single librarian or publisher or government or church. It is wrong that what one can read should be confined to what another thinks proper.

3. *It is contrary to the public interest for publishers or librarians to bar access to writings on the basis of the personal history or political affiliations of the author.*

   No art or literature can flourish if it is to be measured by the political views or private lives of its creators. No society of free people can flourish that draws up lists of writers to whom it will not listen, whatever they may have to say.

4. *There is no place in our society for efforts to coerce the taste of others, to confine adults to the reading matter deemed suitable for adolescents, or to inhibit the efforts of writers to achieve artistic expression.*

   To some, much of modern expression is shocking. But is not much of life itself

shocking? We cut off literature at the source if we prevent writers from dealing with the stuff of life. Parents and teachers have a responsibility to prepare the young to meet the diversity of experiences in life to which they will be exposed, as they have a responsibility to help them learn to think critically for themselves. These are affirmative responsibilities, not to be discharged simply by preventing them from reading works for which they are not yet prepared. In these matters values differ, and values cannot be legislated; nor can machinery be devised that will suit the demands of one group without limiting the freedom of others.

5. *It is not in the public interest to force a reader to accept the prejudgment of a label characterizing any expression or its author as subversive or dangerous.*

The ideal of labeling presupposes the existence of individuals or groups with wisdom to determine by authority what is good or bad for others. It presupposes that individuals must be directed in making up their minds about the ideas they examine. But Americans do not need others to do their thinking for them.

6. *It is the responsibility of publishers and librarians, as guardians of the people's freedom to read, to contest encroachments upon that freedom by individuals or groups seeking to impose their own standards or tastes upon the community at large; and by the government whenever it seeks to reduce or deny public access to public information.*

It is inevitable in the give and take of the democratic process that the political, the moral, or the aesthetic concepts of an individual or group will occasionally collide with those of another individual or group. In a free society individuals are free to determine for themselves what they wish to read, and each group is free to determine what it will recommend to its freely associated members. But no group has the right to take the law into its own hands, and to impose its own concept of politics or morality upon other members of a democratic society. Freedom is no freedom if it is accorded only to the accepted and the inoffensive. Further, democratic societies are more safe, free, and creative when the free flow of public information is not restricted by governmental prerogative or self-censorship.

7. *It is the responsibility of publishers and librarians to give full meaning to the freedom to read by providing books that enrich the quality and diversity of thought and expression. By the exercise of this affirmative responsibility, they can demonstrate that the answer to a "bad" book is a good one, the answer to a "bad" idea is a good one.*

The freedom to read is of little consequence when the reader cannot obtain matter fit for that reader's purpose. What is needed is not only the absence of restraint, but the positive provision of opportunity for the people to read the best that has been thought and said. Books are the major channel by which the intellectual inheritance is handed down, and the principal means of its testing and growth. The defense of the freedom to read requires of all publishers and librarians the utmost of their faculties, and

deserves of all Americans the fullest of their support.

We state these propositions neither lightly nor as easy generalizations. We here stake out a lofty claim for the value of the written word. We do so because we believe that it is possessed of enormous variety and usefulness, worthy of cherishing and keeping free. We realize that the application of these propositions may mean the dissemination of ideas and manners of expression that are repugnant to many persons. We do not state these propositions in the comfortable belief that what people read is unimportant. We believe rather that what people read is deeply important; that ideas can be dangerous; but that the suppression of ideas is fatal to a democratic society. Freedom itself is a dangerous way of life, but it is ours.

This statement was originally issued in May of 1953 by the Westchester Conference of the American Library Association and the American Book Publishers Council, which in 1970 consolidated with the American Educational Publishers Institute to become the Association of American Publishers.

Adopted June 25, 1953; revised January 28, 1972, January 16, 1991, July 12, 2000, June 30, 2004, by the ALA Council and the AAP Freedom to Read Committee.

A Joint Statement by:

American Library Association
Association of American Publishers

Subsequently endorsed by:

American Booksellers Foundation for Free Expression
The Association of American University Presses, Inc.
The Children's Book Council
Freedom to Read Foundation
National Association of College Stores
National Coalition Against Censorship
National Council of Teachers of English
The Thomas Jefferson Center for the Protection of Free Expression

American Library Association
FREEDOM TO VIEW STATEMENT

The FREEDOM TO VIEW, along with the freedom to speak, to hear, and to read, is protected by the First Amendment to the Constitution of the United States. In a free society, there is no place for censorship of any medium of expression. Therefore these principles are affirmed:

1. To provide the broadest access to film, video, and other audiovisual materials because they are a means for the communication of ideas. Liberty of circulation is essential to insure the constitutional guarantee of freedom of expression.
2. To protect the confidentiality of all individuals and institutions using film, video, and other audiovisual materials.
3. To provide film, video, and other audiovisual materials which represent a diversity of views and expression. Selection of a work does not constitute or imply agreement with or approval of the content.
4. To provide a diversity of viewpoints without the constraint of labeling or prejudging film, video, or other audiovisual materials on the basis of the moral, religious, or political beliefs of the producer or filmmaker or on the basis of controversial content.
5. To contest vigorously, by all lawful means, every encroachment upon the public's freedom to view.

This statement was originally drafted by the Freedom to View Committee of the American Film and Video Association (formerly the Educational Film Library Association) and was adopted by the AFVA Board of Directors in February 1979. This statement was updated and approved by the AFVA Board of Directors in 1989.

Endorsed January 10, 1990, by the ALA Council

DIVERSE COLLECTIONS:
AN INTERPRETATION OF THE LIBRARY BILL OF RIGHTS

Collection development should reflect the philosophy inherent in Article I of the Library Bill of Rights: "Books and other library resources should be provided for the interest, information, and enlightenment of all people of the community the library serves. Materials should not be excluded because of the origin, background, or views of those contributing to their creation." A diverse collection should contain content by and about a wide array of people and cultures to authentically reflect a variety of ideas, information, stories, and experiences.

Library workers have an obligation to select, maintain, and support access to content on subjects by diverse authors and creators that meets—as closely as possible—the needs, interests, and abilities of all the people the library serves. This means acquiring materials to address popular demand and direct community input, as well as addressing collection gaps and unexpressed information needs. Library workers have a professional and ethical responsibility to be proactively inclusive in collection development and in the provision of interlibrary loan where offered.

A well-balanced collection does not require a one-to-one equivalence for each viewpoint but should strive for equity in content and ideas that takes both structural inequalities and the availability of timely, accurate materials into account. A diverse collection should contain a variety of works chosen pursuant to the library's selection policy and subject to periodic review.

Collection development, as well as cataloging and classification, should be done according to professional standards and established procedures. Developing a diverse collection requires:

selecting content in multiple formats;
considering resources from self-published, independent, small, and local producers;
seeking content created by and representative of marginalized and underrepresented groups;
evaluating how diverse collection resources are cataloged, labeled, and displayed;
including content in all of the languages used in the community that the library serves, when possible; and
providing resources in formats that meet the needs of users with disabilities.1

Best practices in collection development assert that materials should not be excluded from a collection solely because the content or its creator may be considered offensive or controversial. Refusing to select resources due to potential controversy is considered censorship, as is withdrawing resources for that reason. Libraries have a responsibility to defend against challenges that limit a collection's diversity of content. Challenges commonly cite content viewed as inappropriate, offensive, or controversial, which may include but is not limited to prejudicial language and ideas, political content, economic theory, social

philosophies, religious beliefs, scientific research, sexual content, and representation of diverse sexual orientations, expressions, and gender identities.

Intellectual freedom, the essence of equitable library services, provides for free access to varying expressions of ideas through which a question, cause, or movement may be explored. Library workers have a professional and ethical responsibility to be fair and just in defending the library user's right to read, view, or listen to content protected by the First Amendment, regardless of the creator's viewpoint or personal history. Library workers must not permit their personal biases, opinions, or preferences to unduly influence collection development decisions.2

1 "Services to People with Disabilities: An Interpretation of the *Library Bill of Rights*," adopted January 28, 2009, by the ALA Council under the title "Services to Persons with Disabilities"; amended June 26, 2018.

2 *ALA Code of Ethics*, Article VII, adopted at the 1939 Midwinter Meeting by the ALA Council; amended June 30, 1981; June 28, 1995; and January 22, 2008.

Adopted July 14, 1982, by the ALA Council; amended January 10, 1990; July 2, 2008; July 1, 2014 under previous name "Diversity in Collection Development"; and June 24, 2019.

CHALLENGED MATERIALS
An Interpretation of the Library Bill of Rights

Libraries: An American Value states, "We protect the rights of individuals to express their opinions about library resources and services." The American Library Association declares as a matter of firm principle that it is the responsibility of every library to have a clearly defined written policy for collection development that includes a procedure for review of challenged materials. Selection of online resources, including Web sites, should also be governed by this collection development policy and be subject to the same procedures for review of challenged materials. This policy reflects the Library Bill of Rights and is approved by the appropriate governing authority.

Challenged materials should remain in the collection during the review process. The Library Bill of Rights states in Article I that "Materials should not be excluded because of the origin, background, or views of those contributing to their creation," and in Article II, that "Materials should not be proscribed or removed because of partisan or doctrinal disapproval." Freedom of expression is protected by the Constitution of the United States, but constitutionally protected expression is often separated from unprotected expression only by a dim and uncertain line. The Supreme Court has held that the Constitution requires a procedure designed to examine critically all challenged expression before it can be suppressed.1 A hearing is a part of this procedure. Materials that meet the criteria for selection and inclusion within the collection should not be removed.

Therefore, any attempt, be it legal or extra-legal,* to regulate or suppress materials in libraries must be closely scrutinized to the end that protected expression is not abridged.

Adopted June 25, 1971; amended July 1, 1981; amended January 10, 1990; January 28, 2009, by the ALA Council.

* *"Extra-legal" refers to actions that are not regulated or sanctioned by law. These can include attempts to remove or suppress materials by library staff and library board members that circumvent the library's collection development policy, or actions taken by elected officials or library board members outside the established legal process for making legislative or board decisions. "Legal process" includes challenges to library materials initiated and conducted pursuant to the library's collection development policy, actions taken by legislative bodies or library boards during official sessions or meetings, or litigation undertaken in courts of law with jurisdiction over the library and the library's governing body.*

ACCESS TO LIBRARY RESOURCES AND SERVICES FOR MINORS: AN INTERPRETATION OF THE LIBRARY BILL OF RIGHTS

The American Library Association supports equal and equitable access to all library resources and services by users of all ages. Library policies and procedures that effectively deny minors equal and equitable access to all library resources and services available to other users is in violation of the American Library Association's Library Bill of Rights. The American Library Association opposes all attempts to restrict access to library services, materials, and facilities based on the age of library users.

Article V of the Library Bill of Rights states, "A person's right to use a library should not be denied or abridged because of origin, age, background, or views." The right to use a library includes free access to, and unrestricted use of, all the services, materials, and facilities the library has to offer. Every restriction on access to, and use of, library resources, based solely on the chronological age, apparent maturity, educational level, literacy skills, emancipatory or other legal status of users violates Article V. This includes minors who do not have a parent or guardian available to sign a library card application or permission slip. Unaccompanied youth experiencing homelessness should be able to obtain a library card regardless of library policies related to chronological age.

School and public libraries are charged with the mission of providing services and resources to meet the diverse interests and informational needs of the communities they serve. Services, materials, and facilities that fulfill the needs and interests of library users at different stages in their personal development are a necessary part of providing library services and should be determined on an individual basis. Equitable access to all library resources and services should not be abridged based on chronological age, apparent maturity, educational level, literacy skills, legal status, or through restrictive scheduling and use policies.

Libraries should not limit the selection and development of library resources simply because minors will have access to them. A library's failure to acquire materials on the grounds that minors may be able to access those materials diminishes the credibility of the library in the community and restricts access for all library users.

Children and young adults unquestionably possess First Amendment rights, including the right to receive information through the library in print, sound, images, data, social media, online applications, games, technologies, programming, and other formats.1 Constitutionally protected speech cannot be suppressed solely to protect children or young adults from ideas or images a legislative body believes to be unsuitable for them.2 Libraries and their library governing bodies should not resort to age restrictions in an effort to avoid actual or anticipated objections, because only a court of law can determine whether or not content is constitutionally protected.

Article VII of the Library Bill of Rights states, "All people, regardless of origin, age, background, or views, possess a right to privacy and confidentiality in their library use." This includes students and minors, who have a right to be free from any unreasonable intrusion into or surveillance of their lawful library use.3

The mission, goals, and objectives of libraries cannot authorize libraries and their governing bodies to assume, abrogate, or overrule the rights and responsibilities of parents and guardians. As "Libraries: An American Value" states, "We affirm the responsibility and the right of all parents and guardians to guide their own children's use of the library and its resources and services."4 Libraries and their governing bodies cannot assume the role of parents or the functions of parental authority in the private relationship between parent and child. Libraries and their governing bodies shall ensure that only parents and guardians have the right and the responsibility to determine their children's—and only their children's—access to library resources. Parents and guardians who do not want their children to have access to specific library services, materials, or facilities should so advise their own children. Libraries and library governing bodies should not use rating systems to inhibit a minor's access to materials.5

Libraries and their governing bodies have a legal and professional obligation to ensure that all members of the communities they serve have free and equitable access to a diverse range of library resources and services that is inclusive, regardless of content, approach, or format. This principle of library service applies equally to all users, minors as well as adults. Lack of access to information can be harmful to minors. Libraries and their governing bodies must uphold this principle in order to provide adequate and effective service to minors.

1 *Brown v. Entertainment Merchant's Association, et al.* 564 U.S. 08-1448 (2011).

2 *Erznoznik v. City of Jacksonville*, 422 U.S. 205 (1975): "Speech that is neither obscene as to youths nor subject to some other legitimate proscription cannot be suppressed solely to protect the young from ideas or images that a legislative body thinks unsuitable for them. In most circumstances, the values protected by the First Amendment are no less applicable when government seeks to control the flow of information to minors." See also Tinker v. Des Moines School Dist., 393 U.S.503 (1969); West Virginia Bd. of Ed. v. Barnette, 319 U.S. 624 (1943); AAMA v. Kendrick, 244 F.3d 572 (7th Cir. 2001).

3 "Privacy: An Interpretation of the *Library Bill of Rights*," adopted June 19, 2002, by the ALA Council; amended July 1, 2014; and June 24, 2019.

4 "Libraries: An American Value," adopted on February 3, 1999, by ALA Council.

5 "Rating Systems: An Interpretation of the *Library Bill of Rights*," adopted on June 30, 2015, by ALA Council; amended June 25, 2019.

Adopted June 30, 1972, by the ALA Council; amended July 1, 1981; July 3, 1991; June 30, 2004; July 2, 2008 *under previous name* "Free Access to Libraries for Minors"; July 1, 2014; and June 25, 2019.