

SUPERIORLAND LIBRARY COOPERATIVE

POLICIES AND PROCEDURES

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**SUPERIORLAND LIBRARY COOPERATIVE
ADMINISTRATIVE POLICIES and PROCEDURES**

1. CONFIDENTIALITY OF PATRON RECORDS

The Superiorland Library Cooperative policy is to preserve the privacy of patron records to the fullest extent permitted by law. This policy applies to all patron records, including those in the U.P. Library for the Blind & People With Disabilities database and those in the UPRLC shared database.

- 1.1. No Cooperative staff nor member Library staff shall release or disclose, in whole or in part, library records to any person other than the patron named in the record or the person liable for payment for or return of the materials identified in the record (for example, a parent or legal guardian) without an appropriate court order following a hearing.
- 1.2. The Michigan Library Privacy Act prohibits disclosure to all third parties, except as provided in MCL 397.603(2), which states: “Unless ordered by a court after giving the affected party notice of the request and an opportunity to be heard on the request, a library or an employee or agent of a library shall not release or disclose a library record or portion of a library record to a person without the written consent of the person liable for payment for or return of the materials identified in that library record.” The USA Patriot Act, P.L. 107-56, supercedes the Michigan Library Privacy Act and disclosure of library records is mandatory pursuant to an appropriate federal agency order or warrant. Such federal order or warrant may also require the library to refrain from notifying the patron, or any other individual, of the disclosure.
- 1.3. No member Library shall release or disclose, in whole or in part, another member Library’s records to any third party, except as provided above.
- 1.4. A “library record” may be a patron record, an item record, or the record of a transaction. Patron records belong to the home library of the patron; item records belong to the owning library of the item; transaction records belong to the library where the transaction took place. For any given transaction, a library owning one or more of these elements has ownership rights in the record of the transaction. For the purposes of this policy, the Cooperative, acting as Agent of the Upper Peninsula Region of Library Cooperation, Inc., shall be deemed to share ownership in all records on the UPRLC shared system.
- 1.5. Member libraries are urged to develop local policies and procedures governing confidentiality and patron privacy. In regard to information contained in the shared database, such local policies shall at a minimum meet the requirements of this Cooperative policy. The Cooperative will serve as a resource for these issues, but is not

a substitute for local legal counsel. Each member library is responsible for developing procedures and training their staff to deal with these issues.

PURCHASING POLICIES

The Director shall purchase or contract for supplies and services to the best advantage of the Cooperative, procuring the highest quality in supplies and contractual services at the least expense to the Cooperative.

2. CONTRACTS AND PURCHASE AGREEMENTS

The Director will determine which purchase of materials, supplies, equipment and services will be by contract and which will be by purchase agreement. All contracts and agreements valued over \$5,000 will be submitted to the Board for approval, unless they were 'pre-approved' in the budget or purchased with grant funds. Approval will be a majority of the voting board. Approval may be obtained by telephone poll or email, with formal Board approval at the next regular or special Board meeting. The Director and a Board member will sign contracts valued over \$5,000.

2.1. CREDIT CARDS (adopted 24 March 1997)

The Cooperative will maintain corporate credit card(s) with reasonable credit limits for the purchase of goods and/or services for the official business of the Cooperative.

2.1.1. The Director and other staff the Director shall designate may use the Cooperative's credit card. The employee using the credit card must submit credit card receipts to the Administrative Assistant or Director.

2.1.2. The employee issued the card is responsible for its protection and custody and shall immediately notify both the credit card company or bank and the Director if the card is stolen or lost. Misuse of the corporate credit card will be subject to disciplinary action. Disciplinary measures consistent with law shall apply for unauthorized use.

2.1.3. The total combined credit card limit shall not exceed 2.5% of the General Fund budget of the Superiorland Library Cooperative for the current fiscal year.

2.1.4. The Director is responsible for accounting, monitoring and overseeing compliance of this policy.

2.2. BIDS FOR GOODS OR SERVICES

2.2.1. Value under \$1,000

The Director or designee is authorized to make purchases for all individual items where the cost per item is under \$1,000.

2.2.2. Value \$1,000 to Under \$5,000

The Director is authorized to make purchases after obtaining pricing from a minimum of two sources, when available.

2.2.3. Value \$5,000 to Under \$15,000

The Director will obtain pricing from a minimum of two sources, when available, and submit the pricing with a recommendation to the Board or contractual funding agency. If deemed necessary by the Director, notice of requests for bids will be published in the Marquette newspaper.

2.2.4. Value \$15,000 or More

The Director will solicit competitive bids and submit the bids with a recommendation to the Board or contractual funding agency. If deemed necessary by the Director, notice of requests for bids will be published in the Marquette, Houghton, Escanaba, and Iron Mountain newspapers. The Director may email notice to member libraries so that notice may be posted in a wider region.

3. CHECKS ISSUED (adopted 15 March 1990)

- 3.1. Checks for over \$100. issued by the Superiorland Library Cooperative shall be signed by the Director and one Board member. The two signatures shall be required, except for the following: payroll checks, bank loan payments, utility payments, purchase of services and products when payment is demanded at the time of purchase.
- 3.2. Checks issued without two signatures shall be co-signed on the file copy, with the exception of payroll checks.

4. PROPERTY DISPOSAL

Upon determination by the director that equipment is no longer used or has become obsolete or worn out, the Director shall have the authority to dispose of, sell, or trade items with individual depreciated value of less than \$500 without approval of the Board.

5. BANKING

- 5.1. The Cooperative Board will designate which financial institutions are authorized to hold the Cooperative's funds.
- 5.2. FDIC must insure all Cooperative funds deposited in a financial institution.

6. **INVESTMENTS (adopted 27 Nov 98 and reaffirmed 11 Nov 04)**

The authority of the Board of Directors to manage and control the Superiorland Library Cooperative's funds and property is derived from Public Act 89 of 1977, as amended. Funds of the Superiorland Library Cooperative shall be invested in accordance with Michigan Public Act No. 20 of the Public Acts of 1943, as amended by Act No. 196 of 1997. It is the policy of the Superiorland Library Cooperative to invest public funds in a manner which will provide the highest investment return with the maximum security while meeting the daily cash flow demands of the Cooperative and conforming to all laws governing the investment of public funds.

- 6.1. Management responsibility for the investment program is hereby delegated to an Investment Officer who shall be the Director of the Superiorland Library Cooperative. The Investment Officer is authorized to invest funds in the name of the Superiorland Library Cooperative. The Investment Officer shall establish a written procedure of internal controls to regulate investment activities, which will be subject to an annual independent review by an external auditor. The Investment Officer shall rely on the continuing effect of this resolution until or unless it is specifically amended or rescinded by a future resolution of the Superiorland Library Cooperative Board of Directors.
- 6.2. This Policy applies to all financial assets of the Superiorland Library Cooperative which are accounted for in the Cooperative's annual audit, including but not limited to the General Fund, Lilja Memorial Fund, Special Revenue Funds such as the U.P. Library for the Blind and Physically Handicapped gift donations, Restricted Funds, any other Funds created by the Cooperative unless specifically exempted.
- 6.3. Investments shall be made with judgment and care, under circumstances then prevailing, which persons of prudence, discretion and intelligence exercise in the management of their own affairs, not for speculation, but for investment, considering the probable safety of their capital as well as the probable income to be derived. The Investment Officer shall invest surplus funds of the Cooperative in financial institutions qualified under PA 20 1943 as amended through 31 December 1997. Investments are limited to
 - 6.3.1. Bonds, securities, and other obligations of the United States or an agency or instrumentality of the United States.
 - 6.3.2. Certificates of deposit of a bank which is a member of the Federal Deposit Insurance Corporation and which is qualified, under PA 20 1943 as amended through 31 December 1997, to be a depository of surplus state funds.
- 6.4. The Board will approve annually a list of financial institutions that qualify investment purposes. All Financial institutions that qualify for investment transactions must supply certification of having read, understood, and agreed to comply with the Cooperative's Investment Policy.
- 6.5. All security transactions entered into by the Superiorland Library Cooperative shall be on a cash (or delivery vs. payment) basis. Securities may be held in a safe deposit box under the name of the Superiorland Library Cooperative or by a third party custodian

designated by the Investment Officer and evidenced by safekeeping receipts. An external auditor shall confirm investments annually.

6.6. The Investment Officer shall produce an annual investment activity report for the Board of Directors.

7. **CONFLICT OF INTEREST (adopted 17 Jan 1991)**

Cooperative staff and Board members must avoid situations in which personal interests might be served or financial benefits gained at the expense of library users, colleagues, the institution, or the situation. It is incumbent upon any staff or board member to disqualify himself/herself immediately whenever the appearance of a conflict of interests exists.

8. **NONDISCRIMINATION IN HIRING (revised 14 May 98)**

8.1. **It shall be the policy of the Superiorland Library Cooperative to provide equal membership/employment/service opportunities to all eligible persons** without regard to race, religion, color, national origin, citizenship, age, sex, marital status, parental status, sexual orientation, handicap, membership in any labor organization, political affiliation, and, for employment only, height, weight, and record of arrest without conviction. All personnel policies will be established and administered in light of this commitment.

8.2. The Director will be in charge of monitoring compliance with the Board's policy on nondiscrimination in hiring. **(adopted 18 Jan 90)**

SERVICE POLICIES

9. **ORDERING CENSUS MICROFILMS (policy revised 16 Dec 1993)**

The Cooperative will establish a deposit account for orders placed through the Cooperative's central Interlibrary Loan service. This account is necessary because most Superiorland libraries do not have individual accounts to prepay census microfilm orders. These libraries have few requests from patrons and they do not want to tie up \$100+ in a deposit account.. Libraries will reimburse the Cooperative for census microfilm orders at actual cost.

10. **ROTATING COLLECTIONS**

The Cooperative purchases and accepts donations of audio books, videotapes, DVDs, and large print books. Collections rotate among some member libraries.

10.1. The Cooperative will provide a calendar for exchange of packets.

- 10.2. The Co-op will reimburse libraries that are not on the state delivery system for mailing the packets.
- 10.3. When a patron loses an audio book or videotape or DVD belonging to the Cooperative rotating collection, the lending library will charge a replacement fee to be determined by the Co-op. The fee will include ordering and processing costs if the item is still available.
- 10.4. There will be no charge to a patron for damaged materials if the patron returns a complete audio book, videotape, DVD, including the damaged item.
- 10.5. Annual circulation statistics will be reported to the Board.

11. OWNERSHIP OF EQUIPMENT PLACED IN MEMBER LIBRARIES

(adopted 25 June 1998)

Superiorland library Cooperative may seek grants or other funding to place computer equipment, software, and other equipment and adaptive technology in its member libraries. Under most circumstances, ownership of Local Area Network hardware and software will be transferred immediately to the member library when the equipment is delivered.

- 11.1. A description of items (model, serial number, value, vendor & date of purchase) shall be provided to the member library at the time ownership is transferred.
- 11.2. After delivery, the member library is responsible for insurance.
- 11.3. After the warranty period, the member library is responsible for maintenance and repair.
- 11.4. Ownership of some equipment, including but not limited to 2-way interactive video equipment and Wide Area Network hardware and software, will be retained by the Superiorland Library Cooperative. Other exceptions to this policy will be made as necessary and noted in writing to the member library before the item is placed in the Library.

12. COMPLIANCE WITH THE AMERICANS WITH DISABILITIES ACT

(adopted 30 July 1992)

The Superiorland Library Cooperative will comply with the Americans With Disabilities Act in the delivery of services, programs, and activities by making reasonable accommodations, such as the removal of architectural, transportation, and communication barriers; the changing of rules, policies, and practices; and, the provision of auxiliary aids or services for the enhancement of communication with people with hearing or sight impairments, when such accommodations will enable people with disabilities who meet essential eligibility requirements to participate in the full library program.

- 12.1. That all contracts entered into by the Cooperative, which shall result in the delivery of services, programs, and activities, shall include a requirement that such services, programs, and activities be delivered without discrimination on the basis of disability, in a manner consistent with the Act and its rules.
- 12.2. That the Superiorland Library Cooperative designates its Director, as the person responsible to coordinate compliance with the Act and to investigate any complaint against the Superiorland Library Cooperative alleging noncompliance with the Act.
- 12.3. That a procedure for the prompt resolution of complaints against the Superiorland Library Cooperative, alleging noncompliance with the Act, shall be adopted by the Superiorland Library Cooperative and that a description of the procedure shall be available for the public.

13. INTERNET ACCEPTABLE USE POLICY

The Superiorland Library Cooperative will enforce a policy of Internet safety that includes the operation of a technology protection measure on each of its computers with Internet access that protects against access to visual depictions referenced in the Children's Internet Protection Act. Filtering will be disabled for adults engaged in bona fide research or other lawful purposes. The Superiorland Library Cooperative shall not disclose, use, or disseminate personal identification information regarding minors. ---adopted at a public meeting with notice by the Superiorland Library Cooperative Board of Directors, April 19, 2002.

See Appendix III, Page 21-26 for more policies and regulations regarding Internet Acceptable Use.

14. PUBLIC RELATIONS POLICY

The Superiorland Library Cooperative's public relations / communications plan promotes the Cooperative's mission and goals, as developed in the Cooperative's Strategic Plan. Public awareness, advocacy, and media relations are the priorities established by the Board. The Cooperative offers member libraries opportunities to improve their own communications and advocacy skills and to improve their promotion of local programs and services.

- 14.1. **Public Awareness.** The Cooperative will publish high quality promotional materials for Cooperative-wide services and programs. These materials will be disseminated through member libraries.
 - 14.1.1. Workshops for library staff will improve the quality of locally produced materials that promote member libraries' programs and services.
- 14.2. **Advocacy.** The Cooperative participates in the Michigan Library

Association and Public Library Funding Initiative Group's efforts to improve and protect library funding. Cooperative librarians and trustees have formed a local Advocacy Network that informs, gets action, and wins change to achieve progress for libraries in the 21st century.

14.2.1. The Cooperative facilitates advocacy training for librarians, Friends, and trustees at least once every three years.

14.2.2. The Cooperative provides timely updates on regional, statewide, and national issues important to its members.

14.2.3. The Cooperative director or designee communicates regularly with state and federal legislators and governmental officials to advocate for the interests of the membership.

14.2.3.1. The Cooperative Board determines the Cooperative's position on an issue. Individual libraries, if in disagreement, may state their own positions.

14.3. **Media Relations.** The Director is the official contact for statements to the public and media.

14.3.1. The Cooperative will maintain a database of Upper Peninsula regional newspapers that offer Virtual Newsroom electronic services.

14.3.2. Articles on Cooperative-wide services will be submitted to regional newspapers and TV.

14.3.3. Copy for radio public service announcements will be distributed to member libraries, and local library staff will be responsible for dissemination to local radio stations.

Appendix I**Procedure for Investment of Funds****Superiorland Library Cooperative
Management of Investments**

The Investment Officer shall present a list of qualified financial institutions to the Board of Directors at its annual meeting for approval.

Each time funds are available for investment, an opportunity to bid competitively shall be presented to each financial institution on the list of qualified institutions. The selected bid shall be that which pays interest with the highest annual yield.

Securities will be kept either in a safe deposit box under the name of the Superiorland Library Cooperative or by a third party custodian designated by the Investment Officer and evidenced by safekeeping receipts. Release from safekeeping or access to a safe deposit box shall require two signatures, one of which shall be the Investment Officer's signature.

Investment duties shall be segregated in the following manner:

- (a) The person who initiates and approves the transaction and the person who records the transaction in the general ledger shall not be the same person.
- (b) The person who records the transaction in the general ledger shall not be responsible for physically custody of the securities, nor shall he/she have access to the securities.

The investment program shall be integrated with the cash management program. All investment transactions shall be entered monthly into the general ledger.

Electronic wire transactions will not be made.

The annual investment activity report presented to the Board of Directors shall list each investment, with the amount of investment, date of acquisition, the financial institution, maturity date, and interest rate.

**Acknowledgment of Receipt of
Superiorland Library Cooperative's
Investment of Surplus Funds Policy
and Agreement to Comply**

I have read and fully understand Act 20 PA 1943, as amended, and the Investment of Surplus Funds Policy of the Superiorland Library Cooperative.

Any investment advice or recommendation given by the

_____ **shall comply with**
name of financial institution

the requirements of Act 20 PA 1943, as amended, and the Investment of Surplus Funds Policy of the Superiorland Library Cooperative. Any existing investment not conforming to the statute or the policy will be disclosed promptly.

BY: _____

TITLE: _____

DATE: _____

Appendix II**Board Statement of Ethics**

The Board of the Superiorland Library Cooperative subscribes to the following Statement of Ethics:

1. Board members must promote the highest level of library service while observing ethical standards.
2. Board members must avoid situations in which personal interests might be served or financial benefits gained at the expense of library users, colleagues, the institution, or the situation.
3. It is incumbent upon any Board member to disqualify himself/herself immediately whenever the appearance of a conflict of interests exists.
4. Board members must distinguish clearly in their actions and statements between their personal philosophies and attitudes and those of the institution.
5. A Board member must respect the confidential nature of library business while being aware of and in compliance with the Freedom of Information Act.
6. Board members must be prepared to support to the fullest the efforts of librarians in resisting censorship of library materials by groups or individuals.

**Appendix III
Other Procedures**

PROCEDURE FOR ORDERING CENSUS MICROFILMS

POLICY: Most Superiorland libraries do not have individual accounts to prepay census microfilm orders. These libraries have few requests from patrons and they do not want to tie up \$100+ in a deposit account. The Cooperative will establish a deposit account for orders placed through the Cooperative's central Interlibrary Loan service. Libraries will reimburse the Cooperative for census microfilm orders at actual cost.

SLC libraries will charge patrons \$4.00 per reel for census microfilms. The average # of reels per order in the past has been 3. Libraries will ask the patron if he/she will pay up to \$12.00 per order before placing the order with the Cooperative.

Libraries have two options for reimbursing the Cooperative for microfilm orders:

- 1) A patron can make out his/her check directly to Superiorland Library Cooperative
- 2) The Cooperative can maintain statistics on the number of reels borrowed by each Library and invoice libraries once a year.

Libraries should choose one method or the other each year and be consistent.

PROCEDURES FOR ROTATING COLLECTIONS

Policy: The Cooperative purchases and accepts donations of audio books, videotapes, DVDs, and large print books. Collections rotate among some member libraries.

The Cooperative will provide a calendar for exchange of packets. Please try not to check out materials a few days prior to the end of your rotation so you can send a full packet to the next library. Please indicate on the master list in each packet which items that are missing before you send the packet to the next library.

The Co-op will reimburse libraries that are not on the state delivery system for mailing the packets. When a patron loses an audio book or videotape or DVD belonging to the Cooperative rotating collection, the lending library will charge a replacement fee to be determined by the Co-op which will include ordering and processing costs. This fee will be sent to the Cooperative. Lending library staff should email mfranz@uproc.lib.mi.us or call the Cooperative (Marcia Franz) to determine the replacement cost for a lost title. If the title was donated or if it belongs to the 'old radio collection,' there will be no charge for loss. Please send invoice on library letterhead and include receipts.

There will be no charge to a patron for damaged materials if the patron returns a complete audio book, videotape, DVD, including the damaged item.

Libraries will not send items with missing or damaged parts or empty cases to the next library in the rotation. The procedure for withdrawing an item:

- 1) Delete the title from the inventory list.
- 2) Call Marcia Franz or email her at mfranz@uproc.lib.mi.us to let her know the title is being returned.
- 3) Return the item along with the case and any remaining pieces to the Cooperative.
- 4) Co-op staff will try to get a replacement. Otherwise, the title will be removed from inventory.

If you are a Sirsi library, you will be able to use the barcode on the item to circulate it. Procedures for Sirsi are evolving and this procedure will be updated. Our goal is for the system to recognize your holding code for each item, accommodate your library's circulation policies and record your library's statistics.

Annual circulation statistics will be reported to the Board.

If you are a Spectrum library, the Cooperative would like to receive your annual circulation statistics for the rotating collections. You can send this information to sdees@uproc.lib.mi.us (Suzanne Dees) when you do your state aid report.

If you are a Sirsi library, the Cooperative staff should be able to extract annual circulation statistics for your library. If this doesn't work out on the new system, the policy will be revised.

**PROCEDURE FOR COMPLIANCE
WITH THE AMERICANS WITH DISABILITIES ACT**

Any person may bring an internal complaint regarding the accessibility of programs, services, activities of the Superiorland Library Cooperative. This process is intended to comply the Americans With Disabilities Act of 1990 (P.L. 101-336).

Any person with a disability or associated with a person having a disability may file a Program Accessibility Complaint with the Cooperative. The complaint may be made by writing to the Cooperative's ADA Coordinator, who is the Director of the Cooperative.

PROCEDURE FOR FILING THE COMPLAINT

The following information must be supplied in writing:

1. Name, address, phone number of person making the complaint;
2. Brief description of the incident or circumstance, which is the reason for the complaint;
3. Date, time, location of the incident or circumstance; Description of how the Cooperative has unfairly discriminated on the basis of disability; and,
4. The change, correction, remedy, action or relief sought by the person making the complaint.

PROCEDURE FOR RESPONDING TO THE COMPLAINT

Within three (3) working days of the receipt of the complaint, the Cooperative shall arrange a conference with the person making the complaint. The conference must take place within six working days of the ADA Coordinator's receipt of the complaint. Before and after the conference, the ADA Coordinator shall investigate the complaint and examine actions which the Cooperative may take to address the complaint.

Within four (4) working days of the conference, the ADA Coordinator will inform the person making the complaint as to how the Cooperative will respond, or whether the Cooperative will take any action with respect to the complaint. This notice to the person making the complaint shall be in writing or in another permanent and effective means of communication and shall be mailed or delivered to the last known address of the person making the complaint.

If the person making the complaint finds the Cooperative's response to be unsatisfactory, he/she may, within five (5) working days of receipt of the Cooperative's response, appeal to the Board of Directors. A request for reconsideration must be made in writing and addressed to President, Superiorland Library Cooperative, 1615 Presque Isle Ave., Marquette, MI 49855.

Within fifteen (15) working days, the Cooperative Board must notify the person making the appeal of their decision and include a brief description of the reasons for that decision. This notice will be the final decision on the complaint.

At any time during this process, a complaint may be filed with the U.S. Department of Labor
Office of Disability Employment Policy , U.S. Department of Labor
200 Constitution Ave., NW Washington, D.C. 20210
1-866-633-7365 - Voice
1-877-889-5627 - TTY

**Superiorland Library Cooperative Headquarters
Filtering and Other Procedures
To Comply With the Children's Internet Protection Act**

All public computers **WEB BROWSERS** will be filtered through the **UPRLC Cyberpatrol** server. All staff computers will have the **Windows Internet Explorer Content Advisor** filter enabled to find rating labels assigned by the **Internet Content Rating Association** and block sites rated for inappropriate images.

Staff and adult public computers may be disabled on a case by case basis when staff or adults are engaged in bona fide research. Some examples of staff research include, but are not limited to

- * Administration of the Cyberpatrol proxy server;
- * Research in response to a member library or a patron's query for a subject search through the Reference and Interlibrary Loan service.

Staff or an public computer user may ask the library director or the library network administrator to review and unblock any site if it is not obscene, does not contain child pornography, and is not harmful to minors as defined by CIPA and the library's Internet policy.

CHAT is not allowed on computer(s) due to the limited bandwidth resources available. The exception to this will be for professional adult staff training.

E-MAIL attachments that are .exe and .vbs files will be scanned by virus software on all staff and public workstations. This block will prevent harm to the network.

E-MAIL attachments that have image file extensions will not be blocked on staff computers because work-related images are frequently exchanged between staff, United Way agencies, member libraries, etc.

No staff member will disclose, use, or disseminate personal identification information regarding minors.

--effective 30 June 2004

SUPERIORLAND LIBRARY COOPERATIVE**Computer and Internet Acceptable Use Policies**

The Superiorland Library Cooperative will enforce a policy of Internet safety that includes the operation of a technology protection measure on each of its computers with Internet access that protects against access to visual depictions referenced in the Children's Internet Protection Act. Filtering will be disabled for adults engaged in bona fide research or other lawful purposes. The Superiorland Library Cooperative shall not disclose, use, or disseminate personal identification information regarding minors.

---adopted at a public meeting with notice by the Superiorland Library Cooperative Board of Directors, April 19, 2002.

Library patrons (and their parent/guardian, when a library patron is under the age of 18 years old) are expected to read these rules and regulations and sign in the appropriate places in the Internet Account Agreement to indicate their understanding of and promise to abide by the rules and regulations. Patrons will not be permitted to use the Internet and/or library computers, network programs, or technology facilities prior to the return of a signed Patron Internet Account Registration Agreement.

The Patron Internet Account Registration Agreement is only effective for one year. After one year, a new Agreement will have to be signed by the library patron (and their parent/guardian, when a library patron is under 18 years old).

Appropriate use of library computers and related technology shall always reflect honesty, ethical and moral responsibility, and show restraint in the consumption of shared resources. Appropriate use demonstrates respect for intellectual property, ownership of data, system security mechanisms, and for individuals' right to privacy and rights to freedom from harassment, intimidation, and unwarranted annoyance.

I understand that:

1. My use of the library's computers or Internet connection is a privilege, subject to revocation at any time and for any violation of this agreement or any of the provisions contained herein.
2. Anything I place on the Internet or other computer network via e-mail, Usenet news, Internet relay chat, the World Wide Web or other technologies is representative of the library, my community, and the library and community's image.
3. The library's computers and Internet resources are intended for the exclusive use of authorized and registered users. Patrons are responsible for the use of their account/password and/or access privilege. Any problems which arise from the use of a patron's account are the responsibility of the account holder. Use of an account by someone other than the registered account holder is forbidden and may be grounds for loss of access privileges.
4. The library's computers and Internet resources are intended for the private use of authorized and registered users. Any use of the library's computers and Internet resources for commercial, for profit, or other unauthorized activities (i.e. advertisements, political lobbying, software distribution), in any form, are expressly prohibited.
5. I will be given an individual account, which will allow me to use my library's computers and the Internet. If my library offers me e-mail access, or the ability to store and publish my own web pages, I must apply for such access using a separate form.
6. Librarians on duty will be the judge of the value or appropriateness of my use of my account.
7. The library reserves the right to monitor my account, electronic files, and Internet access for appropriateness of the language and images I look at or use, without my prior consent.
8. The library reserves the right to monitor any e-mail messages sent and received from the library's computers for appropriateness of the language and images I look at or use, without my prior consent.. The library reserves the right, in order to preserve the integrity or operational state of the network, to look at, without my prior consent, any data or files of mine that exist on the system and to monitor the system resources and storage space used by files and data.
9. The library reserves the right to remove any files on the system without prior notification to system users.

10. I (and my parents/guardian if I am a minor) will be informed whenever I am found in violation of the Patron Internet Account Registration Agreement.
11. I have the privilege of using my account as long as my use is within the limits of these rules and regulations, other library policies, rules, and applicable local, state, and federal laws.
12. The library receives its Internet Access from Merit Network, Inc. I understand that the Internet Service Provider's Acceptable User Policies may be incorporated into this Patron Internet Account Registration Agreement by reference. I may view Merit's Acceptable Use Policy on line at <http://www.merit.edu/mn/events/about/policies-acceptablemsg.html>
13. I (or my parents/guardian if I am under 18 years-of-age) may have to reimburse the library for any costs or damages that result from misuse or damage that occurs while I am, or anyone else is, using my account.
14. I must immediately report to a Librarian on duty if I receive obscene, profane, lewd, vulgar, inflammatory, threatening, degrading, harassing, or dangerous words, phrases, messages, files, or images directed towards me.
15. These policies apply to *any* e-mail account if I use a library computer to access the account.
16. Depending on the nature and severity of any violation of the rules and regulations, the library administration may take one or more of the following disciplinary actions:
 - 1 *Verbal, written, or electronic mail warning.*
 - 2 *Place my access to the library's computers and Internet access on probation.*
 - 3 *Temporary access denial.*
 - 4 *Permanent access revocation.*
17. If warranted, a librarian will refer a violation of these rules and regulations to an appropriate library, school, local, state or federal authority for further disposition.
18. Evidence of attempted or actual system security, integrity, or performance related incidents will be cause for immediate access denial. The purpose of access denial in these cases is to prevent further damage to the system or data while an investigation is conducted. The user or users involved will be required to meet with the Library Director or other appropriate library administrator. After investigation, the case may be referred to an advisory committee for disciplinary action
19. Demonstrated *intent* to violate these rules and regulations will be considered the same as an actual policy violation. Demonstrated intent means evidence of actions, that if successful or if carried out as intended, would result in a policy violation.

I promise I will:

1. Use only the account assigned to me.
2. I will use only the computer terminal assigned to me. If assigned a password, I will keep my password confidential and change it at regular intervals as the system permits. My password will be 6 or more alphanumeric characters and will not be a common dictionary word or phrase.
3. Stop what I am doing and leave a computer immediately when a librarian or library administrator asks me to do so.
4. Immediately report to a librarian or library administrator any obscene, profane, lewd, vulgar, inflammatory, threatening, degrading, harassing, or dangerous words, phrases, messages, files, or images I see.
5. Modify, change, or delete only my own data and files and create them only in my own directories, where such directories are provided, unless given explicit written or verbal permission to modify another user's data or files or create them in their directories.
6. Immediately report to a librarian or library administrator anything that has been misused, broken or is missing.
7. Include my real name in every e-mail or other electronic message I send or forward from the library computers.
8. Leave switches, buttons, icons, and other operational settings as they are.
9. Be polite and treat others with respect and courtesy when using e-mail, Usenet news, chat rooms and other communication forums.
10. Follow all library policies and all laws regarding copyright and intellectual property.

I promise I will NOT:

1. Allow another person to use my account.
2. Use my account or a library computer for any illegal activity.

3. Use my account or a library computer to offer or provide any product or service for commercial gain.
4. Look at other people's personal messages or files.
5. Post on the Internet personal messages or files without the original author's consent.
6. Post on the Internet anonymous messages, send anonymous e-mail, or use pen names.
7. Send or forward e-mail chain letters, petitions, or unsolicited and unwanted e-mail or other electronic communications of an intrusive nature.
8. Try to open, look at, or change the information that controls a library computer, my library's network, or any other network.
9. Make, use, show, or cause to be displayed on the computer screen any obscene, profane, lewd, harassing, vulgar, inflammatory, threatening, degrading, or dangerous words, phrases, messages, files, or images.
10. Install or download any software on to a computer or the network.
11. Use any program or enter any information that slows, disables, stops, or harms another program, a computer, or the network.
12. Store programs on library computers or files that I do not legally own.
13. Misuse, break, or take any part of a computer or the network.
14. Try to repair things myself.
15. Use the library's computers to make copies of any software, commercial diskettes, or copyright sound recording.
16. Use library computers, Internet access, or network accounts, to order any commercial product for which there is a fee, cost, or charge.
17. Please report instances of alleged copyright infringement or other activities in violation of this policy to

System Administrator
Superiorland Library Cooperative
1615 Presque Isle Avenue
Marquette, MI 49855
Phone: (906) 226-4675

The Cooperative's System Administrator is the agent designated under the Digital Millennium Copyright Act. All claims of copyright infringement will be evaluated in a timely manner according to the procedures outlined in Title II of the Digital Millennium Copyright Act 17 U.S.C. b512.

**SUPERIORLAND
LIBRARY COOPERATIVE**

Computer and Network Acceptable Use Rules and Regulations
Patron Internet Account Registration Agreement

PATRON SECTION

Last Name:

First Name:

Address: _____

City: _____

State: _____

Zip: _____

Phone: _____

Date of Birth: _____

I have read the library's Computer and Network Acceptable Use Rules and Regulations. I agree to fully comply with these Rules and Regulations. I understand that if I violate them my account can be terminated and I may be subject to other disciplinary measures.

While efforts are in place to protect the system, the library makes no guarantee that the functions or the services provided by or through the library system will be error-free or without defect. The library is not responsible for any damages you suffer, including but not limited to, loss of data or interruptions of service. Because data enters from multiple sources, the library is not responsible for the accuracy or quality of the information obtained through or stored on the system. The library is not responsible for financial obligations arising from the unauthorized use of the system, including the purchase of products or services.

Patron's Signature: _____ Date: _____

PARENT OR GUARDIAN SECTION
(When Patron Is Under 18 Years-of-Age)

I have read the library's Computer and Network Acceptable Use Rules and Regulations, and understand my child's account will have access to the Internet.

I have approved my child's signature above on this Patron Internet Account Agreement.

I hereby release the library, its personnel, and any institution with which it is affiliated, from any and all claims and damages of any nature arising from my child's use of, or inability to use, the library's system.

This includes, but is not limited to, claims that may arise from the unauthorized use of the system, including the purchase of products or services.

I will instruct my child regarding any family restrictions against accessing materials that are in addition to the restrictions set forth in the Rules and Regulations. I will emphasize to my child the importance of following the Rules and Regulations for his/her own personal safety.

I understand that, unless my child is accompanied by me, the library will not allow my child access to a computer terminal that is not restricted from accessing obscene matter or sexually explicit material that the library deems is harmful to minors. However, I understand that because of the nature of the Internet, any software used to provide such restriction may not restrict access to all sites that contain obscene matter or sexually explicit material. I will not hold the library responsible for such inadvertent access of obscene matter or sexually explicit material by my child.

I give permission to issue an account for my child and certify that the information contained in this form is correct.

Parent/Guardian's Signature: _____ Date:

Parent's Name:

Home Address: _____ Phone:

Parent's E-Mail Address:

by the Michigan Library Privacy Act.

These procedures will be followed for requests from within Michigan, from a Federal Court, and from outside Michigan. Note: **This policy does not apply to warrants or subpoenas issued under the authority of the Foreign Intelligence Surveillance Act (USA Patriot Act).**

- 1) Written or verbal request, including requests from federal, state, or local law enforcement agencies or individuals.
Library staff shall notify the Library Director. Within 5 working days, the Director shall respond in writing that this request is denied pursuant to the Library Privacy Act MCL 397.601 et seq.
- 2) Freedom of Information Act request.
Library staff shall notify the Library [Director / FOIA Coordinator]. Within 5 working days, the Library shall respond in writing that the FOIA request is denied pursuant to the Library Privacy Act MCL 397.601 et seq.
- 3) Subpoena to appear in a court or administrative hearing and/or produce protected records.
Library staff shall notify the Library Director who will immediately contact the Library's attorney. The Library shall respond in a timely manner to the authority that issued the subpoena. This response would be for the authority to deny the subpoena on the grounds that this information is protected by the Library Privacy Act MCL 397.601 et seq. The court then may issue notice of a hearing on the issue of whether the library must release the records or excuse the library from compliance with the subpoena.
- 4) Court order.
Library staff shall notify the Library Director who will immediately contact the Library's attorney. The Library shall respond in a timely manner to the authority that issued the Court Order. In compliance with the Privacy Act, records shall not be released without notice and a hearing prior to release. The library will be represented by legal counsel at the hearing.

The above procedures will be followed even if Library staff believe that a library policy or state, federal or local law was violated during a computer or Internet session. Reports or perceived violations of law shall be immediately reported to the Library Director who will consult with the Library's attorney.

Staff should be aware that improper release of confidential information protected under the Library Privacy Act may subject them, individually, as well as the Library, to liability in a civil action for actual damages or \$250.00, whichever is greater; reasonable attorney fees; and the costs of bringing the action.

Superiorland Library Cooperative

Internal Policies and Procedures For Requests for Library Records

Record Retention Policy

Network Security Investigations

*Adopted by the Superiorland Library Cooperative
Board of Directors on July 18, 2003*

SUPERIORLAND LIBRARY COOPERATIVE

Internal Procedures To Respond To Law Enforcement Requests for Patron Records

Purpose:

Guidelines for staff to follow when state and local law enforcement offices and federal agents present a request for records.

Compliance Statement:

The Superiorland Library Cooperative and staff will comply with all state and federal laws that protect the privacy of patron records, including but not limited to the Michigan Library Privacy Act and the USA Patriot Act.

Definition Of a Library Record:

The Michigan Library Privacy Act defines a “library record” as a “document, record, or other method of storing information retained by a library that contains information that personally identifies a library patron, including the patron’s name, address or telephone number, or that identifies a person as having requested or obtained specific materials from a library.” Library records might include but are not limited to circulation records, written reference requests from patrons and others, virtual reference requests (e-mail and live), interlibrary loan requests and computer usage metadata (before patron workstations are cleared after each patron’s session).

Staff Authorized By The Board of Directors To Release Library Records:

The Director, or designee, has the authority to release library records. The Director shall notify the Library Attorney when presented with a written request for library records. To obtain electronic records, the cooperation and assistance of the Information Technology Manager, or designee, will be required. In situations that involve libraries in the Network, it also may be necessary for the Superiorland Director to notify and seek assistance to obtain a record from a Network library director and/or local IT manager.

If the Director is unavailable, the Alternate shall proceed as directed herein, first notifying the Library Attorney. The Alternate also shall make an effort to locate the

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Director by phone right away. If the Director, the IT Manager, and the Alternates are not available, staff will contact the Director and the Library Attorney by phone.

Director:	Suzanne Dees	Information Technology Managers:
Alternate 1:	Shawn Andary	Jean Montgomery or Brent Duncan
Alternate 2:	Jean Montgomery	Alternate 1: Shawn Andary

Library Attorney: Dick Graybill, 485-6420
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Procedures:

State or local law enforcement officer asks Superiorland Library Cooperative staff for a library record, but officer does not have a court order:

- Staff immediately will contact the Director, or the Alternate.
- The Director or designee will ask what record is sought. The Director will provide the officer with a copy of the Michigan Library Privacy Act and explain that records may only be released to state and local law enforcement officers pursuant to a valid court order.
- The Director will ask the IT Manager to preserve the record that is sought, under lock, taking care to maintain a record of chain of custody.

State or local law enforcement officer asks Superiorland staff for a library record and presents a court order requiring disclosure.

- Staff immediately will contact the Director, or the Alternate.
- The Director or Alternate will contact the Library Attorney to verify the validity of the court order.
- If the court order is valid, the record named in the court order will be turned over to the officer in charge. The officer will provide a receipt for the record. Staff should not sign anything verifying contents or accuracy.

A federal agent, or a state or local law enforcement officer deputized as a federal agent, has a court order (USA Patriot Act) *or grand jury or administrative subpoena.*

- Staff will inform the agent or officer that only the Director or designee has the Board's authority to release a library record. Staff immediately will contact the Director or the Alternate.
 - Staff will not discuss the investigation with anyone other than the Director or Alternate, nor tell anyone (including spouse) that an investigation has commenced. Failure to comply with this 'gag order' may result in prosecution for obstruction of justice.

- The Director immediately will ask the IT Manager to preserve the record that is sought, under lock, taking care to maintain chain of custody
- The Director will contact the Library Attorney to verify the validity of the court order or subpoena. If possible, the Attorney will be present during execution of the order. At the very least, the document will be faxed to the Attorney and the Attorney will respond with advice to the Director.
- If the Library Attorney advises that the court order or subpoena is not valid *or that there is a reason for the Superiorland Library Cooperative to take legal action to quash the subpoena*, the Director shall take the advice of counsel.
- If the Library Attorney advises that the court order or subpoena is valid on its face, the agent may begin a search of library records.
- Even in exigent circumstances, federal agents must have a written order.
- The Director, IT Manager, or Alternate will keep a record of what is seized, under lock.

A federal agent, or a state or local law enforcement officer deputized as a federal agent, seeks access to administrative records that do not pertain to patrons.

- These requests are to be referred to the Director who is the only staff with authority to release this information.
- The Director may find it necessary to consult with the Administrative Assistant to obtain the record.
- The Director shall follow the procedures outlined above.
- If the Director is unavailable, staff should contact the Library Attorney.
- **If both the Director and the Library Attorney are unavailable, administrative records are not to be released.**

Other:

- If an officer or federal agent asks for home telephone numbers or cell numbers of staff in order to contact staff at home, explain that it is the Superiorland Library Cooperative policy not to release employee numbers.
- If an officer or federal agent asks a staff person to furnish any confidential information, such as the topic of a patron request or the titles of materials someone has checked out, refer the request immediately to the Director or Alternate.
- Staff should not consent to a search beyond the scope of the warrant.
- Staff must not interfere with execution of the search; however, staff is not required to answer questions from officers or agents. Staff has a right to decline to be interviewed or to have an attorney present if they choose to be interviewed. Staff is not required to authenticate documents seized or otherwise respond to questions except as to the location of the items described in the warrant. Staff should not sign anything verifying contents or accuracy.

Privacy Alert for Patrons:

One or the other following signs shall be posted in areas near the circulation desk and where public computers are in use:

1. The Library is concerned with safeguarding your privacy. Please be advised, however, that the Library must comply with court orders for patron library records and court orders for electronic surveillance. Under the USA Patriot Act, the threshold for federal court orders has been greatly lowered. In some cases, library staff is unable to speak about specific investigations.
2. The library is concerned with safeguarding your privacy and will only disclose your records as required to do so by law.

Staff PII security:

Staff and uproc.lib.mi.us email account holders should be aware that personally identifiable information is found in server logs and privacy is protected to the extent described above.

Director or IT Manager or Alternates only:***When approached by an officer or agent,***

- Ask for identification and call to verify badge number of the officer in charge. Local office numbers:
 - FBI
 - Local office: **226-2058**
 - Michigan Director's Office: **(313) 965-2323**
 - Marquette City Police: **228-0400**
 - Michigan State Police: **475-9922 or 225-7030**
- The Director or designee should meet with an officer or federal agent only if the Library Attorney or another colleague is present.
- Immediately refer the court order or subpoena to the Library Attorney.
- The Director shall instruct the IT Manager or Alternate immediately to preserve the record in a secure location. Staff will maintain a record of chain of custody, detailing each person who handles the record or information with date and time.
- If an officer or agent takes any record or item, make an inventory list of the records/items seized. The officer or agent shall sign and date each page of the inventory list. Request a back up copy of all documents (photocopy) and computer disks that are seized.
- Keep the inventory list in a locked and secure location, especially if there is a gag order in effect.
- Keep track of expenses, as there may be compensation.
- Observe any gag order. Do not disclose to anyone (including spouse) that the warrant has been served or that records have been taken.

When the order is a federal search warrant (USA Patriot Act):

- The Director or designee will ask the federal agent to have the Library Attorney present before the search begins in order to give the Attorney an opportunity to examine the warrant and assure that the search is confined to its terms.
 - In spite of the “gag” order, the Superiorland Library Cooperative is still entitled to legal representation during the search. The Library Attorney should be present during the actual search and execution of the warrant
- The search warrant is executable immediately. The federal agent may begin a search of library records as soon as the Director or designee is served.
- Staff must not interfere with execution of the search; however, staff is not required to answer questions from officers or agents.
- The IT Manager or alternate will observe and cooperate with the search to ensure that only the records identified in the warrant are produced and that no other users’ records are viewed or scanned.

Superiorland Library Cooperative Information Privacy Policies

Superiorland Library Cooperative Board of Directors has adopted these rules and policies to prevent unauthorized access to Personal Identity Information (PII). The Superiorland Staff will exercise due diligence and care with library logs and records that include PII.

This record retention policy determines the following:

- What records will be kept for how long.
- Where records will be stored to maintain security.
- Who will have access to records and logs.
- How records and logs will be destroyed to maintain security.

In general, records and logs will be kept only as long as they are necessary for statistics, security, and/or trouble-shooting.

Public computers. Develop procedures to clear patron history, cookies, cache, recent and Temp files between patrons’ use.

Circulation records:

- Last patron information.
- PURF history.

Interlibrary loan and reference: ILL and reference requests do not contain the names of patrons who make the requests.

Debt collection information: Unique Management does not have access to titles of books Patrons have checked out of the library.

- Sign In / Log In records: These records have no necessary information and should be shredded at the end of the day by the IT Manager or designee.
- System back-up tapes: System back-up tapes are overwritten or destroyed every two weeks. The IT Manager and [Automated](#) System Administrator are responsible for overwriting or destroying the tapes. Tapes should be demagnetized before discarded.
- The Library maintains one system-wide snapshot for each version as a back-up. This back-up snapshot is maintained for one year or until the next version is installed, whichever comes first.
- Internal server logs: See notebook of logs with retention policies. Logs should be cleared by the IT Manager or designee on the schedule determined in the attached notebook

Superiorland Library Cooperative Procedures for Potential Breach of Security or Misuse Of the Network

NOTICE to libraries that are members of the Superiorland Library Cooperative's Network for Internet Access: Reported and perceived violations of the Superiorland or local Library's Acceptable Use Policy ("AUP") or unlawful activity involving the Library's computers or Internet Connectivity shall be immediately reported to the Director of the Superiorland Library Cooperative or to the Superiorland IT Manager. The IT Manager will report this information immediately to the Superiorland Director.

If local **Network** library staff is served by a warrant or court order under the Foreign Intelligence Surveillance Act (FISA) (USA Patriot Act amendment), staff is not permitted to disclose that the warrant has been served or that records have been produced pursuant to the warrant or order. The only exception will be if the record sought can only be obtained from a Superiorland Library Cooperative server log. In this instance, with permission of the federal agent in charge, the local library staff may contact the Superiorland Director or designee, who is the only person authorized to disclose library records.

The Superiorland Library Cooperative Security Team, consisting of the Director, IT Manager and [Automated](#) System Administrator, may assist the local NETWORK Library director in the investigation of a security related incident that involves the **Network**. All members of the Security Team will be informed upon receipt of a Security Incident Report from a NETWORK Library Director. The Superiorland Library Cooperative reserves the right to report to legal authorities an incident that involves **Network** property interests. The Cooperative reserves the right to report incidents to the **Network's** Internet Service Provider.

The Library and the Superiorland Library Cooperative will follow the procedures to protect Personal Identity Information outlined in the Superiorland Library Cooperative's policy statement: "**Internal Procedures To Respond To Law Enforcement Requests for Patron Records.**"

The Superiorland Library Cooperative will cooperate fully with the NETWORK Internet Service Provider, law enforcement, and external authorities to investigate and resolve incidents involving the **Network**. All contact with and communication between authorities and Superiorland Library Cooperative are confidential and may be shared only with appropriate Cooperative staff and the NETWORK Library Director.

The Library and/or Security Team must notify the Cooperative Director immediately when it is apparent that a threat may exist to other institutions or individuals. Although the least intrusive alternatives will be sought, the nature and severity of a security breach may require the Cooperative to block a Library's network traffic at the ISP hub or switch in extreme circumstances. Should this be necessary, Cooperative resources will be dedicated to solving the problem and reconnecting the Library as soon as possible.

The Security Team will provide a written report to the Superiorland Cooperative Director within 5 working days of closure of the incident. This report will include the following:

- a. Date and nature of the incident.
- b. Names of institutions involved
- c. Nature of exploitation of the system or network.
- d. Date of incident's closure.
- e. How the incident was resolved.
- f. General nature of any disciplinary action taken.
- g. Type and nature of actions taken to end the incident or reduce future vulnerability to this type of exploitation.

The Superiorland Cooperative Director shall retain and maintain the confidentiality of a copy of the Security Team's report for at least one year. At the end of one year, if no further incidents are reported regarding any of the Library patrons named in the report, the Superiorland Cooperative Director shall destroy or delete any reports, relevant logs, communications, and electronic evidence of the security breach, taking care to shred the records and protect personal identity information.

During the investigation, the Security Team shall preserve the confidentiality of reports, relevant logs, communications, and electronic evidence of the security breach by maintaining any records on a secure computer until the NETWORK Library Director and/or Superiorland Cooperative Director have instructed otherwise. Hard copy documents shall be preserved under lock with a log established to preserve a chain of custody. Following transmittal of the final report to the Superiorland Cooperative Director, all other copies of the report are to be destroyed.

Wireless Connections to Public Library Networks

For Internet Access

The _____ Library supports Internet access by library users who bring in their own laptops and connect through the Library's network. There is a potential security risk and virus risk for anyone who connects to a public network. The _____ Library and Superiorland Library Cooperative and its ISP are not liable for any security breaches or viruses that may occur as the result of using the public network.

The Library is not set up for e-commerce and does not guarantee security for data transferred through the Library and Superiorland Library Cooperative Internet connection. The Library cannot guarantee immediate connectivity to the Internet, nor can it guarantee a high speed or stable connection to the Internet. The Library and Superiorland Library Cooperative and its ISP are not responsible for any failure to provide an Internet connection or for dropped or slow Internet connections. The Library and Superiorland Library Cooperative and its ISP are not responsible for any monetary or other losses whatsoever that may occur during the public's use of the Library's Internet connection.

I acknowledge I have read this policy and accept it.

Signature

Date

**Superiorland Library Cooperative
Lodging & Travel Reimbursement Guidelines**

Mileage rate: Effective 1 October 2006, \$0.36 per mile.

Lodging: If you have more than a 2-hour one-way drive to Marquette, the Cooperative will reimburse one night's lodging for Cooperative-sponsored programs.

- Make your own reservation. ID code: Superiorland Co-op.
- You must ask for and get the government rate below.
- Bill to the Superiorland Library Cooperative's account.
- Let me or Pam Malmsten know in advance which motel/day so we can confirm the charges with the motel you select.
- Select one of two motels where we have accounts, one on the south side and one on the west side of Marquette.

Nordic Bay Lodge Government rate: \$65 plus tax based on availability (if no gov't rate rooms are available, please go to the Country Inn)
 Address: 1880 U S 41 South, Marquette, MI 49855
 Phone: (906) 226-7516
 Amenities: Mini-refrigerator, HBO, restaurant and full continental breakfast

Country Inn Government rate: \$70 plus tax, available all year round
 Address: 2472 US Hwy 41 West, Marquette 49855
 Phone: (906) 225-1300
 Amenities: Pool, Jacuzzi, fitness center, full continental breakfast, HBO

Meal reimbursement for over-night stays in Marquette:

The Cooperative does not offer per diem reimbursement. All requests for meal reimbursement should include receipts.

State rate as of 1 October 2006:
 Breakfast *included with room*
 Lunch up to \$ 7.25
 Dinner up to \$16.50