



WHITE LAKE
TOWNSHIP LIBRARY

Public Policy Manual

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I. Administrative Policies

1A. Hours of Operation

The White Lake Township Library is open to the public during the hours listed below. Exceptions may be made in emergencies. If other extraordinary conditions arise which necessitate the closing of the library, only the Library Director or a person to whom the director delegates this responsibility may make this decision.

Monday, Tuesday, Wednesday and Thursday from 10 a.m. to 9:00 p.m.

Friday and Saturday from 10 a.m. to 5 p.m.

1B. Holidays

The White Lake Township Library is closed on the following holidays:

| | |
|--------------------|--|
| New Year's Eve Day | New Year's Day |
| President's Day | Memorial Day & preceding Saturday |
| Independence Day | Labor Day & preceding Saturday |
| Thanksgiving Day | Friday & Saturday after Thanksgiving Day |
| Christmas Eve | Christmas Day |

When any of the above holidays falls on a Sunday, the library is closed on the following Monday.

1C. Closing Policy

In order to avoid frustration and confusion at the time of closing, staff will make every effort to alert patrons at least twice during the final fifteen (15) minutes before closing to conduct any activities necessary to permit them to leave the building at the designated closing time. Refusal to leave the building at closing will be treated as trespass and the proper authorities will be contacted. All patrons being assisted at public service desks at the time of closing will be served.

1D. Person In Charge

Listed below are the general guidelines for the library. The library director may deviate from these general guidelines when appropriate.

- Library director
- Assistant director
- Head of the Adult Reference and Technology
- Head of the Circulation department
- Children's specialist
- Librarian or Circulation staff member with the most experience

1E. Materials on Pamphlet Racks, Bulletin Board and Other Surfaces

Space for general informational literature and for exhibits and displays is available to organizations engaged in intellectual, charitable, civic, cultural, educational and/or recreational activities. However, materials from for-profit groups, companies, organizations or individuals are not accepted. When space is limited, preference may be given to local organizations and events.

a) Definition of Literature

The term "literature" is used in this policy to refer to posters, fliers, brochures, programs, audiocassettes, videocassettes and all forms of print and electronic materials. In keeping with the Library Bill of Rights:

Materials will not be excluded because of the origin, background or views of those contributing to their creation.

Materials will not be proscribed or removed because of partisan or doctrinal disapproval. Exhibit space is available on an equitable basis, regardless of the beliefs or affiliations of individuals or groups requesting its use.

b) Public Use

The library has three pamphlet racks and a bulletin board that are designated for public use. Display cases, some wall boards and all other areas are for library-sponsored displays only.

c) General Informational Literature

Materials of public interest from non-profit organizations, educational institutions and governmental agencies may be displayed or distributed in the library where space is available. The primary purpose of such literature must be to inform the public of the organization's programs, services and events.

Literature not permitted for display or distribution includes commercial advertising, brand name or home sale items, business cards and material aimed primarily at soliciting members, requesting donations, raising funds or selling merchandise. Exceptions include cultural organizations (ballet, opera, etc.) and special event fliers for local non-profit organizations (a spaghetti dinner for youth soccer, for example).

d) Election Literature

Information about all issues and campaigns is welcomed. Because of space limitations, political material might not be displayed. However, voter information and campaign literature applicable to local ballot issues may be kept on file at the library.

1F. Approval for Posting

The library director or designate will determine if, how and where literature is to be displayed. Decisions about the quantity of literature displayed in or distributed from any location and the length of time it remains on display will be at the discretion of the director or designate. Typically items will be dated and displayed for thirty (30) days.

1G. Exhibits and Displays

The White Lake Township Library develops displays and exhibits on a regular basis. This is done to promote use of the collection and to highlight its diversity; to bring attention to special or under-used aspects of the collection; to make it easy to find information on topics of current issue; to celebrate special occasions. Such displays will, where applicable, reflect a variety of viewpoints and cultures. Permission for the public (groups or individuals) to use the library's display space may be given for educational, artistic and cultural materials. Permission may also be given to groups to use the library to serve as a collection site for civic endeavors.

Display requests will be considered in the order in which they are received and the following factors will be examined:

- relevance to community needs
- suitability of physical presentation
- suitability of the subject matter
- quality of the presentation
- space requirements
- timeliness

The following categories of exhibit material are specifically excluded:

- Commercial exhibits
- Partisan political exhibits

- Exhibits advocating a position on ballot issues, except for library issues

Exhibits and displays not sponsored or created by the library may remain for sixty (60) days, or less. This is to keep displays current, of interest to the public, and fresh.

Groups may reserve exhibit space up to one year in advance. Groups or individuals may not reserve the same space for more than one thirty (30) day period at a time. This is to give all interested groups and individuals a chance to use the space.

The White Lake Township Library assumes no insurance liability for materials on display.

The library may request a sample of the work to be shown before granting permission to display.

Materials must be picked up the first working day after the end of an exhibit. If not claimed within two weeks (or if other arrangements have not yet been made), the material becomes the property of the White Lake Township Library and may be discarded.

The library reserves the right to approve the content and arrangement of all exhibits.

The library reserves the right to limit the size, number of items, the schedule of any display and the frequency with which an individual, or group may have a display or exhibit.

Exhibits cannot in any way disrupt the normal routine of the library. The library director has the right to decide, consistent with intellectual freedom guidelines, if an exhibit (or a portion of one, such as an audio or audio/visual presentation) is disruptive.

Exhibits and displays will not include the prices of any objects except as part of a historical reference.

The following statement will be posted as part of all non-library sponsored exhibits:

Exhibits are offered as a community service and do not carry the endorsement of the White Lake Township Library.

1H. Petitions

Petitions may not be displayed nor signatures collected in the library or on library property. The only exceptions will be petitions related to the library.

1I. Library Quiet Study Room

a) General Policies

The primary purpose of this room is to provide a quiet study area for library patrons during all hours the library is open.

Individuals are permitted to utilize laptop computers in the Quiet Study Room.

A small group can utilize the room for group study if the room is unoccupied. This option is terminated if individuals arrive needing the room for the purpose of quiet study.

Beverages in covered containers are permitted in the Quiet Study Room.

The secondary purpose of this room is to provide a readily available meeting place for the following entities to fulfill their duties and obligations to the library.

- The library director and library staff for all meetings, conferences, and any other activities held in the course of fulfilling their duties and obligations to the library.
- White Lake Township Library Board of Trustees for regularly scheduled meetings, special meetings, committee meetings, subcommittee meetings, and any other activities held in the course of fulfilling their duties and obligations to the library.
- The Friends of the White Lake Township Library for regularly scheduled meetings, special meetings, committee meetings, subcommittee meetings, and any other activities held in the course of fulfilling their duties and obligations to the library.

b) Library Programs

Library programs will take precedence over the times the room is available for quiet study.

1J. Small Quiet Study/Tutoring Room

Typical use of the quiet study room is for individual or group study, not-for-profit tutoring, or committee work.

Groups or individuals must sign up for use of the room at the Children's Service Desk, First Come, First Served, No Reservations.

Sign-ups are for one hour but may be extended if there are no groups or individuals requesting use.

Activities in the quiet study room should not create a disturbance or interfere with the conduct of library business.

Individuals and groups may not leave the quiet study room unoccupied for more than 15 minutes.

Taping, stapling or tacking of materials to the walls, windows or other furnishings is prohibited.

The facility must be left in the same condition it was prior to use.

1K. Library Programs, Publicity and the Media

Library programs are planned according to the needs and interests of the library. Some programs may require pre-registration. The director is the official library spokesperson at the request of the Library Board of Trustees.

1L. Public Participation at Library Board Meetings

Meetings of the Board of Library Trustees are held at 6:30 p.m. on the fourth Thursday of the month. Meetings are held in the Library Meeting Room, located on the lower level of the library, unless stated otherwise.

It is the intent of the Board that persons wishing to address comments or ask questions shall be afforded reasonable and fair opportunity to do so. Members of the public wishing to address the Board may do so at any regularly scheduled meeting during the agenda time reserved for communications. In order for the Board to fulfill its obligation to complete the scheduled agenda in an effective and efficient fashion, a maximum of 30 minutes of public participation is permitted at each meeting. For those wishing to speak, an oral or written communication to the library director stating a concern or topic at least a week before the meeting is strongly encouraged.

All visitors are required to sign in before the call to order and to indicate if they wish to speak. Those visitors who have indicated a desire to speak will be recognized in the order in which they signed in. Speakers must identify any groups or organizations for which they will speak in an official capacity.

Each speaker is given three (3) minutes to share her/his views with the Board. If several persons wish to speak, each will be allotted three (3) minutes until the total public participation time of 30 minutes is used. No person may speak more than once per meeting.

It should not be expected that the board would take immediate or official action on any subject brought before it without having time for review or study of the facts or matters presented.

If a resident wishes to share additional comments, she/he may schedule an appointment with the Library Director, who will then present a summary of that meeting to the Board of Trustees.

The Board President recognizes each registered speaker. The Trustees listen and do not interact with the speakers. The Board President introduces each speaker and keeps track of the time. The Board President may ask questions or ask for additional information from persons appearing before the Board.

1M. Donation of Materials and Equipment

(See also separate manual: Collection Development Policy)

The White Lake Township Library accepts donations of materials. As many used items are not appropriate for inclusion in the library's collection because of age, condition or duplication of materials already owned, the library director or their designee will determine the acceptability of any donations for the White Lake Township Library.

The library reserves the right to refuse any donations.

The Library does not assess the value of donations or gifts. Upon request, a receipt describing the items and number of items donated will be provided.

Donations that are not added to the library collection are given to the Friends group for their ongoing or annual book sale.

1N. Donation of Monies or Funds

Monetary gifts may be donated to the White Lake Township Library or to the Friends of the White Lake Township Library.

Money donated to the library for gift books or memorials will be deposited in the General Fund. Items purchased become the property of the library and may be disposed of accordingly. Gifts of this type will be acknowledged by letter from the library director or his or her designate.

The Library Board acknowledges monthly the receipt of all monetary donations to the White Lake Township Library.

10. Disposal of Materials and Equipment

Withdrawn library materials are either given to the Friends group to sell or sold by the White Lake Township Library in an ongoing or annual sale. Items at library or Friends sales are sold "as is." No refunds are given. Monies collected by the Friends are managed and dispersed by the group.

The library director is authorized by the Board of Trustees to sell or discard any outdated library materials or equipment, or may give discarded library materials or equipment to an organization or governmental unit. The receiving organization or governmental unit's mission must be in line with the mission of the library. Preference is given to qualifying agencies serving White Lake area residents.

1P. Telephones and Paging in the Library

Patrons may not use staff telephones, except in an emergency or at the discretion of the staff. Patrons will not be paged unless there is an emergency.

1Q. Tours and Special Programs

a) Requests for Tours

Requests for library tours should be made in advance. Every effort will be made to assign a staff member appropriate to the age or interest of the group requesting the tour. Some tours may need to be scheduled around the availability of various staff. The library reserves the right to determine an acceptable size for a group. Staff assistance may be limited. Any tour group is welcome to stay longer to work independently.

b) Special Group Attendance at Library Programs

Library sponsored programs are designed for members of the public. Organizations that would like to send groups of five or more should make arrangements in advance.

c) Children's Programs

Children should meet designated age requirements. The library reserves the right to turn away unregistered patrons at those programs for which pre-registration is required.

d) School Visits and Off-Site Programs

Visits to schools in White Lake by library staff will be scheduled as time and staff schedules permit. Visits to schools are subject to change based upon scheduling and staff needs at the library.

1R. Volunteers

A person who would like to volunteer at the library will be interviewed by the library director, or their designee. Should an opportunity and appropriate tasks exist the library director, or their designee, shall establish a schedule, train and supervise the volunteer.

II. Special Services and Special Collections

2A. Photocopiers

The library provides two photocopiers for public use.

The charges are:

- 8 ½ x 11 Black- \$.10 Color- \$.25
- 8 ½ x 14 Black- \$.10 Color- \$.25
- 11 x 17 Black- \$.20 Color- \$.50
- 8 ½ x 11, two-sided Black- \$.20 Color- \$.50
- 8 ½ x 14, two-sided Black- \$.20 Color- \$.50

2B. Exam Proctoring

Proctoring is available for students in accredited degree or certificate granting programs. Conditions for proctoring must be within the library's service limitations. The student must make an appointment with the designated library staff member who will be proctoring the exam.

2C. Notary Public

At this time the White Lake Township Library does not provide a notary official. Patrons are directed to the White Lake Township Offices across the parking lot to secure the services of a notary.

2D. Service Limitations

The library does not provide any office services, equipment or supplies such as telephone, photocopying, and computers, except as available in regular patron areas. The library does not have staff available for loading, unloading or the carrying of group's materials.

2E. CD, DVD and Video game Resurfacing

The White Lake Township Library will attempt to return scratched CDs, Video games and DVDs to a playable condition with a commercial quality resurfacing machine. The charge for running a CD or DVD through the polisher and buffer is \$2.00. A one week or less turnaround time will be maintained.

III. Reference and Information Services

3A. Requests for Materials

a) Requests for Materials Owned by the White Lake Township Library

When material is out on loan, a request may be placed on it.

Cardholders are limited to a total of twenty-five (25) items they may place on reserve.

When the material becomes available for a patron, that patron is notified by phone. Patrons without phones will be sent a postcard.

All materials reserved through the request system are held for pickup for three (3) days following telephone notification.

When a patron phones to request an item on the shelf within a library, the item is held for three (3) days.

b) Requests for Purchase of Materials Not Owned by the White Lake Township Library

Patrons may request that the White Lake Township Library purchase titles not owned by the library. These requests are encouraged and the materials are given careful consideration for addition to the collection.

c) Resource Sharing (The Library Network)

Patrons may place requests on materials not owned by the White Lake Township Library, via a multi-library consortium to which the library is a member.

Each library has its own borrowing policies and it is at the discretion of each library what it will or will not loan to White Lake Township borrowers. Most libraries do not loan new books or new DVDs, for example.

White Lake Township patrons with a card in good standing may request up to twenty-five (25) items from other libraries.

Patrons visiting TLN libraries may borrow up to one hundred (100) items.

Patrons may renew items from TLN libraries two times if there are not requests on the item.

Patrons are only notified when a requested item arrives at the White Lake Library.

Patrons can only pick up holds for requested items with the card that was used to request the hold.

d) Out-Of-Systems Loans

Patrons with non-delinquent library cards can request titles not owned by the library through inter-library loan.

A patron can have in process a maximum of twenty-five (25) inter-library loan requests at one time.

Only print items that may be requested through inter-library loan.

The White Lake Township Library absorbs ILL fees and mailing costs for requested materials.

Inter-library loan items cannot be renewed.

The overdue fine on inter-library loan items is the same as on materials borrowed from the White Lake Township Library.

The charge for lost or non-returned items is at the discretion of the lending library and may include additional costs besides replacement costs for the item.

3B. General Reference Service Procedures and Guidelines

Reference materials do not circulate, except at the discretion of the library director or their designee.

Library staff use authoritative sources to respond to all patron questions. In some instances, patrons may be referred to other agencies that can completely answer their questions.

During busy periods, preference is given to the patron in the library over the patron on the telephone.

The number of patrons waiting for help restricts the time available to assist any one patron.

If a question requires compiling information from several sources, reference staff help patrons locate and use the appropriate materials but do not do the actual research or prepare individualized bibliographies.

If the response to a telephone inquiry would require more than three minutes to read, the patron is encouraged to come in to see the material. If an immediate answer is not

found for a telephone query, the patron is called later after a more thorough search. The patron may be encouraged to visit the library to complete the research.

3C. Information Requests Requiring Special Approaches

a) Appraisals

Staff do not make appraisals. Staff show the printed and online sources the library owns and suggests that the patron contact dealers or other experts. Staff point out that printed price information may be region-dependent or out-of-date and that the value of an object depends on its condition.

b) Consumer Information

Staff give out evaluations of products as listed in books, periodicals and computer databases. Staff do not give personal interpretations or recommendations. Staff explain the complexity of the rating process and encourages patrons to examine the complete information themselves.

c) Contests

Staff encourage patrons to do their own searching, but answer simple factual questions. Staff make the answers to known contest questions available to all staff if they are likely to be asked again.

d) Genealogy and Local History

The White Lake Library provides basic genealogy how-to titles and other aids in its general collection. The library subscribes to a limited number of in-house-use-only genealogical databases. Local history materials are housed at the White Lake Township Historical Society. Historical information relating to White Lake can be found in microfilmed newspapers of nearby communities, especially Milford and Waterford.

e) Homework

Homework assignment questions are treated the same as all other information queries. Homework assignments are legitimate information needs; staff treat them with the same priority and care as any other question. Staff encourage students to learn to use library resources and explain the process of locating the answer if possible. Teachers are encouraged to alert the library to upcoming assignments and to assign library work that has a reasonable chance of success. If the library does not have the information needed to complete an assignment, staff will provide a written statement for the student to return to the teacher informing him/her that the information requested is not attainable in the library.

f) Income Taxes

The library staff do not select forms for patrons and do not offer tax advice or interpretations of instructions. Staff may however help patrons to locate forms and publications. Forms available only online will be reproduced at a cost of \$.10 per page.

g) Legal Information

Staff provide legal definitions and specific citations from the codes, but do not interpret passages. Staff caution the patron on the complexity of the law, the possibility that other pertinent laws may exist, and the limitations of library materials. Staff may refer the patron to the Oakland County Law Library for information not obtainable from the White Lake Township Library. For complex questions (more than a simple definition or citation of a code), staff request that the patron come to the library. Staff do not recommend specific attorneys, but may suggest the patron contact an attorney or the local bar association for further assistance.

h) Medical Questions

Staff will assist patrons in finding information about diseases or medical conditions, tests and treatments in print and in electronic databases. Staff do not interpret the information found in medical books or databases. Staff does not make diagnoses, give advice or make recommendations. Staff may refer patrons to the local medical society, and to area hospitals. Staff do not recommend specific health care professionals.

i) Reader's Advisory

Staff help patrons select materials when they request assistance. Although this is a judgmental activity, a staff member's advice is based on a thorough and up-to-date knowledge of the library's collection.

j) Research Requests

If the information needed to answer a question is very lengthy or must be compiled from several sources, staff help the patron to locate appropriate materials, show him/her how to use them and check periodically to make sure the patron is progressing well. When a research request is phoned in, staff encourage the patron to come to the library in person if the appropriate materials are in the library's collection. Staff may recommend database searches and Resource Sharing and make referrals to other libraries and organizations when their collection would better meet the patron's needs.

k) Translations

Staff looks up words and simple phrases in dictionaries. Staff refer patrons needing longer translations to the metro Detroit Business Yellow Pages for providers of translation services.

3D. Fax Policy

The White Lake Township Library acts as a commercial fax service for patrons. Patrons may send or receive personal fax transmissions. Patrons will receive fax copies only upon the library first receiving payment. The library charges \$1.00 per page. Only staff are permitted to transmit facsimiles. Faxes received but not picked up will be discarded after thirty (30) days.

IV. Library Cards and Patrons Records

4A. Library Cards

a) Acquiring a Library Card

The White Lake Township Library permits all White Lake Township residents or property tax payers to White Lake Township, children age five (5) and able to write their first and last name, the privilege of obtaining a library card.

At the time of registration, the patron is asked to provide her/his name, address, telephone number, email address and birth date. Adult applicants must provide a driver's license or Michigan ID with their current address. In the event that the address on the license or ID is not current, a piece of mail with their current address is required before being assigned a card.

In order to acquire a card a minor child (under the age of 18) must have a parent or legal guardian present in order to acquire a library card. The parent or legal guardian must provide a driver's license or Michigan ID with their current address in order for the minor child to acquire a card.

Library patrons are expected to present their library cards to check out materials, request materials, access their account. Patrons may checkout materials with their driver's license or Michigan ID.

b) Library Cards for Temporary Residents

Temporary residents must provide both permanent and temporary addresses.

c) Institutional Cards

The White Lake Township Library will issue a library card in the name of a nursing home or facility. The institution assumes the same responsibilities of an individual cardholder regarding fines or bills for overdue or lost items. Schools, corporations, governmental and social agencies are not eligible for an institutional card.

d) MichiCard

White Lake Township Library card holders are eligible to acquire a MichiCard which permits the holder to not be charged a non-resident fee when borrowing books from the many libraries around the state that participate in the program. Only print materials can be borrowed with a MichiCard unless a local library permits the loan of other resources. The rules of the lending library apply to the

borrower, including fines and fees, to any loans made through MichiCard. Print materials should be returned to the library from which they were borrowed.

e) Business Cards

A business card is issued, renewable annually to individuals who live in a community whose library is not a member of The Library Network but works in White Lake Township.

f) Responsibility of Card Holders

Patrons are responsible for all materials checked out on their library cards. If materials are lost, damaged, or returned late, patrons are responsible for paying fines or replacement fees.

g) Lost or Stolen Cards

The owner of a lost or stolen library card is responsible for all material checked out on that card up to the time it was reported lost or stolen. A replacement card costs one (1) dollar. A minor child with proper identification does not need parental permission to purchase a replacement.

h) Renewal of Library Cards

Every thirty-six (36) months from the date of issuance staff verify the patron's address, phone number, email address and other personal information to keep the card active. Fines and fees must be reduced to \$5.00 or less before the card is renewed for another thirty-six months (36).

i) Damaged or Unreadable Cards

In the event that a patron's card becomes damaged or unreadable in the White Lake Township Library's automation system, the card will be replaced at no charge to the patron.

4B. Personal Identification Numbers (Password)

Each registered patron is assigned a PIN (Personal Identification Number).

This number permits the patron, at any public computer in the library, from home or office computer with an Internet connection to place requests or obtain information from their account. Patrons are assigned a default number by the library and which can be changed by the patron.

4C. Library Patron E-mail Addresses

The White Lake Township Library Board of Trustees approves the occasional use of the patron's email for the purposes of sending news and information about the library, its' services, programs, events, policies, and Friends group.

4D. Public Access to Library Records

a) Public Records Policy

The Board of Trustees recognizes that all records generated by and for the operation of the library are public documents, including, but not limited to, Board of Trustees' Minutes and Library Director's Reports to the Board of Trustees; receipts and expenditures; salary schedules and position descriptions; safety and health materials; contracts; and policy statements. As such, the Board of Trustees recognizes that these public records are open to public review.

The Michigan Freedom of Information Act, Chapter 15.233 provides that all public records shall be promptly prepared and made available for inspection to any person at all reasonable business hours. A request to review public records is made to the Library Director, who is to respond to the request within seventy-two (72) hours. On-site review of public records is made in the presence of the Library Director or his/her designee.

Copies of public records may be requested. Copies are made by the library and provided to the requester at a duplication charge of \$0.20 per page. Full payment must be received before copies are given to the requester.

Mail requests to review public records are made to the Library Director, who is to respond to the request within ten (10) business days, stating the cost of making copies available and any mailing or delivery costs. Prepayment of copying and delivery costs is required. Mail or delivery of requested copies is to be made within ten (10) business days after receipt of full payment for copying and delivery.

b) Confidentiality of Patrons

The Board of Trustees recognizes that library records and patron information are confidential.

Information an individual is required to provide in order to be eligible to use Library services or borrow materials.

- Information that identifies an individual as having requested or obtained specific materials or materials on a specific subject.

- Information that is provided by an individual to assist a staff member to answer a specific question or provide information on a particular subject.
- Information that does not identify an individual and that is retained for studying or evaluating the use of the Library is not considered confidential and is not subject to this policy.

Under Michigan law, library records shall not be made available to any agency of federal, state, or local government, or to any spouse or other individual, except as pursuant to the following:

- For the records of minor children when requested by parents, guardians, or custodians.
- In accordance with a subpoena, search warrant, or other court order, or to a law enforcement officer who is investigating a matter involving public safety in exigent circumstances.
- At the written request or with the written consent of the individual who is the subject of the record or information.
- For library administrative purposes as defined by the Michigan Freedom of Information Act, Chapter 15.243

Sources of patron information may include but not be limited to:

- Circulation Records: Patron material is circulated via the SirsiDynix Library system. The circulation software tracks materials currently checked out, automatically erasing a user's borrowing record once the material is returned.
- Filtering software is used to assure that access to pornography and chat is blocked on White Lake Township Library juvenile computers. This software logs daily activity on White Lake Township Library juvenile computers. These software logs are held up to thirty-one (31) days as they are cleared at the end of the month.
- Computer Scheduling Logs: The library's scheduling log for use of the library's word processing and CD Rom computers are held for one (1) business day.
- Resource Sharing Records: White Lake Township Library accesses materials from other libraries through The Library Network Resource Sharing services. The White Lake Township Library paper records are kept after the materials are returned for a period of one (1) year. Identifying patron information is purged from electronic records when the transaction is completed.
- Reference Interviews: A reference interview occurs when a patron needing information interacts with a staff member who questions or interviews the patron in order to narrow down the specific information needed. No paper record is kept during an in-person interview that includes patron information.

- Telephone Reference Interviews: If a patron name and number is taken by phone, and patron information is recorded, the paper record is destroyed as soon as the requested information is delivered.
- E-Mail Reference Requests: Information requests received by e-mail are printed so the librarian can work on the question. The e-mail message from the patron is deleted. The printed request is destroyed when the question is answered.
- E-Mail Reference Responses: The librarian answers the e-mail query by e-mail. The e-mail answer cache is deleted when the transaction is satisfactorily completed.

c) Record Retention Policy

The White Lake Township Library, like other public entities in the State of Michigan, retains certain records from year to year. The White Lake Township Library will retain the following records indefinitely:

- Annual Financial Report to Auditor of the State
- Annual Report to the State Library
- Audit Reports from Auditor of State
- Board of Trustees Minutes
- Building Specifications and Plans
- Historical Files
- Library Statistics – Annual Report

4E. Parental Access to Children's Accounts

The White Lake Township Library recognizes the right of the parent, stepparent, or parents and/or legal guardian(s) of a minor child to access the account information of that minor child. Staff make every reasonable effort to insure that no information is given to an individual who is not the parent, stepparent, or legal guardian.

4F. Retention of Records

No permanent record is kept of a patron's borrowing history.

4G. Borrowing Periods

DVDs and videocassettes circulate for one (1) week.

CD Roms and juvenile music CDs circulate for one (1) week.

Holiday juvenile books circulate for one (1) week.

Magazines circulate for one (1) week.

New Adult books circulate for two (2) weeks.

Books on CD circulate for two (2) weeks.

All other items circulate for three (3) weeks.

Reference items may circulate at the discretion of the library director or their designee.

Extended loans may be made in special circumstances, or when extra time is needed for vacations or due to illness.

Materials borrowed via The Library Network or through inter-library loan are subject to the loan period of the lending library.

4H. Renewal of Materials

All items may be renewed up to two (2) times after the initial checkout if there are no requests for that item.

Renewals can be done via the telephone, in person, on the Internet or at a public catalog terminal if a patron has a Personal Identification Number (PIN).

Renewal of materials borrowed from other libraries is at the discretion of the lending library.

4I. Borrowing Limits

There is a limit of one hundred (100) items a borrower may have out at one time.

4J. Claimed Returned Materials

When borrowers claim they have returned materials that appear on their record, the library staff will check the shelf in case the item or items have been reshelfed but not removed from the patron's record. If not located on the shelf, the item or items may be renewed so that the library and the patron can continue to search for the item or items. If extended efforts to locate the item or items prove unsuccessful, the item may be given the status "claimed returned" and the borrower may be excused from fines and fees for those items at the discretion of the director, supervisor or their designee.

4K. Overdue Fines

Fines are accrued on a daily basis regardless of library hours. No fines are levied on Sundays and holidays when the library is closed.

Fines are ten (10) cents per day per item. There is a one (1) day grace period. If the item is only one day late, there is no fee, however, if the item is two days late the fine would be twenty (20) cents.

Fines have a maximum amount. For juvenile materials, the maximum fine is \$2.00, and for adult materials, the maximum fine is \$5.00. Fines of \$5.00 or more block a patron from checking out materials and using the Internet.

4L. Damaged or Lost Materials

Charges for lost or damaged materials:

- There is no charge for normal wear and tear or minor damage that doesn't affect an item's usefulness.
- Entire item or items damaged beyond use: price from the item record, plus a \$5.00 processing fee.
- Lost hanging bag from a Children's audio-tape and book: \$1.00.
- Lost video case, CD case, or audio cassette case: \$1.00.
- Lost tape or CD from a multi-part, unabridged audiobook: \$5.00 per tape or disk.
- Lost barcode: \$1.00.
- Lost RFIG tag: \$1.00.

4M. Refunds

When a patron returns an item, in acceptable condition, for which they have paid within the last 12 months, and have a receipt, the cost of the item is refunded by check from the library, issued after the monthly library board meeting. The library retains the \$5.00 service charge and any overdue fines that have accrued.

4N. Overdue Materials and Notices

A patron is sent a notice by mail when an item has not been returned twenty-one (21) days after the due date. A patron is sent a bill for the cost of an item when it has not been returned after forty (40) days. A patron incurs no fine if overdue items are returned one day after being due back. Patrons incur overdue charges of \$.10 per day on all materials up to a maximum of \$5.00 on all adult materials and juvenile Audio/Visual items. Juvenile print materials incur a maximum fine of \$2.00.

V. Policies Regarding Patron Behavior, Safety and Security

5A. Patron Behavior

The library reserves the right to cause to be ejected from the library and to refuse further admission to those individuals who may violate the rights of the library staff or library users, or who create disorder in the library in any of the following situations:

- When the actions of a person present an imminent danger to the life or safety of others in the library.
- When a person is observed attempting to steal library property or that of another library user, or to maliciously destroy library property.
- When a person willfully and purposefully disturbs the staff or other library users or whose behavior or personal hygiene is in any way disruptive to the legitimate use of the library facilities by others.
- When a person's behavior is inappropriate to the use of the library building, equipment and materials for the purposes for which it is legally constituted.

5B. Inappropriate Behavior

Inappropriate behavior includes but is not limited to:

Loitering, sleeping, gambling, voyeurism (peeping Toms), molestation, using obscene language, solicitation, public intoxication, eating, uncovered beverage containers or the use of tobacco products. Persons who willfully violate these rules will be asked to leave the library, or when appropriate, be subject to arrest.

5C. Children and Disruptive Behavior

Persons visiting the library with a child or children who disturb or interfere with other library users or who are disruptive by loud talking, playing or running in the stacks, on the elevator or on stairs and/or mistreat library property will be asked to control the child or children. If the person fails or refuses to control the child or children, or is unable to do so, the person will be asked to remove the child or children from the library.

Unsupervised children who are disruptive by loud talking, playing or running in the stacks, elevator or on stairs and/or mistreat library property or whose behavior interferes with other library users will be asked to leave the library.

5D. Dress and Attire

Patrons are required to wear shoes and a shirt at all times.

5E. Personal Transportation Items

For public safety, movement within the library by skateboard, roller blade or roller skates is not permitted. The only wheeled vehicles that can be used in the library are baby buggies, strollers, wheelchairs and other assistive devices for the disabled. Bicycles are to be parked in the library provided bicycle rack and not blocking library entrances.

5F. Refusal to Leave the Library

Any patron refusing to leave the library after the hours set by the White Lake Township Library Board of Trustees for closing is considered in violation of Michigan Compiled Law 750.552 regarding trespass.

5G. Unattended Children

Responsibility for the care and safety of the children using the library rests with the parents/guardian or assigned caregiver, not with library staff. Under no circumstances does the library accept responsibility for a child while the parent or caregiver is out of the library. Young children, under the age of 12, may not be left unattended in the library by parent/guardian or assigned caregiver. No stranded child shall be ejected from the library at closing time. The library staff will attempt to contact parent/guardian or assigned caregivers up to 15 minutes after closing. After that time, staff will escort the child to the White Lake police station and ask them to assume responsibility for the unattended child.

5H. Possession of Weapons

Weapons are prohibited in the library, except as permitted per the Concealed Pistol Licensing Act, MCL 28.421.

A weapon is defined as a handgun, rifle, knife and/or any other object whose purpose or use is to inflict physical harm to another individual.

5I. Personal Communication and Entertainment Devices

Items such as, but not limited to pagers, cellular phones, personal computers, portable listening devices and radios are to be kept at a volume which does not disturb other patrons or staff in the library. Cellular phone users will be directed to converse on them in the library entryway.

VI. Internet and Computer Workstation Policies

6A. Use of Electronic Resources

The mission of the White Lake Township Library is to provide access to information, regardless of the format in which the information is presented. Information available via electronic resources not generated by the White Lake Township Library is not warranted by the library to be accurate, authoritative, factual or complete. The availability of networked information via the White Lake Township Library does not constitute any endorsement of that information.

6B. Confidentiality

In general, the library will treat information stored on computers or records created as result of computer use as confidential. Requests for disclosure of information will be honored only when required by local, state or federal law. Electronic mail in its present form cannot be secured; therefore, the library accepts no responsibility for unauthorized access or modification of any transmission.

6C. Conditions and Terms of Use for Workstations

a) General Rules/Regulations

Users of the workstations are responsible for their own choices. Parents and guardians are responsible for the use of these resources by their own minor children. The first time a patron attempts to access the Internet they are required to acknowledge reading and agreeing to follow the library's Internet and Computer Workstation Policies.

Users of the public workstations shall not:

- misrepresent themselves as another person
- attempt to modify or gain unauthorized access to files, passwords, or data belonging to others
- seek unauthorized access to any computer system
- damage or alter software components of any network or database
- download any files to a library computer's hard drive
- modify any library screens or programs
- access sites, files or records inappropriate for public viewing, such as pornography, obscenity, sexual explicit material harmful to minors, violence or hate speech as defined by P.A 212 et al.

Printing is conducted through the SAM Print and Time Management Software. Patrons are required to add monies to their account before printing. Black and White copies are \$.10 per page and color copies are \$.25.

The printing charge for patron's own paper is \$.10 per page for Black and White and \$.25 per page for color.

Users may bring their own disks and/or other devices for the purposes of uploading, downloading or storing data. Documents saved to the workstations' hard drives are erased on regular basis. The library does supply Flash Drives for \$5.00, and blank diskettes for \$1.00. The library is not responsible for damage to a patron's diskette, flash drive or computer, or for any loss of data, damage or liability that may occur from use of the library's computers.

Library staff assistance with productivity programs is limited to helping people start programs, showing them how to download and print, and pointing out appropriate manuals.

A librarian may use a staff workstation to locate a specific known website or a specific piece of information. If a librarian prints this information for the patron, the usual printing charge applies.

The copyright law of the United States (Title 17 U.S. Code) governs the printing of copyrighted material. The user of the public workstation is liable for any infringement.

Misuse of the library's computers and/or the Internet will result in loss of library computer privileges.

b) Internet Stations/Word Processing Stations

In order to use an Internet station at the White Lake Township Library, a patron must have a valid White Lake Township Library card with under \$5.00 in fines.

- If not in use, a patron can log on to an Internet station by typing in their library card number and their PIN (Personal Identification Number).
- If all the stations are in use a patron can reserve the next available station by entering their library card number and PIN on the SAM Time Management computer console.
- Patron sessions are 30 minutes in duration. If no other patrons are waiting for a workstation the system with permit another 30 minute session. Patrons are permitted up to 120 minutes per day.
- Patrons have up to five minutes after their reservation time has begun to log on. After that time another patron will be assigned the to Internet workstation.

Out-of-town visitors will be registered as guests.

Children (under 12) accessing the Internet stations in the Adult area need to accompanied by a parent or guardian per P.A. 212.

Unsupervised minors of any age can be denied use of Library workstations.

The Library reserves the right to limit the number of people working at any individual workstation.

Computer users will be held responsible for any damage to their actions may cause to library workstations. Parents are responsible for damage done by their minor child.

The sending of any information, including name, address and credit card numbers, via the Internet is at the sole risk of the user.

Information downloaded from the Internet may contain a virus or other harmful software. The library is not responsible for damage to a patron's diskette or computer, or for any loss of data, damage or liability that may occur from use of the library's computers.

The library reserves the right to end an Internet session at any time.

Internet and word processing workstations sessions terminate fifteen (15) minutes before the library closes.

c) Children's Services Workstations

In order to use an Internet station at the White Lake Township Library, a juvenile patron must have a valid White Lake Township Library card with under \$5.00 in fines.

- If not in use, a patron can log on to an Internet station by typing in their library card number and their PIN (Personal Identification Number).
- If all the stations are in use a patron can reserve the next available station by entering their library card number and PIN on the SAM Time Management computer console.
- Patron sessions are 30 minutes in duration. If no other patrons are waiting for a workstation the system will permit another 30 minute session. Patrons are permitted up to 120 minutes per day.
- Patrons have up to five minutes after their reservation time has begun to log on. After that time another patron will be assigned the to Internet workstation.

Computers in the Children's Services Department area are intended for patrons under the age of 12.

The library reserves the right to terminate gaming or other recreational use of Internet sessions in order that school-related assignments may be completed by students.

Patrons wishing to access the Gaming computers or the Word processing computer need to sign up at the Youth Reference desk.