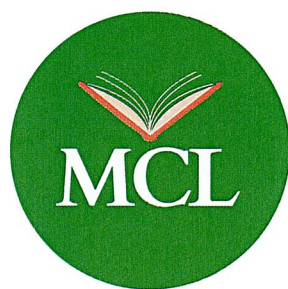


Policy Manual



Updated November 2023

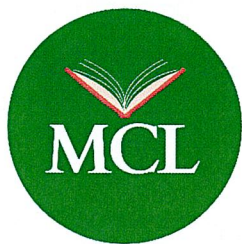


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Mifflin County Library Background Information



Notice: This manual has been prepared to inform you of the Mifflin County Library's procedures and policies. The policies in this manual are to be considered as guidelines.

- No one other than the Board of Directors (the board) and the Executive Director of the Mifflin County Library may alter or modify any of the policies in this manual. Any alteration or modification of the policies in this manual must be in writing and voted upon by a majority of the board.
- No statement or promise by a supervisor, manager, or department leader, past or present, may be interpreted as a change in policy nor will it constitute an agreement with an employee.
- Should any provision in this manual be found to be unenforceable and invalid, such finding does not invalidate the entire manual, but only that particular provision.
- This manual replaces (supersedes) any and all other or previous library manuals, or other library policies whether written or oral.

Background Information

The Mifflin County Library (MCL) is a class six county located at 123 North Wayne Street in Lewistown in central Pennsylvania. As of 2019, MCL serves a population of 46,362 with a 14.4% poverty rate, a median age of 43.8 and a median household income of \$47,526.

MCL is operated as a 501(c)(3) non-profit organization. MCL provides library services to the residents of Mifflin County under an agreement with the commissioners of Mifflin County, who appoint eight of the nine members of the board. The ninth member of the board is appointed by the Borough of Lewistown.

MCL receives operating funds from the Commonwealth of Pennsylvania, Mifflin County, United Way of Mifflin-Juniata, and several municipalities. Other revenue is generated through fines and fees, copy and fax services, annual used-book sales, an annual mini-golf event, and donations from dedicated library patrons.

MCL maintains a strong social media presence and web site. MCL is a member of the Central PA Library District, located at the Schlow Centre-Region Library in State College. As a member of the Central PA Library District, MCL receives supporting services including inter-library loan, consulting service, as well as a digital library for eBooks at:

<https://centralpalibraries.overdrive.com/>

The other libraries in the district include Centre County Library, Juniata County Library, Clearfield County Library, DuBois Public Library and the Joseph & Elizabeth Shaw Public Library.

Adopted and approved: 01/11/2021



Mifflin County Library Mission, Vision, & Core Values

Our Mission Statement

Mifflin County Library enriches the lives of the community by providing popular reading materials, encouraging a child's imagination, and promoting strong community partnerships.

Our Vision

We satisfy curious minds.

Our Core Values

The Mifflin County Library will accomplish our Mission and Vision by:

- Being a kind, warm and welcoming place for community members to gather.
- Being actively engaged in the life of the community and aware of other community resources.
- Employing a collaborative, creative, and positive staff focused on library users' interests and needs.
- Being good stewards of the Mifflin County Library's financial and material resources.
- Protecting the confidentiality of library patron records.
- Championing everyone's right to intellectual freedom.

Adopted and approved: April 19, 2021



Accounting Procedures Manual

The purpose of this manual is to provide a reliable resource for Board Members to use in determining whether approved procedures are being followed and as a future training tool. The manual will have examples and deadlines. Login information and passwords are kept in physical form and will not be shared with the board. This manual will be updated annually. The Administrative Assistant performs the tasks unless otherwise noted.

Whenever possible, a credit card will be used for purchases first and then a check. All cash purchases must be approved ahead of time by either the Director or Administrative Assistant and a check used for reimbursements (see Cash Management Policy). Staff will not be reimbursed for purchases made for the library.

Policy: It is the policy to follow the General Accepted Accounting Principles (GAAP).

Accounting Functions

Daily:

- **Fine Summary Report:** Fine Summary Report is run and printed daily. (see Cash Management Policy)
- **Square:** Square transactions report is run and printed daily, then manually deposited to QBO.

Weekly:

- **Deposits:** Deposits are made twice weekly (see Cash Management Policy). Deposit receipts are signed by the Director.
- **Payment of Bills:** Regular bills come in. By Tuesday, the Director (or other manager) must approve all bills for payment, first. Then the checks are cut on Tuesdays weekly. The Payroll Manager performs this duty. The Director and an officer of the board or two officers of the board must sign.
- **Petty Cash Audit:** Two staff members will audit the petty cash on a weekly basis ensuring that the total is \$100 in small bills and change. See also Cash Management Policy.

Bi-weekly:

- **Payroll and other Direct Deposits:** The director approves staff payroll in the electronic timekeeping system (QBTime), bi-weekly on Monday and exports the report to QBO. Payroll is completed on Tuesday in order for Direct Deposit to be processed. The Payroll Manager performs this duty.
- **PA Withholding:** This is paid every pay period on the Thursday that paychecks are deposited. QBO computes the rate and pays this tax.
- **Federal 941:** This is paid every pay period on the Thursday that paychecks are deposited. QBO computes the rate and pays this tax.

- **TIAA:** This is paid every pay period. Each staff member's contribution is different and is saved in their staff profile in QBO. The Payroll Manager performs this duty via ETF (electronic transfer of funds).

Monthly:

- **Union Dues:** (see also the file labeled Union) Union Dues are calculated using the payroll detail summary in QBO for all union staff members. The Administrative Assistant organizes the total owed. A check is cut by the Payroll Manager.
- **Medical Insurance:** Medical insurance reimbursement to staff must be approved by a manager, then reimbursed via check. The Payroll Manager performs this duty.
- **Life Insurance:** Life Insurance for staff is paid monthly via ETF and is reported to the Board quarterly. The invoice comes via email.
- **Reconciling Bank Statements:** The Payroll Manager reconciles the bank statement to a QBO generated report, printed, stapled together, and approved by two managers.
- **Financial Statements for board packet:** The library board has a fiduciary responsibility to review the library's financial statements on a monthly basis. QBO emails Financial Reports to the director.

Quarterly (January, April, July and October)

- **W-3 for PA Withholding:** QBO pays this for MCL.
- **Federal 941 Quarterly Report:** Forms 941 Employer's Quarterly Federal Tax Return & Schedule B (Form 941) are the 2 forms you will use. QBO does this for MCL.
- **PA Unemployment Compensation:** QBO does this for MCL.
- **PA Sales Tax:** MCL pays sales tax on taxable, tangible items (including but not limited to: book sale purchases, community room rental, copier and fax service, DVD rentals, or library store purchases). The Payroll Manager performs this duty after the Administrative Assistant calculates on a spreadsheet.
- **Local Taxes:** QBO pays this for MCL.
- **Occupational Privilege Tax:** QBO does not recognize this as a taxable item. As a result, the Payroll Manager pays this via ETF.
- **United Way:** Staff may have payroll deductions donated to United Way and MCL sends a check payable to United Way of Mifflin-Juniata due by the 30th of the month following whatever quarter you are filing.

Annual

- **W2/W3:** Processed through QBO. QBO takes care of this and mails W2's to staff but they are also available through the Intuit Payroll Portal. Staff may update W4 information through their own Intuit Payroll Portal. W2/W3 are also submitted to the Social Security Administration through QBO.
- **State Aid:** MCL's financial summary for the previous year must be submitted online at <https://pa.countingopinions.com/> and is due in March. Administrative Assistant works with the Director.

- **United Way RFP:** financial information for United Way funds application is due to the Children's Librarian in February. She needs two separate figures for end of year actuals and following year budgeted amounts for the following:
 - Children's department employees':
 - gross salaries
 - Retirement
 - Taxes
 - Mileage
- **Annual Audit:** Auditors contact MCL at the beginning of the year, to prepare for the audit which must be completed by July 31 (and given to the County Financial Officer by August 1). We give them the information they require. In the end, the auditors will return a written report along with the 990 tax form and financial statements.
- **Copies of audit information:** The following receive final copies of audit information: (including but not limited to)
 - each board member; the executive director; assistant director; administrative assistant; the children's librarian; a copy also is scanned and emailed to the county financial officer (unless a hard copy is required).
- **Form 5500-SF:** Form 5500-SF is filed with the IRS due no later than July 31. The Administrative Assistant works with the Director to perform this task.
- **Form 941 for Workman's Comp.:** This is a report from the insurer regarding Workman's Comp payments and the number of employees on staff. To be completed by the Administrative Assistant working with the Director. Due in February.
- **Quickbooks Online:** Renew QBO subscription annually. Renew Payroll Premium subscription annually.
- **Accounting Procedures Manual:** Review this guide annually, update procedures as needed, and give to the Director for Board review.

Miscellaneous

- Procedure for receiving cash/checks during a fundraiser: From time to time, MCL will have fundraising activities. The procedure is that the money will be counted by two staff members and a record of the total written and initialed. This money will be deposited with the normal weekly deposit unless time and staffing permit an earlier deposit.
- **Succession Plan:** When the Administrative Assistant resigns/retires, it is understood that the Administrative Assistant's email address (mcladmin@mifcolib.org) will transfer to the next employee. It is the email assigned to many employer websites including but not limited to QBO, TIAA and Reliance. The new AA will be assigned this email address. This email address will not be used with the employee payroll portal.

Approved: May 17, 2021

Review annually: currently waiting on Board Review

Bid and Procurement Policy:

Policy: The Mifflin County Library will follow certain procedures when purchasing, bidding or procuring items or services that are beyond the ordinary. The purpose of this policy is to establish standards and controls for the purchase of services for the Mifflin County Library (MCL) especially when federal funds are being used. This policy is intended to facilitate full and open competition and cost-effective purchases as well as to ensure proper accountability.

Procedure: "Beyond the ordinary" include those purchases that are not books, processing of books materials, computer hardware and software associated with cataloging books or associated with the integrated library system (ILS) or the public access computer system (Userful).

All expenditures must be authorized in MCL's approved budget. New budget appropriations must be approved by the appropriate Board Committee (for example, but not limited to, the Building and Grounds Committee) concurrently with contract approval, and will be reflected in any periodic budget updates.

The Library Director has purchasing authority for items under \$3,500. The Youth Services Manager has purchasing authority with approval of the Library Director. Purchases over \$3,500 must have board approval and the check must be signed by two board members. When possible, MCL is generally expected to engage in competitive procurements but is encouraged to buy local.

Items exceeding \$3,500 must have at least two competitive quotes. Contracts with spending limits clearly stated must be signed by both the Library Director and Chair of the committee. Conflicts of interest between MCL and the contracting bid will be noted on the contract.

Approved: March 15, 2021

Mifflin County Library
Bulletin Board Policy

The Mifflin County Library provides public bulletin board space to display information that meets the educational, professional and recreational needs of the community. The Library gives priority to notices for programs and events that promote literacy, books and reading.

Exhibit areas are available on an equitable basis regardless of the beliefs or affiliations of individuals or groups requesting their use. The Library endeavors to present a broad spectrum of opinion and viewpoints. The Library does not endorse content nor imply agreement or disagreement with beliefs or viewpoints expressed in the exhibits or displays. The Library does not accept responsibility for ensuring that all points of view are represented in any single display.

Mifflin County Library reserves the right to determine at its sole discretion what materials will be displayed as well as scheduling, duration, and assignment of display spaces. The Library has the right to review the materials in advance. The Library's decision on what will be displayed in its exhibit spaces shall be final.

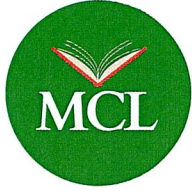
Commercial advertising and printed material for personal gain will not be accepted for posting or distribution.

All notices must be approved by the Library Director or Assistant Director. Final decision on exceptions rest with the Library Director.

This policy will be posted at all times.

Approved: 11-19-18

Reviewed: 8-19-19



Bullying Prevention Policy

Policy: Mifflin County Library does not tolerate bullying behavior by anyone be it a staff member or library user. Bullying behavior, though it can occur in isolated incidences, typically follows a pattern of persistent, intimidating actions. Examples include, but are not limited to: abusive and offensive language; insults; unwelcome teasing; spreading rumors and innuendo; criticizing actions, appearance or behavior; and trivializing the contributions, work or achievements of others.

Bullying is unwelcome or unreasonable behavior that demeans, intimidates or humiliates people, either individually or as members of a group.

Procedure: Management takes allegations of prohibited conduct seriously. Once the allegation is reported, management will promptly, thoroughly and impartially initiate an investigation to determine whether there is a reasonable basis to believe that the prohibited conduct has occurred and that it was committed by the target(s) of the investigation. Management prohibits retaliation against anyone, including an employee, volunteer, board member, student or individual, who in good faith reports prohibited conduct.

Disciplinary procedures as listed in the union contract will be followed for staff. Patrons may be barred from library use with a “no trespass” order levied through Lewistown Borough Police Department.

Approved by electronic vote: January 9, 2018.

Reviewed: 11-19-2018

Updated: November 21, 2023



Mifflin County Library
Patron Code of Conduct

The Mifflin County Library offers a full range of library services to all residents of the community, regardless of age, sex, racial or ethnic origin or sexual orientation, religion, economic status, etc. It is the intent of the library to provide services with a minimum of regulations and restrictions, adopting only those which are absolutely essential to the library's operation.

Library patrons expect an outstanding collection of library materials, pleasant, attractive surroundings, and courteous, efficient and effective service from the staff.

Policy: No one has the right to ruin another person's enjoyment of the Mifflin County Library.

Library users have the right to assume that visits to the library will be free from harassment, free from physical discomfort and danger, and free from psychological and emotional stress.

The library staff have the same rights. Each member of the staff will be able to do his/her work free of harassment, abuse, discomfort, and undue psychological and emotional stress.

The Mifflin County Library will maintain in the library system a pleasant environment conducive to casual reading use as well as study.

Temporary or permanent banning from MCL or Kish Library will be the result if patrons bully, harass, or use hate speech/actions to other patrons or to the staff.

Procedure: Staff will report such incidents to their supervisor and file an incident report which is reviewed and evaluated by the executive director. Staff may and can ask a patron to leave the library. Staff may and can call the police without the permission of a supervisor if they feel uncomfortable or threatened.

- The director will write a letter to the patron explaining the situation and including this policy; or a manager on duty will give a hard copy of the policy to the patron.
- If three incidents occur, then the patron will be banned from the library. A No Trespass order may be given.

Pennsylvania Library Law (dated June 2020): PA Library Law states: usage of the library is subjected to reasonable rules and regulations adopted by the board of library directors (subchapter E: Miscellaneous Provisions, Subsection (c)). Subsection (d) Loss of privileges: further states, "the board of library directors may exclude from the use of the library a person who willfully violates the rules and regulations adopted under subsection (c)."

The unacceptable behaviors include but are not limited to:

- Obscene or abusive language or behavior.
- Sleeping in the library.
- Blocking or in any way interfering with the free movement of any person or persons in or out of the library or around the library property.
- Following staff /patrons around the building or other harassing behavior such as staring, intimidating acts, or acts of bullying.
- Smoking or use of smokeless tobacco in library buildings.

- Engaging in disorderly conduct, fighting, committing a nuisance, or an unreasonable disturbance which offends library users.
- Indecent attire including but not limited to bathing suits, bare feet, or no shirt; although bare feet at the Kish Library will be loosely allowed in the summer.
- Cell phone use is limited to the foyer unless absolutely necessary. Texting is preferred.
- Willful destruction of or damage to any library property.
- Removal of any library property from the library without authorization.
- Rearranging of any library furniture or equipment from one location to another without the permission from a library staff member.
- Consumption of food or open beverages brought into the building by individuals. Sealed water bottles, travel mugs, baby bottles or child sip cups are allowed.
- The sale, purchase, or consumption of illegal substances and/or alcoholic beverages during normal business hours.
- Campaigning, petitioning, soliciting, or selling of any kind; or attempting to convert from one religious belief to another.
- Distribution of leaflets or posting of notices in areas not authorized for this purpose.
- Use of library telephones by any person other than library personnel unless given permission by a library staff member.

Other Behaviors:

- Loud conversations and laughter will be kept at a minimum. Respect will be paid to the hearing impaired.
- **Service dogs** are the only service animal permitted in the library. The service dog must be under the control of the handler and may not bark or growl at patrons, climb on furniture, or other disruptive or nuisance behavior. If the dog is a nuisance, staff will offer to retrieve books for the patron.
 - A person with a disability cannot be asked to remove the dog **unless the dog is out of control or it is not housebroken.**
 - Dogs do not have to be vested. Staff do not have the right to ask for training papers. Staff may only ask, "Is the dog a service animal required because of a disability?"
 - The Americans with Disabilities Act only covers **dogs** as service animals. By their definition a service animal is a dog.
 - The library does not allow inside the building at Lewistown or at Kish an emotional support animal.

Approved: April 21, 2014

Revised and amended: 10-15-18

Revised and approved: 08/15/2023



Collection Development Policy

Purchasing

Policy: MCL is a popular materials library and as such will try not to duplicate the collections of more specialized libraries in the area (The Law Library is located at the Mifflin County Courthouse and The Historical Library is located at the Historical Society, 1 West Market Street). Our purpose is providing readers of all ages the most popular reading materials in a variety of reading formats (regular print, large print, digital, paperback, picture and board books).

Procedure:

All staff members and popular materials readers are welcomed and encouraged to make recommendations with the responsibility of selection resting on the purchasing agent (either the Youth Services Manager or the Library Director or the Assistant Library Director). Materials are purchased based on the popularity of the author or the trending of the topic either on social media (such as Goodreads), NY Times Bestsellers lists, or through a recommendation from MCL's major book vendor, Ingram, which follows reading trends. The purchasing agent will update and monitor MCL's purchasing profile on Ingram.

When possible, materials will add to the diversity of the fiction collection and not duplicate existing nonfiction materials. New materials will be popular. (In other words, MCL does not need 5 different nonfiction titles on Mediterranean dieting nor will act as a Law Library since one already exists).

In order to meet PA State Standards as set by the Office of Commonwealth Libraries, 12% of the overall library budget will be spent on materials. The purchasing agent will be aware of the periodical standard (75 different periodicals for the main branch and 10 different and unique for the branch), however, the periodical standard will be considered as long as it benefits the community.

MCL is not a bookstore and will not purchase books for the general public.

Collection Maintenance

Policy: MCL is in a constant state of assessment and evaluation of the collection, to ensure that the collection remains up to date, balanced, and attractive; and that space limitations are considered.

Procedure: A yearly report will be run based on the lowest number of circulations.

Visual assessment of items as the item is shelved will be kept in mind daily.

Books with no circulations for three years will be removed from the collection if they are not part of a series. Special attention must be given to nonfiction books because MCL has a responsibility not to have outdated information.

Books with high circulation but in a poor condition will be replaced as needed and as available in print.

PA State Standard for the number of items in the collection should also be considered. The standard for MCL is 70,023 items (or 1.5 items per capita). "Items" refers to print, eBooks, audiobooks and eAudio, magazines, DVDs (if the item is listed in the online card catalog, it counts toward the standard).

See also Materials Donation Policy; Interlibrary Loan Policy; Sponsored Book Policy; Reconsideration of Library Materials

Approved: 02/14/2022



Community Room Policy

(this policy replaces the previous Meeting Room policy dated April 2014)

Policy: As a public institution dedicated to the free expression or free access to ideas presenting all points of view concerning the problems and issues of our times, the Community Rooms in the Mifflin County Library facilities will be available on equal terms for the lawful activities of all groups and persons, regardless of their beliefs and affiliations. Use of the Community Room for an event does not constitute MCL's endorsement of that event or the beliefs of its sponsors.

Procedure for the Kish Branch: The Kish Branch Library waives all fees per the agreement with Union Township. Renters contact the Union Township Secretary/ Manager to schedule use of the room.

Procedure for the Lewistown Library: At the Lewistown facility, a \$45 Community Room use fee will be charged to all groups.

- The maximum number of hours in one day is 8 hours. The Community Room is rented during normal business hours. MCL will not remain open to accommodate Community Room use.
- Payment of the rental fee is due at the time of use but prepayment is encouraged. If the meeting is cancelled by MCL due to weather, the organization's reservation fee will be refunded within 14 business days.
- MCL does not publicize meetings/events for outside organizations.
- The Community Room is reserved at least one week in advance and no more than ninety (90) days in advance.
- The group or individual schedules the use of the Community Room with library staff who keep track of the schedule via a staff-only Google Calendar. Staff will never divulge rental information to another person.
- Groups must vacate the room at their scheduled time.
- Food is permissible only inside the Community Room. No alcohol or inhaled substances are permitted.

The individual who rents the room will sign and follow the release form (attached).

MCL welcomes the opportunity to partner with new groups or clubs. At times, independent groups or clubs ask to use the Community Room free of charge as a library-based program or activity. This has the potential to be problematic due to limited staff availability and/or regarding MCL's Sexual Abuse and Molestation Policy and insurance.

As a result, adults involved in leading the potentially new club must have Criminal Background Checks and Child Abuse Clearances on file, if the group welcomes children. Clearances for all adults involved must be provided first before scheduling begins. It must be understood that the Mifflin County Library cannot provide a staff liaison to every group or club meeting. All partnerships are at the discretion of the Executive Director. MCL reserves the right to refuse a partnership.

Approved by the Library Board: Aug. 16, 2022

Release Form:

I have read and agree to the following:

- ☐ I understand that the library staff will communicate with the renter only.
- ☐ I understand room occupancy will be limited to 50 people.
- ☐ I understand that the furniture in the room will be returned to the way it was found and the trash will be set outside the door.
- ☐ I understand that there will be no abusive or profane language (profane language is defined as curse words, the kind that is “bleeped” on TV) that can be heard in the Children’s Library.
- ☐ I agree that no one in my group will prop open in any way any of the library doors. I understand that library staff will unlock doors as needed, especially the Wayne Street door. I understand that I am responsible for ensuring library doors are properly closed when exiting the building.
- ☐ I understand that I or my group will be held financially responsible for any damages to the room.
- ☐ I understand that use of abusive language or failure to follow this agreement will result in the loss of this service for 6 months; and after the second offense, I understand that I (or my group) will no longer be welcome to rent the room.
- ☐ I understand that I or my group indemnify and hold harmless the Mifflin County Library in the event of any negligence attributed to the Community Room user/renter.
- ☐ I understand that I am responsible for checking MCL’s website, social media, or telephone greeting for news of weather-related closing and for notifying members/guests that the event has been canceled.
- ☐ I understand that library staff is not at the disposal of the group. It is my responsibility to provide any necessary equipment.

Agreed and Accepted by:

Print Name: _____ Signature: _____

Date: _____ Staff: _____

Approved by the Library Board: Aug. 16, 2022

Mifflin County Library
Conflict of Interest Policy

Policy: The staff of the Mifflin County Library are the face of MCL and as such reflect the interests of MCL during hours of employment. Staff are encouraged to be mindful of MCL's image and avoid actions, decisions, or activities that could conflict with the best interests of MCL; and/or that could result in a direct or indirect benefit to his/her family or organization with which the staff member is affiliated.

- MCL staff will think of MCL first and avoid the fund-raising efforts of, or involvement in, private libraries, or activities (especially criminal), that could result in negative publicity for MCL. (Criminal conviction will lead to termination.)
- MCL staff affiliation with USW Local 1940 does not constitute a conflict of interest as defined by this policy.
- Since it is not possible to write a policy that covers all potential conflicts, MCL staff are encouraged to be alert for and avoid situations which might be construed as conflicts of interest.

Approved: March 15, 2021
Reviewed: June 21, 2021

Mifflin County Library: Critical Incident and Crisis Policy and Procedure:

Purpose:

Critical incidents and crises in the workplace can affect people physically and psychologically, and affect customer service at the Mifflin County Library (MCL), as well as affecting the reputation of MCL. The purpose of this policy is to ensure MCL prepares for and effectively responds to emergency situations and critical incidents through the appropriate use of resources. The prevention and effective management of emergency situations and critical incidents can assist to minimize the negative impact of an unexpected event. This policy applies to all staff, patrons, volunteers, and Board members.

A crisis is (or crises are) any traumatic unexpected event, including but not limited to, suspected child abuse.

Policy:

The Mifflin County Library identifies, prevents and manages critical incidents and crises within its sphere of responsibility and influence, until the arrival of appropriate emergency services. A range of emergency situations may occur on the premises with the potential to impact on the safety of staff, Board members, volunteers, and patrons.

Incidents include but are not limited to: fire; vehicle and other accidents; civil disorder or illegal occupancy; hostage or terrorist situation; robbery; physical (including sexual) assaults.

Procedure:

A good rule of thumb is: if you think about calling 911, then call 911 immediately.

MCL will have a comprehensive set of policies and procedures to protect children in our care from abuse in any form. These range from extensive pre-hire background checks, staff and volunteer supervision and training, and program policies and procedures that structure program delivery to assure child safety and compliance with all funding source and licensing agencies regulations as well as all local, state and federal law. This plan is designed to assure that the agency's response to an allegation of abuse prioritizes protection of the child(ren) involved by providing clear guidance for the staff members.

MCL will review with staff and volunteers annually the Sexual Abuse and Sexual Molestation Prevention Policy; the board will review and update this policy every 3 years. MCL staff will receive Mandated Reporter Training every 3 years. This Critical Incident and Crisis Policy will be reviewed by the library board every 3 years.

Action Plan:

The following is a checklist of mandatory and recommended actions to take during a sexual abuse allegation.

- o MCL staff must maintain their legal duty to report child abuse immediately by calling ChildLine at 1-800-932-0313
- o Contact the Library Director.
- o The Library Director will inform the Board of Trustees president and solicit guidance. The Board of Trustees president will inform the full board as soon as possible and in an executive session setting.
- o The Library Director will prepare appropriate media statements in consultation with the agency's legal counsel.
- o The Library Director will, in conjunction with counsel, make staff aware of the crisis to the extent possible and advise them of communication plans and the importance of referring all media to the Library Director. The confidentiality of all parties of a sexual abuse allegation, including the alleged abuser, must be upheld at all times. Staff should be prepared to respond appropriately and compassionately to parents and others who may inquire about the crisis, while maintaining the confidentiality of all parties and of the allegation(s).

- o The Library Director will review the case file carefully, with consultation from legal counsel, and document each action taken since the allegation was first reported to the agency.
- o The Library Director will inform the agency's insurance carrier and solicit their guidance.
- o If the alleged abuser is an employee, that employee will have no further contact with children until the case is settled.
- o Support will be offered to staff members who worked directly with the alleged abuser. This support may be provided via an internal source, an outside consultant, and/or agency staff.
- o Support and counseling referrals will be offered to the child's family, in consultation with legal counsel, law enforcement, Child Protective Services and ChildLine.

Dealing with the news media

Crisis Communications Management is a critical piece of MCL's Critical Incident Policy. Allegations directed against employees or volunteers within MCL severely impact the library's integrity and credibility. Effective crisis communications include not only being honest and forthright, but also conveying sensitivity, empathy and good judgment in terms of MCL's patrons, including the victim's family; and courage in analyzing and correcting practices that may assist in preventing similar situations in the future.

The following are some guidelines for dealing with the media, determining who should deliver MCL's message to the media, and what that message should be.

- The Library Director will gather the facts surrounding the allegation and will develop a media statement as soon as possible.
- All calls from the media will be forwarded to the Library Director.
- The Library Director will develop a media statement as soon as possible. It is imperative that the Library Director take all media calls regardless of whether or not facts and a statement are available. Avoiding the media until such time as facts and statements are available will be detrimental to the agency's reputation.
- The Library Director must, during all conversations with reporters, be mindful that nothing is "off the record" and assume that whatever is said to the media will be reported/published.
- The Library Director must avoid using the words "no comment" unless advised to do so by legal counsel.
- The library's legal counsel should not act as the library's spokesperson.

Developing the Media Message or Statement

- Be brief and truthful. Include a summary of the incident, including information about the arrest, suspension, investigation, etc.
- Express sympathy for the victims.
- State the library's commitment to child safety.
- State the library's excellent child safety record and employee/volunteer screening process.
- Assert, however, that even one abuse case is one too many.
- Explain that MCL is fully cooperating with the authorities.

Circulating the Media Message or Statement

- The message or statement should only be made available to inquiring news media (not all). It can be read, faxed or e-mailed to the inquiring reporter.
- The statement should be transmitted by The Library Director.
- A television or radio station may request that the statement be read on air by The Library Director. This is entirely appropriate; however, it is to be made clear (on air) that the library is not participating in an interview, but merely reading the statement.
- The library should refrain from participating in on-air interviews.

Adopted: 02/08/2021

Reviewed:



Digital Collections Policy (related to challenges of digital materials):

Some collections offered by the Mifflin County Library are neither owned nor managed by the Mifflin County Library.

These digital collections include but are not limited to collections developed by the Central Pennsylvania Library District through the Libby app or www.centralpalibraries.org as well as statewide collections available to public libraries through Power Library (www.powerlibrary.org). Any requests for specific titles, or challenges to titles currently in the collection, will be addressed using the collection development policy of the managing library.

Approved: Aug. 16, 2022



Mifflin County Library
Equipment Use Policy

Policy: MCL will provide certain equipment as a public service at a minimal cost. Equipment use may be limited by the parameters of the Integrated Library System (ILS).

Public Access Computer use:

- Library card holders may use the public access computers by logging in with their card number. The ILS will not allow patrons with expired cards or fines of \$3.50 and above to log into the computer.
- A “guest” pass may be used by library card holders who have forgotten their card; staff will log on the patron after double-checking status; fines must be paid first. Non-library card holders will be logged in as a guest. Repeated guest use will be on a case-by-case basis as we encourage people to obtain a library card for the Mifflin County Library.
- Public Access Computer use is limited based on the needs of the community and limitations of the device. Patrons needing more time must ask staff to add the time otherwise the ILS counts down and logs off at the end of the session. Additional time beyond 1 hour is discouraged however exceptions may be made. Public access computers will have time management software installed as well as print management software.
 - Patrons needing time to look for employment are encouraged to go to CareerLink
 - Patrons may not be able to file Taxes.
 - USB Flash Drives are limited to 4GB (or the limitations set by the device).
- Public Access Computers are required to have filtering software installed; as a result, some sites will not be accessible.
 - Teleconferences (Zoom meetings and the like) are not accessible based on the limitations of the device
- Computer print jobs are available for a small fee.
 - 25 cents per page for black and white prints.
 - 50 cents per page for color prints.
 - Double-sided pages are two pages.
 - Print jobs are held in the print queue until payment is made and then released by the staff.

Fax Service: Fax Service is available to patrons at \$1.00 per page (double-sided pages are 2 pages) and \$5.00 per page for international faxes. MCL staff will fax for the patron.

- Small items like a drivers’ license or Social Security Cards will be faxed from the glass and a separate copy will not be made (unless requested).

Photocopy: Photocopy service is available for patrons at 25 cents per page (double-sided pages are 2 pages) for Black and White and 50 cents per page for copies in Color.

- Additionally: the price for 8.5” x 11” and 8.5” x 14” is 25 cents but 11” x 17” is 50 cents per page for Black and White and \$1.00 per page for Color.

Scanning: At this time, MCL is not able to scan.

Laminating: follow the Liability Release Form for laminating materials. MCL staff will laminate 8.5" x 11" pages for \$1.00 per page.

MCL staff will not offer office supplies (staples, paper clips, envelopes, white out, etc.) for public use. People need to bring their own supplies.

MCL does not offer computer projection equipment.

MCL does not offer cell phone charging cords. A USB adapter may be available.

APPROVED: November 15, 2022

Revised: Feb. 21, 2023



Mifflin County Library
Gift Acceptance Policy
(this policy replaces the previous
Material Donations Policy from 2018)

Policy: The Mifflin County Library is grateful for gifts and its collection has been enriched by donations of materials/books as well as monetary contributions. Through donors, the library has been able to acquire materials/books that could not have been purchased otherwise.

Procedure:

Donation of Books: MCL accepts gifts of books and other materials with the understanding that they become the property of MCL and are evaluated in the same manner as purchased materials. Materials/books which are determined by the Executive Director or his/her designee to be useful for the MCL collection are retained. However, MCL will not add to the collection books with a publication date of more than three years. Other materials/books are disposed of in whatever manner the Director deems best; usually the books are sold at the Annual Used Book Sale. The donor is not notified about the final disposition of the book unless this is specifically requested at the time of donation. MCL does not provide an evaluation of gifts for tax relief or other purposes.

Other types of donation:

- No special shelves or sections will be designated for gift collections. MCL will not accept permanent items, such as furniture or paintings. Funds for the purchase of something that will lead to additional future costs will not be accepted (for example, TV cable, cellphones, etc.).
- Materials donated to honor/memorialize an individual or group are not accepted, unless authorized by the Executive Director.
- Books written or produced by local authors are not automatically added to the collection. Materials by local residents will be added only if they are of general interest and at the approval of the Executive Director or the Children's Librarian.

Sponsored Book Program:

MCL welcomes monetary contributions specifically for book purchases in memorial or in honor of named individuals. So that the Library can properly honor the gift, a special form to record the information is available and must be completed. The library staff can supply a list of needed titles for consideration by the donor whose donated funds will be used for the purchase of said books, usually future best-sellers. MCL asks that restrictions for book purchases are kept as minimal as possible in order to permit the flexible use of the donation for the enrichment of the collection. MCL reserves the right to refuse to add a specific title to the collection.

- **Front of the Line:** \$20 required donation to read a specific title first; includes a book plate with the donor's name (may also be anonymous).
- **Memorial/ Honor Book:** \$25 required donation for a bestseller; book plate with the donor's name and the listed individual/group, in honor of or in memory of.
- **Adopt-a-magazine:** List price of the periodical; sticker with "Adopted by" listing the donor (may also be anonymous).

Use of Gifts: All gifts are accepted with the understanding that it may someday be necessary that they be sold or disposed of in the best interest of the library. MCL cannot commit itself to perpetually housing a donation.

Approved: 11-19-18 as Materials Donation Policy
Rewritten and approved: [September 19, 2022]



Interlibrary Loan Service Policy

Policy: Interlibrary Loan is an integral part of the mission of the Mifflin County Library. It is the policy of the Mifflin County Library that patrons will have access to items, especially books, even when MCL does not own the item. The Access Pennsylvania Catalog (Access PA) and the ILL System is a coordinated resource-sharing program of the PA Department of Education and the Office of Commonwealth Libraries, of which Mifflin County Library is a proud partner. All active library-card holders may use Interlibrary Loan (ILL) Services for free.

Procedure for borrowing:

- Requests may be made in person or through the MCL website at www.mifcolib.org
- We will make every effort to try to borrow items for our patrons (books, journal articles, microfilm, DVDs) but ultimately approval lies with the lending library.
 - If microfilm is requested, the patron must make arrangements with Mifflin County Historical Society to use the microfilm reader. A staff member will check out the microfilm to the patron and then walk the microfilm to the Historical Society. The microfilm must not leave the Historical Society library.
- All staff are permitted to place ILL requests through the Access PA database. Patrons may not submit their own requests through the Access PA database at this time.
- The limit for ILL is three requests per week per patron.
- Patrons will receive a phone call when the item arrives. Patrons have 5 working days to pick up their request. Library staff may call a second time if the patron has not claimed their request. If a patron does not claim the request after two phone calls, an "Arrived Hold Not Picked Up" fee of \$2 will be added to their card to offset the cost of postage.
- ILL items are checked out for 21 days. Overdue fees accrue following the Service Policy.
- Regarding damaged or lost items, issues with items will follow the lending library's policy.
- Patrons may be banned from ILL if:
 - MCL staff have filed with the district magistrate once.
 - ILL items are long overdue (more than 90 days) twice.
- Renewals are requested through the Access PA database and are approved or denied by the lending library.
- ILL requests may be placed using a digital card but patrons must have an updated physical card in order to check out the item.
- MCL cannot guarantee the arrival date of an item. The time it takes to receive ILL materials is variable, due to factors such as the processing time of the lending library, the distance, shipping delays, etc.

Procedure for lending:

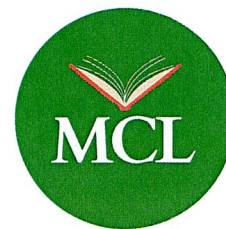
- MCL will not lend to other libraries new popular books that are currently on hold for MCL patrons. All other MCL items listed in the Access PA database may be requested.

- If MCL materials are lost or damaged, MCL will invoice the loaning/partnering library the cost of the book plus \$5 processing fee (see Library Service Policy).
- MCL will not file with the district magistrate (because the loaning/partnering library is the responsible party).
- MCL books may be renewed through the Access PA database as long as the item is not on hold for another patron.
- The Assistant Director is the Interlibrary Loan Librarian and assigns and trains staff in the process of shipping materials through the Access PA database and the Inter-Delivery System (IDS).

Approved: [September 19, 2022]

Internet Safety Policy

Policy: It is the policy of the Mifflin County Library to comply with the Children's Internet Protection Act (CIPA) as compliance is a requirement when applying for federal grants and other funds. The key purpose of CIPA is to limit or prevent children's access to obscene or harmful content over the internet.



Access to Inappropriate Material: To the extent practical, technology protection measures (or "Internet filters" or filtering software) must be installed to block or filter inappropriate information.

Specifically, as required by the Children's Internet Protection Act, blocking is applied to visual depictions of material deemed obscene, pornographic, or any material deemed harmful to minors.

Subject to staff discretion, technology protection measures may be disabled for adults or, in the case of minors, minimized only for bona fide research or other lawful purposes.

Inappropriate Network Usage: To the extent practical, steps will be taken to promote the safety and security of all users of MCL's online computer network when using e-mail, chat rooms, instant messaging, and other forms of direct electronic communications.

Specifically, as required by the Children's Internet Protection Act, prevention of inappropriate network usage includes: (a) unauthorized access, including so-called "hacking" and other unlawful activities; and (b) unauthorized disclosure, use, and dissemination of personal information regarding minors.

Children's Internet Protection Act (CIPA): The Children's Internet Protection Act (CIPA) was enacted by Congress in 2000 to address concerns about children's access to obscene or harmful content over the Internet. CIPA imposes certain requirements on schools or libraries that receive discounts for Internet access or internal connections through the eRate program, a program that makes certain communications services and products more affordable for eligible schools and libraries. In early 2001, the FCC issued rules implementing CIPA and provided updates to those rules in 2011.

WiFi Usage Agreement: To access the wifi, patrons will read a "WiFi Usage Agreement" and accept this agreement. The agreement states that users must be good consumers and be vigilant. Unacceptable sites are not permitted per Title 18 Chapter 59, subsection 5903 of the PA consolidated Statutes: Obscene and other sexual materials and performances.

Adopted by The Mifflin County Library Board of Directors following normal public notice in July 2014.

Updated and reviewed: 09/19/ 2023

Mifflin County Library
Policy for Long Overdue Materials

Policy: Library materials that are 100 days late are considered stolen. Some library procedures are limited by the parameters of the Integrated Library System (ILS).

Procedure: Patrons are strongly encouraged to register for notifications regarding their library account either via text messaging or emails. MCL will not mail notices. When signing for a library card, patrons agree to "accept responsibility for all materials borrowed and fines/fees incurred." Patrons are financially responsible if they allow another individual to use their card. Patrons are prohibited from loaning the use of their card to another individual (see Service Policy).

When a book is checked out, the patron gets: a printed receipt with titles and due dates; or an email receipt with title and due dates; or both if they wish.

The ILS will email a reminder 3 days before the book is due. It will also text a reminder. It cannot do both.

The ILS texts or emails the patron after the book is seven, fourteen, and twenty-one days late.

The ILS issues overdue reports to select staff regarding patrons whose items are thirty days to sixty days or more late. The staff will telephone and/ or email the patrons as time permits after the report is received. This is a courtesy call. Staff will email patrons using info@mifcolib.org.

The ILS is set up to issue one last report (Lost/Long overdue) when the book is 100 days overdue. At this point, the book is considered stolen and the catalog record is suppressed so that other patrons cannot place a hold. Staff telephone one last time before a restricted delivery certified letter is mailed. The borrower is responsible for the cost of the certified letter.

The ILS automatically blocks cards from use and since children must have a responsible adult, the ILS also blocks the cards of children associated with that responsible adult until the matter is resolved. It is library policy that children with a library card have a financially responsible adult (preferably a parent or legal guardian) linked to that card. See also Service Policy.)

If the issue is not resolved after 21 days, MCL files a criminal complaint with the district magistrate's office. According to Title 18, Section 6708 of the PA Code, retention of library property after a notice to return materials is a criminal offense (attached). Once we file, we do not withdraw the complaint unless the patron has a proven medical emergency or other legitimate reason. The Executive Director will appear in court when necessary.

If the items are returned, all fines must be paid before the ILS will unblock the adult and children. The book return is always open, 24 hours a day, every day. It is not unlawful to owe a library fine.

Patrons who have violated this policy two times will be banned from checking out physical library materials for life. The district magistrate has advised that MCL may file with the office regarding the same person twice; and advises after the second filing that the patron be banned from library services for life. All children associated with that adult will be blocked until the child is age 18 years old. Patrons filed with the district magistrate will have the note "PMG" or "previous magistrate" added to the notes file on their account along with the date.

Approved: July 2014

Revised: August 16, 2021

2010 Pennsylvania Code

Title 18 - CRIMES AND OFFENSES

Chapter 67 - Proprietary and Official Rights

6708 - Retention of library property after notice to return.

§ 6708. Retention of library property after notice to return.

(a) Offense defined.--A person is guilty of a summary offense if he retains any book, pamphlet, magazine, newspaper, manuscript, map or other property belonging in, or to, or on deposit with, any library open to the public or any part thereof, for a period exceeding 30 days after such library has given written notice to return the same.

(b) Disposition of fine.--Any fine imposed under this section shall be paid over by the magistrate imposing such fine to the library instituting the prosecution, and costs of prosecution.

(c) Form of notice.--Such notice may be given by personal service upon the borrower, or by the mailing of a registered or certified letter to the address of the borrower on file with said library. The notice shall recite this section, and shall contain a demand that the property be returned.

Non-discrimination Policy
Mifflin County Library

The Mifflin County Library is committed to the principle of equal opportunity in access, education and employment. MCL does not discriminate against individuals on the basis of race, color, sex, sexual orientation, gender identity, religion, disability, age, genetic information, veteran status, ancestry, or national or ethnic origin.

See also Union Contract, Article I: Discrimination

See also Bullying Prevention Policy (approved 2018)

Approved by the Mifflin County Library Board: November 15, 2021



Open Records Policy

Policy: The purpose of this Open Records Policy is to provide access to records. It is also the policy of the Mifflin County Library to be open and transparent.

Records are defined as: information, in paper form or electronic data, about the Mifflin County Library, either policies or finances. MCL will not provide information about individuals (staff or patrons), individual contact information, or any information contained in an individual's library card, personnel file, or donation information. The requestor will not ask questions.

Public records are open to inspection and for duplication during normal library hours.

The "Open Records Officer" is the Mifflin County Library Executive Director.

The requestor will submit the Standard Right-to-Know Law Request Form (attached) and the Executive Director will determine whether: (1) to provide the records requested; (2) to deny the request by notifying the requestor in writing; or (3) to ask for an extension if the response will take longer than 5 business days.

Filing a request is free but the requestor may be required to pay fees for hard copies (see the Official RTKL Fee Schedule dated December 2022): 25 cents for each black and white copy and 50 cents for each color copy.

The requestor is encouraged to retain a copy of the request.

Requestors receiving a denial either in part or in total of a request have the right to appeal that denial of information in writing to: Appeals Office; c/o Executive Director, Office of Open Records; Commonwealth Keystone Building; 400 North Street; 4th Floor; Harrisburg, PA 17129.

Approved: Board Meeting 10-21-2013
Revised and updated: 09/19/2023



pennsylvania

OFFICE OF OPEN RECORDS

Standard Right-to-Know Law Request Form

Good communication is vital in the RTKL process. Complete this form thoroughly and retain a copy; it may be required if an appeal is filed. You have 15 business days to appeal after a request is denied or deemed denied.

SUBMITTED TO AGENCY NAME: _____ (Attn: AORO)

Date of Request: _____ Submitted via: ☐ Email ☐ U.S. Mail ☐ Fax ☐ In Person

PERSON MAKING REQUEST:

Name: _____ Company (if applicable): _____

Mailing Address: _____

City: _____ State: _____ Zip: _____ Email: _____

Telephone: _____ Fax: _____

How do you prefer to be contacted if the agency has questions? ☐ Telephone ☐ Email ☐ U.S. Mail

RECORDS REQUESTED: *Be clear and concise. Provide as much specific detail as possible, ideally including subject matter, time frame, and type of record or party names. RTKL requests should seek records, not ask questions. Requesters are not required to explain why the records are sought or the intended use of the records unless otherwise required by law. Use additional pages if necessary.*

DO YOU WANT COPIES? ☐ Yes, printed copies (default if none are checked)

☐ Yes, electronic copies preferred if available

☐ No, in-person inspection of records preferred (may request copies later)

Do you want certified copies? ☐ Yes (may be subject to additional costs) ☐ No

RTKL requests may require payment or prepayment of fees. See the Official RTKL Fee Schedule for more details.

Please notify me if fees associated with this request will be more than ☐ \$100 (or) ☐ \$_____.

ITEMS BELOW THIS LINE FOR AGENCY USE ONLY

Tracking: _____ Date Received: _____ Response Due (5 bus. days): _____

30-Day Ext.? ☐ Yes ☐ No (If Yes, Final Due Date: _____) Actual Response Date: _____

Request was: ☐ Granted ☐ Partially Granted & Denied ☐ Denied Cost to Requester: \$_____

☐ Appropriate third parties notified and given an opportunity to object to the release of requested records.

NOTE: In most cases, a completed RTKL request form is a public record.
More information about the RTKL is available at <https://www.openrecords.pa.gov>

Form updated Feb. 3, 2020



Photography Consent Policy

Policy: As a part of any library event, staff from the Mifflin County Library will be present to capture and memorialize library events. It is possible that these images will be used on our website, on our social media accounts, sent to local news media, or to advertise future programs.

Procedure: Before taking photos or videos, staff will quickly inform the group. However, if the patron or parent does not wish for the image or likeness to be used for these purposes, they will inform staff who will respect their wishes. Staff will ask the person to avoid areas where it is obvious that photos or video footage is being taken.

Requests from patrons or parents for removal of photographs of themselves or their children will be respected and the photo will be obscured or removed from social media.

The former Photography/ Filming Consent Policy will be removed from display at both branch locations.

Adopted 11-19-18

Updated: November 21, 2023



Request for Reconsideration of Library Materials Policy

Policy: MCL welcomes expressions of diverse opinions from patrons, with a valid library card, concerning materials selected for the collection.

Procedure: If a patron questions the content, tone, or placement of an item in the collection, he/she may submit to the Library Director a formal and written Request for Reconsideration form.

After receiving the form, the Library Director will appoint appropriate staff to research and review the title under consideration within the context of the Collection Development Policy, resulting in a formal written response to the patron within 30 days of the receipt of the form. If this response is not satisfactory to the patron, a formal appeal may be made to the Mifflin County Library Board.

During this process, the material in question will remain accessible to MCL readers.

Approved by the Library Board: 02/14/2022



Mifflin County Library
Citizen's Request for Reconsideration of Library Materials

Request Initiated by _____

Library Card Number 29641000 _____

Address _____

City _____ State _____ Zip _____

Phone _____ Email _____

Complainant represents (circle one): Self Organization or Other Group

(Please Name Organization or Other Group) _____

Material Information:

Author _____

Title _____

Material Type (circle all that apply):

Hardback Book Paperback Book Audio Book Other

Please answer the following questions about the item to which you object. If the materials are in a non-book format e.g. audio or video, please change the word "read" to "listen/hear" or "view/see."

1. To what in the book do you object? (Please be specific; cite pages).

2. What do you feel might result from reading this book?

3. What merit do you find in this book?

4. Did you read the entire book? If not, what parts did you read?

5. Are you aware of the judgment of this book by literary critics?

6. What do you believe is the theme of this book?

7. What would you like the library to do about this book?

- ☐ Move to another collection within the library
 - ☐ Remove from Kish
 - ☐ Remove from children's collection
- ☐ Remove from the Mifflin County Library's collection

8. If you are requesting that the material be moved to another collection, for what age group would you recommend this book?

Signature _____

Date _____

Approved by the Library Board: 02/14/2022



Retention of Documents

The purpose of this document is to:

1. Provide a system for complying with document retention laws
2. Ensure that MCL retains valuable documents
3. Save money, time and space
4. Protect MCL against allegations of selective document destruction
5. Provide for routine destruction of superfluous and outdated documents.

Documents that will be retained and the period of retention are listed below. Generally, documents not listed will only be kept for a period of one year, unless otherwise noted by the Executive Director.

Procedure: The Executive Director is responsible for ensuring that documents are shredded according to schedule. Documents must be destroyed by May of the year indicated.

Documents **without** personal or sensitive information will be stored in the basement with the year clearly labeled on the box, and the year of destruction or purge also clearly labeled. Most documents will be kept together by year, unless otherwise indicated.

Documents **with** personal or sensitive information will be stored in a locked filing cabinet in the locked Administrative Assistant's office, with the year of purge clearly labeled.

The Logo: a master copy of the logo will be kept in Google Drive and labeled as MASTER; 1200 pixels high, preferred format is PNG and PDF.

Neither this policy nor the following schedule sets forth the meaning of "storage," either paper or digitally. Documents will be kept in physical form when possible; however, a digital form may also be stored.

NOTE: It is prudent to keep most financial documents in physical form for seven years.

FINANCIAL DOCUMENTS	
Audit/ 990	Permanent (in the basement)
1099 Int	Permanent (in the basement)

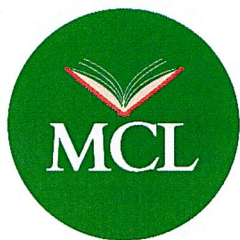
W2 and W3	7 years (locked in Admin Assist office)
Bank Statements and Reconciliations	5 years (in basement)
Proof of deposit	5 years (in basement); may be scanned
Bills	7 years (in basement)
Form 941	7 years
Workman's comp tax audit	7 years
eTides; local withholdings	7 years
Form 5500/ deferred comp	7 years
Federal withholdings	7 years
PA Unemployment letter for the following year	7 years
Voided checks	7 years
Shelter Services Documents	1 year (in Assistant Director's office)
Other financial documents	7 years
Tax exempt status and related library documentation	permanent

HUMAN RESOURCES	
Paystubs (proof of payroll)	4 years (locked in Admin Assist office)
Staff personnel documents; including FMLA; evaluations; I-9; Employment applications, etc	6 years after resignation (locked in Admin Assist office)
Staff listed in Quickbooks/ TIME	marked as TERMINATED in QBO after last payroll; 3 years (digital only)
Shelter Services Documents	1 year (in Assistant Director's office)

MISCELLANEOUS	
eRate documentation	10 years (in a separate box; basement)

State Aid Reports	10 years (in a separate box; basement)
Policies, employee handbook, Union contract	For as long as they are current and 3 years after
Invoices	Current year and previous year
UPS tracking and pick-up summaries for ILL	6 months in Assistant Director's office

Approved by the Board: 05/17/2022



Mifflin County Library Service Policy

Policy: The Mifflin County Library has rules and procedures in place in order to ensure that all library patrons are treated equally.

MCL staff holds patron records with the utmost confidentiality. Patron records are defined as personal information that is stored in the Integrated Library System (ILS). Releasing patron information that is stored in the ILS for any reason will result in disciplinary actions or termination.

- **Exception:** staff may inform a caregiver (other than the responsible parent) the number of items checked out (not the actual titles). Use common sense, if a care home or care giver lists the titles, staff may confirm. Law Enforcement must produce a warrant.

Library Cards:

Mifflin County residents as well as non-residents are eligible to register for a library card (which is a wallet-sized card as well as a small key chain card) without a fee.

- **Library card classifications:**
 - Staff (employees of MCL)
 - Volunteer (a patron who volunteers or provides another service as determined by the Director; ie, a VIP)
 - Adult (a patron over age 18 years old)
 - Juvenile (a patron between age 5 and 17 years old)
 - Group (a local group including but not limited to daycares, head starts, senior care homes, etc)
 - MCL and Departments (an internal MCL department requiring a card for checking out books, such as Mending, ILL and Story Time)
- **New applicants** must present proper proof of residency (current and active address) and identity (photo ID is preferred). MCL will accept mail with a postmark as proof of residency.
 - Patrons are responsible for notifying the library within a month of any changes to their account including: home address, e-mail address, phone number, or lost or stolen card.
 - Patrons assume responsibility for all items checked out on their account including any juvenile accounts associated with the primary account. Patrons are prohibited from loaning their card or any library books to another individual.
- **Patron accounts:** Patrons are given the option to log into their patron account using the library card number and a PIN. Once logged in, patrons have the option to renew books, place holds, create lists, and view late fees. The ILS will hold patron payment history for charges but it will not hold patron circulation history for titles checked out.
 - **Library cards** expire every three years in order to provide an opportunity to verify and update patron information. The ILS will email patrons, notifying them of card expiration. Patron account renewals may be done over the phone. Accounts may not be renewed online through the patron portal at this time due to the limitations of the ILS.
 - **Lost cards:** There is a \$5 replacement charge if both the keychain and wallet card is lost with the exception of stolen cards or those with normal damage from use.
 - **Digital cards** are available for patrons who wish to use the digital library only. Digital cards expire in three years. The Digital Library is our third branch.

- Juvenile patrons are linked with a parent or guardian who is financially responsible for all items borrowed. At age 18, the juvenile is separated from the parent/guardian who is still financially responsible for previous fine balance.
- Courtesy Notifications: MCL will not mail overdue notices in the US Mail. However, patrons may choose to receive text message or e-mail notifications when registering for a new card or when updating their information. The ILS will automatically send notifications for the following:
 - 3 days before an item is due
 - 7, 14, 21 days after the due date
 - When an arrived hold is available for pickup
 - Expiration of account

Circulation of library materials (see also ILL policy)

- Items for Check out:
 - o New: 2 weeks
 - o All other: 4 weeks
 - o Magazines: 2 weeks
 - o DVDs: 7 days for movies (with a charge of \$3) and 14 days for non-fictions DVDs (with no charge)
- Renewals: items may be renewed twice as long as that item is not on hold for another library patron. If the item has reached the maximum renewals and isn't on hold for any patron, the items may be checked in and back out again to the current borrower.
- Holds: items currently checked out may be placed on hold. Renewals can be made over the phone after verifying the patron's address and phone number.

Borrowing Privileges: a library card is a privilege not a right (see also Lost/Long overdue policy).

- Patrons must have a library card or digital replica present to borrow materials; a driver's license may be used once per year. Items may not be checked out if the account balance is at or above \$3.50 (The ILS does not delete borrowers with an account balance). Balances must be under the \$3.50 fine limit to use the library card, including the responsible party and all cards attached.
- The book drop is available outside of the building 24 hours a day each day of the week.
- The maximum number of items that may be checked out at any one time, on any one card is 99.
- Blocked accounts:
 - o The ILS blocks the patron's account when the fine balance is above \$3.50. Library cards will have a blocked status if the patron is filed with the magistrate more than once (see Long Overdue Policy). *PMG: is the abbreviation used in the ILS when a patron has a previous report to the district magistrate. Moving forward, PMG will be written as Previous Magistrate.

Fines

- Overdue fines will be charged at a minimal rate as an incentive to return materials promptly. (See also Lost/Long overdue policy)
 - o The fine rates are:
 - o 25 cents per day per item for all items, \$1 per day for DVDs
 - o The fine balance will not exceed the cost to replace the library quality book.

Lost, Overdue or Damaged items: (see also Lost/Long Overdue Policy): The patron is responsible for returning library materials on time and in the same condition as when checked out.

- Lost and damaged items are charged the price of the item as listed in the ILS plus a \$5 processing fee (automatically added by ILS, for staff time, barcodes, book jackets, etc). The staff member will give the patron a written receipt. The patron is charged overdue fees if applicable.
 - If the Lost item is found within one month (30 days), the administrative assistant will **mail** a reimbursement check to the patron minus the processing fee but the patron must present a receipt. Reimbursement will not under any circumstance be removed from the cash drawer.
 - Damaged items include but are not limited to water damage, ripped or torn pages, food stains, pet damage, crayon or marker damage that visibly reduces the aesthetic value of the book.
 - Damaged items will not be removed from the patron record (not checked in) until after the patron pays for the damaged item. The patron may keep the item (if the balance is paid within one month).
 - A replacement or equivalent must be purchased (based on availability) after the item is paid for.

Approved: June 21, 2021

Reviewed and updated: Feb. 21, 2023

Mifflin County Library

Sexual Abuse and Sexual Molestation Prevention Policy

Mifflin County Library (MCL) has no tolerance for actual or threatened acts of sexual, physical, mental, or financial abuse or misconduct (known as prohibited conduct).

MCL is dedicated to the goal of protecting library patrons from child and vulnerable adult abuse and neglect and to responding quickly and effectively to incidents of child and vulnerable adult abuse and neglect.

MCL recognizes local, state and national efforts and laws associated with child and vulnerable adult abuse and neglect, and is committed to working cooperatively with all agencies having responsibility for addressing such concerns.

In order to make this Zero Tolerance policy clear to all employees, volunteers and Board members, MCL has adopted mandatory procedures to be followed when prohibited conduct is suspected or witnessed.

Required Training and Review:

In order to make this Zero Tolerance policy most effective, all employees of the Mifflin County Library will have formal Mandated Reporter Training every three years. Employees and Volunteers of MCL are required to review this policy annually and sign a receipt acknowledging their understanding of the policy. The Library Board will review this policy and update (as needed) every three years.

Mandated Reporting:

MCL employees are mandated reporters (under the PA Child Protective Services Law, Section 6311) in their professional capacity and must report child abuse and neglect when they have reasonable cause or suspicion to believe that a child under the age of 18 years is suffering from prohibited conduct.

Reporting Procedures:

As mandated reporters, employees of MCL will follow the following procedures to report observed or suspected prohibited conduct:

- All staff members who learn of observed or suspected prohibited conduct must immediately and directly report the suspected abuse to ChildLine either electronically at www.compass.state.pa.us/cwis; or by calling 1-800-932-0313.
- Staff may report to the Library Director and/or the MCL Board of Director's Personnel Committee.
- A library incident report should also be completed.
- An employee who willfully fails to report a suspected case of prohibited conduct may be subject to criminal charges and prosecution.

Mandated vulnerable adult reporting isn't required of libraries in the State of Pennsylvania,

however, MCL does require employees in their professional capacity to report vulnerable adult abuse and neglect when they have reasonable cause or suspicion to believe that a vulnerable adult is suffering from prohibited conduct.

Vulnerable Adult prohibited conduct 1-800-490-8505

The prohibited conduct must also be reported to the local police.

Lewistown Regional Police 911 or 717-248-6716

Mifflin Juniata Area Agency on Aging 717-242-0315

Clearances:

For paid library staff:

- FBI fingerprint-based background checks will be renewed every 60 months/ 5 years. •
- Criminal history reports will be renewed every 60 months/ 5 years.
- Child Abuse History Clearance must be obtained every 60 months/ 5 years. •
- All clearances will be no older than 5 years at the time of new employment. •
- MCL will maintain copies of clearances for all staff.

For volunteers age 13 and older:

- Adult volunteers (over age 18) who provide care, supervision, guidance or control of a child or vulnerable adult will require clearances. All other volunteers will be supervised by staff.

Investigation and Follow-up

MCL take allegations of prohibited conduct seriously. ChildLine is responsible for investigating alleged prohibited conduct against a child and MCL will follow their instructions and fully cooperate. If the prohibited conduct is between adults, either between staff or patrons and staff, the police will be responsible for investigating and MCL will follow their instructions and fully cooperate.

MCL reserves the right to place the target(s) of the investigation on an involuntary leave of absence or reassign that person to responsibilities that do not involve personal contact with individuals or students. To the fullest extent possible, but consistent with MCL's legal obligation to report suspected prohibited conduct to appropriate authorities, MCL will endeavor to keep the identity(ies) of the target(s) and the alleged victim(s) confidential. If the investigation substantiates the allegation, if a staff member has proven involvement in or conviction of prohibited conduct, that staff member's employment with MCL will be terminated.

See also MCL's Critical Incident and Crisis Policy.

Retaliation

MCL prohibits retaliation against anyone, including an employee, volunteer, board member, or individual who in good faith reports prohibited conduct. Retaliation against a participant

in the investigation is also prohibited. Anyone who retaliates against someone who has made a good faith allegation of prohibited conduct or intentionally provides information to that effect will be subject to discipline, up to and including termination.

Definitions of Terms:

Child - Any individual 18 years of age or younger

Vulnerable adult- Any individual over the age of 18 who has the functional, mental, or physical inability to care for himself or herself alone.

Physical Abuse - Any non-accidental physical injury. Characterized by injury, such as bruises, lesions and fractures that result from hitting (hand, stick, strap, or other object), punching, shaking, kicking, beating, choking, burning (with open flame or hot objects – boiling water, cigarettes), throwing, stabbing or otherwise harming a child or vulnerable adult.

Sexual Abuse - Any sexual behavior with or sexual exploitation of a child or vulnerable adult. Sexual abuse includes: Rape, molestation, distribution or production or possession of child pornography, or any non-consensual sexual contact.

Emotional/Mental Abuse – Any action that inflicts mental pain, anguish, or distress on a child or vulnerable adult through verbal or nonverbal acts, such as humiliating, intimidating, or threatening behavior.

Financial Abuse - the illegal taking, misuse, or concealment of funds, property, or assets of a senior for someone else's benefit.

Neglect - Neglect is defined as the failure of a parent or other person with responsibility for the child or vulnerable adult unable to care for their self to provide needed food, clothing, shelter, medical care, or supervision to the degree that the child's or vulnerable adult's health, safety, and well-being are threatened with harm. Self-neglect is reportable for a vulnerable adult and includes the failure to perform essential self-care tasks in a way that threatens the vulnerable adult's health and safety.

Approved: 03/17/2014

Revised and adopted on: 03/15/2021

Mifflin County Library

Receipt: Sexual Abuse and Sexual Molestation Prevention Policy

I acknowledge that I have received and read the Sexual Abuse and Sexual Molestation Prevention Policy approved by the library board on March 15, 2021. I understand that I am bound to follow the policy and understand the consequences in the event that I fail to do so.

Signature: _____

Date: _____

Sick Bank Policy
Mifflin County Library

It is the policy of the MCL board of directors to offer the bargaining unit employees a Sick Bank, according to the Union Contract (Article XVIII Section 8 that says, "The Library Board will adopt a Sick Bank program, specifics to be worked out by the staff and the library board, as library policy effective 2003").

The procedure is as follows:

The Sick Bank is for bargaining unit employees only. At least 4 members of the bargaining unit must participate in the Sick Bank Program. Bargaining unit members may contribute 1 hour of sick leave per month to be stored and used at a later date. Each participant's accrual may not exceed 114 hours total.

The member must have a physician excuse, must be on medical leave for more than 3 weeks, must first use all of their own PTO (including personal days) before time may be drawn from the sick bank.

Staff does not accrue vacation or sick time while using the sick bank.

Participants may only withdraw 3 months' worth of leave or 420 hours for full time employees.

If there is not a majority of staff participation, the remaining staff will be returned the amount of hours submitted to the Sick Bank. The pool will still remain and staff participation will be revisited annually.

Approved by the Library Board: October, 18, 2021



Policy: Shelter Services Partnership

Policy: It is the policy of the Mifflin County Library to partner with the staff of Shelter Services, Inc. to make available library services to their clients. This policy is to help staff maintain consistency.

Procedure: Patrons who consider their residence to be Shelter Services (currently 13 Depot Street, Lewistown, PA, 17044) must have Shelter Services fax a confirmation of residency back to MCL at 717-242-2825.

All documents will be filed in the Assistant Director's Office in a locked filing cabinet in a folder labeled Shelter Proof of Residence for a period of one year. At the end of one year, the document will be shredded.

Filling out an application for a new card is primarily the same as for any other patron who has a permanent residence. We still require a driver's license or government issued photo identification and phone number. However, there are a few differences. Please see the screenshot below:

The screenshot displays the 'Lewistown Circulation' interface. At the top, it shows the date and time as 'Thursday, March 24, 2022 9:01 AM'. The patron's name is 'Jack Doe' with ID '29641000419414'. A 'Card Expired' warning is visible. The interface includes a sidebar with buttons for 'Check Out', 'Holds', 'Charges', 'Borrower Info', and 'Check In'. The main area shows the 'Basic Info' tab with fields for Name (Last, First, Middle, Suffix, Title), Address (Address 1, Address 2), Home, Type (Exception), Exp. Date (06/23/2022), ID, Alt ID, PIN, Status (Good), Gender (Select), D.O.B., Resp. Party, and Comment. The Address 1 field is highlighted with '13 N. Depot Street'. The Primary Phone field is highlighted with 'xxx-xxx-xxxx'. At the bottom, there are buttons for 'Save Changes', 'Cancel Changes', 'Delete Borrower', 'Change Photo', 'New Borrower', and 'Copy Borrower Info'.

Name		Address 1		Address 2	
Last *	First	Address		Address	
Doe	Jack	13 N. Depot Street			

Home *		City	
Type *	Exp. Date *	State	
Exception	06/23/2022	PA	

ID *	Alt ID	Zip Code	
PIN	Primary Phone		
29641000419414		xxx-xxx-xxxx	

Status	Gender	Secondary Phone	
D.O.B.	Address Correction Request		
Good	Select		

Resp. Party	Email 1	Email 2	Email 3	Mobile
				Select Carrier

Buttons: Save Changes, Cancel Changes, Delete Borrower, Change Photo, New Borrower, Copy Borrower Info

Set the type to "Exception" instead of Adult; this will limit the number of materials checked out to two. Once two items are checked out, the system is blocked. However, if they have two items checked out and want to use the public access computer and they don't have fines accumulating more than \$3.50, please just manually log them into the computer.

Since the client may stay at Shelter Services for a maximum of 90 days, set the card expiration date to 3 months. After three months, the client must either have the Shelter fax another confirmation or update the patron's address/residence. With proof of a permanent address, the Exception will be changed to Adult (juveniles may not have a library card without a responsible adult) and the expiration date set to three years (as stated in the Service Policy).

Staff must follow confidentiality rules and the Long Overdue Materials Policy.

Board approved: April 14, 2022



Succession Plan

Resigning or Retiring Executive Director:

There will be a smooth transition from one Executive Director to a new Executive Director. The process for replacing a resigning or retiring Executive Director will be as follows:

- The Board will determine the exact retirement date of the current Executive Director.
- The Board will determine a specific target date to bring on a new Executive Director. This target date will be flexible to allow the selected candidate some latitude in the beginning date.
- The Board will designate an interim Executive Director to serve for the time between the ending date of the current Executive Director and the beginning date of the new Executive Director. Board members are not eligible to serve as the interim Executive Director.
- The Board President will nominate a Search Committee of not less than three Board members and not more than five Board members. If possible, the current Executive Director will be an ex-officio member of the Search Committee. The Board President may appoint up to two additional Search Committee members from outside the Board (such as the District Consultant, former Board members, community leaders or other persons who would be valuable resources to the committee). The Board President will seek Board approval of the nominees.
- The Board will consider the need for any changes to the management structure before the search for a new Executive Director.

The Search Committee will begin as soon as possible to:

- Update the job description for the Executive Director.
- Develop a profile of the preferred candidate.
- Determine the feasibility of utilizing a search firm to assist the Board in the search.
- Determine salary range and terms of the contract to be offered.
- Identify appropriate advertising media to be used.
- Establish a schedule to complete interviews, reference checks and final selection.
- Determine who will conduct the interviews and what questions will be asked.
- Determine the extent of staff and community involvement in the search process.
- Establish a process for communicating search progress to the Board and staff.

The Search Committee will seek approval of the full Board for all of the above. The Search Committee will recommend no more than three nor less than two candidates for review. The Board will interview the final candidates and select the new Executive Director.

* External candidates and current employees will be invited to apply for the position.

Once a new Executive Director is hired, the Board will set dates for three-month and six-month reviews of performance. These reviews will be informal discussions between the Board President and Executive Director for the purpose of assisting the Executive Director to

understand Board needs and intent, as well as affirmation of good Executive Director performance. The Board will do a formal written performance evaluation of the Executive Director after approximately one year of employment and then annually.

Sudden Loss of Executive Director:

The process to continue uninterrupted service in the event of sudden loss of the Executive Director will be as follows:

- The Board will designate one staff person who will assume the duties of the Executive Director if, in the judgment of the Board of directors, that becomes necessary; namely, either the Assistant Director or the Children's Librarian.
- Currently, the Executive Director will compile a list of vital instructions in case of an emergency for an interim Executive Director and update that list annually.
- The list will include, but not be limited to, such information as:
 - a staff flow chart showing chain of command and a list of responsibilities of all management personnel. The list will also include special instructions about which staff members should be consulted for special assistance in such areas as personnel management, maintenance, finance, computer operations and other essential functions of the organization.
 - location of all bank accounts and financial records, and instructions about disbursement authority.
 - location of all vital documents, such as policies and contracts.
 - location of all computer backup files (Google Drive is utilized for all documents).

If it becomes necessary to implement these emergency procedures, the Board of Directors will meet as soon as possible with the designated interim Executive Director to:

- establish a plan for continued operation, utilizing the skills and experience of the District Consultant, the District Library Director, and other Directors in our Central PA District.
- officially designate the selected staff person to be the interim Executive Director.
- establish a schedule of Board meetings to provide adequate support for the interim Executive Director.
- determine compensation for the interim Executive Director.

As soon as possible after the designation of the interim Executive Director, the Board will implement the process for replacing the Executive Director.

Please note the following tasks will be performed:

- The director's email will not be deleted but changed from smiriello@mifcolib.org to director@mifcolib.org in order for smooth transition of communication. Susan's Google Drive files will not be deleted, especially the file labeled Board Packets which includes Board documentation, ByLaws, as well as previous MCL audits.
- Change the owner of/on all of the following accounts; the director is listed as "the owner."
 - Update ownership and signatures on the checks through JVB; update online banking access
 - Update the ownership signatures on the other accounts. There are letters already written to transfer signatures.

- Update ownership of PA UC
 - Update ownership of the Google Business account
 - Update ownership of Comcast and Century Link; Toshiba; Ingram; most vendors currently in use.
- SAM.gov: Susan must call and have herself removed from the authorized contact list and another staff member added on. Susan's cell phone is associated with the account.
 - Update Bank of America Mastercard– Susan must call and have herself removed from the authorized contact list and another staff member added on. Susan's cell phone is associated with the account; SSN; home address
 - Notify 800.673.1044 to update before resigning
 - The next director will have to update the account
 - Update TIAA-cref–Susan must call and have herself removed from the authorized contact list and another staff member added on. mcladmin@mifcolib.org is associated with the account. Be sure to continue to have mcladmin email associated with the account for smoother transition.

Businesses that have MCL's routing number include (as of August 2022):

TIAA cref (retirement/ deferred comp)

eTides (for taxes; see Accounting Procedures manual)

Term Life (through Reliance Standard)- routing number is entered at the time of payment

There will be a list of web addresses, usernames and passwords updated annually and shared with library managers.

Approved by the Board: Aug. 16, 2022

Mifflin County Library
Travel Policy

Policy

The Mifflin County Library staff and library board of directors will need to travel in order to maintain state standards in education requirements or to ensure MCL's continued success in library leadership. The purpose of this policy is to establish standards and controls for the reimbursement of library staff and board members for actual expenses such as transportation, lodging, subsistence and related items that are incurred in the conduct of authorized library business.

All reimbursement rates for costs that are charged to federal funds are subject to review and adjustment.

Travel Authorization

Employees and board members planning to travel on business must request authorization one month in advance in writing and must involve continuing education required by PA State Standards or must place MCL in the position of library leadership in some way. Requests will be approved by either the Library Director or the President of the Library Board. The request must include an estimated total cost.

Employees who drive a vehicle while on library business must have a valid Pennsylvania driver's license, drive an insured vehicle and shall not have incurred any felony violations related to driving on their record for the past year.

Travel Expense Receipts

If not using a business credit card, receipts for all expenses claimed for travel reimbursement must be submitted no later than 30 days after the charges were incurred. Receipts shall include:

1. The date of purchase
2. A list of items purchased
3. Charges for each item
4. Vendor name and address

The Library Director reserves the right to question expenses.

Mileage Reimbursement Requests

Mileage reimbursement requests for costs that are charged shall be reasonable and report distances that may be verified by using a standard online map such as Google Maps (<https://www.google.com/maps>). Mileage traveled between an employee's residence and their library workplace are considered commuting miles. Commuting costs are not reimbursable. Board members or Library employees who travel from their residence to a location other than their Library workplace are reimbursed either from their residence or their Library, whichever distance is shorter.

Travel with Family

A library employee or board member may travel with his or her family on official business provided that family members do not displace other employees or board members who have a reason to travel to the same place. No family travel expenses are reimbursable except for legitimate business-related expenses incurred by the employee or board member. Lodging is reimbursed at the single room rate only.

Reimbursement Rates

The library reimburses its employees and board members for expenses incurred on library business at the following rates:

1. "IRS Standard Mile Rate for Business" for the current year for use of a private vehicle
2. Actual cost of meals and tips up to the U.S. government's "Per Diem Rates" as listed for each city and state at: <https://www.gsa.gov/portal/content/104877>
3. Actual tolls, parking fees, rental car expenses, necessary taxi fares
4. Actual coach fare for commercial transportation
5. Alcoholic beverages are not reimbursed

Hours Worked

Employees who travel on library business will be compensated for hours worked. A conference day will be considered as a work day. Employees will be paid (or will acquire compensatory time) for up to 8 hours each day (at the director's discretion) if the conference is over-night lasting multiple days, unless a schedule of events is provided showing a conference longer than 8 hours per day. A single-day conference will be considered as a work day and employees will be paid (or will acquire compensatory time) for the number of hours at the conference plus travel time.

Stipend:

Per the union contract, Article XXVIII Miscellaneous provision, Section 2 F, "Upon request, a stipend for the estimated expense of an Employer approved trip will be paid at least 24 hours before the start of the trip. The request must be made in writing and given to the Library Director at least three weeks prior to the planned trip."

Approved: March 15, 2021

Revised: November 15, 2021

Revised per union contract: 12/20/2021

Mifflin County Library
VIDEO SURVEILLANCE POLICY

The Mifflin County Library strives to maintain a safe and secure environment for its staff and visitors. Selected public areas of the Library premises are under continuous video surveillance and video image recordings. Signage disclosing video surveillance is posted at all Library entrances.

When an incident occurs on Library premises, video image recordings will be used to identify the person or persons responsible for Library policy violations, criminal activity, or actions considered disruptive to normal Library operations. Video recordings may also be used to assist law enforcement agencies in accordance with applicable state and federal laws.

Approved: July 20, 2015

Revised and approved: 10-15-18

Mifflin County Library

WEBSITE AND SOCIAL NETWORKING POLICY

The Mifflin County Library provides a website that is an extension of the library's information resources and supports its mission to provide customers with timely, accurate sources of information. The library's website is not intended to be open as a full or partial public forum.

The website's primary audience is Mifflin County residents. The library director and select staff participate in the development and maintenance of the site.

The website may include links to public interest information from non-profit organizations, educational institutions and government agencies, especially those that are unique to the local community. The website may also include links to business and financial partners, internet research tools or to sites that facilitate the public's access to commonly needed ready reference information. Links to business or financial partners, or commercial websites must be reviewed and approved by the Library director or his/her designee. Links to commercial sites may be made when the library has determined that sufficient authoritative information of interest to the public is available at no charge and a comparable non-profit, education, or government agency resource is not available.

Links that are placed on the website must meet the following criteria: Sites should originate from the creating or responsible institution, not a third party.

Material should be up-to -date, preferably with a creation or revision date and contact email address available. Information should be verified if the source is unknown. Sites maintained by individuals should be closely monitored. When dealing with controversial topics, sites with differing points of view should be provided whenever possible. Sites should be examined and reevaluated regularly for the quality and validity of information, access, design, and currency of content.

Links that are placed on the website must be regularly maintained and evaluated. Library staff will run link-checking software regularly to ensure that the links remain active and viable. At least annually, all links will be checked to ensure that the content remains accurate, reliable, and timely. Sites that no longer meet the needs of library customers or that no longer meet the selection criteria will be removed.

Customer complaints or concerns about site content will be handled under the library's "Request for Reconsideration of Materials" policy.

Acceptable Use of Library Social Network Sites

The goals of the Mifflin County Library's sponsored social networking sites are:

- To increase the public's knowledge of and use of library services;

- To promote the value and importance of the Library's services among governing officials, civic leaders, and the general public; and
- To maintain open, professional, and responsive communications with members of the public and the news media.

Publicly posted information will be professional and reflect positively on the Mifflin County Library staff, volunteers, and services. Staff shall check facts, cite sources, present balanced views, acknowledge and correct errors, and check spelling and grammar before publishing any posts.

The Mifflin County Library reserves the right not to publish any posting, or to later remove it.

Comments from the Public

Where moderation of comments is an available option and enabled, comments from the public will be moderated before posting by Mifflin County Library designated staff editors. The Mifflin County Library reserves the right to modify or remove any messages or postings that it deems, in its sole discretion, to be abusive, obscene, defamatory, in violation of the copy right, trademark right, or other intellectual property right of any third party, or otherwise inappropriate.

Notwithstanding the foregoing, the Mifflin County Library will not be responsible or liable for content posted by any subscriber in any forum, message board, or other area of service.

By posting a comment, individuals agree to indemnify the Mifflin County Library, its officers and staff from and against all liabilities, judgments, damages, and costs (including attorney's fees) incurred by any of them which arise out of or are related to the content posted by customers. Forums and messaging may not be used for commercial purposes or for organized political activity.

If an individual does not agree to these terms, the individual should not use the Mifflin County Library sponsored sites, as a violation of these terms may lead to legal liability.

Copyright

Content on the Mifflin County website and other social web application is governed by a Creative Commons Attribution-Noncommercial-Share Alike 3.0 United States Licensing (<http://creativecommons.org/licenses/by-nc-sa/3.0/us>).

Policy Notice

This policy is subject to change at any time without notice. Updates to the policy may be obtained from the Mifflin County Library.

Approved: July 18, 2020 via electronic vote

Mifflin County Library
WHISTLEBLOWER POLICY

The Mifflin County Library (MCL) requires the executive director, board members, employees and volunteers to raise serious concerns internally so the MCL can address and correct inappropriate conduct and actions. It is the responsibility of all staff, board members, volunteers and the executive director to report concerns about violations of MCL's ethics or suspected violations of law or regulations that govern MCL's operations.

NO RETALIATION

It is contrary to the values of MCL for anyone to retaliate against any staff member, board member, volunteer or the executive director who in good faith reports an ethics violation or a suspected violation governing the operations of MCL. Any employee who retaliates against someone who has reported a violation in good faith is subject to discipline up to and including terminations of employment.

REPORTING PROCEDURE

MCL has an open door policy and suggests that staff and volunteers share their questions, concerns, suggestions, or complaints with the executive director and/or board president

ACCOUNTING MATTERS

If any concerns or complaints arise regarding fiscal mismanagement, the MCL Board treasurer will be notified and shall immediately notify the finance committee of any concerns or complaints regarding fiscal practices/internal controls and work with the finance committee until the matter is resolved.

ACTING IN GOOD FAITH

Anyone filing a written complaint concerning a violation or suspected violation is assumed to be acting in good faith and have reasonable grounds for believing the information disclosed indicates a violation. Any allegations that prove not to be substantiated and prove to have been made maliciously or knowingly to be false will be viewed as a serious disciplinary offense.

CONFIDENTIALITY

Violations or suspected violations may be submitted on a confidential basis by the complainant. Reports of violations or suspected violations will be kept confidential consistent with the need to conduct an adequate investigation.

HANDLING OF REPORTED VIOLATIONS

The executive director or board president will notify the person who submitted a complaint and acknowledge receipt of the reported violation or suspected violation. All reports will be promptly investigated and corrective action will be taken if warranted by the investigation.

Approved July 2014

Reviewed: _____

Winter Weather Closing Policy Mifflin County Library

It is the policy of the Mifflin County Library to remain open during most periods of inclement winter weather; however, where extraordinary circumstances warrant, due to winter weather, the executive director reserves the right to close the library for the day, close the library early, or have a 2-hour delay in the morning.

The executive director will make the decision regarding closings and delays by 6:45 a.m. during periods of such inclement winter weather and (with staff help) will communicate this to local media (for example, MERF radio) and social media (for example, Facebook and Instagram) as well as post the closure on the homepage of the website. Staff will be notified via text message or phone call depending on their preference.

Deciding on whether to close: In deciding whether to close, the executive director should consider the following factors: a severe weather **warning** indication (a **warning** indication means that severe weather is imminent); and the recommendation of state and local police agencies regarding limits or prohibitions of travel.

A weather **watch** means that the potential exists for the development of severe weather, but severe weather is not imminent or immediate, and the executive director will consider this as well.

Facility Closed due to weather: If MCL is announced to be closed or close early on a given day due to inclement winter weather, all staff who are scheduled to work on that day will receive regular pay for the day of closure. Staff who are already scheduled off or who are not scheduled to work receive no compensation. If MCL is closed for a two-hour delay, staff will be paid for the first hour, the unpaid lunch hour is considered to be the second hour. Staff may take a 20-minute break in order to eat.

Facility Open: If MCL remains open on an adverse weather day, employees who report to work will receive their normal pay for the day. If an employee elects not to report to work on an open day, the employee can elect to 1) use any accrued paid time off (either vacation or personal time) for the missed day; or 2) the employee will not be paid for the day. Regardless of whether MCL remains open or closed on an inclement day, it is each employee's decision to determine if they can safely arrive at work under the conditions. If an employee elects not to work on a given day, MCL requires the courtesy of a phone call/text to the executive director or supervisor advising as to your status for the day, prior to the beginning of the work day. Questions about this policy should be addressed to executive director.

Notification: The executive director will notify staff via the staff phone tree, as well as the local radio station, Google My Business, and the county maintenance manager. The assistant director will notify any community room renters and volunteers who may be scheduled, as well as changing the voicemail. The technical services coordinator or the Kish Branch coordinator will place the notification on the MCL website. The children's librarian (for story time cancellation) or the social media clerk will place a notification on social media. The Kish Branch Coordinator (since voicemail is not available at Kish as of the approval of this policy) will have a generic notification on the answering machine to check the radio, webpage, or social media. Both library locations will have generic signage on the door saying "Bad

weather is coming. The library may be closed. Call or check social media for updates.”
Patron overdue fines will not be charged on a Winter Weather Closing day.

Approved by the library board: November 15, 2021