<table>
<thead>
<tr>
<th>Content</th>
<th>Page</th>
</tr>
</thead>
<tbody>
<tr>
<td>Abuse Prevention and Reporting</td>
<td>4</td>
</tr>
<tr>
<td>Alcohol at Special Events</td>
<td>8</td>
</tr>
<tr>
<td>Business Solicitation Policy</td>
<td>10</td>
</tr>
<tr>
<td>Circulation Policy</td>
<td>12</td>
</tr>
<tr>
<td>Collection Development Policy</td>
<td>14</td>
</tr>
<tr>
<td>Computer-Use Policy</td>
<td>26</td>
</tr>
<tr>
<td>Credit Card Policy (Patrons’ Cards)</td>
<td>30</td>
</tr>
<tr>
<td>Fees Policy</td>
<td>32</td>
</tr>
<tr>
<td>Gallery and Display Case Policy</td>
<td>34</td>
</tr>
<tr>
<td>Homebound Delivery</td>
<td>36</td>
</tr>
<tr>
<td>Indemnification and Hold Harmless Agreement – Electronic Devices</td>
<td>38</td>
</tr>
<tr>
<td>Indemnification and Hold Harmless Agreement – Individuals Attending Programs</td>
<td>40</td>
</tr>
<tr>
<td>Indemnification and Hold Harmless Agreement- Presenters and Vendors</td>
<td>42</td>
</tr>
<tr>
<td>Interlibrary Loan Policy</td>
<td>44</td>
</tr>
<tr>
<td>Library Cards</td>
<td>46</td>
</tr>
<tr>
<td>Library Hours</td>
<td>50</td>
</tr>
<tr>
<td>Meeting Room Policy</td>
<td>52</td>
</tr>
<tr>
<td>Meeting Room Fee Schedule</td>
<td>54</td>
</tr>
<tr>
<td>Mission Statement</td>
<td>56</td>
</tr>
<tr>
<td>Patron Code of Conduct</td>
<td>58</td>
</tr>
<tr>
<td>Program Attendance</td>
<td>60</td>
</tr>
<tr>
<td>Study Room Policy</td>
<td>62</td>
</tr>
<tr>
<td>Unattended or Disruptive Children Policy</td>
<td>64</td>
</tr>
<tr>
<td>Youth Services Areas</td>
<td>66</td>
</tr>
</tbody>
</table>
Abuse Prevention and Reporting

Adopted August 17, 2017.
Amended as Recorded in Board Minutes

The Mishawaka-Penn-Harris Public Library is committed to providing a welcoming and nurturing environment to patrons of all ages. We maintain zero-tolerance for any actions that may jeopardize the safety, health or emotional well-being of minors. This policy establishes the standards by which MPHPL will prevent physical, emotional and sexual abuse of children and youth by our employees and volunteers.

Definition of Abuse

- **Physical Abuse**: Injury inflicted on a child or youth
- **Sexual Abuse**: Contact or activity of a sexual nature between an employee and a child/youth
- **Emotional Abuse**: Mental or emotional injury inflicted on a child/youth by the actions of an employee
- **Neglect**: Failure to provide adequate care for a child/youth

**Child**: Anyone between the ages of infant to 11 years of age

**Youth**: Anyone between the ages of 12-17 years of age

Policy Guidelines

MPHPL conducts the following pre-employment checks\(^1\) on all individuals hired into the organization, regardless of the employee’s level of involvement with children and youth.

- Standard employment application that includes signed authorization to perform necessary background checks
- In-person interview of the candidate
- Criminal background checks in all states
- Sexual offender registry checks in all states
- Drug-screenings

All information collected is reviewed and used to determine if a potential new hire is a good match for the respective position. If hired, all information collected is included in the employee’s permanent HR file, which will be maintained over the course of employment and post-employment with MPHPL.

\(^1\) Pre-employment checks on all new hires effective June 1, 2017.
MPHPL also conducts background checks on volunteers over the age of 18, as well as background checks on existing staff in compliance with all applicable laws including the Federal Fair Credit Reporting Act (FCRA).

**Structural Guidelines for Programs**

All programs offered by MPHPL are designed to encourage safe interaction between employees and children or youth. The following guidelines ensure established safeguards are in effect:

- Programs must have adult-to-child ratio of one adult per ten children and adult-to-youth ratio of one adult per fifteen youth.
- Children under the age of twelve (12) must be accompanied by an adult at all times. However, children under the age of twelve (12) can attend programs unattended by an adult provided the adult remains in the building at all times.
- Employees may not be alone with a child or youth in any areas that cannot be easily observed by others.
- Employees may not introduce new activities or programs to children or youth without prior written approval from the department Coordinator.

**General Conduct**

In providing a safe and healthy environment, the following guidelines are intended to guide employees’ interactions with children and youth. These guidelines cannot and do not outline every situation that may be encountered while on the job, requiring employees to act with a personal degree of discretion. MPHPL reserves the right to discipline employees whose actions are found to be inappropriate regardless of whether they appear in this section:

- Employees will treat all children and youth with respect and consideration. Treatment must be fair and equal, and must not be based on sex, race, religion, sexual orientation or economic or social status. All effort must be made to avoid favoritism or the appearance of favoritism.
- When representing MPHPL, employees must not possess, distribute, use or allow others to use alcohol or drugs.
- Employees must not use harsh or inappropriate language, degrading punishment or any type of restraining device.
- Employees must not use physical punishment in any form. However, a person may use reasonable force to protect the person or a third party from what the person reasonably believes to be the imminent use of unlawful force or imminent serious bodily injury to the person or a third party.
- Employees must not participate in or allow others to engage in any form of hazing.
- Employees must not have sexual contact with children or youth.
- Employees must not discuss their own sexual history, preferences or fantasies nor their use of illicit or pornographic materials.
• Employees are not allowed to possess or use any sexually-oriented materials (books, magazines, videos, music, clothing) when conducting business in the name of MPHPL.

• When one-on-one discussion is warranted, employee interaction with a child or youth will take place in an observable area that allows for private conversation while remaining in view of others.

If, for any reason, an employee feels a need to make an exception to these guidelines, the employee must submit to supervisor a written description of the incident and explain why the action was necessary. This report will be reviewed by the supervisor and department Coordinator for review. A copy of the original report, along with any additional findings, made by the reviewer will be included in the employee’s permanent HR file.

Reporting Procedure

Any staff member who suspects, observes or has a reasonable suspicion of prohibited employee conduct that does not rise to the level of suspected child abuse or neglect must immediately report it to the Assistant Director of Operational Services or the Library Director.

Suspected child abuse and neglect must be reported. Any staff member who has reason to believe that a child is a victim of child abuse or neglect shall immediately report the matter first to the Department of Child Services (DCS) or local law enforcement, and then to the Assistant Director of Operational Services or the Library Director. Reports to DCS or local law enforcement may be made orally or in writing. The DCS 24 hour hotline for receiving such reports is 1-800-800-5556. Actual knowledge or a high level of certainty are not required by the law. If a staff member has a reason to believe a child may be abused or neglected, then the matter should be reported to DCS or local law enforcement, which will then determine if the report is substantiated. Unless a report is made in bad faith, a person who reports suspected child abuse or neglect is immune from civil or criminal liability related to making the report, and the law presumes that a person making such a report is acting in good faith. Library employees are not required to inform a child’s parents that a report has been made to DCS about their child. The audio recordings of calls made to the child abuse hotline are confidential and may be released only upon court order. Failure to report suspected child abuse or neglect is a class B misdemeanor punishable by up to 180 days in jail and a fine of up to $1,000.

Investigation & Follow Up

MPHPL takes allegations of prohibited conduct seriously. Once an allegation is reported, the Assistant Director of Operational Services and the Library Director will conduct a thorough and impartial investigation into the conduct committed by the target(s) of the investigation. MPHPL reserves the right to place the target(s) of the investigation on an involuntary leave of absence or consider re-assigning the person to other duties that do not involve personal contact with minors. To the extent consistent with legal reporting requirements, MPHPL will strive to keep the identity of the target(s) and the alleged victim(s) confidential to the fullest extent possible.
If the investigation substantiates the allegation, MPHPL’s policy provides for disciplinary action up to and including termination.

**Retaliation**

MPHPL prohibits retaliation against anyone who, in good faith, reports prohibited conduct. Retaliation towards a participant in an investigation is also prohibited.

Anyone who retaliates against someone who has made a good faith allegation or intentionally provides false information to that effect will be subject to discipline up to and including termination.
Alcohol at Special Events

Adopted November 19, 2020

Alcohol purchases for any library event are subject to the following:

- The purchase must be authorized by a Board motion
- The event must take place on library property
- Staff will not serve alcohol
- Only third-party vendors holding a valid Indiana liquor license may serve alcohol
- Liability during these events will be covered by the third-party vendor’s liability insurance or through the Library’s general liability insurance
Business Solicitation Policy

Adopted: June 13, 2002
Amended as Recorded in Board Minutes

Business solicitation is not allowed on Library property except in association with programs sponsored by the Library.
Circulation Policy

Adopted: Date Not Determined
Amended as Recorded in Board Minutes

Loan Periods:
- Books, Music CDs, Audiobooks, Playaway audiobooks, Non-fiction movies, TV series- 21 days
- Magazines- 14 days
- Playaway-Views- 7 days
- Children's and Adult Entertainment Movies- 4 days

Loan Limits:
- Books, Audibooks, Magazines - No limit
- Music CDs - 20 per card
- Entertainment Movies - 10 per card
- Non-Fiction Movies/TV Series - 10 per card
- Playaway View - 2 per card

Overdues:
- Movies and Playaway views- $1.00 per day
- All other items- 25¢ per day

Renewals:
- Movies- No renewals
- All other items- 3 renewals, as long as no one else has placed a hold on the item
Collection Development Policy

Adopted: January 13, 1983
Amended as Recorded in Board Minutes

Introduction

The Mishawaka-Penn-Harris Public Library (“the library”) serves a diverse community of individuals of various economic, religious, social, and political backgrounds. The goal of the library is to provide materials in a variety of formats for information, education, and recreation.

In a free society, information on all points of view should be available to all individuals. The public library provides free access to materials and ideas and is responsible for selecting materials that reflect varied viewpoints and tastes. The existence of a particular viewpoint in the collection is an expression of the library’s policy of intellectual freedom, not an endorsement of a particular point of view.

This policy is designed to guide library staff in selecting materials and making withdrawal decisions, to acquaint the public with the principles of collection development, and to be consistent with “The Freedom to Read,” “The Freedom to View,” and “The Library Bill of Rights” statements of the American Library Association previously adopted by the Library Board of Trustees.

Goals of Selection

Selection is made based upon the following five goals:

1. Popular topics and titles – to offer current, high-demand, high-interest materials in a wide variety of formats.
2. General information – to provide information on a broad array of topics related to school, work, and personal life.
3. Lifelong learning – to develop a collection to support our patrons’ personal growth and development throughout their lifetime.
4. Local History and Genealogy – to provide a collection of printed materials and other resources that chronicle the history of the greater Mishawaka area as well as genealogy research tools.
5. Cultural awareness – to offer materials and resources to help patrons to gain an understanding of their own cultural heritage and the cultural heritage of others.

Responsibility

Ultimate responsibility of the collection rests with the Library Board of Trustees, who have delegated this responsibility to the Library Director, who has further delegated collection development to the Collection Services Department.
Selection Criteria

Library staff will utilize their professional judgment, training, and expertise in choosing materials for the library collection (print, non-print, and digital) which meet our goals of selection and stay within our published budget.

The following criteria are used to evaluate and select items for the collection:

1. Current or anticipated appeal; popular demand
2. Critical reviews
3. Enduring value
4. Current, historical, or local significance of the author or the subject
5. Relevance to the existing collection; content
6. Importance of subject matter
7. Representation of diverse points of view
8. Timeliness; date of publication
9. Price, availability, and budget
10. Support of library programs and initiatives
11. Suitability of format

Local and Family History Collection Selection Criteria–Materials are added in the following priority order:

1. Mishawaka
2. Penn and Harris Townships
3. St. Joseph County, Indiana
4. Indiana
5. Areas from which, or through which, Mishawaka’s population migrated
6. Other areas of genealogical interest and supporting materials

Digital Selection Criteria - The selection of Digital content is the responsibility of the Collection Services Coordinator. The same selection criteria applies to digital content as to all other formats.

Reconsideration of Materials
The library believes that individuals may reject for themselves or their children materials which they find unsuitable but should not exercise censorship on others. Parents who wish to limit or restrict the reading of their own children must personally oversee their selections.

Despite the care taken to select the best materials and the qualifications of the selectors, objections to a selection may be made. When this happens, the principles of The Freedom to Read and the professional responsibility of the staff must be defended.

If a complaint is made, the procedures are as follows:

- Patrons who wish to request material be removed or reclassified will be asked to submit a “Request for Reconsideration of Library Materials form” (see Appendix D).
- A committee of professional librarians will review the material in its entirety, taking into account the same criteria used for selection as well as journal reviews and any other supporting documentation.
- The committee will make a recommendation to the Library Director, who will make a final decision on the material.
- This decision will be communicated to the patron, who may appeal the decision in writing to the Library Board of Trustees.
- The Trustees will, at a regular or special meeting:
  - Consider the request based upon whether the item as a whole meets the library’s selection criteria
  - Render a decision on the item
  - Communicate the decision to the patron via official letter
- The questioned material will not be removed from the shelf during the reconsideration process.

Collection Maintenance

Professional library staff regularly review the collection to ensure its content continues to meet community needs, is up-to-date, accurate, clean, and accessible. De-selection of materials (commonly known as weeding) is an integral part of collection maintenance.

A systematic evaluation of the collection by staff is conducted according to the C.R.E.W. (Continuous Review Evaluation and Weeding) guidelines. This process identifies items for replacement, retention, or de-selection. Materials that are worn, obsolete, unused, superseded, or duplicated are removed. Factors such as copyright date, circulation counts, and timeliness of the material are also taken into account when making weeding decisions. The library will retain those materials that continue to have enduring or permanent significance to its mission and overall collection goals.
Appendices:

A. Freedom to Read
B. Freedom to View
C. Library Bill of Rights
D. Request for Reconsideration of Library Materials Form
Appendix A – Freedom to Read

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

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

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

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

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

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

We therefore affirm these propositions:

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

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

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

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

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

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

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

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

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

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

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

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

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

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

We state these propositions neither lightly nor as easy generalizations. We here stake out a lofty claim for the value of the written word. We do so because we believe that it is possessed of enormous variety and usefulness, worthy of cherishing and keeping free. We realize that the application of these propositions may mean the dissemination of ideas and manners of expression that are repugnant to many persons. We do not state these propositions in the comfortable belief that what people read is unimportant. We believe rather that what people read is deeply important; that ideas can be dangerous; but that the suppression of ideas is fatal to a democratic society. Freedom itself is a dangerous way of life, but it is ours.
This statement was originally issued in May of 1953 by the Westchester Conference of the American Library Association and the American Book Publishers Council, which in 1970 consolidated with the American Educational Publishers Institute to become the Association of American Publishers.


A Joint Statement by:

American Library Association  
Association of American Publishers

Subsequently endorsed by:

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

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

1. To provide the broadest access to film, video, and other audiovisual materials because they are a means for the communication of ideas. Liberty of circulation is essential to insure the constitutional guarantees of freedom of expression.

2. To protect the confidentiality of all individuals and institutions using film, video, and other audiovisual materials.

3. To provide film, video, and other audiovisual materials which represent a diversity of views and expression. Selection of a work does not constitute or imply agreement with or approval of the content.

4. To provide a diversity of viewpoints without the constraint of labeling or prejudging film, video, or other audiovisual materials on the basis of the moral, religious, or political beliefs of the producer or filmmaker or on the basis of controversial content.

5. To contest vigorously, by all lawful means, every encroachment upon the public's freedom to view.

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

The American Library Association affirms that all libraries are forums for information and ideas, and that the following basic policies should guide their services.

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

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

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

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

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

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

Appendix D – Request for Reconsideration of Library Materials

Your name _______________________________________________________________________________

Address _________________________________________________________________________________

City __________________ State __________ Zip code _______________

Phone __________________________________________________________________________________

Do you represent: yourself? _________ An organization? __________

If an organization, what is its name? _______________________________________________________

Title ___________________________________________________________________________________

Author __________________________________________________________________________________

Book _____ Periodical _____ Movie _____ CD _____ Book on tape _____ Other _____

Publisher ___________________________________________ Publication date _________________

Did you review the entire item? __________

To what specifically do you object? (Please be specific. Cite pages, sections, or timestamps.)

________________________________________________________________________________________

_______________________________________________________________________________________

_______________________________________________________________________________________

_______________________________________________________________________________________
Why?

_________________________________________________________________________________________

____________________________________________________________________________________

For what age group would you recommend this work?

_____________________________________________________________________________________

Challenged materials will be reviewed by a committee of professional librarians and, at the discretion of the Library Director may be:

- Maintained in the current collection
- Moved to a more age appropriate collection (Adult, Young Adult, Children’s)
- Removed from the collection

You may appeal this decision, in writing, to the Board of Trustees (ATTN: Board of Trustees, Mishawaka-Penn-Harris Public Library, 209 Lincolnway East, Mishawaka, IN 46544)

Signed ____________________________________________________ Date _________________________
Computer-Use Policy

Adopted: Date Not Determined
Amended as Recorded in Board Minutes

GENERAL COMPUTER USE
Users must:
(1) abide by library computer policy standards as defined herein;
(2) have a basic knowledge of how to use computers.

UTILIZING COMPUTER RESOURCES
A. SIGN UP FOR COMPUTER USE
Use of library computing resources is on a first-come, first-served basis.

B. REQUIRED IDENTIFICATION
To use our computing resources, individuals are required to have a valid library card (see Library Circulation Policies for requirements).

C. TIME LIMITS PER DAY
Patrons are given a two-hour allotment of computer time each day to be used at one or multiple locations. The two hours may be used in one sitting or in multiple visits. If all computers are being used, patrons may join a queue for the next available computer.

D. PRINTING
Printing charges are posted in the computer-use areas. Patrons should ask for assistance if unsure how many pages a document contains. Refunds will be granted at staff discretion and usually only in cases of an error with the printing system.

E. WIRELESS CONNECTIONS
All library locations offer Wi-Fi. The public network does not require a password and can be accessed from most places in the building. Patrons wishing to use their personal laptops or other devices may do so by using the library’s Wi-Fi network. Patrons must abide by our Library Computer-Use Policy and other applicable policies.

F. SPECIFIC-USE WORKSTATIONS
Workstations in certain locations may be designated for specific use and therefore not to be used for general Internet browsing, email, chat rooms, or other non-designated purposes.

EXTERNAL NETWORKS
Patrons who access networks or facilities not owned by the Library must adhere to the policies and procedures established by the administrators of these networks and facilities. (Patrons can usually obtain these from the network information center of the network in question.)

CONFIDENTIALITY
The Library will treat information stored on library computing resources as confidential whether or not that information is protected by the computer operating system. Requests for disclosure of information will be honored only based on the approval of the appropriate library administrator under one of the following conditions:
• authorization by the owners of the information
• as otherwise required or allowed by local, state, or federal law

Patrons will receive prior notice of such disclosures when appropriate. Viewing information in the course of normal system maintenance does not constitute disclosure.

Patrons using library computer systems including work stations, electronic mail or the internet should be aware that their personal or sensitive information is at risk. While the library respects the confidentiality of patrons’ information, other third parties could compromise that data by “shoulder surfing,” hacking into a device or account, or otherwise gaining unauthorized access. In addition, files saved on library computing resources may not be secure and could be deleted by other patrons or by the library at any time.

RESPONSIBILITIES OF USERS
The patron shall responsibly use the tools the library makes available to maintain the security of the patron’s own data and information on each computer system.

The patron should use complex and hard-to-guess password for any personal accounts and change them frequently. Computer account names or numbers, user names, passwords, and other credentials should not be shared with others.

To avoid becoming victims or distributors of computer viruses and other destructive programs, patrons should not click on links or attachments in “phishing” emails, visit suspect websites, download unknown files, or run unauthorized software applications.

Ultimate responsibility for resolution of problems related to the invasion of the patron’s privacy or loss of data rests with the patron. The Library assumes no liability for loss or damage to the patron’s data or for any damage or injury arising from invasion of the patron’s privacy.

ACCEPTABLE USE POLICY
A. COOPERATIVE USE
The Library endorses the practice of cooperative computing. Users must refrain from the following:

• overuse of connect time, information storage space, printing facilities, or processing capacity
• overuse of interactive network utilities
• use of sounds and visuals which might be disruptive to others
• use of any computing resource in an irresponsible manner
B. LEGAL USE
Library computing resources must be used for legal purposes only. The following activities are not permissible:

- threats or harassment
- libel or slander
- destruction of or damage to equipment, software, or data belonging to the Library or others
- disruption or unauthorized monitoring of electronic communications
- unauthorized copying of copyright-protected material
- accessing, downloading or transferring child pornography or “obscene” materials
- conducting other illegal activities of any kind

C. ETHICAL USE
Library computing resources must be used in accordance with the ethical standards of the Library. Examples of unacceptable use include, but are not limited to, the following:

- violation of computer system security
- unauthorized use of computer accounts, access codes, or network identification numbers assigned to others
- use of computer facilities in ways that impede the computing activities of others, such as randomly initiating interactive electronic communications (chat) or e-mail exchanges (spam), visiting spam URLs, overusing interactive net-work utilities, and so forth
- use of computing resources including Wi-Fi to display or disseminate sexually explicit or sexually suggestive (pornographic) material
- violation of software license agreements
- violation of network usage policies and regulations
- violation of another person’s privacy

USE OF COMPUTERS BY MINORS
Ages 11 and Under

- Children may receive two hours of computer use per day. A valid library card and parental permission is required.
- iPads with educational games (no access to Internet) are available for 30 minutes of continuous use per day and do not require a library card or parental permission.
- Children must use the computers in the Children’s Services area and must be under the direct supervision of a parent or other responsible person 14 years of age or older in accordance with MPHPL’s Unattended or Disruptive Children Policy.

Ages 12 to 17

- Youth may receive two hours of computer use per day. A valid library card and parental permission is required.
- Youth must use the computers in the Young Adult or Reference Services area.

SANCTIONS
Violators of MPHPL computer-use policies may have their computer privileges suspended or revoked at the sole discretion of the Library Administration. The following violations will result in immediate suspension or termination of computer and/or library privileges.
1. **SOCIAL MEDIA MISCONDUCT**
   Use of computing resources to access social networking sites to post inappropriate or illegal content defined as abusive, profane, threatening, discriminatory, or obscene

2. **SEXUALLY EXPLICIT MATERIALS**
   Use of computing resources, including Wi-Fi, to display or disseminate sexually explicit or sexually suggestive (obscene/pornographic) material

3. **VANDALISM**
   Vandalism and other illegal acts involving library computing resources may be subject to prosecution by local, state, or federal authorities. If a patron’s misuse causes damage to library property or equipment, penalty fines will be assessed at the cost of repair or replacement (including labor) and reinstatement of library privileges will not be considered until financial restitution is paid.

**INTERNET DISCLAIMER**
Since the Internet is a global electronic network, the Library does not control internet users or content. The Internet and its available resources may contain errors or material of a controversial nature. The Library cannot protect patrons from all offensive information. Parents of minor children must assume responsibility for their child’s use of the Internet through the Library’s connection. The Mishawaka-Penn-Harris Public Library assumes no responsibility for any damage, direct or indirect, arising from use of its WWW Server or from its connections to other Internet services.

**LIMITATIONS OF LIABILITY**
All patrons who wish to use the Library’s computing resources are required to click on “I Agree” to the following Limitation of Liability statement:

*LIMITATION OF LIABILITY*
By logging onto this computer, you (the user) acknowledge that you have read and understand the Mishawaka-Penn-Harris Public Library Computer Use Policy and that you agree to fully comply with all terms, conditions and requirements stated herein. You acknowledge and agree that any violation of the Policy may result in suspension or revocation of Library privileges at the sole discretion of the Library Administration. The user also acknowledges that the Mishawaka-Penn-Harris Public Library assumes no liability for any loss or damage to the user’s data or for any damage or injury arising from invasion of privacy in the user’s computer accounts, programs, or files. In consideration for use of Library computer resources, you (the user) agree to hold harmless and indemnify Mishawaka-Penn-Harris Public Library, its directors, officers, administrators, employees and agents, from any and all liabilities for any claims, demands, and damages to your person or property whatsoever.
Credit Card Policy (Patrons’ Cards)

Adopted: December 9, 2010
Amended as Recorded in Board Minutes

The Library accepts payments for:

- Fines and fees
- Replacement of lost or destroyed materials
- Library card replacement
- Non-resident cards
- PLAC
- Donations

To expedite library payments and for the convenience of Library patrons, Mishawaka-Penn-Harris Public Library accepts credit and debit cards in physical or electronic payment.

Patrons may only use a credit/debit card in person at the Library. No credit/debit card payments will be accepted via phone, fax, or email.

The Library reserves the right to refuse any electronic/credit/debit card transaction.
# Fees Policy

*Adopted: Date Not Determined*

*Amended as Recorded in Board Minutes*

## Overdue items

<table>
<thead>
<tr>
<th>Item</th>
<th>Fee</th>
</tr>
</thead>
<tbody>
<tr>
<td>Books</td>
<td>25 cents / day</td>
</tr>
<tr>
<td>Pamphlets / Magazines</td>
<td>25 cents / day</td>
</tr>
<tr>
<td>DVDs</td>
<td>$1.00 / day</td>
</tr>
<tr>
<td>Music CDs</td>
<td>25 cents / day</td>
</tr>
<tr>
<td>Audiobooks</td>
<td>25 cents / day</td>
</tr>
</tbody>
</table>

*Note: 21 days after item is due, the library will mail a bill to the address on file.*

## All Materials

<table>
<thead>
<tr>
<th>Item</th>
<th>Fee</th>
</tr>
</thead>
<tbody>
<tr>
<td>Lost/Damaged Item</td>
<td>Replacement Cost</td>
</tr>
</tbody>
</table>

## Media Materials

<table>
<thead>
<tr>
<th>Item</th>
<th>Fee</th>
</tr>
</thead>
<tbody>
<tr>
<td>Lost/Damaged Case</td>
<td>$3.00</td>
</tr>
<tr>
<td>Lost/Damaged Insert</td>
<td>$1.00</td>
</tr>
<tr>
<td>Multiple Disc Item Lost/Damaged Disc</td>
<td>$10.00/disc (up to replacement cost)</td>
</tr>
</tbody>
</table>

## Mending

<table>
<thead>
<tr>
<th>Item</th>
<th>Fee</th>
</tr>
</thead>
<tbody>
<tr>
<td>RFID Tag Damaged/Missing</td>
<td>$3.00</td>
</tr>
<tr>
<td>Book Jacket Damaged/Missing</td>
<td>$3.00</td>
</tr>
</tbody>
</table>

## Other Fees

<table>
<thead>
<tr>
<th>Item</th>
<th>Fee</th>
</tr>
</thead>
<tbody>
<tr>
<td>Computer Prints</td>
<td>Free up to 60 cents per day</td>
</tr>
<tr>
<td>Black/white Color</td>
<td>15 cents per copy</td>
</tr>
<tr>
<td>Color</td>
<td>50 cents per copy</td>
</tr>
<tr>
<td>Faxing</td>
<td>$1.00 per page (received faxes are free)</td>
</tr>
<tr>
<td>Photograph Reproduction</td>
<td>$5.00/photograph</td>
</tr>
<tr>
<td>Interlibrary loan material</td>
<td>---Failure to pick up ILL</td>
</tr>
</tbody>
</table>
Library card --lost/damaged/replacement $3.00
Return check charge $20.00
Meeting Rooms (See Fee Schedule)

Unpaid Debt
Patron’s library card will be blocked if the amount owed equals or exceeds the established fine threshold.

$20 or less is owed – Account and debt will be purged after 3 years of inactivity
More than $20 is owed -- Account and debt will be purged after 5 years of inactivity
Bankruptcy – Legal counsel will be engaged in excess of $500
Gallery and Display Case Policy

Adopted: June 9, 1988
Amended as Recorded in Board Minutes

One goal of the Mishawaka-Penn-Harris Public Library is to provide exhibition space for the community. We hope to encourage new talent as well as continue to feature recognized artists. To achieve this goal, we will book new exhibitors and encourage artists to repeat bookings from previous years. Area schools are welcome to display student artwork. Final decisions on bookings may involve the type of media to be shown in order to allow for a greater variety in the exhibits.

The following criteria will apply to the use of the Mishawaka-Penn-Harris Public Library for the purpose of exhibiting works of art, crafts, hobbies, or works of any nature:

1. Exhibits must be open to the public with no admission fee.

2. Prices may not be displayed for items being exhibited. A price list may be left with Reference Services for patrons.

3. Artists are reminded that people of all ages use the Library and that works exhibited must be appropriate for viewing and contact by all age groups. Items exhibited must not contain materials that pose physical hazards to the general public. In case of objections to the exhibition of specific works, a committee composed of the President of the Library Board, the Library Director and the Building Administrator shall review the work in question and recommend either its removal or continued exhibition.

4. The exhibitor may provide the library with biographical information and a poster directing the public to the exhibit.

5. Exhibitions by one person or group will be limited to one exhibit per year.

6. Exhibitors, either individuals or groups, must supply enough material to fill the entire exhibit space.

7. Exhibitors may not use table tops for display.

8. Neither the Board of Trustees of the library or the library staff is responsible for insurance coverage on the materials displayed nor financially responsible for any loss.

9. Showings are open only during normal operating hours of the library. While display cases will remain locked, the doors to rooms containing exhibits shall remain unlocked during business hours unless library personnel deem it necessary to lock the room for limited periods of time to protect library equipment.

10. It is desirable that exhibits be displayed as close to a calendar month as possible with specific dates for installation and removal agreed on in advance.

11. Each group or individual using exhibit space takes full responsibility for any damages incurred resulting from its use. All damages will be charged to the exhibitor, and abuse of the facility will be cause for denying further usage to the exhibitor.

12. This policy is subject to change by the Board of Trustees at any time.
Having read this above statement of policy, I, the undersigned, agree to the terms listed.

Exhibitor’s Signature

Part II

Name  ________________________________________________________________

Address  ____________________________________________________________

Phone  ______________________________________________________________

Title of Exhibit  ______________________________________________________

Description of Exhibit  ________________________________________________

Type of Media Involved in Exhibit  _______________________________________

I would prefer to exhibit during the month of:

1\textsuperscript{st} Choice: ____________________________________        2\textsuperscript{nd} Choice: ____________________________________

I understand that this is not a commitment until notified of my selection by mail. Any questions are to be directed to the ________________________________________.

I understand that if accepted for exhibit I will put up my exhibit as close to the first of the month as possible and will remove such exhibit by the end of the month.

Date  ______________________________________________________

Exhibitor’s Signature
Homebound Delivery

Adopted: August 16, 2018

- Homebound services are available to MPHPL patrons who cannot come to the library due to disability or infirmity
- Patrons requesting delivery must reside within Penn or Harris townships
- Patron must have an MPHPL library card in good standing
LIABILITY WAIVER AND HOLD HARMLESS AGREEMENT

I (the undersigned “User”) have asked the staff of the Mishawaka-Penn-Harris Public Library for help with my electronic device. As a condition of receiving such help, I hereby release the Mishawaka-Penn-Harris Public Library, its directors, officers, administrators, employees, and agents (hereinafter referred to as “Library”) from liability for any loss or damage to my data and for any damage or injury arising from invasion of privacy in my computer accounts, programs, or files. In consideration for my use of Library computer resources and services, I also agree to hold harmless and indemnify the Library from any and all liability for any claims, demands, and/or damages resulting from my use and receipt of such resources and services.

The signing of this document covers all current and future devices that I may bring into the library to receive assistance in using.

DATE: ______________________

USER’S SIGNATURE: ___________________________________

PRINTED NAME: ___________________________________

LIBRARY CARD NUMBER: ____________________________
Indemnification and Hold Harmless Agreement – Individuals Attending Programs

Adopted: April 20, 2017

LIABILITY WAIVER AND HOLD HARMLESS AGREEMENT FOR PROGRAM PARTICIPANT

___________________
Name of Program

_______________________
Date of Program

I understand that activities involving equipment or food preparation can cause injury or food-related allergic reactions. While the Mishawaka-Penn-Harris Public Library exercises reasonable care and precautions to minimize such risks, they cannot ensure that the risks are completely eliminated.

By registering yourself (or your child) for this program, you agree to the following:

- I am aware that the activities for this program provide certain risks.
- If my child is attending the program and is injured, I give consent to MPHPL to use their judgment in my absence to take appropriate action, including obtaining medical care for such injury.

I agree to waive and release the Mishawaka-Penn-Harris Public Library, its officers, agents, employees and volunteers, from and against any and all claims, cost liabilities, expenses, or judgments, including attorney’s fees and court costs arising from my (or my child’s) participation in the above activity, or any illness or injury resulting therefrom. I further agree to indemnify and hold harmless MPHPL from and against any and all such claims, whether caused by negligence or otherwise, except for illness and injury resulting directly from willful misconduct on the part of MPHPL. I understand and agree that by signing this waiver, I am freeing MPHPL, its officers, agents, employees or volunteers from any liability resulting from my (or my child’s) participation in this activity.

IN WITNESS WHEREOF, this Agreement is executed on _________________, 20___.

INDEMNIFIER:
By: ______________________________________________________
Printed Name: _____________________________________________
I am the Legal Guardian of ______________________
(Child’s Name)
Indemnification and Hold Harmless Agreement - Presenters and Vendors

Adopted: August 9, 2007
Amended as Recorded in Board Minutes

INDEMNIFICATION & HOLD HARMLESS AGREEMENT

NAME: ________________________________________________________________

ADDRESS: ________________________________________________________________

PHONE: ________________________________________________________________

EMAIL: ________________________________________________________________

hereinafter known as “Indemnifier,” in consideration of receiving permission to conduct the following described event or activity at the Mishawaka-Penn-Harris Public Library:

DESCRIPTION OF EVENT / ACTIVITY:

_____________________________________________________________________________________

_____________________________________________________________________________________

DATE: _________________

HOURS: ________________________________________________________________

LOCATION: ________________________________________________________________

agrees to the following terms and conditions

Indemnifier agrees to defend, indemnify, and hold harmless the MISHAWAKA-PENN-HARRIS PUBLIC LIBRARY, its board, officers, agents, employees and volunteers from and against any and all loss, damages, liability, claims, suits, costs and expenses whatsoever, including reasonable attorney’s fees, regardless of the merit or outcome of any such claim or suit, resulting from the alleged acts or omissions of Indemnifier, its officers, agents, employees or volunteers in connection with the above described permitted event or activity, and to also fully compensate the Library for any damage to its property resulting from such permitted event or activity. I affirm that I have authority to execute this Agreement on behalf of the above identified Indemnifier.

IN WITNESS WHEREOF, this Agreement is executed on _________________, 20___.

INDEMNIFIER:

By: _______________________________________

Printed Name: _______________________________________

Page 42 of 66
Interlibrary Loan Policy

Adopted: Date Not Determined
Amended as Recorded in Board Minutes

Interlibrary loan is the process by which MPHPL may borrow from and loan to other library systems to meet patron requests.

1) Borrowing items from other libraries

- Available to resident and non-resident-fee card holders (Non-Resident-Fee-Waived cards are not eligible)
- Eligible Items:
  - Print Books

- Ineligible Items:
  - Items published within the last 12 months
  - Textbooks
  - Reference materials

- Limit of 3 items per patron at any one time; materials must be returned before any additional requests are allowed
- Most items are free of charge to our patrons; if a lending library attaches a fee, the patron will be notified and billed if the item is still desired

2) Lending items to other libraries

- MPHPL’s lending rules mirror the borrowing rules of eligible items
- Loan period is 8 weeks
- No requests will be accepted outside the OCLC WorldShare Interlibrary Loan System
Library Cards

Adopted: Date Not Determined
Amended as Recorded in Board Minutes

- Cardholder is financially responsible for material that is checked out until the card is reported lost or stolen
- Card sharing is prohibited
- Cards are issued to individuals, not to groups/organizations
- Any exceptions to Library Card policy require Director approval

FULL-ACCESS CARDS

1) Adult

To obtain a Library card, applicant must:
- Live in Penn or Harris Township, or have a home Library card from a Library system which is reciprocal with MPHPL (some restrictions may apply)
- Provide required documentation
  (1) a valid photo I.D. with current address OR
  (2) a valid photo ID and proof of current address if ID address is not current OR
  (3) a valid photo ID and a valid resident home Library card for reciprocal applicants

2) Juvenile

- Parent/legal guardian/resident caregiver (aka responsible adult) must be present with minor at time of application
- Responsible adult must provide a signature and appropriate documentation (see above) for any minor under the age of 18 wishing to register for or renew a Library card
- If responsible adult is a card holder, the card must be in good standing in order to authorize a full-access card for his/her minor
- If responsible adult’s account is not in good standing, the minor will be issued a Juvenile Limited-Access Card (see Limited-Access Juvenile)
- If responsible adult’s account becomes delinquent in fees at or above $50, the minor’s card will be changed to Juvenile Limited-Access status (See Limited-Access Cards)

3) Non-Resident

- Indiana residents living outside Penn or Harris townships, as well as Michigan residents, may obtain a Non-Resident Card for an annual fee as determined by the Board of Trustees
- Fee is waived for students at any school or college in Penn or Harris townships and for teachers at any school Pre-K through Grade 12  (exception: Access does not include ILL requests)
- Fee is waived for any nonresident library employees of MPHPL  (exception: Access does not include ILL requests)
- Expires 1 year after issue

Page 46 of 66
4) Public Library Access Card (PLAC)

- Allows borrowing of materials at any library in Indiana
  (*exception: Access does not include ILL requests*)
- Fee is determined by the Indiana State Library
- In addition to required documentation, borrower must possess a home library card or a non-resident card at any Indiana Library
- Expires 1 year after issue

LIMITED-ACCESS CARDS

1) Computer-Use-Only

- Available to all visitors (regardless of residence) who do not have a full-access card
- Requires a valid photo ID
- For minors (under the age of 18), a parent/legal guardian/resident caregiver must be present and provide a valid photo ID at time of card issuance to minor
- Expires 1 year after issue

2) Digital Cards

- Available to residents of Penn and Harris townships
- Is obtained online through electronic form submission
- Expires 1 year after issue

3) Homebound

- Available to residents of Penn or Harris townships needing delivery due to illness or debilitation
- May not be used to check-out items within our physical facilities
- May be obtained over the phone

4) Juvenile

If responsible adult’s account is not in good standing, the minor will be issued a Juvenile Limited-Access Card, which limits check-outs to three items

(*exception: media materials are not permitted for check out*)

- Responsible adult and child must be present for issuance of card
- If the responsible adult’s account becomes delinquent in fees at or above $50, the minor’s card will be changed to Juvenile Limited-Access status
- When the minor becomes of age, any existing fines will be transferred to the responsible adult’s account
5) Temporary Resident

Individuals temporarily living within Penn and Harris townships are eligible for a Limited-Access Card with proper documentation:

- A valid photo I.D.
- Proof of temporary address

Limited-Access Cards allows the following check-out privileges:

- Three (3) items
- Media materials are not permitted
- Expires 3 months after issue (may renew one time only)

6) Temporary Non-Resident (Foster Care)

Minors placed in foster care outside Penn and Harris townships are eligible for a Limited-Access Card

- Responsible adult and minor must be present for issuance of the card
- Responsible adult must provide a signature and appropriate documentation (see Full Access Card, Adult) for any minor under the age of 18 wishing to register for or renew a Library card

Allows the following check-out privileges:

- Three (3) items
- Media materials are not permitted
- Expires 1 year after issue
Library Hours

Adopted: Not applicable
Amended: August 8, 2013 (Saturdays at 5 p.m.), March 12, 2015 (effective April 1, 2015), May 19, 2016 (effective August 28, 2016), April 20, 2017 (effective June 5, 2017)

<table>
<thead>
<tr>
<th>Day</th>
<th>Mishawaka</th>
<th>Bittersweet</th>
<th>Harris</th>
</tr>
</thead>
<tbody>
<tr>
<td>Monday</td>
<td>10am - 6pm</td>
<td>9am - 7pm</td>
<td>10am - 8pm</td>
</tr>
<tr>
<td>Tuesday</td>
<td>10am - 8pm</td>
<td>9am - 6pm</td>
<td>10am - 8pm</td>
</tr>
<tr>
<td>Wednesday</td>
<td>10am - 6pm</td>
<td>9am - 7pm</td>
<td>CLOSED</td>
</tr>
<tr>
<td>Thursday</td>
<td>10am - 8pm</td>
<td>9am - 6pm</td>
<td>10am - 8pm</td>
</tr>
<tr>
<td>Friday</td>
<td>10am - 6pm</td>
<td>CLOSED</td>
<td>10am - 6pm</td>
</tr>
<tr>
<td>Saturday</td>
<td>10am - 5pm</td>
<td>10am - 5pm</td>
<td>10am - 5pm</td>
</tr>
<tr>
<td>Sunday</td>
<td>CLOSED</td>
<td>CLOSED</td>
<td>CLOSED</td>
</tr>
</tbody>
</table>
Meeting Room Policy

Adopted: December 10, 2015
Amended as Recorded in Board Minutes

Booking Meeting Rooms
To book a meeting room, a group must meet these requirements:

- A signed application agreeing to our policies must be on file (application is valid for one year); signature must be by an authorized representative of the group; representative must be 18 or older.
- A representative of the group must be present during the meeting room use.
- A group is defined as 5 or more individuals.

Basic Guidelines
- Meeting rooms may only be used during normal operating hours (exceptions require approval from the Library Director).
- Rooms must be vacated 15 minutes before the Library closes. **Two violations of this rule in a six-month period will result in the loss of meeting room privileges for six months.**
- Library functions always have precedence over other scheduled events.
- The Library reserves the right to reassign meeting room space.

Fees
- See the *Meeting Room Fee Schedule* for details on meeting room fees.
- Fees must be paid prior to the meeting.
- Set-up time and take-down time will be included in the reserved time. Groups are responsible for setting up the room as desired.
- Federal tax-exempt organizations and governmental agencies may use the meeting rooms free of charge twice in a calendar month. Additional meetings in a calendar month will be charged at a reduced meeting room fee rate. The Friends of the Library Learning Center is not available for free bookings.
- The Library may require proof of a federal tax exemption at any time.
- All other groups may use the meeting rooms at the standard meeting room fee rate, with no limit to the number of meetings.
- Any meeting (non-profit or standard) that requires an exchange of money, goods or services for attendance (regardless of the exchange being on or off our premises) shall be charged the standard rate.

Reservations and Cancellations
- Reservations may be taken six months in advance.
- Any group who cancels or does not show up twice in a six-month period will have its meeting room privileges revoked for six months.
- Meeting rooms are not available if the Library is closed due to an emergency or inclement weather. **It is the responsibility of the group representative to monitor weather closings; the Library will not inform groups of closings.**
Conduct
- Members attending a meeting must adhere to the Patron Code of Conduct, the Computer Use Policy, and the Unattended and Disruptive Children Policy.

Equipment
- Tables and other furniture should be left in a clean and orderly arrangement at the close of the meeting.
- No provisions can be made for the storage of any group’s equipment except with the approval of the Director or Branch Manager; the Library assumes no responsibility for items left/stored on library premises.
- The Library does not provide any office services, supplies or equipment (including fax, telephone and computers).
- Library staff are not available for loading, unloading or carrying of the group's materials. This is the sole responsibility of each group.

Refreshments and Supplies
- Refreshments and non-alcoholic beverages may be served in the meeting rooms.
- Beverages containing red, purple or orange dye are prohibited.
- No liquid glue, paint, sand or glitter are allowed in the meeting rooms.
- A sink may be available for use.
- Groups must provide their own appliances, paper products, dishes, serving supplies and silverware.
- If a room requires library staff to clean up after a meeting, the group will be responsible for an excessive clean-up fee.

Miscellaneous
- The Library does not advocate or endorse the viewpoints of organizations using its meeting rooms; no group may imply library endorsement or sponsorship of events.
- Organizations publicizing speakers or meetings must identify themselves as the sponsoring organization in all advertisements.
- Meeting activities must be contained within the meeting room; groups are not permitted to advertise their services or products to library patrons.
- Vendors may sell their services or products in our library spaces when in partnership with library events or programs and permission has been granted by the Director.
- Groups are not permitted to affix any signs or materials on any doors, windows or walls.
- Per Indiana Fire Code, lighted candles are not permitted.
- The Library assumes no liability for any loss or damage that may result from use of the meeting room by the sponsoring group or attendees to a program.
- Each group using the meeting room takes full responsibility for any damages incurred resulting from its use. All damages will be charged to the group, and abuse of the facility will be cause for denying further usage to the group.
- Exceptions to these policies may be made by approval of the Library Director.
### Meeting Room Rentals & Fees Schedule

<table>
<thead>
<tr>
<th></th>
<th>Standard Fee</th>
<th>Reduced Fee for Non-Profit</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Standard Fee Rate</strong></td>
<td></td>
<td></td>
</tr>
<tr>
<td>- Personal events and parties</td>
<td></td>
<td></td>
</tr>
<tr>
<td>- Business meetings</td>
<td></td>
<td></td>
</tr>
<tr>
<td>- Personal interest groups</td>
<td></td>
<td></td>
</tr>
<tr>
<td><strong>Excessive Clean-Up Fee:</strong></td>
<td>$25 + Indiana Sales Tax; may result in loss of meeting room privileges for six months</td>
<td></td>
</tr>
<tr>
<td>Only for rooms requiring unwarranted time or labor to clean up</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

| **Non-Profit Reduced Fee Rate** |                          |                            |
| - Federal tax-exempt organizations |                          |                            |
| - Governmental agencies          |                          |                            |
| - Indiana state sales tax will be due on any fees, unless IN Form ST-105 is on file. | |                            |
| **Excessive Clean-Up Fee:** | $25; may result in loss of meeting room privileges for six months |                            |
| Only for rooms requiring unwarranted time or labor to clean up | |                            |

<table>
<thead>
<tr>
<th><strong>Mishawaka Location</strong></th>
<th>209 Lincolnway East  Mishawaka, IN</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Eisen Meeting Room</strong></td>
<td></td>
</tr>
<tr>
<td>Capacity: 75 Chairs; tables for items are available</td>
<td>$35 per hour + Indiana Sales Tax  2-hour minimum</td>
</tr>
<tr>
<td><strong>Friends Meeting Room</strong></td>
<td></td>
</tr>
<tr>
<td>Capacity: 12 Fixed boardroom table and chairs</td>
<td>$20 per hour + Indiana Sales Tax</td>
</tr>
<tr>
<td><strong>Friends of the Library Learning Center</strong></td>
<td></td>
</tr>
<tr>
<td>Capacity: 17 Computer tables (8) with chairs; instructor station; 17 Windows PCs with MS Office; Built-in projection and sound system; Presenter station with HDMI and VGA input; Color printing available; Courtesy Keurig brewers with a selection of coffees, teas, and water</td>
<td>$150 + Indiana Sales Tax for up to 4 hours usage  $250 + Indiana Sales Tax for bookings of more than 4 hours</td>
</tr>
<tr>
<td><strong>Spencer Gallery</strong></td>
<td></td>
</tr>
<tr>
<td>Capacity: 60 Round tables (12)</td>
<td>$35 per hour + Indiana Sales Tax  2-hour minimum</td>
</tr>
</tbody>
</table>
Bittersweet Location  602 Bittersweet Road  Mishawaka, IN

<table>
<thead>
<tr>
<th>Standard Fee Rate</th>
<th>Non-Profit Reduced Fee Rate</th>
</tr>
</thead>
<tbody>
<tr>
<td>• Personal events and parties</td>
<td>• Federal tax-exempt organizations</td>
</tr>
<tr>
<td>• Business meetings</td>
<td>• Governmental agencies</td>
</tr>
<tr>
<td>• Personal interest groups</td>
<td>• Indiana state sales tax will be due on any fees, unless IN Form ST-105 is on file.</td>
</tr>
</tbody>
</table>

**Excessive Clean-Up Fee:**
Only for rooms requiring unwarranted time or labor to clean up

$25 + Indiana Sales Tax; may result in loss of meeting room privileges for six months

**Excessive Clean-Up Fee:**
Only for rooms requiring unwarranted time or labor to clean up

$25; may result in loss of meeting room privileges for six months

<table>
<thead>
<tr>
<th>Standard Fee</th>
<th>Reduced Fee for Non-Profit</th>
</tr>
</thead>
<tbody>
<tr>
<td>$20 per hour + Indiana Sales Tax</td>
<td>Two (2) free bookings per calendar month</td>
</tr>
<tr>
<td>2-hour minimum</td>
<td>Additional meetings are $5 per hour</td>
</tr>
</tbody>
</table>

**Harris Location  51446 Elm Road  Granger, IN**

<table>
<thead>
<tr>
<th>Meeting Room A and B</th>
<th>Meeting Room A</th>
<th>Meeting Room B</th>
<th>Conference Room C</th>
</tr>
</thead>
<tbody>
<tr>
<td>Capacity: 12</td>
<td>Capacity: 20 with tables; 46 with chairs only</td>
<td>Capacity: 10</td>
<td>Capacity: 20 with tables; 46 with chairs only</td>
</tr>
<tr>
<td>Tables &amp; chairs – 40</td>
<td>Chairs only - 46</td>
<td>Fixed boardroom room table and chairs</td>
<td>Fixed boardroom room table and chairs</td>
</tr>
<tr>
<td>Chairs only - 92</td>
<td>$20 per hour + Indiana Sales Tax</td>
<td>$20 per hour + Indiana Sales Tax</td>
<td>$20 per hour + Indiana Sales Tax</td>
</tr>
<tr>
<td></td>
<td>2-hour minimum</td>
<td>2-hour minimum</td>
<td>2-hour minimum</td>
</tr>
<tr>
<td></td>
<td>$35 per hour + Indiana Sales Tax</td>
<td>$20 per hour + Indiana Sales Tax</td>
<td>$20 per hour + Indiana Sales Tax</td>
</tr>
<tr>
<td></td>
<td>2-hour minimum</td>
<td>2-hour minimum</td>
<td>2-hour minimum</td>
</tr>
<tr>
<td></td>
<td>Two (2) free bookings per calendar month</td>
<td>Two (2) free bookings per calendar month</td>
<td>Two (2) free bookings per calendar month</td>
</tr>
<tr>
<td></td>
<td>Additional meetings are $10 per hour 2-hour minimum</td>
<td>Additional meetings are $5 per hour</td>
<td>Additional meetings are $5 per hour</td>
</tr>
</tbody>
</table>
Mission Statement

Adopted: 1987

Amended: February 11, 1993 (added words “cultural” and “related”), October 18, 2017

The Mishawaka-Penn-Harris Public Library inspires and empowers our community by connecting people to literature, information, ideas and experiences for lifelong enrichment.
Welcome to the Mishawaka-Penn-Harris Public Library. The library’s goal is to provide the best possible service to library patrons in an inviting environment. You can help by following these rules:

1. Children 11 years and younger must be accompanied and directly supervised at all times by a parent or other responsible person 14 years of age or older.

2. Children 12 years and older may use the library unattended by an adult, subject to all library rules and policies concerning behavior, conduct, and demeanor.

3. The following are not permitted on library property:
   - Weapons (except as permitted by federal or state law)
   - Sleeping
   - Loitering
   - Possession or use of alcohol or illegal substances
   - Abusive, loud, intimidating, profane or obscene language
   - Begging
   - Solicitation, distribution of promotional material, or sales without prior permission of the Library Director
   - Eating except in approved areas
   - Uncovered beverage containers except in approved areas
   - Any form of sexual misconduct, including exposure, offensive touching, and sexual harassment of other patrons or staff
   - Smoking and the use of tobacco products
   - Rearrangement of library furnishings and materials without prior permission
   - Use of library furnishings, equipment and facilities in a manner for which they are not intended or designed
   - Bringing animals into the library (except for service animals and any animal associated with a previously approved library program)

4. Use of Library computing resources (including WiFi) to display or disseminate sexually explicit or sexually suggestive (obscene/pornographic) material on library property is prohibited.

5. Persons under the influence of drugs or alcohol are not permitted on library property.

6. Theft, damage, or destruction of library property is a crime and will be prosecuted. Any person who defaces or damages library property shall be required to leave the premises.

7. Unattended bags may be secured by staff and disposed of if not claimed.

8. Shirts and shoes are required while on library property. Any person who poses a health or sanitary risk or whose bodily hygiene constitutes a nuisance to other persons shall be required to leave the premises.
9. Any activity that is an infraction or crime under local ordinance, state or federal law is not permitted.

10. Inappropriate behavior which harasses, annoys or intimidates other library users or staff is not permitted. Examples of such activity include but are not limited to: noisy, boisterous, or threatening activities, unnecessary staring, following another person, playing audio equipment so that others can hear it; singing or talking loudly to others or in monologues, or any other manner which reasonably can be expected to disturb other persons.

11. Interference with library employees in the performance of their duties is prohibited. This includes engaging in inappropriate conversation or behavior, sexual advances, and physical and/or verbal harassment.

12. Violation of these rules of conduct may result in removal from the premises and/or loss of library privileges.
Program Attendance
Adopted: August 16, 2018

- When space is limited, MPHPL patrons will have precedence over non-cardholders
- Appointments for One-on-One Technology Assistance and Book a Librarian are limited to MPHPL cardholders in good standing
## Study Room Policy

**Adopted: October 11, 2012**  
**Amended as Recorded in Board Minutes**

### Study Room Capacity

<table>
<thead>
<tr>
<th>Study Room</th>
<th>Capacity</th>
</tr>
</thead>
<tbody>
<tr>
<td>Adult Study Room 1 (Mishawaka)</td>
<td>4</td>
</tr>
<tr>
<td>Adult Study Room 2 (Mishawaka)</td>
<td>7</td>
</tr>
<tr>
<td>Adult Study Room 3 (Mishawaka)</td>
<td>4</td>
</tr>
<tr>
<td>Adult Study Room 4 (Mishawaka)</td>
<td>4</td>
</tr>
<tr>
<td>Youth Services Study Room 1 (Mishawaka)</td>
<td>4</td>
</tr>
<tr>
<td>Youth Services Study Room 2 (Mishawaka)</td>
<td>4</td>
</tr>
<tr>
<td>Branch Study Room (Bittersweet Branch)</td>
<td>6</td>
</tr>
<tr>
<td>Branch Study Room 1 (Harris Branch)</td>
<td>7</td>
</tr>
<tr>
<td>Branch Study Room 2 (Harris Branch)</td>
<td>4</td>
</tr>
</tbody>
</table>

### Booking Study Rooms

- Patrons must have an MPHPL library card to use a study room.
- Study rooms may be reserved one day ahead of use and must be vacated 15 minutes before closing time.
- Patrons may book a study room no more than one use per day regardless of the location; bookings are limited to two hours.
- Rooms may be reserved by and for the following patrons:

<table>
<thead>
<tr>
<th>Adult Study Rooms (Mishawaka)</th>
<th>Youth Study Rooms (Mishawaka)</th>
<th>Branch Study Rooms (Bittersweet and Harris)</th>
</tr>
</thead>
<tbody>
<tr>
<td>• Ages 18 and up</td>
<td>• Ages 12-17</td>
<td>• Ages 12 and up</td>
</tr>
<tr>
<td>• Adult tutor/study leader with ages 10 and up</td>
<td>• Tutor/study leader with child/teen</td>
<td>• Adult tutor/study leader with all ages (child/teen/adult)</td>
</tr>
</tbody>
</table>
**Conduct**

- Patrons using the study room must adhere to MPHPL (1) Patron Code of Conduct, (2) Unattended or Disruptive Children Policy (3) Business Solicitation Policy
  
  Non-compliance may result in loss of Library privileges.

- The Library reserves the right to terminate any meeting that is noisy, disruptive, or potentially destructive to library property. Parents/tutors are responsible for the behavior of their children/students.

- The patron signing up for the study room takes full responsibility for any damages incurred resulting from its use. All damages will be charged to that patron; any abuse of the room will be cause for denying further usage to the patron.
Unattended or Disruptive Children Policy

Adopted: March 8, 2001 (entitled Supervision of Children in the Library)
Amended as Recorded in Board Minutes

The Mishawaka-Penn-Harris Public Library strives to provide an environment conducive to lifelong learning and the personal development of its users. The MPHPL staff is committed to helping children with activities related to the Library.

Library staff cannot nor is it their responsibility to serve as babysitters, teachers, or disciplinarians. Parents are responsible for the behavior of their children while they are in the Library.

Children 11 years and younger must be accompanied and directly supervised at all times by a parent or other responsible person age 14 or older.

Children 12 years and older may use the Library unattended by an adult, subject to all Library rules and policies concerning behavior, conduct, and demeanor.
Youth Services Areas

Adopted: May 8, 2014
Amended as Recorded in Board Minutes

Each library in the Mishawaka-Penn-Harris Public Library system has designated spaces for Children and Young Adults.

While patrons of all ages have browsing access to our Youth collections, seating space in these areas is reserved for Youth.

- Youth are expected to use the appropriate area (*ex: young children should not be loitering in the area provided for teenagers*)
- Parents or caregivers may linger in these areas if accompanying a youth.
- Those using these areas must be able to produce valid identification if age or use is in question.