

BOARD GOVERNANCE POLICIES

DISPOSITION OF PUBLIC RECORDS

1. Disposition of financial and other public library records shall be made in accordance with the guidelines of the State Commission on Public Records.

DISASTER RECOVERY PLAN FOR ACCOUNTING INFORMATION

1. If a disaster occurs at the library which renders a computer or server holding essential accounting information inoperable for up to a week or longer, the following contacts should be made in this order: Library Director, Bookkeeper/Office Assistant, President of the Library Board of Trustees, and Treasurer of the Library Board of Trustees.
2. One backup copy of the library's accounting records is kept off-site for recovery purposes. The accounting software vendor and/or computer service providers are to be contacted to handle the recovery effort.

PURCHASING

1. The North Manchester Public Library Board of Trustees is a governmental body authorized to enter into contracts under the Indiana Public Purchasing Law (IC 5-22). The North Manchester Public Library Board is the "Purchasing Agency."
2. The "Purchasing Agent" of the North Manchester Public Library is the Library Director. Other library employees who may be authorized by the Purchasing Agency to make routine purchases are commonly the Bookkeeper/Office Assistant and the Children's Librarian. The Library Director also may delegate this authority to other staff members as is necessary.
3. The Purchasing Agent(s) may purchase supplies costing up to \$1,000. Any supplies costing \$1,001 or more require the approval of the North Manchester Public Library Board. This provision excludes "library materials," which are those items purchased for the use of the library patrons. All purchases under \$50,000 will be made on the open market. All items costing \$50,001 and over will be purchased according to state statute (IC 5-22).
4. The Board of Trustees or the Purchasing Agent(s) will purchase services on the basis of provisions of the contract, cost, experience of the vendor or any other factor deemed appropriate to the services being purchased.

CREDIT CARD POLICY

1. The North Manchester Public Library retains a corporate credit card with a limit of \$2500 in the director's name. All credit card purchases must be completed or previously approved by the director as a credit card purchase, and the receipt must be given immediately to the bookkeeper for proper recording in accordance with the State Board of Accounts.

CREDIT & DEBIT CARD ACCEPTANCE POLICY

The North Manchester Public Library Board of Trustees authorizes the acceptance of Visa, Discover, MasterCard, American Express credit cards and/or debit cards for payment of fines, fees and other related library expenses or donations equal to or over the amount of \$2.00 per IC 36-1-8-11, in accordance with the following policy:

Receipts and Transactions

For in person transactions, the library reserves the right to request photo identification.

In the event the credit/debit card payment is unable to be processed, the patron will be responsible to provide payment via cash or check for the amount due.

Receipts will be emailed to the credit card customer only. A paper receipt will be provided to the customer upon request.

Receipting information will be recorded in the daily receipts log so that deposits can be recorded into the library's accounting system.

Minimum Charge

The minimum charge amount is \$2.00

Convenience Fee

A convenience fee of 3% will be added to each credit card transaction to cover processing fees.

Cash back

The library will not offer cash back on any credit or debit card transactions.

Disputes

In the event the library is notified of a dispute, the Director and Bookkeeper will investigate the transaction and respond as necessary.

Security

The library shall provide appropriate hardware and software to execute secure credit card transactions. Credit card payment information will not be stored in either a physical or a digital format outside the necessary use of accounting and processing purposes. Staff who handle

credit card data may not disclose or acquire any information concerning a cardholder's account. Staff may not sell, purchase, provide, disclose or exchange credit card account information or any other transaction information.

Responsibilities

The Bookkeeper will provide daily oversight of all credit card transactions and reconcile credit card transactions with the financial institution. The Bookkeeper will maintain all internal infrastructure and policies for PCI compliance. In the event of unauthorized access or disclosure (breach) of credit card numbers, the Bookkeeper will notify those affected of the security breach as soon as possible and without unreasonable delay, provided notification will not impede a legal investigation. The Bookkeeper and Director will respond to self-assessment PCI compliance surveys from merchant services companies.

Staff responsibilities

Staff who accept payment for services shall adopt processes that protect credit card data. Staff are responsible for timely communication with the Bookkeeper and Director of any credit card inquiries or requests for information such as surveys and questionnaires regarding credit card processing. Staff who suspect a breach and/or fraud involving credit cards should contact the Bookkeeper and Director immediately. Staff must inspect the point-of-sale device on a regular basis, and notify the Bookkeeper if something appears to be changed, added, or different.

SALES FOR OTHER ENTITIES

1. The library will not engage in selling or advertising products for other entities or organizations except in support of the library. Other nonprofit organizations that are aligned with the library's mission may obtain permission of the board and/or the director.

PUBLIC RELATIONS

1. The library maintains an active public relations program, headed by the Director, to promote the library and its use by the community. Publicity and public programs shall be initiated and maintained to keep the community informed and aware of library offerings.
2. The Director shall make every attempt to inform the public of library objectives and policies, as well as services, materials, and programs.
3. In-house relations with the public shall be a primary concern of the board and library staff members, who make every effort to ensure excellent relations with the public.

BOARD OF TRUSTEES: ELECTRONIC MEETINGS POLICY

In accordance with HEA 1437, an act involving electronic meetings and signatures, the North Manchester Public Library Board of Trustees will adhere to the following guidelines when it comes to participation for Board, library staff, and members of the public.

Library Board members may be counted toward quorum and vote with the following conditions:

- The library uses technology that permits simultaneous communication between Board members.
- The Board member must be able to be seen and heard in order to participate in any final action (vote).
- All votes taken during the meeting must be taken by full role call.
- Also permits the public to simultaneously attend and observe the meeting.
- At least four Board members must be physically present at the meeting.

Note: If a Board member or member of the public experiences technology failure during the meeting, this shall not prevent the meeting from continuing and shall not invalidate meeting actions or votes as long as there is a quorum of Trustees still able to participate and as long as the voting requirements of the Library Board Bylaws are met.

Trustees should provide notification 48 hours prior to the meeting if they are attending electronically. (This requirement would be excused for meetings called to deal with emergencies.)

Board members may not attend more than half of the Library Board meetings during any given year electronically unless the reason is due to:

- Military service
- Illness or medical condition
- Death of a relative; or
- An emergency involving actual or threatened injury to persons or property.

Similarly, the Board cannot prohibit a member from attending consecutive meetings by electronic communication. A Board member may attend up to two consecutive meetings by electronic communication and then must attend at least one meeting in person before attending another meeting electronically unless the reason for attending electronically is for any of the examples above.

Electronic participation in meetings is not permitted if the Board is attempting to take final action to:

- Adopt a budget
- Make a reduction in personnel

- Initiate a referendum
- Establish or increase a fee
- Establish or increase a penalty
- Use eminent domain authority, and/or
- Establish, raise, or renew a tax.

Meeting memoranda (Minutes) for a meeting where any Trustee attends electronically must:

- State the name of each Board member
 - Who was present in person
 - Who attended the meeting by electronic means, and
 - Who was absent, and
- Identify the electronic communication mechanism used for the meeting.

Electronic Signatures

If a statute requires a manual signature for attesting or authenticating an obligation issued by the library (bond, note, warrant, or other obligation), an electronic signature will have the same force and effect as a manual signature.

During Disaster Emergencies Declared by the Governor or Local Government Officials

The entire library board may meet electronically until the disaster or emergency is terminated.

During such disaster emergency, the board may meet using any form of electronic communication as long as the meeting meets the following criteria:

- At least a quorum of the board participates in the meeting electronically.
- The public is able to simultaneously attend and observe the meeting (unless it is an executive session); and
- Votes are taken by roll call vote.

Meeting memorandum for an electronic meeting during a disaster emergency must:

- State the name of each board member who attended electronically, who was absent; and
- Identify the electronic communication mechanism used for the meeting.