



# Policy Manual

January 2025



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# Abuse Prevention and Reporting (Youth)

*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 teens by our employees and volunteers.

## Definition of Abuse

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

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

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

## Policy Guidelines

MPHPL conducts the following pre-employment checks<sup>1</sup> on all individuals hired into the organization, regardless of the employee's level of involvement with children and teens.

- 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.

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<sup>1</sup> 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 teens. 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-teen ratio of one adult per fifteen teens.
- Regarding policy for Unattended Children, the Programmer may act as the required Responsible Person provided the parent/guardian remains on the property.
- Employees may not be alone with a child or teen in any areas that cannot be easily observed by others.
- Employees may not introduce new activities or programs to children or teens 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 teens. 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 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 refrain from unauthorized off-the-clock relationships with our minor patrons.
  - Social networking must be done only through library forums.
  - Phone calls will be placed only for business notifications.
  - In-person contact taking place outside of library events (such as attending a graduation by invitation) requires Guardian pre-approval as well as notification of approval to Coordinator.
- 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 teens.
- 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 teen will take place in an observable area that allows for private conversation while remaining in view of others.
- Employees (per Indiana's mandatory reporting law requires) with reasonable suspicion of child abuse (whether by a staff member, volunteer or patron) must report the suspicion to the Department of Child Services or local law enforcement (see *Reporting Procedure* below).

If at any time an employee feels an exception to any of the above was warranted, the employee must submit to Coordinator a written description of the incident and explanation for the exception. This report will be reviewed by the Director. 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

**Patron Suspected of Child Abuse and Neglect:** Any staff member who has reason to believe that a child is a victim of child abuse or neglect shall immediately report the matter to the Department of Child Services (DCS) or local law enforcement. Reports may be made orally or in writing. The DCS 24 hour hotline for receiving such reports is 1-800-800-5556.

Note: See *Reporting Suspected Child Abuse* form (in Ready Response Manual or on the G-Drive) before calling.

Note: Employee may seek guidance from a Supervisor or may make the report without informing anyone at MPHPL.

Actual knowledge or a high level of certainty are not required by the law. 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.

**Employee Suspected of Child Abuse:** Any staff member who has reason to believe that a child is a victim of child abuse by another employee shall immediately report the matter (1) to the Department of Child Services (DCS) or local law enforcement and (2) to Human Resources or the Library Director. Reports may be made orally or in writing.

The DCS 24-hour hotline for receiving such reports is 1-800-800-5556.

Before calling, see *Reporting Suspected Child Abuse* form (in Ready-Response Manual or on the G-Drive).

**Employee Misconduct That Does Not Rise to the Level of Suspected Child Abuse:** Any staff member who observes or has reasonable suspicion of employee misconduct as defined in *General Conduct* above must report misconduct to Human Resources or to the Director.

### **Investigation & Follow Up**

MPHPL takes allegations of misconduct involving minors seriously. Once an allegation is reported, Human Resources 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.

**Elder Abuse: See *Abuse in Ready-Response Manual***



## **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 & Allowable Checkouts:**

- 7 Days
  - New Releases – 3 per card
  - Entertainment – 20 per card
- 21 Days
  - Non-Fiction Movies and TV series – 20 per card
  - Books and Magazines – no limit
  - Audiobooks and Music CDs – no limit

## **Overdues:**

- New-Release DVDs - \$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

<b>Books</b>	<b>Audio Books</b>	<b>DVDs</b>
<b>Music CDs</b>	<b>Magazines</b>	
<ul style="list-style-type: none"> <li>• 21 Days</li> <li>• Unlimited checkout</li> <li>• 3 Renewals</li> <li>• 25¢ per day</li> </ul>		<b>New Releases</b>
		<ul style="list-style-type: none"> <li>• 7 Days</li> <li>• 3 per card</li> <li>• 0 Renewals/Holds</li> <li>• \$1 per day</li> </ul>
		<b>Entertainment (Non-New Releases)</b>
		<ul style="list-style-type: none"> <li>• 7 Days</li> <li>• 20 per card</li> <li>• 0 Renewals</li> <li>• 25¢ per day</li> </ul>
		<b>Non-Fiction &amp; TV</b>
		<ul style="list-style-type: none"> <li>• 21 Days</li> <li>• 20 per card</li> <li>• 0 Renewals</li> <li>• 25¢ per day</li> </ul>

# 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.

MPHPL upholds these Collection Development tenets as endorsed by the American Library Association:

- 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.

## 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. Surrounding Michiana counties, defined as Berrien, Cass, Elkhart, LaPorte, Marshall and Starke counties
5. Indiana
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.



## OCLC World Share Inter-Library Loan

Requested items that do not meet selection criteria may be obtained from other libraries through Inter-library loans.

- Eligible Items: Print books
- Ineligible Items
  - Textbooks
  - Reference materials
- Not available to Temporary residents, Reciprocal borrowers, and PLAC, as well as Homebound, Institution or Senior Center cards, or Youth-Limited card holders.
- Limit of 2 ILL 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

## 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.

## Request for Reconsideration of Library Materials

Name \_\_\_\_\_ Library Card# \_\_\_\_\_

Name of Organization (if applicable) \_\_\_\_\_

Address \_\_\_\_\_

City \_\_\_\_\_ State \_\_\_\_\_ Zip code \_\_\_\_\_

Phone \_\_\_\_\_ Email \_\_\_\_\_

Book \_\_\_\_\_ Periodical \_\_\_\_\_ Movie \_\_\_\_\_ Other \_\_\_\_\_

\_\_\_\_\_ I skimmed/scanned parts of the item \_\_\_\_\_ I actually read / listened to / watched the entire item

Title of Item \_\_\_\_\_

Author \_\_\_\_\_

Publisher \_\_\_\_\_ Publication date \_\_\_\_\_

What are you requesting?

\_\_\_\_\_ Item be removed completely \_\_\_\_\_ Item be relocated to a more age-appropriate collection

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

*(Please use the other side of this page if you need more room.)*

Signed \_\_\_\_\_ Date \_\_\_\_\_

Please route completed form to the Director.

The item will be reviewed by a committee of professional librarians for recommendation to Library Director:

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Comments from Committee:

Library Director's Decision:

- Maintained in the current collection
- Moved to a different collection \_\_\_\_\_
- Removed from the Library

\_\_\_\_\_  
*Signature*

\_\_\_\_\_  
*Date*

Notes:

You may appeal this decision in writing to:

Board of Trustees  
Mishawaka-Penn-Harris Public Library  
209 Lincolnway East  
Mishawaka, IN 46544



# 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 Card Policy 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 network 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; Unattended or Disruptive Children Policy is applicable during computer use.

### Ages 12 to 17

- Teens may receive two hours of computer use per day. A valid library card and parental permission is required.
- Teens must use the computers in the Teen 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 net-working 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 Us-age 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 use a credit/debit card in person at the Library or make payment through our website. 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

Books	25 cents / day
Pamphlets / Magazines	25 cents / day
New Release DVDs	\$1.00 / day
DVDs (non-New Release)	25 cents / day
Music CDs	25 cents / day
Audiobooks	25 cents / day

### All Materials

Lost/Damaged Item

Replacement Cost

### Other Fees

Computer Prints

Free up to \$1 per day

Black/white	10 cents per copy
Color	25 cents per copy

Faxes

Sending	First 10 pages free per day / \$1 per additional page
Receiving	Free

Library card --lost/damaged/replacement within 1 year of last issue of card  
\$3.00

Meeting Room Excessive Clean-Up Fee

\$50

Photocopies

See Below

Black/white	10 cents per copy
Color	25 cents per copy

Returned-check charge

\$20.00

### Unpaid Debt

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

### Collection of Fines from Inactive Card Holders

\$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<sup>st</sup> Choice: \_\_\_\_\_ 2<sup>nd</sup> 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





# Indemnification & Hold Harmless Agreement – **Electronic Devices**

*Adopted: May 21, 2009*

*Amended as Recorded in Board Minutes*

## 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 & Hold Harmless Agreement – Individual Attending Program

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 & 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: \_\_\_\_\_



# Library Cards

*Adopted: Date Not Determined; Amended as Recorded in Board Minutes*

- To obtain or renew a library card, adults must provide required documentation (unless otherwise specified):
  - Valid photo ID with current address OR
  - Valid photo ID and proof of current address if ID address is not current OR
  - Valid photo ID and a valid resident home Library card for reciprocal applicants
- Cardholder is financially responsible for material that is checked out until the card is reported lost or stolen
- Card sharing is prohibited
- Any exceptions to Library Card policy require Director approval
- For minors to obtain or renew a library card:
  - Responsible Adult: Parent/Legal Guardian (or a Caregiver who resides with) Youth must be an MPHPL card holder of any type in good standing
  - Responsible Adult must be physically present at time of application
  - Responsible Adult must provide a signature along with required documentation as described above
  - Signer is financially responsible for minor's fines or fees
  - Responsible Adult has sole responsibility in determining what materials are appropriate for minor.
  - Youth cards come in 3 levels and are not issued by age of minor; Responsible Adult will determine which level is most appropriate for minor under their care

(1) Child

(2) Teen

(3) Teen+

Note: Each level has varying restrictions.

- Child Card (Restrictions)
  - Teen or Adult materials
  - Movies/TV rated PG or above
  - Digital music
  - Interlibrary-loan requests
- Teen Card (Restrictions)
  - Adult materials
  - Movies/TV rated PG or above
  - Digital music
  - Interlibrary-loan requests

- Teen+ Card (Restrictions)
  - Movies/TV rated R or above
  - Interlibrary-loan requests

**MPHPL RESIDENTS** (live within our service area)

1) Adult (18+) or Youth (0-17) Card

Applicant must:

- Live in Penn or Harris Township OR
- Be a real property taxpayer

2) Temporary Limited-Access Card

Individuals temporarily living within Penn and Harris townships

- Must provide proper documentation (see above) and proof of temporary address
- Are allowed the following check-out privileges:
  - Three (3) items
  - Media materials, Interlibrary loan requests and certain digital products are not permitted
  - Expires 3 months after issue (may renew one time only)

3) Homebound or Senior Center Card

- Homebound available to residents needing delivery due to illness or debilitation; may not check out items within our physical facilities
- Senior Center available to individuals residing in a “senior” facility
- DVDs and Interlibrary-loan requests are not permitted
- May be obtained over the phone



**NON-RESIDENTS** (live outside our service area)

1) Reciprocal Card

Who?

(1) Indiana residents who live in an area that **has a public library** that is reciprocal with MPHPL; applicant must have a valid resident card from that reciprocal library (see website for list of participating libraries)

- Does not include Interlibrary loans and certain digital products
- Certain reciprocal cards include a yearly fee and expire after 1 year (see website for details)
- Minor must hold a valid resident card from minor's home library

2) Non-Resident Card

Who?

(1) Indiana residents who live in an area that **does not have a public library**

(2) Indiana residents whose library is not reciprocal with MPHPL

(3) Michigan residents

- An annual fee (as determined by the Board of Trustees) will be charged
- Expires 1 year after issue

3) Fee Waived Card

Who?

Individuals **not eligible for a Reciprocal card BUT meet one of the following qualifications:**

- (1) Students at any school or college in Penn or Harris townships
- (2) Teachers at any Pre-K through Grade 12 school in Penn or Harris townships
- (3) Any nonresident library employee of MPHPL

- Expires 1 year after issue

4) Public Library Access Card (PLAC)

Who?

(1) Individuals **who have a valid library card from an Indiana public library** AND

(2) Who want to use more than one library system

- Allows **borrowing of materials from any public library in Indiana**
- Does not include Interlibrary loan requests or certain digital products
- Fee is determined by the Indiana State Library
- In addition to required documentation, borrower must provide proof of a valid resident library card or a non-resident card from any Indiana Library
- Expires 1 year after issue

**CONVENIENCE CARDS** - LIMITED-ACCESS CARDS THAT **REQUIRE LESS IDENTIFICATION**

1) Digital Card

Who?

- (1) Residents
- (2) Students/teachers at Pre-K through Grade 12 Penn/Harris schools
- (3) Students at any college in Penn/Harris townships

- Is obtained online through electronic form submission
- Expires 1 year after issue

2) Computer-Use-Only Card

- Available to any non-resident visitor
- Requires a valid photo ID

**EDUCATORS' CARDS**

- (1) Licensed or accredited institution operating in Penn-Harris townships with acceptance of responsibility by owner of (or responsible party for) institution
- (2) Resident educator at any licensed school/college in Penn-Harris townships
- (3) Non-resident educator at any licensed school Pre-K through Grade 12 in Penn-Harris townships
- (4) Homeschool educators residing in Penn-Harris townships

- Expires 1 year after issue
- Proof of educator status is required
- Institutions are not eligible for ILL

# Library Hours

*Adopted: Not applicable*

*Amended as Recorded in Board Minutes*

	<u>Mishawaka</u>	<u>Bittersweet</u>	<u>Harris</u>
Monday	9 am – 7 pm	10 am – 7 pm	10 am – 7 pm
Tuesday	9 am – 7 pm	10 am – 7 pm	10 am – 7 pm
Wednesday	9 am – 7 pm	10 am – 7 pm	10 am – 7 pm
Thursday	9 am – 7 pm	10 am – 7 pm	10 am – 7 pm
Friday	9 am – 5 pm	10 am – 4 pm	10 am – 4 pm
Saturday	9 am – 4 pm	10 am – 4 pm	10 am – 4 pm
Sunday	CLOSED	CLOSED	CLOSED



# Meeting Room Policy

Adopted: December 10, 2015

Amended as Recorded in Board Minutes

Meeting rooms are provided for individuals and organizations engaged in intellectual, charitable, advocacy, civic, religious, political, community or other activities. These meetings may be open to the public or may be private events.

**Meeting rooms may NOT be used for social events**, including (but is not limited to) weddings, receptions, parties and showers.

To avoid activities that impede the function of the library or activities that may create potential losses or liabilities for the library, restrictions apply.

- Activities that produce loud noise are restricted; sound must be contained within the meeting room.
- Use of drugs, alcohol or tobacco products is prohibited.
- Medical-type activities (drawing blood, vaccinations, etc.) require pre-approval of the Director.
- With the exception of “service” animals, live animals are prohibited.
- Vigorous physical activities are restricted, including (but is not limited to) the following:
  - Dance
  - Running
  - Gymnastics
- Other than laptops and similar devices, outside equipment and furnishings cannot be brought into meeting rooms, including (but is not limited to) the following:
  - Bouncy Houses and Trampolines
  - Gymnastic Equipment
  - Sports Equipment
  - Sound Machines; Bubble Machines; Popcorn Makers; Etc.
- While slow cookers are allowed in designated areas, actual cooking with heat (such as hot plates, electric skillets, camp stoves, etc.) is prohibited.
- See *Refreshment and Supplies* and *Miscellaneous* for other restrictions.

## Booking Meeting Rooms

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

- Group representative must reside in Penn or Harris township and hold an MPHPL library card OR group using the room must be a business/institution serving our service area and someone in the group must hold an MPHPL library card (computer-use-only card will suffice if resident card is not possible).

- Attendance of 5 or more is required.
- Groups may book a meeting room at any location; total bookings (regardless of location used) are limited to twice per calendar month.
- An agreement of terms must be accepted 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.

### **Basic Guidelines**

- Meeting rooms may only be used during normal operating hours (exceptions require approval from the Library Director).
- Set-up time and take-down time will be included in the reserved time; groups are responsible for setting up the room as desired.
- Library functions always have precedence over other scheduled events.
- The Library reserves the right to reassign meeting room space.

### **Reservations and Cancellations**

- Reservations may be taken four months in advance.
- Any group who cancels or does not show up twice in a four-month period will have its meeting room privileges revoked for four 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 Administrator; 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 paper products, dishes, serving supplies and silverware; coffee pots are available.
- If a room requires library staff to clean up after a meeting, the group will be responsible for an excessive clean-up fee and/or lose booking privileges.

### **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.
- Tape, command strips, putty, etc. are prohibited on library surfaces. Groups are not permitted to affix signs or materials on any doors, windows, walls, ceilings, furniture or other library surfaces. Mounted display rails are provided in the rooms for hanging signs.
- Per Indiana Fire Code, lighted candles and chafing fuel cans 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 any of these policies are at the discretion of the Library Director.**





## Mission Statement

*Adopted: October 18, 2017*

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The Mishawaka-Penn-Harris Public Library inspires and empowers our community by connecting people to literature, information, ideas and experiences for lifelong enrichment.



## Patron Code of Conduct

*Adopted: June 14, 2007 (formerly Problem Behavior Manual?)  
Amended as Recorded in Board Minutes*

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

2. Children 10 and 11 require a parent or other responsible person (age 13 or older) be present on library premises; Children 9 and younger must be accompanied and directly supervised at all times by a parent or other responsible person (age 13 or older).

3. The following are not permitted on library property:

- Weapons (except guns – per Indiana law) Note: Guns are NOT allowed in public meetings or library programs
- 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
- Leaving food messes in or on our premises
- Uncovered beverages (capped bottles, soda cans and lidded cups are considered to be “covered”)
- 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. Because unattended bags/property may pose a safety/security risk, patrons must keep their property with them when using the library. Unattended bags may be secured and/or disposed of by library staff at their sole discretion.

8. Spreading out personal belongings unrelated to the use of library services is prohibited, as is obstructing library spaces (this includes but is not limited to aisles, walkways, corridors, doorways and workspaces).

9. 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.

10. Any activity that is an infraction or crime under local ordinance, state or federal law is not permitted.

11. 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.

12. 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.

**Note:**

**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 *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 rooms are provided as quiet space for individuals or small groups whose activity requires a space with minimal distraction for study, meetings, or collaboration.

Study Room	Capacity
Adult Study Room 1 (Mishawaka)	4
Adult Study Room 2 (Mishawaka)	7
Adult Study Room 3 (Mishawaka)	4
Adult Study Room 4 (Mishawaka)	4
Youth Services Study Room 1 (Mishawaka)	4
Youth Services Study Room 2 (Mishawaka)	4
Branch Study Room 1 (Bittersweet Branch)	6
Branch Study Room 2 (Youth @ Bittersweet Branch)	4
Branch Study Room 1 (Harris Branch)	4
Branch Study Room 2 (Harris Branch)	4
Branch Study Room 3 (Harris Branch)	8

## 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.
- Patron (or a group of patrons) may book a study room no more than one use per day regardless of the location; bookings are limited to three hours.
- Rooms may be reserved by and for the following patrons:

Adult Study Rooms (Mishawaka)	Youth Study Rooms (Mishawaka)	Branch Study Rooms (Bittersweet and Harris)
<ul style="list-style-type: none"> <li>• Ages 18 and up</li> <li>• Adult tutor/study leader with ages 10 and up</li> </ul>	<ul style="list-style-type: none"> <li>• Ages 12-17</li> <li>• Tutor/study leader with child/teen</li> </ul>	<ul style="list-style-type: none"> <li>• Ages 12 and up</li> <li>• Adult tutor/study leader with all ages (child/teen/adult)</li> </ul>

## **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 in the Library.

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.

Children 10 and 11 require a parent or other responsible person (age 13 or older) be present on library premises.

Children 9 and younger must be accompanied and directly supervised at all times by a parent or other responsible person (age 13 or older).



## 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.