

April 2021

# Friends Of Michigan Libraries

Standard Operating Procedures

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## Table of Contents

<b>Board Membership</b>	3
Officers	3
Advisors to the FOML Board	3
Emeritus Status	3
Replacement of Board Members	3
New Board Member Orientation	4
Board Meetings	4
Code of Conduct	4
Grievance Procedure	4
Strategic Planning Process	5
Liaison to Outside Organizations	5
Archives/Archivist	5
<b>FOML Membership</b>	6
Annual Membership Meeting	6
<b>Committees</b>	7
Executive Committee	7
Budget & Finance Committee	7
Membership and Promotion Committee	7
Program Planning Committee	10
Program Practices & Procedures (approved February 7, 2018)	10
Reimbursement Policy - BOARD OF DIRECTORS and PROGRAM SPEAKERS	10
Grants & Awards Committee	12
Bylaws and Standard Operative Procedures Committee	12
Nominating Committee	13
Ad Hoc Committees	13
<b>Communication</b>	14
<b>APPENDIX A</b>	15
Example of a FOML Program Checklist	
<b>APPENDIX B</b>	16
FOML Policy on Offering Assistance to Michigan Friends Groups	
<b>APPENDIX C</b>	17
Provider Service Agreement – Island River Digital	
<b>APPENDIX D</b>	18
Provider Service Agreement – Mideastern Michigan Library Cooperative	
<b>APPENDIX E</b>	19
FOML Credit Card Policy	

## **Board Membership**

Board members must be willing to serve without significant reimbursement for their time and expenses for the overall benefit of the libraries of Michigan. FOML shall strive to maintain a diverse geographic and organizational representation on the Board. The Board may appoint non-voting Advisors as specified in the Bylaws, Article V.

The method of selection of Board members is specified in the Bylaws, Article II.

### **Officers**

The officers and Board members' duties are specified in the Bylaws, Articles IV and V.

### **Advisors to the FOML Board**

The FOML Board may appoint Advisors to the Board to assist with specific tasks and duties. The roles and responsibilities are as follows:

- To carry out a specific task (e.g., editing the FOML Manual);
- To serve as a resource person who is available to answer questions about Michigan Friends and offer advice to individuals seeking information;
- To serve as a speaker at programs and/or at Friends meetings throughout the state;
- To review and provide feedback on FOML publications, the FOML website, and the FOML newsletter;
- To serve as a link and helpmate to Friends groups in locations throughout Michigan and to make recommendations for other advisors to serve in this role in specific geographic locations (e.g., the Upper Peninsula) in Michigan;
- To carry out the functions of a goodwill ambassador for Friends in Michigan.<sup>1</sup>

### **Emeritus Status**

- The FOML Board believes that recognition should be given to individuals who have provided exemplary service while serving as a member of the Board and who have decided not to continue active participation on the Board.
- Therefore, upon review and approval of the Board, an individual who served with distinction will be granted the title of "Emeritus" in recognition of outstanding service on the FOML Board.
- A FOML Board member with emeritus status will have his/her name and title on the FOML Board membership roster.

### **Replacement of Board Members**

- Board members may resign by submitting a letter of resignation to the president.
- Board members missing more than four consecutive meetings may be removed from office at the discretion of the board.

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<sup>1</sup> Adopted 7/09

- Replacement members will be recruited by the ad hoc Nominating committee and approved by the Board to serve until the next annual meeting.
- Succession procedure:  
Ideally, half the Directors should be elected each year, using staggered two year terms. No later than six months prior to the Annual Meeting, the Board of Directors shall devote adequate meeting time to discuss succession planning for the coming year. Beginning with a review by the Secretary, who will identify term-limited Officers, the Board will begin the process of identifying and mentoring potential replacements. If necessary, the Board will canvas qualified FOML members to fill these roles.

### **New Board Member Orientation**

Each incoming board member will receive copies of the following as a part of their orientation package:

- The current by-laws;
- This standard operating procedures document;
- The board roster;

### **Board Meetings**

- Meetings of the Board are held virtually at 10:00 am on the first Wednesday of the month except for January, July, August and December, which may be held at the discretion of the President.
- Alternate meetings may be held as determined by the Board. The calendar of meetings will be displayed on the FOML website and updated as needed. All interested FOML members and other interested parties are welcome to attend the FOML Board meetings.

### **Code of Conduct**

Members of the FOML board are committed to observing and promoting the highest standards of ethical conduct in the performance of their responsibilities. Board members pledge to accept this code as a minimum guideline for ethical conduct and shall:

- Maintain a professional level of courtesy, respect, and objectivity in all FOML activities
- Strive to uphold those practices and assist other FOML board members in upholding the highest standards of conduct
- Exercise the powers invested for the good of all members of the organization rather than for his, her, or their personal benefit
- Respect the confidentiality of sensitive information known due to board service
- Promote collaboration, cooperation, and partnership among FOML board members

### **Grievance Procedure**

A board member who feels they have been wronged can alert the Executive Committee about the problem or issue:

- Submit your disputes or complaints in writing in a timely fashion to the FOML President and/or Secretary for review and determination by the Executive Committee
- Retaliation against any board member who brings a complaint is prohibited and will subject the retaliator to discipline up to and including removal from the board
- The Executive Committee will report the final decision back to the complaining party

### **Strategic Planning Process**

The FOML Board will engage in an annual Strategic Planning session to be held at the time of the normal Wednesday board meeting in June of each year. The board will determine goals and objectives for the following year and assign committee responsibilities for carrying out these goals.

At this session the board will also do an evaluation of its success in achieving outcomes of the following areas of organizational management:

- **Mission and Bylaws.** Our Friends have a clearly defined mission and carry out that mission as specified in our bylaws.
- **Technology.** Our Friends understand the usefulness of technology in helping us achieve our mission.
- **Best Practices.** Our Friends continuously examine our practices and procedures and determine whether there is a need for updating them to meet our goals.
- **Marketing.** Our Friends have a well-established system for “getting the word out” about the value of libraries and the importance of Friends supporting libraries.
- **Advocacy.** Our Friends voice their support for libraries by speaking to local elected officials and state legislators about the value of libraries and the financial support needed to maintain them.
- **Business and Finance.** Our Friends carry out sound business practices and allocation of resources with the financial support of community members and donors.
- **Enthusiastic Volunteers.** Our Friends are volunteers from different age groups who are eager to carry out the tasks at hand and welcome the opportunity to be of service.

#### **Liaison to Outside Organizations**

- A Board Member appointed to collaborate and cooperate with Library organizations.
- Maintains contact with various outside organizations to include, but not limited to: United For Libraries, Michigan Library Association (MLA), American Library Association (ALA), Library of Michigan (LM), and library vendors and corporate sponsors; keeps current information and working knowledge of these organizations in order to determine possible benefits for FOML.

#### **DUTIES**

- Maintain contact with library, corporate, and other organizations through active participation in meetings, conferences, and other events.
- Communicate with organizations about FOML’s mission, its goals and objectives, and its services and needs.
- Work to establish networking, collaboration, and cooperation among various organizations for the betterment of libraries.
- Analyze and evaluate the value and importance of establishing new liaisons with other Friends groups (e.g., a Midwest Alliance of State Friends Groups).
- Participate in local, regional, and national library associations and conferences.
- Assist with the preparation of FOML promotional material and development duties.
- Present current, relevant information to the FOML Board and FOML membership.

#### **Archives**

##### **PURPOSE**

- The FOML Archives consist of the historical records of FOML Board meetings, program events, and other Friends of Michigan Libraries activities. As of March 2019, the Archives, consisting of mainly printed records, are stored at the Bentley Historical Library at the University of Michigan.

#### **Archivist**

##### **PURPOSE**

- The FOML Archivist shall maintain a history of the organization.

##### **DUTIES**

- Provide a plan of action to gather and to store electronic records. Many electronic records are available on the FOML website and have been archived by the web developer.
- Collects meeting agendas and minutes, program materials, FOML newsletters, and any other documentation which provides a record of FOML activities and events.

## **FOML Membership**

- Membership is open to anyone interested in supporting Friends of Libraries groups.
- Membership fees and categories on a calendar basis (as of January, 2015) are:
  - Friends of Libraries Organizations - \$45.00 per year; Patron - \$100.00; Lifetime - \$500.00
  - Individuals - \$20.00 per year; Patrons - \$100.00; Lifetime - \$500.00<sup>2</sup>
  - Corporate - negotiable
- The Merriam-Webster's Collegiate Dictionary defines a patron as "a person chosen, named, or honored as a special guardian, or supporter." In keeping with this definition, a person who has chosen to support FOML at the Patron membership level (\$100) is demonstrating special support for FOML and is acknowledging the importance of FOML in carrying out its service mission. Those who choose this membership category will receive a letter of acknowledgement from the FOML President, will be listed as a Patron on the FOML website membership list, and will be entitled to the same membership benefits as individual members.
- The FOML operating year for membership runs from January 1 through December 31.
- The first renewal letter and membership form is e-mailed annually to each member in December by the membership coordinator.
- Any member that has not renewed to date around February 1 is sent a second reminder email. A reminder that membership renewals are due in January is also included in the first newsletter mailing of each year.
- Each new and renewal membership received is acknowledged by the membership coordinator and on the membership listing on the web page.
- If dues remain unpaid by the end of nine months (October 1), the member in arrears will be removed from the membership rolls.

## **Annual Membership Meeting**

The annual membership meeting is held to elect the board of officers and board members, to approve all changes to the FOML Bylaws and Standard Operating Procedures, and to report on the financial health of the organization. The following business will be conducted as a part of each annual meeting:

### **AGENDA**

- Election of directors and officers;
- Annual Treasurer's report;
- Membership report(s) by category;
- Other business as required or desired.

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<sup>2</sup> Revised 9/19

## Committees

### Executive Committee

#### PURPOSE

- The Executive Committee determines the items of business to come before the FOML Board of Directors. It reviews proposals and makes recommendations to the FOML Board for approval. The committee is responsible for development of the annual FOML Strategic Plan and for recruitment of task force members to carry out FOML development activities.
  - Members of the FOML Executive Committee shall include the FOML Board officers and two FOML Board members.

#### DUTIES AND RESPONSIBILITIES:

- Review the FOML Strategic Plan on an annual basis and make recommendations for changes, updates and procedures for implementation of the plan.
- Monitor the FOML budget along with the FOML Board Treasurer and make recommendations for corrective action when needed.
- Oversee FOML fundraising activities and recommend fundraising projects for approval by the FOML Board.
- Oversee FOML memberships and make recommendations for membership fees and any changes to the membership structure.
- Oversee the current system for “getting the word out” about FOML through various sources: social media, publications, Michlib-l.
- Select a Nominating Committee to recruit new members for the FOML Board and to prepare a slate of officers and board members for a membership vote at FOML’s annual membership meeting.
- Carry out any other tasks assigned by the FOML President.

### Budget & Finance Committee

#### PURPOSE

- The Friends of Michigan Libraries (FOML) Budget & Finance Committee has responsibility for review and oversight of the FOML annual budget.

#### DUTIES

- Prepare an annual (January 1 – December 31) FOML budget and present this budget to the FOML Board at its December meeting in the year prior to implementation.
- Work with the committee Chair (i.e., the FOML Treasurer) on policies and procedures for carrying out financial services.
- Provide guidance and direction to the FOML Treasurer in carrying out financial arrangements with the designated FOML Fiscal Agent.
- Meet prior to each monthly FOML Board meeting to review the YTD budget, make any necessary budget adjustments, and present the adjusted budget to the board for approval.
- Review current sources of FOML income – programs, memberships, donations – etc. and determine whether these income sources require adjustments in pricing to sustain income levels sufficient to meet expenses.
- Investigate and recommend alternative sources of funding – grants, corporate donations, etc.
- Monitor FOML expenditures to ensure a balanced budget.
- Determine an appropriate level of budget reserve (e.g., 10% of annual FOML budget) in order to ensure a stable financial future.
- Work with the FOML President in review of FOML service agreements with vendors, contractors, and suppliers.
- Review and carry out any tasks or assignments that the FOML President

- recommends as improvements to the financial operations of the FOML organization.
- Oversee the FOML Financial Review process which is conducted in January at the beginning of a new budget year as a review of the previous year's financial activities.<sup>3</sup>

## **Membership and Promotions Committee**

### **PURPOSE**

- The FOML Membership and Promotions Committee carries out the major functions of this key committee in conjunction with the FOML Membership Coordinator/web developer. The committee works to ensure continuing memberships in the FOML organization and determines any necessary steps and procedures to improve membership enrollment and renewal procedures. Furthermore, it determines membership categories (levels of giving) and the membership fees for Friends. The committee reviews the number of enrolled members to ascertain whether membership income provides sufficient revenue to cover expenses and to plan actions that address underfunded budgets. Additionally, this committee will develop and schedule content for the FOML website. The sites will be maintained by a web developer whose services and fees are approved by the Board on an annual basis, with renewal of agreement for services in January of each year.

### **DUTIES**

- A Membership Directory of current members is posted and updated on a regular basis on the FOML website.
- Maintains the Membership Toolkit developed in 2019 and posted on the FOML website;
- Reviews FOML membership information (membership form and categories, cost of membership, etc.) annually, preferably in October of each year, and makes any recommendation for changes in membership before beginning of annual membership renewals on January 1;
- Recommends improvements for communication with membership;
- Updates the Membership Directory of current members on the websites
- Prepares membership statistics and reports for review by the FOML Board;
- Submits budget requests to the FOML Board for approval when special membership and marketing projects are proposed;
- Determines best advocacy strategies for Michigan Friends groups, including Michigan legislation affecting libraries.
- Selects the winner of the Outstanding Friend of the Library award.
- Investigating and recommending web design features, along with the associated costs for their implementation, to the FOML Board.
- The Chair of this committee works closely with FOML web developer (Janet Newell, Island River Digital) to determine the feasibility of implementing new design features within the existing FOML web architecture.
- Monitors and reviews the FOML website on a regular basis (at least four times per year) for accuracy and removing any outdated information.
- In addition to presenting the basic information about the organizations and the boards, these sites will include copies of current and previous issues of the newsletters, information on planned programs and other available programs, and links to other resources.
- The site may also include articles and items of interest to libraries, trustees, and Friends groups at the discretion of the web developer.
- The President will review all information for posting and will consult with the web developer to verify posting of information.

### **Membership Coordinator**

#### **PURPOSE**

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<sup>3</sup> Added 9/19

- Maintains individual/organizational membership and supporting organization records in conformance with FOML policy and procedures.

#### DUTIES

- Enters data from new and renewal membership forms as received from the FOML Treasurer into a financial services database.
- Maintains records by type of membership (Friends Group or Individual) including name, address, phone number, expiration date as well as other information as designated by the Board and as requested on the membership form.
- Keeps up-to-date lists of Patron and Lifetime memberships.
- Prepares special purpose membership lists as requested by the Board.
- Purges the records of expired memberships in accordance with Board policy.
- Purges the records of obsolete support organizations and individuals as directed by the Board.

#### **Focus on Friends Bulletin**

#### PURPOSE

- The Focus on Friends Bulletin will be prepared by the newsletter editor and the newsletter assistant editor.

#### DUTIES

- Prepares a monthly bulletin.
- Distributes to email list..

#### **Newsletter Editor**

#### PURPOSE

- Compiles and edits the monthly Focus on Friends bulletin to coincide with program schedules or other special events, including information regarding maps, directions, parking and other pertinent details.

#### DUTIES

- Reviews other library publications for information pertinent to Friends groups.
- Compiles a summary of the most recent program and includes it in every issue.
- Requests "From the Director" column from the FOML President.
- Requests Board member in charge of the grant process to prepare articles on grant recipients.
- Includes a link to the online membership form in every issue.
- Includes a calendar of events in every issue (assuming such information is available).
- Schedules and announces deadline dates for receiving information prior to each newsletter.
- Proofreads every article thoroughly to ensure correct spelling, grammar, and punctuation and to verify accuracy of information.
- Submits an electronic file to the Membership Coordinator for distribution to the Membership and Board Members.
- Submits reimbursement letter (with receipts) to Board Treasurer to cover any expenses incurred in preparing the newsletter.

#### **Assistant Newsletter Editor**

#### DUTIES

- Reviews newsletters from Michigan-based Friends organizations for material for the "News from Around the State" column in every issue.

## **Program Planning Committee**

### **PURPOSE**

- Plans FOML programs, coordinating space, food and other arrangements for programs, and overseeing any special programs or events in which the FOML might participate (for example, MLA Annual Conference).

### **Program Planning Coordinator**

#### **PURPOSE**

- Coordinates all duties related to organizing and running FOML programs.

#### **DUTIES**

- Meets with the host Library Director and the Friends' representative at least four months in advance.
- Determines the capacity of the room with people seated at tables. Informs registrar of this number.
- Determines where parking will be and how much it will cost.
- Passes on a map and driving directions to the newsletter editor.
- Selects a caterer with help from the host Library representative and sets a price limit and parameters for the lunch. (usually about \$8 to \$10 each) Typically, the host Friends group arranges for the morning and afternoon refreshments and the beverages at lunch.
- Shares with the Board the proposed program plan for review and discussion, including title, theme and/or focus, agenda, and speakers.
- Confirms with the speakers via email the times, length of presentation, and topic. Ten days to two weeks prior to event, the Program Coordinator should re-confirm everything.
- Checks periodically with the Registrar for numbers and gives final head count to library and caterer.
- The Program Chairperson gives the Registrar the names of any speakers and any FOML Board Members who indicate that they will be attending.
- Prepares an evaluation form for distribution at the program as part of the program packet.
- Reviews a summary of the completed forms' information and provides this to the FOML Board to determine any improvements to be made in the program process.
- Sends thank you notes to host library director, Friends' group and all speakers, plus anyone else who offered special assistance with the program.

### **Program Practices & Procedures (approved February 7, 2018)**

FOML will conduct one program each calendar year, usually in the Spring (April), with the Spring program serving as the annual membership meeting. Depending on available funding, a second program may be conducted in the Fall of each calendar year. The program is based on a theme. . The FOML Board makes every effort to schedule the programs in different areas of the State in order to encourage participation in them and to give members an opportunity to attend at a site close to home.

A FOML Program Planning Committee<sup>4</sup> is charged with the responsibility for selecting the library for the program location, for working with that library's director and Friends group in making arrangements, and for a site visit to the library to verify meeting room set-up and seating capacity.

### **Reimbursement Policy**

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<sup>4</sup> Revised 9/19

## **Board of Directors**

In general, FOML Board members are expected to serve on the Board and attend Board meetings and other FOML events without reimbursement for that service. However, the Board has concluded that the following expenses are reimbursable since they are activities that must be performed in order to carry out the successful business operation of the FOML organization.

1. Printing costs associated with production of FOML Program packets;
2. Mileage, meals, and overnight accommodation expenses for programs which necessitate FOML Board members travel over 100 miles to the program location. The board may reimburse expenses for up to 2 board members or 2 officers and 1 Program Planning Committee member to attend or it may approve a stipend of a specified amount to cover their expenses;
3. Mileage reimbursement for one member of the FOML Program Planning Committee for site visit to the library hosting the program (if possible, one member will form a car pool for committee members).

Meal expenses at the annual FOML Strategic Planning Meeting will be paid for FOML Board members attending the meeting.

An officer of the FOML Board who carries out activities as part of the successful business operations of the FOML organization may be reimbursed for such activities upon submission of an invoice of itemized expenses to the FOML Budget Committee for review and approval and with subsequent approval by the FOML Board.

This list does not necessarily cover all reimbursable expenses, and Board members should alert the FOML President to possible exceptions which may be presented to the Board for approval on a case- by-case basis.

Wherever and whenever possible, FOML encourages cost-saving steps by asking board members to take on planning for various activities in their area of the state (for example, coordinating a Talk About Friends event if it is held at a board member's local library).

An expense form, with appropriate receipts, must be submitted to the FOML Treasurer or the FOML President for approval upon completion of the activity. The Board will establish and annually review, and if necessary revise, the rate for mileage reimbursement. The reimbursement rate (as of February, 2018) is .30 per mile.

## **Program Speakers**

FOML program speakers are not expected to pay for program registration or lunch. Reimbursement for expenses (mileage, meals, and/or hotel) associated with their program presentation will be determined on a case-by-case basis. Printing costs for speaker program handouts and materials will be paid by FOML. FOML will engage in a dialogue with speakers to determine whether their program expenses might be paid for by the speaker's library board or Friends group. If a speaker does not receive financial support from the library, a request for reimbursement of expenses should be presented by the chair of the program committee to the budget committee and forwarded for approval at a meeting of the FOML Board in advance of the date of the program. The FOML Board will determine whether there is available funding to support expenses for speakers who must travel over 100 miles to the program location.

## **Grants & Awards Committee**

### **PURPOSE**

- Establishes appropriate guidelines, criteria, and procedures for the grant process;

### **DUTIES**

- Manages the “Harriet Larson Founders Grant,” named in memory of Harriet Larson in 2014. The award provides financial support to new and re-organizing Friends’ organizations.
- Administers and monitors the Outstanding Friend of the Library Merit Award.
- Designates a Grants & Awards coordinator from the FOML Board who will coordinate the grant process and ensure communication between applicants and the committee;
- Prepares a list of grant applicants and grant documentation for review by the FOML board at least two weeks before the board meeting at which the grant applications are viewed and approved;
- Makes recommendations to the board for improvement of the Grants & Awards program;
- Ensures that the FOML website and FOML newsletter contain up-to-date information about the FOML grant process;
- Recommends an annual Grants & Awards budget to the FOML treasurer and FOML Board;
- Maintains a history of grant awards that can be posted on the FOML website;
- After Grants & Awards have been awarded, the committee shall prepare information about the grant winners which can be posted on the FOML website and distributed to the media for publication.

## **Grants & Awards Administrator**

### **PURPOSE**

- Equitably administers the FOML Grants & Awards Program to provide financial support to new and reorganizing Friends’ organizations.

### **DUTIES**

- Maintain the Grant Application form and conditions documents on the FOML website. Reviews these at two year intervals and recommends revisions to the Board for action as appropriate.
- Distribute information on the program including application forms via the website, at programs, in the newsletter, and on request.
- Review completed applications received by the March 31 and September 30 deadlines for conformance to the grant conditions, relative need, and merit. Prepare a summary of the Grants & Awards application received with recommendations for action for discussion and action at the May and November Board meetings.
- Notify applicants of the action taken by the Board on their application. Offer grantees the option of being presented their check at a future program. Otherwise, arrange for the check to be mailed to them by the FOML Treasurer.
- Maintain a roster of grant recipients for distribution to the Board at the May and November meetings.
- Review and summarize grantee status reports for review by the Board at the May and November meetings. Contact non-reporting grantees to request information on their grant duties and/or a written report.
- On receipt of the registration list for an upcoming program, contact previous grant recipients planning to attend to ask if they are willing to make a brief presentation on their grant activity during open sharing.

## **Bylaws and Standard Operating Procedures Committee**

#### **PURPOSE**

- This committee shall review the FOML Bylaws and Standard Operating Procedures, make recommendations for changes in these documents, and prepare reports for approval by the FOML Board and for presentation at the FOML Annual Meeting in April of each year.

#### **Nominating Committee**

#### **PURPOSE**

- This committee shall prepare a slate of candidates for election at the FOML Annual Meeting. When Board vacancies occur, this committee shall recruit replacement members for Board approval to serve until the next Annual Meeting.

#### **Ad Hoc Committees**

- The FOML President shall appoint any ad hoc committees deemed necessary to carry out FOML services.
- During the year, the President may request and appoint FOML Board members to serve on these committees.

*Revised: January 2013*

*Reviewed by FOML Board: February 6, 2013*

*Approved by FOML Board: March 6, 2013*

*Added "Request for Assistance Policy": March 5, 2014*

*Added "Website Development Advisory Committee": May 29, 2014*

*Approved by FOML Board: June 5, 2014*

*Revised: November/December, 2014*

*Approved by FOML Board: February, 2015*

*Added "Reimbursement Policy: Program Practices & Procedures for Board of Directors and Program Speakers" Feb. 2018*

*Added "FOML Executive Committee" description: June 2018*

*Revised: September 2019*

## Communication

FOML considers communication with its members an important function of its mission and its services. It strives to provide a voice for issues and concerns that affect Michigan Friends groups on a timely basis.

### **FOCUS ON FRIENDS BULLETIN**

FOML posts a monthly bulletin to the FOML website.<sup>5</sup> A link to the bulletin is sent to all current members of the Friends of Michigan Libraries. FOML no longer prints paper copies of the newsletters, and it is recommended that the contact person for the Friends group forward the newsletter link to all members of their respective group.

### **MEMBERSHIP**

Membership in the Friends is an annual membership. Membership renewals are sent electronically by the FOML Membership Coordinator. Members are encouraged to join and renew online at <https://www.foml.org/membership>.

### **FRIENDS NEWS**

FOML welcomes significant news about your organization and will post this information on the News and Announcements page of the FOML website. The page is also a place where questions about Friends can be posted for dialogue with others who may share a similar question or concern. News can be sent to the FOML Web Developer and Membership Coordinator whose contact information is on the FOML website.

### **QUESTIONS & CONCERNS FROM MEMBERS**

Members who have questions or concerns that require a response from FOML should email or call FOML's Web Developer & Membership Coordinator at the contact information listed on the FOML website.

The Web Developer will then contact the FOML President with the member's question or concern. The following procedure is then initiated:

1. The FOML President responds to the member and provides an answer or a statement indicating that someone will be getting back in touch;
2. The President will decide who might best respond to the question or concern and assign someone to complete the task. In all cases, communication with the member will be prompt and responsive so that a resolution can be reached in a timely manner.<sup>6</sup>

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<sup>5</sup> Revised 9/19

<sup>6</sup> Revised 9/19

## APPENDIX A

### Example of a FOML Program Checklist

#### Expectations/Responsibilities of Host Library Friends:

- Assign a designated Friends member (preferable the Friends President), who is responsible for the arrangements, with telephone and email contact information
- Assign a meeting room with seating capacity up to 80 people with flexible chair and table arrangements
- Provide complimentary morning refreshments during registration to include: coffee, tea, and water with pastries, fruit and /or other breakfast foods. Provide complimentary afternoon refreshments to include: pop, water, coffee with cookies, and/or pastries
- Arrange room set up with library director/staff, including necessary AV equipment and microphone, computer hook-up, etc.
- Arrange for guides to provide library tours (usually conducted during lunch hour or at end of program)
- Supply two 8-foot tables, for registration and handouts (which may include FOML newsletters, membership forms, and freebies like book totes, pens/pencils, etc.) from the host library and FOML
- Arrange with host library director to present a greeting at the beginning of the program
- Work with Program Planning Committee to plan lunch arrangements with a local caterer
- Include and highlight the value of FOML's training and education in press releases about the program to local media and in communications to Friends group membership and/or other local Friends groups

#### Expectations/Responsibilities of FOML Program Committee:

- Develop a program theme, prepare an agenda and promote the program to FOML membership, on MichLib-l and the FOML listserv
- Arrange for a keynote speaker
- Determine registration costs and submit all expense forms to FOML treasurer
- Plan a site visit to the host library and with the designated host Friends member responsible for program planning
- Determine room arrangements which will best facilitate communication and information- sharing
- Designate an official program recorder and photographer
- Carry out registration procedures and prepare a list of attendees  
Communicate with host library and caterer about number of registered program attendees

## APPENDIX B

### FOML Policy on Offering Assistance to Michigan Friends Groups

FOML's mission is to provide information and support to Michigan Friends and to work as advocates on behalf of Friends. FOML can assist with answering concerns or questions regarding Friends' roles in the library and services provided to the library and other fundamental questions about Friends organization and structure.

- FOML limits its assistance to these basic operational questions or concerns and does not provide assistance or legal advice to Friends who may have disputes with library administration, library trustees, or library managerial practices and procedures.
- FOML strongly encourages all Friends groups to:
  - 1) have a clause in your local Friends group by-laws which describes how to handle disputes with library administration;
  - 2) refer to the United for Libraries Fact Sheets (found at [www.ala.org/united/friends](http://www.ala.org/united/friends)), specifically Fact Sheet #25 – Sample Memorandum of Understanding – which helps clarify the relationship between Friends and library administration;
  - 3) consult legal counsel if necessary.
- Friends who have questions or want information about Friends services can click on the “Contact Us” link on the FOML website ([www.foml.org](http://www.foml.org)) and send an email with their request.

*Approved by the FOML Board March 5, 2014*

APPENDIX C

Provider Service Agreement – Island River Digital

**Friends of Michigan Libraries  
Provider Service Agreement**

**Provider: Island River Digital**

**SERVICE TYPE: MEMBERSHIP / PROGRAM REGISTRATION/ WEBSITE MAINTENANCE**

1. **Membership:** Coordinate activities to include membership renewal notices/reminders; lapsed membership notices; maintain FOML membership list; post membership lists to website; and maintain membership software on the websites.
2. **Website:** Responsible for website maintenance which includes posting information about events, membership, programs, and other information; maintains relationship with website hosting vendor and provides security oversight.
3. **Registration:** Coordinate program registration; maintain registration software; maintain a list of program attendees/provide list for registration check-in; prepare attendee name tags; and periodically notify FOML Program Planning Committee of registration numbers.
4. **Additional duties:**
  - Attend monthly FOML Board Meetings.
  - Work with MMLC to develop procedures for payment of membership and program fees.
  - Determine an annual calendar of tasks that need to be carried out at a specific time and dates of completion of those tasks.
  - Perform other services that may be requested by the FOML President or a FOML committee (upon review and approval from the President).

**TERMS:**

**REVIEW:** Annually

**Provider Signature:** \_\_\_\_\_ **Date:** \_\_\_\_\_

**FOML Signature:** \_\_\_\_\_ **Date:** \_\_\_\_\_

**APPENDIX D**

**Provider Service Agreement – Mideastern Michigan Library Cooperative**

**Friends of Michigan Libraries  
Provider Service Agreement**

**Provider: Mideastern Michigan Library Cooperative**

**SERVICE TYPE: BUSINESS/FINANCIAL**

1. Maintain legal service address of organization.
2. Provide QuickBooks management of FOML business operations.
3. Submit monthly budget reports to the FOML Budget Committee and attend conference call meeting of the committee.
4. Carry out FOML banking arrangements to include deposit of checks, payment of invoices and statement reconciliation.
5. Perform actions needed for electronic storage of FOML financial records for audit/review.
6. Alert the FOML Treasurer to financial issues that require attention or review.
7. Participate in FOML Board, Finance Committee, and Executive Committee meetings for presentation of FOML budget and for any recommendations to the board for budget adjustments.
8. Work with the Island River Digital to determine an annual calendar of tasks and a timeline for completion.
9. Perform other financial tasks that may be requested by the FOML President or FOML Treasurer.
10. Manage workshop registration financials; maintain access to registration software.
11. Submit paperwork to ensure FOML’s Federal tax-exempt, 501(c)3 status and Michigan Non-Profit Corporation status.

**TERMS:** \$50 per month; Total \$600 per year. Paid quarterly.

**REVIEW:** Annually

**Provider Signature:** \_\_\_\_\_ **Date:** \_\_\_\_\_

**FOML Signature:** \_\_\_\_\_ **Date:** \_\_\_\_\_

## **APPENDIX E**

### **FOML Credit Card Policy**

The Board of Directors of the Friends of Michigan Libraries (FOML) adopts the following written policies regarding the use of the FOML credit card.

#### **PURPOSE**

FOML issues and authorizes the use of a credit card to the FOML Treasurer to facilitate business transactions such as online purchases. Upon receipt of original itemized documentation, credit card expenditures will be paid by check through the FOML bookkeeper.

#### **RESPONSIBILITIES**

All purchases must be supported by sales invoices/receipts which are to be promptly turned in to the bookkeeper for balancing to the credit card statement. The Treasurer will obtain a Tax Exempt Certificate from the bookkeeper as needed in order to complete a transaction.

#### **POLICIES**

- In order to establish and maintain a proper system of checks and balances, purchasing activities will not be conducted by the bookkeeper.
- The credit card is the property of the Friends of Michigan Libraries. The authorized user will take the necessary precautions to ensure the card's safekeeping.
- No personal use of the card is allowed even if the user intended to, or actually did, reimburse FOML for such use.
- Cash advances for any reason are prohibited.
- Purchases may not exceed credit card limits.
- If the credit card is lost or stolen, the authorized user must notify the bank and the FOML Board President immediately.
- Should the Treasurer leave the FOML Board position, the credit card is to be returned immediately to Chase Bank or the FOML Board President for destruction. A new card will be ordered for the individual taking his/her place.
- Proper documentation to support the expenditure must be sent to the bookkeeper prior to the receipt of the monthly statement.

Proper documentation is to include:

- Original itemized paid receipt indicating the amount paid, the vendor, and the itemized description of the purchase.
- A hardcopy printout of the items ordered online.

Examples of documentation not allowed:

- Non-itemized cash register receipts.
- Handwritten requests for reimbursement without receipts or other verification.

(NOTE: Statements above were adapted from the Credit Card Policy of the Kenosha Public Library, Kenosha, Wisconsin.)

*Approved by the FOML Board April 7, 2021*