

IV. FACILITIES AND SERVICES POLICY

A. ACCESSIBILITY

The rights of an individual to use the Library, its services and its materials, will not be denied or abridged because of race, color, religion, national origin, sex, height, weight, marital status, handicap, student status or sexual orientation.

However, failure to return materials and to pay appropriate charges, or the destruction of Library property shall be due cause for which the use of the Library and/or its services may be denied.

Animals, other than service animals, are not allowed in the Library building.

B. BUILDING CLOSURE

Every effort will be made to keep the Eaton Rapids Area District Library open to serve the public as scheduled. Whenever a situation arises that, in the judgment of the Library Director, or his/her designee, jeopardizes anyone's personal safety or well-being, the building may be closed. Such situations could include, but are not limited to: power failure, flooding, fire, vandalism, or extreme weather.

In the event of an emergency or crisis, the Library Director will be notified.

In the event of an employee's death, arrangements may be made for staff to attend the memorial service/funeral. These arrangements may include, at the discretion of the Library Director, closing the Library for a period of time.

Patrons must leave the Library promptly at closing time and may not be in the Library when it is not open to the public.

C. EATING, DRINKING AND SMOKING

Eating and drinking can occur in the Eaton Rapids Area District Library, however the Library has the right to limit or deny food and drink on an individual basis. Alcoholic beverages are not permitted on Library property.

Smoking is also not permitted in the Eaton Rapids Area District Library (MI Public Act 188 of 2009), nor is the use of any device that produces vapor containing nicotine.

D. RESTROOMS

Misuse of restrooms, including laundering, shaving, hair cutting or trimming, bathing and sexual activity is prohibited.

E. STAFF AREAS

Patrons will not be permitted in any areas designated as "staff only" unless otherwise permitted by the

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Library Director.

F. LOST AND FOUND

The Eaton Rapids Area District Library will retain valuable lost and found items for a period of three months. When possible, staff will contact the owner to inform him or her that an item has been found and note how long the Library will hold the item for. After three months, all items will be donated to a local charity or destroyed.

Non-valuable items (such as clothing) found at the Library will be placed in the lost and found bin. As needed, contents of these bins will be donated to a local charity.

Loose money found at the Library will be held until the close of business each day, at that time if the amount is less than \$20.00, and unclaimed, it will be donated to the Library. Loose money in an amount of \$20.00 or more will be retained for a period of two months and then donated to the Library if unclaimed.

G. DISPLAYS AND EXHIBITS

The Eaton Rapids Area District Library maintains display space and bulletin boards in several areas of the Library. The Library encourages the display of informational brochures and pamphlets announcing area civic, educational and cultural events of interest to the community.

Displays and exhibits are primarily the responsibility of Library staff. Occasionally, community groups or individuals will request permission to make a display. Each request will be reviewed by the Library Director, or a designated staff member, who will either accept or reject the application. The Library retains the right to limit the location and duration of these displays. Any permanent donation of display materials to the Library will be considered in accordance with the Library's gift policy.

The following guidelines apply to all displays:

1. Library sponsored displays are given priority.
2. Information from local organizations from within the service area will take precedence over materials from distant locales, unless there is a demonstrable local tie-in.
3. Displays must be educational, cultural or informative.

4. Displays may not promote commercial products or services, political platforms or candidates seeking public office, nor advertise for a sale or an event unless the proceeds of the sale or event benefit a local nonprofit institution.
 - a. Political materials displayed in the Library may only deal with issues and will not espouse any individual candidate or political party. If there is formal opposition to a ballot issue, equal consideration will be given.
5. Petitions may not be displayed or circulated in the Library except as permitted by local municipal ordinance.

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6. Displays may not promote activities prohibited by law.
7. Materials will be displayed for a maximum of three (3) weeks and will be removed by Library staff. Paper materials will not be returned.
8. All displays, pamphlets, brochures, leaflets, booklets or posters must be submitted for approval by the Library Director, or a designated staff member. Permission will be given based upon limitations of space, timeliness, and relevance of the material to the community.
9. Library staff is responsible to date and post announcements, leaflets and posters on the bulletin boards.
10. The Library reserves the right to refuse any display or posting that does not meet the above criteria or does not support the Library's Mission Statement.

The views expressed by such displays and literature exhibited in the Library do not necessarily reflect the views of the Library. The Library is not responsible for loss, theft or damage to display materials

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.

H. PETITIONS AND SOLICITATION

The Library does not allow petitioning, solicitation, distribution of literature or leaflets, canvassing or similar types of appeals by members of the public, or staff, within the facility. The only groups allowed to conduct this kind of activity are the Library and the Friends of the Eaton Rapids Area District Library, with approval from the Director.

I. REFERENCE AND INFORMATION SERVICES

Reference services are available by telephone, in person or through electronic communication. Simple requests are answered immediately regardless of the person's borrowing status with the Library. Library staff may refer persons requesting extensive research to an individual outside of the Library who can do the work for a fee.

All requests requiring photocopying will be charged the Library's standard photocopying fee.

J. LIBRARY PROGRAMS

All Library programs are free and open to the public; however, some programs may require registration due to the facility, the nature of the program or performer limitations.

Responsibility for Library program development is held by the Library Director and any staff member whose job description includes programming responsibilities. Library programs may utilize volunteers and may be developed cooperatively with for-profit and non-profit groups. The Library reserves the right to deny any outside programs that are not in compliance with the policies of the Eaton Rapids Area District Library or its Mission Statement. Ultimately, Library programs reflect the interests of the community. Speaking/program requests made by public groups will be channeled to the Director who will then assign and schedule staff.

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Organizations or business affiliation of presenters or co-sponsoring agencies will be used by the Library in promoting programs. This does not constitute endorsement by the Eaton Rapids Area District Library of the policies and beliefs of any group using its facility.

No individual or organization who presents a program at the Library will be permitted to sell their product or service during their presentation or during their time at the Library, with the exception of authors who come to speak about their books or performers who have recordings of their music.

Concerns, questions or complaints about Library programs are handled according to the same policy and procedures which govern reconsideration of other Library resources found in the Collection Development Policy.

K. TEST PROCTORING SERVICE

Test proctoring services are provided by the Eaton Rapids Area District Library by appointment only; the student is responsible for making all arrangements with the educational institution giving the test.

L. PUBLIC RELATIONS POLICY

The Eaton Rapids Area District Library seeks to ensure that the public receives consistent and accurate information about Library policies, procedures and programs in order to encourage full understanding and use of its facilities and services. To further that aim the Library Board has established the following procedures:

The Library Board President is the official spokesperson for the Board.

The Director is the official spokesperson for the Library.

Media contacts will be made by the Director, or a person designated by the Director.

Media contacts initiated by the media should be directed to the Director, or a person designated by the Director.

The Library may photograph or record Library events for promotional purposes.

Attendance at Library events constitutes consent to be photographed for use in print and/or electronic publicity for the Eaton Rapids Area District Library.

Casual amateur photography is permitted for patrons and visitors, provided it does not interfere with the operations of the Library or capture any identifiable likenesses of individuals without their permission. Photographers are responsible for securing the necessary releases.

No commercial or media photography, including filming, may occur in the Library without prior written permission. Permission may be revoked at any time if the photographer or videographer fails to comply with the terms of this policy or other rules and regulations of the Library.

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Promotional materials will be the responsibility of the staff member sponsoring the activity and will follow standard guidelines for the use of copyright-free art and quality design.

Social Media

Eaton Rapids Area District Library sponsored social networking outlets (e.g. Facebook, Twitter, YouTube, etc.) are a place for individuals to share opinions about Library related subjects. Comments are encouraged, but the Library reserves the right to edit, modify or delete any comment. The following content will be removed:

- Potentially libelous comments.
- Obscene or racist comments.
- Personal attacks, insults, or threatening language.
- Plagiarized material.
- Private, personal information published without consent.
- Commercial promotions or spam.
- Comments and/or hyperlinks unrelated to a given post, forum or discussion.

The Library reserves the right to monitor all content before it is posted and to modify or remove any messages or postings that it deems, in its sole discretion, to be abusive, defamatory, in violation of the copyright, trademark right, or other intellectual property right of any third party, or otherwise inappropriate.

By posting a comment, individuals agree to indemnify the Eaton Rapids Area District Library and its officers and employees from and against all liabilities, judgments, damages and costs (including attorney's fees) incurred by, arising out of, or related to the content posted.

Notwithstanding the foregoing, the Eaton Rapids Area District Library is not obligated to take any such actions and will not be responsible or liable for content posted.

Staff members may make exceptions to this policy for unusual circumstances.

Photographs/videos may be taken during Library programs and may be posted on Library maintained social media accounts.

M. MEETING ROOM USE

The Eaton Rapids Area District Library's Meeting Room provides an opportunity for bringing together resources of the Library and the activities of the community for educational, cultural, civic and charitable purposes. The Meeting Room is not available for press conferences or purely social occasions. All meetings must be open to the public and cannot discriminate because of race, color, religion, national origin, sex, height, weight, marital status, handicap, student status or sexual orientation.

The Policy for the use of the facility is established by the Library Board. The Board reserves the right to modify the policy at any time.

- The Meeting Room is available for a small fee.

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- Programming and meeting needs of the Library will take precedence over room requests by other community groups.
- Groups wishing to use the facility must submit an application, signed by the supervising adult at least one week in advance, and not more than two months prior to the scheduled meeting. There is no guarantee that the Library Meeting Room will be available to the public at the same times and days each month or subsequent days in a row. Requests for the use of the Library Meeting Room must be approved by the Director, or designee, and are subject to review by the Library Board.
- Reservations will be taken in the order of receipt of approved application with payment.
- Any application may be rejected, or previously granted permission withdrawn, at the discretion of the Library Board or the Library Director.
- The Library may cancel any meeting due to adverse weather conditions or for other emergency reasons.

- Cancellations by the group are required 24 hours in advance. Failure to notify the Library of a cancellation will result in the forfeiture of the fee and may result in denial of future requests.
- Failure to arrive within 15 minutes of the starting reservation time will result in forfeiture of the remaining reserved time.
- All groups using the room must be under adequate adult supervision, with an adult in attendance at all times. The supervising adult assumes responsibility for the repair or replacement of damaged facilities or equipment.
- Meeting Room attendees may not leave children unattended in the Library, in accordance with Library policy. Child care service is not provided by the Library.
- Hours of scheduling need to include the total time involved in the meeting, from the time the organization requires the room for assembling or other purposes, to the time the room is vacated. All meetings must take place during normal Library hours. Groups are responsible for the facility until they have notified a Library staff member that they have vacated the Meeting Room.
- All users of the Library's facilities agree to comply with all applicable laws and local ordinances.
 - The Library building is smoke and alcohol free.
 - Each group is responsible for ensuring the attendance at its meeting does not exceed maximum occupancy (15 people).
- No admission or registration fee is to be charged for meetings or exhibits.
- Registering participants for a program will be the responsibility of the sponsoring group and not the Library.
- Meeting Room programs must not interfere with Library operations. Persons attending meetings are subject to all Library rules and regulations concerning behavior in the building. Activities of the group are limited to the Meeting Room. Applicants agree to be responsible for the orderly behavior of their participants and be responsive to Library staff directives.
- Solicitation of Library patrons and other passers-by is strictly prohibited. Literature may be distributed, but no items may be sold.
- The Meeting Room must be returned to its original condition after use. Items to be displayed may not be tacked, taped or attached in any way to the walls or moldings.

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- The group assumes full responsibility for all equipment used and any damages to the Meeting Room and the equipment. The Library reserves the right to charge a fee for any needed repairs or cleaning, and may lose the privilege of using the Meeting Room in the future.

- The Library assumes no responsibility for damage to, or theft of, any item displayed or exhibited in the Meeting Room. All items are placed in the Meeting Room at the owner's risk. The Library will not provide storage for any purpose to any group.

- Equipment needs shall be stated at the time the application is submitted. Set-up of furniture and other equipment will be the responsibility of the applicant. Use of the Meeting room includes access to chairs, a table, an LCD projector, a laptop, an easel and a hot water percolator. The Library Director must approve the use of any equipment not supplied by the Library prior to the meeting.

- Light refreshments may be served in the Meeting Room. Arrangements for food or drink are the responsibility of the applicant. Groups wishing to serve refreshments must provide their own utensils for serving and preparation. The Library Director has the right to limit or deny food and drink on an individual basis.

- The Library's name and contact information may not be used for any purpose other than to indicate location of the program.

- Granting an organization permission to use the Library's Meeting Room does not, in any way, constitute an endorsement of the organization's policies or beliefs by the Library, staff or Library Board.

- Applicants agree to hold the Eaton Rapids Area District Library harmless for any loss, damage, liability, or expenses that may arise during, or be caused in any way by the use of the Library's facilities. The program planner is responsible for making program attendees aware of this policy.

- For, and in consideration of the use of the Meeting Room, any person or group using the Meeting Room shall agree to indemnify and hold harmless the Eaton Rapids Area District Library and its representatives from and against any and all claims, demands, judgments, settlements, damages, actions, causes of actions, injuries, administrative orders, consent agreements and orders, liabilities, penalties, costs and expenses of any kind whatsoever, which may arise or be asserted, directly or indirectly, with regard to the use of the room.

- Failure to abide by this policy and the rules and regulations of the Library (including the Behavior Policy) will result in denial of subsequent use privileges. If Meeting Room privileges are revoked, the individual renting the Room may make an appeal in writing directly to the Library Board. The decision of the Board is final.

a. **APPENDIX – MEETING ROOM APPLICATION**