



Public Policy Manual

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previous updates

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Adopted 05/28/09

Policy Manual

Purpose of the Policy Manual:

The purpose of this policy manual is to collect and disseminate the policies that have been adopted by the Library Board for the safe and efficient operation of the Library, to govern the maintenance and use of its collection and to promote the enjoyable use of the library by its patrons.

Motto:

Inspiration through Information

Mission Statement:

The White Lake Township Library is committed to providing informational, educational, cultural and recreational resources in a welcoming environment that offer the opportunity for the community to gather and grow, leading to enrichment, enjoyment, knowledge, and lifelong learning.

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 8:00 p.m.

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

I. Administrative Policies

1B. Holidays

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

New Year's Eve	Labor Day & Saturday before
New Year's Day	Thanksgiving Day & Friday and
Martin Luther King Day	Saturday after
Memorial Day & Saturday before	Christmas Eve
Independence Day	Christmas Day

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

The Library board designates one floating holiday closure each year. For 2025 it will be Saturday July 5.

I. Administrative Policies

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.

I. Administrative Policies

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 Services
- Head of the Children and Teen Services
- Head of the Circulation department
- Librarian or Circulation staff member with the most experience

I. Administrative Policies

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, audio/visual materials 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 pamphlet racks and a bulletin board that are designated for public use. Display cases, 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.

I. Administrative Policies

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.

I. Administrative Policies

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.

I. Administrative Policies

1H. Campaigning, Petitioning, Interviewing, Protesting, and Similar Activities

As a limited public forum, the Library reserves the right to regulate the time, place, and manner of campaigning, petitioning, interviewing, protesting, survey-taking, pamphleteering, canvassing, and soliciting on Library grounds as follows:

- a) Campaigning, petitioning, interviewing, protesting, survey-taking, pamphleteering, canvassing, and soliciting are prohibited inside the Library building.
- b) Campaigning, petitioning, interviewing, protesting, survey-taking, pamphleteering, canvassing, and soliciting outside the Library building but on Library property are subject to the following requirements:
 - 1) Persons or groups must sign in with a Manager on duty in advance.
 - 2) Use of the Library property does not indicate the Library's opposition or endorsement of the candidate or issue that is the subject of the petition, interview, campaign, or discussion.
 - 3) Permitted areas for campaigning, petitioning, interviewing, protesting, survey-taking, pamphleteering, canvassing, and soliciting outside of the Library building shall be limited to areas 100 feet from all entrances.
 - 4) No person shall block ingress or egress from the Library building.
 - 5) Permitted times are limited to the hours the Library is open.
 - 6) Campaign material, literature, or petitions may not be brought into the Library, posted at the Library, or left on Library property.

Adopted by the White Lake Library Board of Trustees: May 28, 2009

Revised: December 13, 2023, October 22, 2025

I. Administrative Policies

1I. Library Meeting Rooms

The primary purpose of the meeting rooms 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 staff for library programs, meetings, conferences, and any other activities held while 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 while 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 while fulfilling their duties and obligations to the library.

The secondary purpose of these rooms is to provide rentable space.

The meeting rooms are available regardless of the beliefs or affiliations of individuals or groups requesting their use. Permission to meet at the Library does not in any way constitute or imply endorsement of the users' policies, beliefs, or programs by the Library staff or the Library Board of Trustees.

The Library accepts rentals for meetings and private social events. Users of the meeting rooms must understand the nature of the public setting. The Library staff will not monitor or enforce exclusive use of the room.

The Library has the authority to deny the use of the meeting rooms to any group that creates an atmosphere of conflict or disorder leading to disturbances of any kind or that interferes with the health, safety, and welfare of persons at the Library.

Groups shall abide by all applicable laws, ordinances, codes, and other rules. Violations of any regulation may result in the immediate removal of groups from the meeting rooms and Library. Violators are also subject to prosecution for any violations of any local ordinances or state or federal laws. Meeting room fees will not be refunded.

All groups other than the library's program partners will be charged fees for using the rooms. A chart of the fees is available upon request.

I. Administrative Policies

1J. Quiet Study Rooms, Walnut & Maple Rooms

The quiet study rooms are typically used by individuals or small groups of 1-2 people. The Maple and Walnut rooms are available for larger groups of 10 people or less.

- Individuals must sign up for use of a quiet study room at the Adult Information Desk. First come, first served, no reservations.
- There is a two (2) hour limit when others are waiting for a room.
- Activities in a quiet study room should not create a disturbance or interfere with the conduct of library business.
- Individuals or groups may not leave a quiet study room unoccupied for more than 15 minutes.
- Taping, stapling, or tacking materials to the walls, windows, or other furnishings is prohibited.
- The room must be left in the same condition it was in before use.

I. Administrative Policies

1K. Meeting Room Reservations

The group requesting use of the Library's facilities agrees to indemnify the White Lake Township Library and its employees or agents against all liability to persons or property on the Library premises.

- When not used for library purposes, the meeting rooms are available for non-profit, community, educational, social, civic, and cultural groups and businesses.
- The meeting rooms are available to groups and businesses provided that their intended use complements and does not conflict with the Library's objectives. The Library reserves the right to deny or rescind approval of any reservation.
- The Library authorizes the use of the rooms and maintains the schedule. For information and reservations, contact the Library Administration office at 248-698-4942 ext. 110 Monday - Friday, 10:00 am – 5:00 pm.
- When scheduling the facilities, library programs, and library-related services, meetings and events are the priority. Other applications will be considered on a first-come, first-served basis, with priority given to White Lake residents. Meeting room programs must not interfere with Library operations.
- The Library is not liable for injuries to people or damage to the renter's property, individuals, or organizations using the meeting rooms.
- In accordance with Fire Marshal regulations, maximum attendance is posted for each room. Groups violating the maximum room load will be asked to leave.
 - Gathering Place A & B (100)
 - Gathering Place A (40)
 - Gathering Place B (50)
 - Idea Lab (20)
 - Gathering Place Patio (100) Only available outside of Library business hours and must rent Gathering Place A & B in case of inclement weather
- Meeting rooms are available during the following Library business hours: 10:30 a.m. – 7:45 p.m., Monday through Thursday; 10:30 a.m. – 4:45 p.m., Friday and Saturday.
- Advance requests for meeting room reservations outside of Library business hours may be accommodated at an additional cost.
- The meeting room application/contract must be completed and approved before a room reservation will be deemed final. The Library will confirm if/when approval is made. Payment for use of the rooms must be received within two business days of application approval. Room set-ups and equipment requests must be included with the meeting room application/contract and received by the Library at least one (1) week before the meeting. For last-minute requests, payment is due upon approval.
- Reservation requests must include adequate time for set-up and cleanup. Meeting room use, including clean-up, must end before the Library closes.

- The contract must be signed by an adult, age 18 or older, who becomes the responsible party. Groups with youth under 18 must be supervised by one adult for every 15 youth.
- Only the group representative who signed the contract will have access to the meeting rooms 15 minutes before the rental period begins. Groups must exit the room by the end time listed on their contract. There is a \$20 premium charge for each 15-minute period a meeting goes past its scheduled time.
- Reservations will be accepted no more than two (2) months in advance. Groups may use rooms once per month. The Library reserves the right to limit the frequency of use of its meeting rooms, cancel reservations, and review any or all applications before approval. Reservations must be canceled at least seven (7) days in advance to receive a refund. Canceling or rescheduling dates in excess of two (2) times per year per organization will result in forfeiture of the previously paid rental fee, and the group may lose the ability to make further reservations.
- Charging for admission is not allowed. No solicitation, fundraising, raffles, or financial transactions are allowed. The sale of goods or services is prohibited (but may be permitted at the discretion of the Library if it is reasonably related to the Library's purpose, e.g., author sales of signed books and Friends of the Library events).
- Political organizations may use the meeting rooms provided meetings do not include fundraising. These may consist of business meetings, issue discussions, and candidate forums.
- Any publicity for a group's meeting should clearly identify the group as the program presenter/sponsor. The Library may be identified as the location for the event.
- Room users may move tables and chairs to suit their event but are responsible for returning them to their original position. Groups renting a meeting room/kitchen are expected to leave the room on time and in the same state of cleanliness as it was found. Failure to do so will result in an additional charge of \$75.
- Banners, literature, photographs, or signage may not be placed anywhere outside the meeting room without the permission of the Library. Do not affix or adhere anything to walls, ceilings, or light fixtures. Decorations must remain at least one foot below light fixtures. It is not permitted to place tables or chairs in the hallway, and no glitter or burning of any materials, including candles or incense.
- Food and beverages must be contained within the meeting rooms. No alcoholic beverages are permitted. Commercially prepared food may be delivered, such as pizza, sandwiches, salads, pasta, and the like. No open flames, such as sternos (canned heat for chafing dishes) or candles, are allowed.
- Waste should be placed in the proper receptacles.
- The Library cannot supply any storage space. Groups using a meeting room shall remove all items from the room and leave it in the same condition as it existed prior to the meeting.
- Groups are responsible for any damage caused by meeting attendees or

others associated with the meeting. A fee will be assessed to cover the cost of any damages. The Library reserves the right to deny use or access to any group that has violated this Policy.

- The AV equipment is offered in the Gathering place only as a courtesy of the Library and does not affect the cost of the room. We strongly suggest you make an appointment to test your equipment before your program. The Library cannot guarantee that staff will be available to troubleshoot at the time of your program.
- The Library's name, address, or phone number may not be used as the official address or headquarters of any organization except those formally affiliated with the Library.
- The use of the meeting room by a non-library group shall not be publicized in such a way as to imply Library sponsorship of the group's activities.
- The person signing the meeting room contract is the contact person for the group and becomes responsible for answering questions from the public. The Library will not assume this responsibility.
- The Library will post notice of meetings.
- The Library Board approves rental fees, and the standard schedule is available upon request. The standard rental rates are set in one-hour increments. In addition, there is a premium charge for each 15-minute period (or any part thereof) for a meeting that goes past its scheduled ending time. Rates vary for White Lake residents and non-residents. Rates will be higher at times when the Library is not open to the public.

I. Administrative Policies

1L. 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.

Due to the popularity of children's programs, registration is required for all programs unless noted. The first week of registration is reserved for White Lake residents. Non-residents may register, if space is available, after the first week of registration.

I. Administrative Policies

1M. Public Participation at Library Board Meetings

a) Purpose

The White Lake Township Library welcomes and encourages comments from members of the public who attend Library Board meetings. Pursuant to the requirements of the Open Meetings Act, a person is permitted to make a public comment during a meeting under rules established and recorded by the Library Board.

b) Public Comment Period; Meeting Agendas

1. If an agenda is available, the Library Board will have copies of the agenda available for the public who attend the meeting. The agenda will indicate the designated time(s) for the public to provide comments. The Library Board will include at least one public comment period during each meeting. These rules apply to the public comment period in any regular or special meeting or in any committee meeting that is open to the public ("Public Comment").
2. Members of the public have no right to address the Library Board or make comments outside of the Public Comment. At any time, the Library Board, at its discretion, may accept comments from the public. However, outside of the Public Comment time, the Library Board is under no obligation to hear comments from the public during a meeting.
3. The Library Board has sole discretion to determine the content of each meeting agenda and is not obligated to add any item to the agenda.

c) Rules of Public Comment

The Library Board adopts the following procedures to receive Public Comments:

1. When the Library Board meeting reaches a designated time for Public Comments, the President will invite attendees to make Public Comments. If the President is absent, the acting chair of the meeting will perform the President's duties under this policy.
2. The President will ask persons wishing to speak to raise their hands to be recognized by the President. The President will recognize one person to speak at a time, and each speaker must provide his or her name and address. No person in attendance may make a comment without being recognized.
3. Public Comments must be addressed to the Library Board, not to other members of the audience.

4. Each speaker is only entitled to one (1) three-minute time during each Public Comment period and may not split the time or “give” the time to another speaker.
5. In lieu of speaking, a person may submit any written comments to the Library Board Secretary. Written materials submitted to the Library Board are considered public documents.
6. The Library Board encourages free and complete public dialogue on Library Board issues within the bounds of civil discourse. Speakers may not breach the peace of the meeting.
7. If a speaker includes specific questions to the Library Board in his or her Public Comments, the Library Board has no obligation to respond.
8. Groups are encouraged to designate one or more individuals to speak on their behalf to avoid cumulative comments. However, there is no requirement to make this designation. If a speaker is speaking on more than one individual’s behalf, they must state as such at the beginning of their comment and shall be entitled to one (1) five-minute time during Public Comment.
9. The Library Board may determine, in its sole discretion, how Public Comments will be summarized in the meeting minutes. Members of the public should not expect the minutes to include verbatim transcripts or details of any individual comment.
10. Members of the public are also encouraged to contact the Library during regular business hours to ask questions, raise concerns, and request information about Library matters.
11. Members of the public must remain seated, stand in the back of the room or along the sides of the room during Public Comment. Members of the public should only approach the podium when called on by the Board President. Members of the public may not stand in the area in front the first row of chairs and the wall behind the table where Board Members are seated unless permitted by the Board President.
12. All signs are prohibited in the Board meetings.

d) Recording of Rules

These rules will be recorded in the minutes and kept on file with the Library Secretary.

I. Administrative Policies

1N. 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 of the White Lake Township Library for their ongoing or annual book sale, donated to other non-profit literacy related groups or recycled.

I. Administrative Policies

10. 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.

I. Administrative Policies

1P. Disposal of Materials and Equipment

Withdrawn library materials are given to the Friends group to sell, sold by the White Lake Township Library or recycled. Items at 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.

I. Administrative Policies

1Q. 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.

I. Administrative Policies

1R. 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.

I. Administrative Policies

1S. Volunteers

The Library identifies a volunteer as a person who regularly performs duties or tasks for the Library without wages or benefits. The Library shall use the services of volunteers to supplement the efforts of paid Library staff in meeting demands for quality public service and to serve as a method to encourage citizens to become familiar with their Library and the services offered. The Library shall use the services of interested volunteers to supplement and not replace the work done by Library staff. The volunteers described in this policy differ from the Friends of the Library volunteers, who are governed by their policies and bylaws.

a. Categories of Volunteers

1. General Volunteers – An opportunity for volunteers over 18 to enhance Library services based on specific tasks identified by Library staff.
2. Teen Volunteers – Students must be 14 years of age and up with interest in working with the Library.
3. Interns/Practicum Students – A bachelor or master-level student working on completing a practicum as part of their course of study. The intern/practicum student and Volunteer Supervisor will determine the scope of work during an interview.

b. Description of Duties

1. The Library shall designate a Volunteer Coordinator to oversee volunteers' use and maintain a file of volunteers. In addition, each department that uses volunteers shall appoint a Volunteer Supervisor to train, supervise, and evaluate them.
2. Volunteers must complete a volunteer application form. All volunteers over 18 are subject to an acceptable background check before starting volunteering. Volunteers under 18 must have a completed work permit to volunteer for the Library. Volunteers will not be accepted if there is no suitable job match.
3. Volunteers will not replace paid staff and will provide unique or supplemental services.
4. The Library will determine volunteer hours based on current needs and the availability of the volunteers. Therefore, while the Library will attempt to accommodate the volunteer's schedule, we cannot guarantee it.
5. Volunteers are recognized by the public as representatives of the Library and shall be guided by the same work, behavior, and dress code as Library employees.
6. Volunteers are expected to arrive at the Library in time to begin volunteer work as scheduled or notify the Library if they will be absent. Volunteers who fail to show up as expected may forfeit their volunteer opportunity.

7. Volunteers shall wear an identification badge when working for the Library.
8. This policy shall not be deemed a contract between the volunteer and this Library. The volunteer and the Library have the right to terminate the volunteer's association with the Library at any time, for any reason, with or without cause. The Library does not provide any employee benefits to persons serving as volunteers.
9. Volunteers may be asked to work on projects that support staff efforts. Examples include, but are not limited to, cleaning materials, outdoor maintenance, dusting, moving books, and interactive opportunities with the public, such as greeting at program events and providing support for programs.

c. Recognition

1. Recognition is an essential component of a volunteer program and is often the only way the Library can say "thank you." Therefore, at least annually, there will be a formal recognition of general and teen volunteers from the Library.
2. Students and Interns/Practicum – The Volunteer Coordinator will verify that these volunteers have satisfactorily completed the requirements for their volunteer activity.

I. Administrative Policies

1 T. Financial Policy

a) Purpose, Scope, and Objectives

The Financial Policy aims to help the Library conduct library operations in a fiscally responsible way, document the library's fiscal strategies, and focus its efforts toward future financial goals as outlined in the Library's Strategic Plan. It is the policy of the Library to invest Library funds in a manner that will provide the highest investment return with the maximum security while meeting the daily cash flow needs of the Library and complying with all state statutes governing the investment of public funds. This policy applies to all financial assets of the Library.

b) Financial Assumptions

While the Library's general goals and objectives are concerned with programs, services, technology, and staff development, its financial goals and objectives are concerned with the funding to provide these library services.

Financial stability is assumed to be a function of adequate and dependable revenues from diverse sources. As a public service organization, most of these revenues should provide benefits and services to the citizens; however, some fund balances are allocated to Reserves to cover unexpected expenses. It is assumed that no sudden major changes will take place that will substantially change the revenue sources or governing structure of the Library.

The White Lake Township Library Board of Trustees is committed to evaluating the various areas of expenses in advance of the needs arising:

- Major facility expenses
- Updating patron and office technology
- Appropriate staffing levels

Each year, as part of the budgeting process with the Library Director, various areas of expenses are evaluated. The Library Board of Trustees serves as fiduciary managers, giving library administration direction and determining the right balance between expenditures and service levels.

c) Sources of Funding

The primary source of operating funds for the Library are three separate millages; 0.3000, 0.5, and 0.3861, with Constitutionally mandated reductions. The Board recognizes that property tax funding fluctuates with changes in the economy, variations in taxable valuations, and development within the Library service area.

Additional revenue sources come from:

- Penal fines
- Friends of the White Lake Township Library
- Bequests, gifts
- Grants
- Fines and fees
- State Aid
- Facility space rentals

d) Financial Principles

Basis of Accounting

The Library primarily operates on a modified accrual accounting system with revenues recognized as soon as they are both measurable and available, and expenditures generally are recorded when a liability is incurred, as under accrual accounting. The Library considers revenues available if they are collected within sixty days of the end of the current fiscal period.

Donated or contributed funds may be restricted for specific designated library service-related purposes by the Donor, for which the Library (and Board) will honor and ensure proper fund expenditure.

Strategy for increased financial stability would include:

- Have at least 5% of library revenue in all funds come from non-millage related sources
- Continue to pursue grants to augment library programs and services
- Seek corporate partnerships/sponsorships

Conservation of resources can be achieved through cost containment measures such as:

- Monitoring staffing patterns to ensure that work is getting done in the most cost-effective ways possible
- Seeking new technologies to increase staff output
- Carefully monitoring budget performance reports to ensure accuracy and timeliness
- Periodic reviews of internal controls

Financial statements will be prepared on a monthly basis and reviewed by the Library Director and Board of Trustees on an on-going basis to ensure budgetary compliance.

e) Purchasing Function

Library management will initiate purchases for goods and services in keeping with the Board approved budget. Processing purchases should follow these general steps and limitations.

f) Purchase Authority & Limits

Library management may initiate purchases up to \$1,000 for items considered to be within the current board-approved budget without further approval. For budgeted purchases over \$1,000, those items must be

reviewed and approved by the Library Director prior to purchase.

The Library Director may approve purchases up to \$5,000 without any additional approval. Expenditures between \$5,000 and \$20,000 must be specifically approved by the Board prior to initiation of the purchase and require a minimum of 2 quotes. Expenditures over \$20,000, at the Board's discretion, will require a Request for Proposal.

g) Purchase Documentation

Library management will retain and review vendor receipts/invoices for which they initiated a purchase order to verify the accuracy of the charges and that the actual receipt of the goods/services purchased correspond to receipts/invoices. Vendor receipts/invoices must be procured and provided for all purchases to the Library Director for review and initial approval for payment. The reviewed/Director approved vendor receipts/invoices are submitted for input into the Library accounting system and any additional processing necessary to complete timely payment. Board members with signature authorization (authorized signatures will consist of the board treasurer and, at minimum, two other trustees) will review all payments and related documentation (or appropriate accounting reports) for final payment approval and check signatures when necessary.

h) Methods of Payment Allowed

Library management may use cash, check, approved board credit card arrangement(s), and electronic funds transfers as follows:

- **Cash** – A petty cash fund no larger than \$250 may be utilized to purchase small, immediate need items and services.
- **Credit card** – The board will approve a credit card issuer and terms to be used by Library management with a credit limit no greater than \$10,000 or any future limits approved by the Board. The credit card can be used to make online/remote purchases for budgeted goods and services and to improve payment efficiencies.
- **Electronic payments** – The board may approve an electronic bill payment vendor to facilitate efficient payment of budgeted goods and services. Management may initiate payments using this system of payment for normal recurring goods and services listed in the EFT/ACH Approved Vendors list to this policy without limit, within approved budget limits. Management may use this payment system for purchases from vendors not on the list with the approval of two board trustees granted signature authority.
- **Checks** – All other payments not made under one of the above methods will be made via check, drawn on the Board approved bank account, and signed by two board trustees granted signature authority.

i) Payment Processes

- **Cash payments** – The Library Director will establish and maintain a process and procedures for recording and reconciling the petty cash activity/balance on a regular basis, but no less than once a month.

- **Credit card payments** – The Library Director (or their designated employee) will match submitted receipts to the monthly credit card statement, code and summarize the monthly transactions and provide the reconciled statement/summary to the Library Director for final review and initial approval for payment, no less than once a month. The credit card will be submitted for payment processing/posting as directed (i.e., check, electronic payment) under the policy and procedures for those payment processes.
- **Check payments** – Vendor receipts/invoices requiring check payment will be submitted for appropriate accounting/accounts payable entries into the library accounting system and generate checks regularly to facilitate the timely payment of those obligations.

j) Reporting

The Library Director (or their designated employee) will provide regular reporting for payments made and outstanding accounts payable recorded to review and reconcile unpaid invoices with the accounting system.

The Library Director will develop and implement procedures to verify that all known vendor obligations and activities are recorded timely in the library accounting system and that all payments are made timely. Vendor invoices are paid on original invoices only and are paid as close to the invoice due date as possible while taking into consideration the Library's business cycles.

Addendum 1 – EFT/ACH Approved Vendors List (Approved 07/23/25)

Vendor Name:	Expenditure Description:	Frequency:	Maximum Amount:
AT & T	Phone service	Monthly	\$1,300
Consumers Energy	Natural gas	Monthly	\$1,800
DTE	Electricity	Monthly	\$3,000
OCWR	Sewer	Quarterly	\$800
WLT Water Dept	Water	Quarterly	\$7,200
GoCo	Payroll/Benefit software	Monthly	\$550
Priority	Health Insurance	Monthly	\$9000.00
Dencap	Dental Insurance	Monthly	\$700
IRS	Payroll Taxes	Per pay period	\$10,000
MI Dept. of Treasury	Payroll Taxes	Quarterly	\$8,000
BASIC	FSA Admin Services	Monthly	\$100
BASIC	Plan Funding	Monthly	\$400
MERS	Employee investments	Per pay period	\$2,500
Payroll 15785392	Employee Direct Deposit	Per pay period	\$30,000
MMRMA (Michigan Municipal Risk Management Authority)	Net Asset Distribution	Semi-Annual	\$1,500.00
Square	Patron Credit Card Service	4-6 times a year	\$1,200.00

Adopted

02/01/23

The Library Director will present to the board the list of recommended ‘approved vendor list’ for EFT/ACH. This list is a living document that will be updated as needed. Changes to this list will be presented during monthly board meetings(s) for board approval.

Payments made via EFT/ACH to vendors on the ‘approved vendor list’ will improve efficiencies in payments by reducing the number of checks to be signed by the authorized signers, decrease the Library’s cost for physical checks, and reduce the possibility of check fraud.

Vendors are added to the EFT/ACH vendor list if the Library has a/an:

- negotiated contract(s) for subscriptions, services, or memberships.
- ongoing utility service(s) such as gas, electric, and telephony.
- negotiated contract(s) for recurring purchases of library materials.

In the case of an overage, a Board Trustee, granted signature authority, may

approve an exception. If the EFT/ACH will continue to be more monies than listed in the 'approved vendor list', the board will review the increase in the subsequent board meeting.

1 U. Fund Balance Policy

a) Purpose.

The Board of the White Lake Township Library (“the Library”) seeks to assure that the fiscal integrity of the Library, a community resource, can be maintained currently and well into the future. The Library Board (“Board”) recognizes that the maintenance of a fund balance (a/k/a reserve funds and contingency fund) is essential to the preservation of the library's financial health. The Library maintains reserves in a Fund Balance to support and ensure its operational viability, service provision, and financial stability.

This policy provides guidance concerning the desired level of Fund Balance maintained by the Library to provide financial stability, cash flow for operations, resources for future capital projects, and the assurance that the Library will be able to respond to emergencies with fiscal strength.

The Fund Balance can be used for purposes approved by the Board of Trustees, as recommended by the director, including, but not limited to:

- Provide emergency cash flow for operational needs;
- Offset significant economic downturns or revenue shortfalls, including loss of state aid or reduction of penal fines;
- Provide for contingent liabilities (tax tribunal reductions);
- Provide funds for emergency or other unanticipated needs;
- Provide for future capital needs, including building repairs and maintenance, technology, and special projects.

b) Definitions.

Fund Balance refers to the difference between assets and liabilities in governmental entities. It serves as a measure of the financial resources available to the Library to budget or spend in the future.

A Fund Balance policy establishes a minimum and/or maximum level (target range) at which the projected end-of-year Fund Balance should be maintained.

c) Categories of Fund Balance.

The Fund Balance will be reported in the following categories based on the definitions and criteria set forth in GASB Statement No. 54:

- *Non-Spendable* – includes amounts that cannot be spent because they are either (a) not in a spendable form (i.e., Prepaid Expenses) or (b) legally or contractually required to be maintained intact (i.e., the principal balance of an endowment). Non-spendable amounts will be determined before all other classifications and consist of the following items:
 - The balance of any long-term outstanding balances due from others (including other internal funds);

- The value of prepaid items and any inventory balances;
- The principal of any permanent funds held legally or contractually required to be maintained intact; and,
- The balance of any nonfinancial assets held for sale.
- *Restricted* – includes amounts that can be spent only for the specific purpose stipulated by external resource providers (grantors, donors) or through enabling legislation.
- *Committed* – includes amounts that can be used only for the specific purposes determined by a formal action of the Board of Trustees. Amounts can only be moved from the category by formal action of the Board.
- *Assigned* – includes amounts intended to be used for a specific purpose but do not meet the criteria to be classified as restricted or committed.
- *Unassigned* – includes the residual amount not allocated to other classifications and are available and expendable for any library purpose; also known as Contingency Fund.

When multiple categories of fund balances are available for expenditure (e.g., a project is being funded partly by a grant, funds set aside by the Board, and unassigned fund balance), the Library will start with the most restricted category and spend those funds first before moving down to the next category with available funds.

d) Recommended Amount of Fund Balance.

While it is prudent and necessary to maintain adequate reserves in support of the Library's operations and viability, it is not appropriate or intended that excessive amounts of public moneys be held in reserve. A reasonable, stable fund balance is recognized as an element of effective long-range planning.

The Library's primary objectives for establishing a reasonable fund balance are to maintain an adequate level of financial resources to protect against reducing service levels, avoid borrowings to meet cash flow needs due to revenue shortfalls or unanticipated emergencies, or other necessary expenditures that may tend to impair the fiscal integrity of the Library.

- *Unassigned (Contingency) Fund Category* – It is the goal of the Library to maintain no less than three (3) and no more than six (6) months of annual operating expenses in the Contingency Fund.
- Contingency Fund balances over the maximum at the end of the fiscal year may be transferred by the Board through Board resolution to the Committed or Assigned fund categories to be used for maintenance and repair, construction, or other special projects/programs.
- *Committed Fund Category* – The Committed Fund category will be funded, as noted above, by Board resolution to support commitments to future capital projects determined by the Library's Strategic Plan. Capital Projects will include expenditures more than \$5,000 with a useful life of at least two (2) years.
- *Other Fund Categories* – Other fund balances will be determined by stipulated restrictions or Board or management decision, as defined.

e) Maintaining Fund Balance.

Fund balances may occasionally fall outside the target ranges because of special projects, emergencies, and other extenuating circumstances. The Library will reduce recurring expenditures or pursue other funding sources to replenish the funds to the minimum level within a reasonable time frame, typically two (2) years.

f) Annual Review of Fund Balance.

As an integral part of the annual budgeting process, consistent with prudent budgeting practices necessary for the continued services of the Library, the Board will fully review, consider, and determine the appropriate level of Fund Balance.

1 V. Investment Policy

a) Policy Statement.

The White Lake Township Library invests its funds in a manner that will provide the highest investment return with the maximum security and comply with all state statutes governing the investment of public funds.^[1] While meeting the daily cash flow needs of the library.

b) Regulations.

This investment policy applies to all financial assets of the White Lake Township Library. These assets are accounted for in various library funds, including the general fund, endowment funds, and any new fund established by the library.

In priority order, the primary objectives of the White Lake Township Library's investment activities shall be:

- Safety - Safety of the principal is the foremost objective of the investment program. Investments shall be undertaken in a manner that seeks to ensure the preservation of capital in the overall portfolio.
- Diversification - The investments will be diversified by security type and institution so that potential losses on individual securities do not exceed the income generated from the remainder of the portfolio.
- Liquidity - The investment portfolio shall remain sufficiently liquid to meet all operating requirements that may be reasonably anticipated.
- Return on Investment - The investment portfolio shall be designed with the objective of obtaining a favorable rate of return throughout the budgetary and economic cycles, taking into account the investment risk constraints and the cash flow characteristics of the portfolio.

The authority to manage the investment program is derived from Michigan State law^[2]. All investments shall be reported monthly to the library board. The treasurer or his/her designee shall be responsible for all transactions undertaken. No person may engage in an investment transaction except as provided under the terms of this policy.

As authorized and limited by Michigan State law^[3], the White Lake Township Library may invest in the following:

- Certificates of deposit, no greater in value than \$250,000 in a single banking institution in Michigan; savings accounts, deposit accounts, or depository receipts of a given financial institution. The financial institution must:
 - Be a state or nationally chartered bank, savings and loan association, savings bank, or credit union whose deposits are insured by an agency of the United States government.

- Maintain a principal office or branch office located in the State of Michigan under the laws of this state or the United States.
- Library operating funds will be deposited in a financial institution that maintains an office within the library's service area, if available.
- Bonds, securities, or other obligations of the United States or an agency or instrumentality of the United States.
- Commercial paper rated at the time of purchase within the two highest classifications by at least two rating services and with maturity not more than 270 days after the date of purchase.
- Repurchase agreements of the United States or an agency or instrumentality of the United States.
- Bankers' acceptances of United States banks.
- Obligations of the State of Michigan or any of its political subdivisions that at the time of purchase are rated as investment grade by at least two rating services.
- Mutual funds registered under federal law^[4], composed of the investment vehicles described above. Mutual funds with a net asset value per share that may fluctuate on a periodic basis are authorized.
- Obligations described above if purchased through an interlocal agreement under state law^[6] (e.g., the MBIA Michigan CLASS program).
- Investment pools organized under state law^[6] (e.g., the Kent County investment pool)

All security transactions, including collateral for repurchase agreements and financial institution deposits, entered into by the White Lake Township Library shall be on a cash (or delivery vs. payment) basis. Securities may be held by a third-party custodian designated by the library board treasurer and evidenced by safekeeping receipts.

c) Investment Pools / Mutual Funds.

A thorough investigation of each investment pool or mutual fund shall be required before investing and on an annual basis after investing. Secure written responses to the set of questions below should be obtained from the investment pool or mutual fund representatives prior to investing in the prospective investment pool or mutual fund.

- Does the investment pool or mutual fund have a written statement of investment policy and objectives? How are changes to the investment policy and objective statement communicated to participants?
- Does the investment policy describe eligible investment securities?
- A detailed description of interest calculations covering items such as:
 - How is interest distributed?
 - What is the frequency of interest payments?
 - How are gains and losses treated?
- How are securities safeguarded? How often are the securities priced to

market? What audit steps are employed in this process?

- Who can invest in the investment pool or mutual fund? How often? Are there any deposit/withdrawal size limitations? How many deposits or withdrawals can be made in a monthly period? What is the cutoff time for deposits and withdrawals? Does the investment pool or mutual fund allow for multiple accounts and sub-accounts? Do we get a confirmation after each transaction?
- What is the schedule for receiving account statements and portfolio listings?
- What is the fee schedule? Describe in detail how and when these fees are assessed.
- Does the investment pool or mutual fund retain any reserves? If so, describe in detail the reserve retention.
- Will the investment pool or mutual fund accept bond proceeds subject to arbitrage rebate? Will the investment pool accounting and record-keeping system be suitable for arbitrage rebates? Is the investment pool's yield calculation acceptable to the IRS or will it need to be restated? Can a separate account be established for each purpose/project of a bond offering?

d) Standards of Care.

- **Prudence:**

Investments shall be made with judgment and care, under prevailing circumstances, which persons of prudence, discretion, and intelligence exercise in the management of their own affairs, not for speculation, but for investment considering the probable safety of their principal and probable income to be derived. The standard of prudence to be used by the Library board treasurer and board-authorized signers shall be the "prudent person" standard and shall be applied in the context of managing an overall portfolio. Acting in accordance with written procedures, this Investment Policy, and exercising due diligence, the Library board treasurer and board-authorized signers shall be relieved of personal responsibility for an individual security's credit risk or market price change provided deviations from expectations are reported in a timely fashion and appropriate action is taken.

- **Ethics and Conflicts of Interest:**

The Library board treasurer and board-authorized signers involved in the investment process shall refrain from personal business activity that could conflict with the proper execution and management of the investment program or which could impair their ability to make impartial investment decisions. The Library board treasurer and board-authorized signers shall disclose not less than annually if any material financial interest in financial institutions that conduct business with the library, and they shall further disclose any large personal financial or investment positions that could be related to the performance of the library's

investment portfolio. The Library board treasurer and board-authorized signers shall refrain from undertaking personal investment transactions with any individuals with whom business is conducted on behalf of the library.

[1] P.A. of 1968 *et seq.* Michigan Uniform Budgeting and Accounting Act, and P.A. 34 of 2001 *et seq.* the Revised Municipal Finance Act.

[2] MCL 41.6

[3] Public Act 20 of 1943, as amended.

[4] Investment Company Act of 1940

[5] Urban Cooperation Act of 1967

[6] Surplus Funds Investment Pool Act, Public Act 367 of 1982

1 W. Credit Card Payment Policy

a) Purpose:

This policy facilitates the Library's acceptance of payment for specific fees and transactions using financial transaction devices like credit or debit cards for the convenience of its patrons and ensures the Library complies with all applicable laws regarding the acceptance of such payments.

b) Authority to Accept Payment by Financial Transaction Device:

The Library authorizes the payment of specific fees by a financial transaction device, such as a credit or debit card. The Library Board determines the particular types of financial transaction devices that may be used, often based on a recommendation from the Treasurer, and they must comply with relevant regulations for the deposit of public money.

c) Authorized Financial Transaction Devices:

The Library accepts credit and debit cards as a form of payment. The accepted card types include American Express, Visa, MasterCard, and Discover.

d) Eligible Transaction Types:

Payments via credit/debit card may be accepted for various fees and transactions, including, but not limited to:

- Late and overdue fines for White Lake Items only
- Payment for lost or damaged material (Payment for lost/damaged item fees may also be possible using your library patron account)
- Earbuds, flash drives, and various personal item repairs
- Room rentals
- Donations and sponsorships of up to \$5,000.00
- Copies, faxing, and computer prints
- Idea Lab items
- Library-sponsored trips and program fees
- Purchase of attraction tickets or items for sale at the Library.

e) Transaction Minimums:

The Library requires a minimum transaction amount of **\$1.00** for credit/debit card payments.

f) Payment Location and Method:

Credit/debit card payments can be made in person at the main circulation desk. They will not be accepted by telephone, mail, or e-mail.

g) Payment Processing:

The Library utilizes a third-party provider, Square, Inc., to process credit/debit card transactions completed in the Library. When a patron uses a credit/debit card, the library requires full payment of the transaction amount. The Library does not charge an additional fee or surcharge for credit card use.

h) Prohibited Credit/Debit Card Activities:

The Library prohibits certain credit/debit card activities, including, but not limited to:

- Accepting payment cards for cash advances or cashback
- Discounting fines or fees based on the method of payment
- Adding a surcharge or additional fee to card transactions
- Refunding more than the original amount paid
- Accepting payments over the phone, via email, or chat services
- Accepting split-tender transactions using two or more forms of payment

i) Security and Privacy:

The Library respects patron privacy. Payments are **encrypted** to protect patron financial information. The collected credit/debit card transaction details are encrypted at the point of swipe. Square, Inc. complies with all required PCI-DSS (Payment Card Industry Data Security Standards). The Library does not retain payment card data on the mobile device or within the application used for processing. Transaction information is available only to the Library and Square, Inc., and is not used for any other purpose.

j) Refunds:

When a fine or fee has been paid using a credit/debit card and a refund is necessary, the refund must be credited to the originally charged account.

- Refunds may take up to 14 days to process, per Square, Inc.
- Credit/debit card refunds generally cannot be made more than 30 days after the transaction. Refunds deemed necessary after 30 days may be made via a check issued by the Library.
- Some Library programs and trips are designated as non-refundable. Ticket sales and sold items are also non-refundable.

- Refunds are made at the discretion of the Director.

k) Payment Receipts:

As part of a commitment to sustainability, patrons will receive a paperless receipt by entering a valid email address during the transaction. A paper receipt will only be provided by library staff upon request.

l) Security Checks:

The Library reserves the right to refuse service or cancel transactions at any time if fraud or an unauthorized or illegal transaction is suspected. If the card and receipt signatures do not match, library staff may ask for government-issued photo identification to verify the cardholder. Unsigned cards will not be accepted.

m) Transaction Completion:

The completion of a payment transaction is contingent upon both the authorization of payment by the applicable credit card company or financial institution and the acceptance of payment by the Library.

n) Unprocessable Payments:

If a credit/debit card payment cannot be processed, the patron may be held responsible for providing payment via cash or check for the full amount due, plus any fees incurred by the Library.

o) Disputes and Chargebacks:

If the Library is notified of a dispute, the Director will investigate the transaction and respond as necessary.

p) Disclaimer:

By processing a transaction, the cardholder agrees to accept and assume all risks and responsibilities for any losses or damages arising from using this payment service and releases the Library from all liability.

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

II. Special Services and Special Collections

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.

II. Special Services and Special Collections

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 located at 7525 Highland Road.

II. Special Services and Special Collections

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.

II. Special Services and Special Collections

2E. Services to Blind, Hearing-Impaired, and Speech-Impaired

The White Lake Township Library is committed to providing equal access to all library resources and collections for all patrons. Our objective is to provide, whenever possible, arrangements that enable library patrons with visual, hearing, speech, or other disabilities access to services and collections that are of use to them, upholding the letter and spirit of the *Americans with Disabilities Act of 1990* and *Section 504 of the Rehabilitation Act of 1973*.

Guide dogs, for example, trained by a recognized training agency or school are permitted in the library when accompanying a blind, partially blind person, hearing impaired or physically disabled person.

Where the library's collection of print, large print and audio materials do not meet the needs of the patron the library serves as a conduit in assisting the patron to secure access to materials via other libraries throughout the state as well as specialized collections via the Oakland Talking Book Service.

Forms for requesting service from the Oakland Talking Book Service are kept at the Reference Desk. The library staff will assist patrons in completing the form requesting service.

II. Special Services and Special Collections

2F. 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.

II. Special Services and Special Collections

2G. Idea Lab

a) Hotspots

Hot Spots can be checked out for two (2) weeks. They cannot be reserved or renewed. Hotspots are available only to White Lake Township Library cardholders in good standing, and are over 18 years old. Only one hotspot may be checked out at one time, and patrons must sign a Hotspot agreement the first time a Hotspot is checked out, which will be kept on file for subsequent checkouts. Hotspots must be returned to the circulation desk at the White Lake Township Library and may not be returned in the book drop, to the drive-up, to another library, or by mail. The Library reserves the right to refuse service to patrons who abuse equipment or who are repeatedly late in returning materials. It's important to note that three (3) late returns or three (3) violations of the return policy within a 6-month period will result in a three (3) month suspension of hotspot borrowing privileges. One additional late return or violation of the return policy will result in an automatic permanent suspension. We expect all patrons to adhere to the borrowing policies and respect the library's resources.

b) Cake Pans

Cake pans can be checked out for two (2) weeks. They cannot be reserved. Cake pans must be returned to the White Lake Township Library circulation desk and may not be returned in the book drop, to the drive-up, to another library, or by mail. This ensures the proper handling of the equipment and its availability for other users.

c) Fabrication and Printing Equipment

This equipment provides the community with access to emerging technology, encouraging the design and creation of innovative projects. The following information establishes the guidelines for using this equipment. The equipment may be used for lawful purposes only and is subject to any condition outlined in this policy or any other library policy. The equipment is designed for rapid prototyping, patron enjoyment, and creativity. This service is not intended for production or manufacturing. The public will not be permitted to use the equipment to create material that is:

- Prohibited by local, state, or federal law or regulation.
- Unsafe, harmful, dangerous, or poses an immediate threat to the well-being of others.
- Obscene, sexually explicit, or harmful to minors.

- In violation of another's intellectual property rights. The patron will be responsible for compliance with all intellectual property laws, including patent, trade dress, trademark, and copyright laws. Responsibility for possible copyright or any other intellectual property infringement lies solely with the user, and the Library disclaims any responsibility or liability resulting therefrom. The person requesting to use the equipment is liable for any infringement.
- Intended for physical consumption or ingestion, such as eating utensils, drinking straws, smoking, or drug-related paraphernalia, regardless of the legality of such items or medical devices.
- Weapons or weapon replicas of any kind.
- Intended for any commercial use

The Library Director or designee reserves the right to:

- Refuse any request. If the request is denied, the patron may appeal that decision to the Library Board by sending a written notice of appeal to the Library Board President within ten days of notice of the denial.
- Review and approve all materials before printing. The patron will be informed if there is a problem with the design or production. The Library cannot guarantee that a request will be completed within a particular time frame.
- Stop a request due to time or equipment capabilities.
- Set a limit on the maximum time a request may take.
- Refuse to make large numbers of identical objects.

Only designated Library staff will have hands-on access to the equipment. Items created with any fabrication or printing equipment, come with no guarantee of suitability for any specific use.

II. Special Services and Special Collections

2H. Drive-up Window Policy

The purpose of the drive-up window is to improve customer service for patrons who prefer contactless delivery and those who do not have time for a full library visit.

Service at the drive-up window will be limited to holds pickup and paying of fines.

Patrons must have a library card in good standing to complete window service transactions.

Patrons should complete transactions in less than 5 minutes to minimize the wait of other drive-up and book-drop patrons.

Absent an accommodation for a disability, any patron requiring more staff interaction must park and enter the building.

Holds pick-up can be prearranged by phoning the library and determining a mutually agreed-upon pick-up time with staff.

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 fifteen (15) items they may place on reserve. When the material becomes available for a patron, that patron is notified by phone unless the patron has provided a preference of notification by email or text message.

All materials reserved through the request system are held for pickup for seven (7) days following notification. When a patron phones to request an item on the shelf within a library, the item is held for seven (7) 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 fifteen (15) 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) MeLCat

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

A patron can have in process a maximum of seventy (70) MeLCAT requests at one time.

Only print items may be requested through MeLCat.

MeLCat items may be renewed one time.

The overdue fine on MeLCat 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.

III. Reference and Information Services

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.

III. Reference and Information Services

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 encourage 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 Township Library provides basic genealogy how-to titles and other aids in its general collection. Local history materials are housed by 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 do 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 will help patrons select materials when they request assistance. Although this is a subjective 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 will 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 will 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 look up words and simple phrases in dictionaries. Staff will refer patrons needing longer translations to the metro Detroit Business Yellow Pages for providers of translation services.

III. Reference and Information Services

3D. Fax Policy

The White Lake Township Library acts as a commercial fax service for patrons. Patrons may send personal fax transmissions. The library charges \$1.00 per page. The library charges \$10.00 per page for those facsimiles requiring an international phone code to transmit. Only staff are permitted to transmit facsimiles. The Library cannot receive faxes. There is no charge for a cover sheet.

III. Reference and Information Services

3E. Local Author Policy

a.) Definition

A Local Author is defined as a person who resides in the Charter Township of White Lake or a municipality immediately adjacent to White Lake.

b.) Requirements for Local Author Book Donations

Local authors may donate one copy of their book to the White Lake Township Library. However, the Library does not guarantee that the donated material will become part of the library's collection. The Library will follow the provisions of the Collection Development Policy to determine whether a donated book will become part of the collection. If it becomes part of the collection, the Library may remove the item at any point pursuant to the standards of the Collection Development policy.

The Library's policies (including the policies on Donations of Materials and Equipment (1.N) and Disposal of Materials and Equipment (1.P)) apply to donated materials.

Please note that all donated books become the property of the library and cannot be returned. The Library has the authority to dispose of any donated material.

Donations must also meet the following requirements, including but not limited to:

- The Local Author Material Submission Form must be completed.
- They must be in new condition and in a print-bound format (no spiral-bound or other formats). The donated book must have an International Standard Book Number (ISBN).
- Professional reviews should be submitted along with your book.
Acceptable resources include, but are not limited to:
 - Library Journal, Publishers Weekly, and Booklist.
 - Local newspaper and magazine reviews are also acceptable.
 - Amazon reviews are not sufficient.

Please drop off or mail your book, along with the required Local Author Material Submission Form, to:

Library Director
White Lake Township Library 11005
Elizabeth Lake Road White Lake, MI
48386.

c.) Author Book Signings and Programs

1. Purpose

To foster community engagement and support authors by providing a structured process for hosting book signing events and author talks at the White Lake Township Library.

2. Program Eligibility & Application

Authors wishing to propose a book signing or program must submit their suggestion via email to programs@whitelakelibrary.org.

The Library plans community programs 4–6 months in advance and can only accommodate a limited number of interested authors.

Authors must meet the following criteria:

- Qualify as a Local Author under section 3E (reside in White Lake Township or adjacent municipality).
- Hold a published work with an ISBN and professional presentation.
- Provide a copy of the publication, ISBN, and professional reviews
- Provide an event description, anticipated attendance, preferred time frame, and any special requirements.
- Library staff will review requests based on space availability, relevance to community interests, and alignment with programming goals. Approved events will receive a date and time confirmation email.

3. Book Sales & Donations

If approved as a library program or book signing, authors may sell their published work at the event. Authors must agree to donate ten percent (10%) of all sales to the White Lake Township Library unless the Library has charged a fee to the author or for the event.

Authors are responsible for handling all sales transactions. The Library will not provide change or equipment to assist with credit card transactions. Authors are responsible for processing returns or providing written notice of a no-return policy. Authors may not solicit donations, charge memberships, or conduct any other monetary activity on Library property.

Local authors must also donate one copy of their book under the Local Author Policy (section 3E). Donated copies become library property and are subject to Collection Development review.

Local Author Material Submission Form

To be considered, the following form must be completed when submitting your request to the White Lake Township Library.

Author's First and Last Name _____

Address: _____

City: _____ State: _____ Zip: _____

Phone: _____ Email: _____

Contact Name (if different from Author): _____

Website: _____

Title of Material: _____

Publisher: _____ Year Published: _____

Is this title self-published? Yes _____ No _____

Intended Audience (i.e., Adults, Teens, Children): _____

Format: _____

Genre: _____

*ISBN #: _____

*Provide a brief summary of the material:

*List any reviews or media coverage your material has received:

*If your work is nonfiction, list your credentials or a description of your expertise in the area:

*Required to be filled out.

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 print 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. The parent or legal guardian must provide a driver's license or Michigan ID with their current White Lake 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, and access their account. Patrons may checkout materials with their driver's license or Michigan ID. Patrons who have an electronic device that contains their patron barcode may also use that device to checkout materials.

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) MLibraryCard

White Lake Township Library card holders are eligible to acquire a MLibraryCard which prevents the holder from being 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 MLibraryCard 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 MLibraryCard.

Print materials should be returned to the library from which they were borrowed.

e) 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.

f) 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.

g) 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 \$4.99 or less before the card is renewed for another thirty-six (36) months.

h) 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.

IV. Library Cards and Patron Records

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 which can be changed by the patron.

IV. Library Cards and Patron Records

4C. Library Patron Email 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.

IV. Library Cards and Patron Records

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. See FOIA policy addendum.

b) Confidentiality Policy: Disclosure of Library Records

Policy; Library Records

It is the policy of the White Lake Township Public Library ("Library") to preserve the confidentiality and privacy of Library Records ("Library Records" or "Library Record") to the fullest extent permitted by law.

Definitions of Library Record

1. *Agent or Employee.* An agent or employee includes an employee of the Library, a member of the governing body of the Library, an individual who is specifically designated as a volunteer and who is acting solely on behalf of the Library, and any other person who is lawfully performing services on behalf of the Library under a written contract, including a collection agency.

2. *Crime.* A crime means that term as defined in section 5 of the Michigan penal code, 1931 PA 328, MCL 750.5

3. *Law Enforcement Officer.* A law enforcement officer means an individual licensed under the Michigan commission on law enforcement standards act, 1965 PA 203, MCL 28.601 to 28.615.

4. *Library Record.*

- Definition. As defined by the Michigan Library Privacy Act, for the purpose of this policy means:

"a document, record, or other method of storing information retained by a library that contains information that personally identifies a library

patron, including the patron's name, address, or telephone number, or that identifies a person as having requested or obtained specific materials from a library."

- For example, a Library Record would include, but not be limited to patron circulation records, internet browsing history, and program attendance records.
- Excluded from Definition. The following are specifically excluded from the definition of Library Record.
 - *Non-Identifying Material.* Library Record does not include non-identifying material that may be retained for the purpose of studying or evaluating the circulation of library materials in general.
 - *Certain Video Surveillance.* A Library Record also does not include recorded video surveillance images made solely for security purposes that do not include images of any activity or any other document or record that identifies a person as having requested or lawfully obtained specific services, materials, or information resources from the Library.
- Library Director Determination of "Library Record." The Library Director, or his/her designee, shall be responsible for determining whether a particular document meets the definition of Library Record or whether the video surveillance footage contains any images that would require it to be considered a "library record."

Disclosure of Library Records

The Library takes seriously its obligation to protect the privacy of every patron, as required by law, even if this commitment to patron's privacy may appear to cause inconvenience on occasion. To that end, Library Records or other confidential information shall be released or disclosed only as provided for herein or otherwise provided by Michigan or federal law.

1. *Freedom of Information Act Requests.* All requests for public records that are not subpoenas, court orders or other legal process must be processed according to the Michigan Freedom of Information Act ("FOIA") and the Library's FOIA Procedures and Guidelines. See Procedures and Guidelines and Written Summary for additional information. Library Records are exempt from disclosure under the FOIA.
2. *Subpoenas, Court Orders or other Legal Process.* Any employee of the Library who is served with a subpoena, court order, or other legal process to release or disclose any Library Record or other Library

document from (1) a state or local law enforcement agency or (2) a federal law enforcement agency shall promptly notify the Library Director, or his/her designee. If neither is available, the Library Board President shall be contacted.

- Consultation with Attorney. The Library Director, his/her designee, or the Board President has the authority to consult with the Library Attorney regarding the sufficiency, scope or any other matter related to the subpoena, court order or other legal process.
 - Action by Library Director. After review of the subpoena, court order or other legal process, the Library Director, his/her designee, or the Board President shall take appropriate action to respond.
 - Opportunity to be Heard. Depending upon the type of subpoena, court order or other legal process, the Library may appear and be represented by counsel at a hearing on the request for records.
 - Confidentiality. If a subpoena, court order or other legal process is submitted to the Library, the Library shall keep the subpoena, court order or other legal process confidential if required by court order, Michigan law or federal law. To that end, the Library may not be able to inform the patron that his/her records were sought. The Library Board acknowledges that the Library Director, if required by a non-disclosure order or law, may not be permitted to inform the Board or its individual members that a local, state or federal agency has sought or obtained requested records.
3. *Consent.* In compliance with the Michigan Library Privacy Act, a person who is liable for the payment or return of the materials identified in a Library Record or portion of a Library Record may provide written consent for the release of that Library Record. Further, a parent or legal guardian who signs to accept legal responsibility for return of his/her child's (under the age of 18) library materials and accepts financial liability for that child's library fines and other charges, may authorize the disclosure of the minor's Library Records by signing the disclosure and release statement granting consent on behalf of the minor.
4. *Voluntary Disclosure without Court Order and Consent.* A library or an employee or agent of the Library may disclose Library Records without a court order or written consent under either of the following circumstances:
- Collection Agency. The Library or an employee or agent of the Library may report information about the delinquent account of a patron who obtains materials from the library to a collection

agency under contract with the library. The Library or an employee or agent of the Library shall provide the collection agency with only the library records necessary to seek the return of overdue or stolen materials or to collect fines from the patron.

- Interlibrary Loan. The Library or an employee or agent of the Library may disclose library records to another library or library cooperative for the purpose of conducting interlibrary loans. The Library Records must be limited to those required for providing interlibrary loans.

Disclosures Regarding Alleged Crimes in this Library.

The Library Privacy Act does not prohibit an employee or agent of the Library from providing a sworn statement or testimony to a law enforcement officer based solely on the personal knowledge of the employee or agent of the Library regarding a crime alleged to have occurred at the Library.

c) Patron Records

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

IV. Library Cards and Patron Records

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 ensure that no information is given to an individual who is not the parent, stepparent, or legal guardian.

IV. Library Cards and Patron Records

4F. Retention of Records

a) Purpose

The purpose of this policy is to ensure

- 1) that necessary White Lake Township Library ("Library") records and documents are adequately protected and maintained,
- 2) that records that are no longer needed or have no value are destroyed at the appropriate time and manner, and
- 3) that Library history is preserved.

The Library's policy is to comply with local, state, and federal laws regarding the retention and disposition of Library public records, as defined by the Michigan Freedom of Information Act and Michigan law. Michigan law requires that all public records be listed on an approved Retention and Disposal Schedule.

b) Adoption of Record Retention Schedule

To this end, the Library adopts the following State of Michigan Archives and the State Administrative Board, General Record Retention and Disposal Schedules:

- GS1 - Nonrecord Material Defined (approved 6-2-2015)
- GS17 - Libraries
- Any other schedule with applicability to Library records

These Retention and Disposal Schedules cover records that are commonly found in the Library.

The Retention and Disposal Schedules identify how long the records must be kept in order to satisfy administrative, legal, fiscal and historical needs. The Retention and Disposal Schedules also identify when records may be destroyed. The Library Director is responsible for ensuring that relevant staff are aware of the provisions in the schedule and following them.

c) Identification of Library Records

The records of the Library are important assets. The Michigan Penal Code, MCL 750.491, provides that all official books, papers, or records created by or received in any of the State's political subdivisions, including the Library, are declared to be public property. This Record Retention Policy applies to all records, regardless of format (for example, paper, electronic, microform, microfilm, microfiche, magnetic tapes, and CD-ROM, or other more traditional media). If there is any question of whether a document is a record requiring retention, the Library Director should be consulted.

Michigan's Record Retention General Schedule #1 addresses the retention of "non-record" materials. These documents are broadly defined as drafts, duplicates, convenience copies, publications and other materials that do not document Library activities. These materials can be disposed of when they have served their intended purpose.

d) Record Retention and Preservation

The Library and its employees shall organize their records to promote fast and efficient retrieval of information. The Library has authority to determine the method of storage; however, it must be a reliable method of maintaining records and adaptive to changing technology. In addition, the Library must comply with the standards for reproduction under the Records Reproduction Act.

e) Employee Responsibility

All records are the property of the Library. No Library employee has, by virtue of his or her position, any right to such records, even though he or she may be named as the author, recipient, or custodian of them. Library employees may not take any records or copies of such records when they retire, resign, or otherwise terminate employment.

f) Disposal

Individuals responsible for the retention of the record (employees who create, send, or receive records) are also responsible for the destruction of the record following the retention period. Documents should be destroyed in a manner that ensures that all sensitive or confidential information can no longer be read or interpreted. This means that paper documents should be shredded, and electronic documents should be erased or otherwise rendered unreadable.

All employees should note the following general exception to any stated destruction schedule: If you believe, or the Library informs you, that Library records are relevant to litigation, potential litigation (i.e., a dispute that could result in litigation), government audit, FOIA request and response or investigation, then employees must preserve those records until the matter to which they relate has been finally resolved and Library legal council has approved their disposition. This exception supersedes any previously or subsequently established destruction schedule for those records. *If you believe that an exception may apply or have any questions regarding the possible applicability of that exception, please contact the Library Director.*

IV. Library Cards and Patron Records

4G. Borrowing Periods

DVDs and video games circulate for one (1) week. CD Roms and 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. Adult Books-on-CD circulate for two (2) weeks.

Hotspots circulate for two (2) weeks.

Cake pans circulate for two (2) weeks.

LeapFrog and LeapPads circulate for one (1) week.

Lucky Day books circulate for two (2) weeks. All other items circulate for three (3) weeks.

Downloadable eBooks, Audiobooks and Music circulate for 3,2, and 1 weeks respectively. Patrons can select the default loan periods for electronic material: eBooks for 1, 2, or 3 weeks; audiobooks for 1, 2, or 3 weeks; music for 5 or 7 days; videos for 3,5, or 7 days.

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 MeLCat are subject to the loan period of the lending library.

IV. Library Cards and Patron Records

4H. Renewal of Materials

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

Renewals will process automatically three (3) days before an item's due date or 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.

MeLCat items may be renewed one time and may be recalled by the owning library. There are no renewals on Lucky Day items or Hotspots.

IV. Library Cards and Patron Records

4I. Borrowing Limits

There is a limit of one hundred (100) items a borrower may have out at one time. Lucky Day items, software and games, and hotspots may be borrowed only by individuals with a valid White Lake Township Library card. New DVDs are limited to five (5) checkouts per card. Software and Games are limited to two (2) checkouts per card. Lucky Day books are limited to four (4) checkouts per card. Hotspots are limited to one (1) checkout per card.

IV. Library Cards and Patron Records

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.

IV. Library Cards and Patron Records

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 for most items.

Fines for new DVDs and video games are \$1.00 a day.

Fines for Lucky Day items are \$1.00 a day.

Fines for LeapFrog, LeapPads and VOX books are \$1.00 a day.

Fines for Hotspots are \$1.00 a day.

Fines for Cake Pans are \$1.00 a day.

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

Fines for items from other libraries may vary.

IV. Library Cards and Patron Records

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 video case, CD case, or audio cassette case: \$1.00.
- Lost CD from a multi-part, unabridged audiobook: \$10.00 per disk. Only when we can get single disk. Otherwise cost of the whole item.
- Lost barcode: \$1.00.
- Lost RFID tag: \$1.00.
- Lost LeapFrog pen: \$50.00
- Lost LeapPad unit (pen, case and three books): \$100.00
- Lost Tag Reader kit: \$50.00
- Lost Hotspot Unit/Battery - \$90
- Hotspot SIM Card - \$5
- Hotspot Power Cord - \$20
- Hotspot Case - \$20
- Cake Pan – Cost of pan

IV. Library Cards and Patron Records

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. The library retains the \$5.00 service charge and any overdue fines that have accrued.

IV. Library Cards and Patron Records

4N. Overdue Materials and Notices

A patron is notified via email or text when an item has not been returned twenty-one (21) days after the due date. A patron's record is billed for the cost of an item when it has not been returned after forty (40) days. Patrons incur overdue charges of \$.10 per day on most 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 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.~~

~~V. Policies Regarding Patron Behavior, Safety, and Security~~

~~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 and e-cigarettes. Persons who willfully violate these rules will be asked to leave the library, or when appropriate, be subject to arrest.~~

~~V. Policies Regarding Patron Behavior, Safety, and Security~~

~~5G. 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.~~

~~V. Policies Regarding Patron Behavior, Safety, and Security~~

~~5D. Dress and Attire~~

~~Proper attire, including shoes and shirt are required at all times.~~

~~V. Policies Regarding Patron Behavior, Safety, and Security~~

~~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.~~

~~V. Policies Regarding Patron Behavior, Safety, and Security~~

~~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.~~

~~V. Policies Regarding Patron Behavior, Safety, and Security~~

~~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.~~

~~V. Policies Regarding Patron Behavior, Safety, and Security~~

~~5I. Personal Communication and Entertainment Devices~~

~~Items such as, but not limited to 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.~~

V. Policies Regarding Patron Behavior, Safety, and Security

5B. Library Violations and Appeal Policy

a) Purpose.

The purpose of this policy is to provide a process for addressing violations of the White Lake Township Library policies. This Library Violations and Appeal Policy ("Policy") will set forth the process and procedure for violations of certain Library policies in which there is a violation and appeal provision, including but not limited to the Patron Behavior, Meeting Room, and Internet Use.

b) Library Director/Designee's Right to Suspend Privileges.

Upon determining that a Library policy has been violated, the Library Director or the Director's designee may restrict access to Library facilities with immediate dismissal of the patron from the premises, by suspending the patron's access to Library facilities for a set period of time, and/or by denying access to specific services and/or programs pursuant to this Policy. If necessary, the local police may be called to intervene.

c) Incident reports.

Library Staff shall record in the form of an Incident Report any violation of Library policy that resulted in a verbal warning or a suspension of Library privileges. By the end of the day on which the incident occurred, an Incident Report shall be written and forwarded to the Library Director for logging and review. The Incident Report should include physical descriptions in addition to the name of the patron. A copy of the limitation or suspension of privileges letter should be attached, if applicable.

d) Violation of the Policy – Suspension of Privileges.

- **General Violations.** Unless otherwise provided in Section V.B of this Library Violations Enforcement Policy, the Library shall handle violations as follows:
 - **Initial Violation:** Library patrons violating a Library policy will be asked to cease the violation with a verbal request. If the patron does not comply with the request, they will be asked to leave the building for the day. If they refuse, police may be called.
 - **Subsequent Violations:** The Director or the Director's authorized designee may further limit or suspend the patron's Library privileges if violations of the same rule continue. Such limitation or suspension shall be in writing specifying the nature of the violation. Subsequent violations of the same rule shall result in additional suspensions of increasing length.

- **Violations that Affect Safety and Security.** Violations of Library policy that affect safety and security, including but not limited to violations involving verbal abuse, violence, threatening behaviors, child pornography or obscenity, sexual harassment, vandalism, drug sale or use or attempted drug sale or use, intoxication, theft or attempted theft, physical harassment, sexual misconduct or any behavior that threatens the safety and security of staff and/or patrons shall be handled as follows:
 - o **Initial Violation:** The police will be called immediately if the conduct constitutes a violation or suspected violation of local, state, or federal law. Arrest or criminal prosecution may ensue. Violations of this nature will result in an immediate minimum two-week suspension of Library privileges in order to give the Library sufficient time to investigate the incident. After the investigation is completed, the Library Director or their authorized designee may add additional time to the initial limitation or suspension period.
 - o **Subsequent Violations:** The police will be called immediately if the conduct constitutes a violation or suspected violation of local, state, or federal law. Arrest or criminal prosecution may ensue. Subsequent violations of the same rule shall result in additional limitations or suspensions of increasing length. Such limitations or suspensions shall be documented, specifying the nature of the violation.

e) Reinstatement.

Before their privileges may be reinstated, the patron whose privileges have been limited or suspended shall attend a meeting with the Director or the Director's designee to review the Library policy that was the subject of the violation. The Director may also attach reasonable conditions to any reinstatement.

f) Right of Appeal.

Patrons may appeal a decision (1) to limit or suspend privileges or (2) to attach conditions to any reinstatement by sending a written appeal to the White Lake Township Library Board within ten (10) business days of the date the privileges were revoked or limited or the conditions were made. The appeal should be sent to the President of the Library Board. The decision of the Library Board is final.

Adopted by the White Lake Library Board of Trustees: October 22, 2025

5C. Service Animals in the Library

The White Lake Township Library (“the Library”) recognizes that patrons with disabilities may have service dogs or miniature horses that are trained to assist or accommodate a person with a sensory, mental, or physical disability or to perform tasks for the benefit of a disabled individual. The Library recognizes legal rights under federal and state laws regarding use of such animals. The Library also considers the safety and health of all its patrons, the public, and Library employees to be of utmost priority.

a) Background and Definitions

1. Service Animals

Service Animals are dogs that are individually trained to do work or perform tasks for people with disabilities, as defined by the Americans with Disabilities Act (ADA). A miniature horse that has been individually trained to do work or perform tasks as described in 28 CFR 36.104 for the benefit of a person with a disability is also considered a service animal. MCL 752.61. **No other animals shall be considered a service animal.**

Examples of such work or tasks include: guiding people who are blind; alerting people who are deaf; pulling a wheelchair; alerting and protecting a person who is having a seizure; reminding a personal with mental illness to take prescribed medications; calming a person with Post Traumatic Stress Disorder (PTSD) during an anxiety attack; or performing other duties.

Dogs whose sole function is to provide comfort or emotional support do not qualify as service animals under the ADA. The crime deterrent effects of an animal’s presence and the provision of emotional support, well-being, comfort, or companionship do not constitute work or tasks.

Comfort or emotional support animals are not permitted in the Library, except in a circumstance where a qualified individual with a disability seeks and is granted an accommodation permitting them to bring a comfort or emotional support animal in the Library.

2. Disability

The term “disability” with respect to an individual means:

- A. An individual with a physical or mental impairment that substantially limits one or more of the major life activities of such individual;
- B. An individual who has a record of such an impairment; or
- C. An individual who is regarded as having such an impairment.
- D. If an individual meets any one of these three tests, he or she is considered to be an individual with a disability for purposes of coverage under the ADA.

b) Policy

No pets or animals other than service animals or service animals in training are allowed in the Library. Owners of pets may be asked to remove them from the Library.

Individuals with disabilities may bring their service animals into all areas of the Library where members of the public are normally allowed to go. All service animals must be under full custody and control of their handler at all times. Also, all service animals must be on a leash or harness at all times unless the handler is unable to leash or harness the dog because of a disability or use of a leash or harness would interfere with the dog's safe, effective performance of work or tasks. If the service animal cannot be leashed or harnessed, it must be otherwise under the handler's control (e.g., voice control, signals, or other effective means). Owners of the service animal are solely responsible for the supervision and care of the service dog. Therefore, owners must keep the service animal directly with them at all times.

Users of service animals are not required to show papers or to prove a disability. Service animals are not required to be licensed or certified by a state or local government or training program, or be identified by a special harness or collar. Employees may only ask individuals two questions to determine whether an animal qualifies as a service animal:

1. Is the animal required because of a disability? and
2. What work or task has the animal been trained to perform?

Staff may not require documentation from the service animal owner. Also, staff may not ask the above questions if it is "readily apparent that the service animal is trained to do work or perform tasks for an individual with a disability."

Employees may not ask about the owner's disability.

A person with a disability may not be asked to remove their service animal or service animal in training from the Library unless the animal is out of control and the animal's handler does not take effective action to control it; or the animal is not housebroken. Owners are responsible for cleaning up after their animal and may be billed for cleaning fees. In these cases, Library employees must give the person with the disability the option to obtain Library services without having the service animal or service animal in training on the premises. Allergies, annoyance on the part of other patrons or employees, or fear of dogs are generally not valid reasons for denying access or refusing service to people with service animals or service animals in training.

c) Exceptions for Library Offerings

Pending approval by the Director or their designee, the Library may have animals in the building as part of its educational and recreational offerings. (ex. therapy dogs)

d) Animal Endangerment

The Library does not condone leaving non-service animals outside the Library in a way that may endanger the animal or Library patrons. The Library reserves the right to contact the police regarding any unattended animals on its premises. The Library also reserves the right to ban patrons who endanger animals in such a way,

in accordance with the Library's Safety Policy.

e) Grievances

The Library is committed to the equitable use of the Library for all its patrons. Any patron who feels their use of the Library has been compromised due to this policy should report grievances to the Director or their designee.

f) Citations and Related References

i) Americans with Disabilities Act (ADA) of 1990, Title II; 28 C.F.R. Section 35.136 (Revised September 15, 2010); Beginning on March 5, 2011, only dogs are recognized as service animals under Titles II and III of the ADA. MCL750.61 and MCL 750.502c recognizes trained miniature horses.

Adopted by the White Lake Library Board of Trustees: April 26, 2023

Revised: October 22, 2025

V. Policies Regarding Patron Behavior, Safety, and Security

5D. Security Camera Policy

a) Purpose

The purpose of security cameras is to enhance the safety and security of the White Lake Township Library ("Library") residents, staff, and property. The Library strives to take reasonable precautions to assure a safe and secure environment for its residents and staff. Because Library staff are unable to provide direct supervision over all areas within the Library and Library grounds, security cameras have been placed at selected locations to observe and record images of activities of persons in the Library and on Library grounds. Security cameras are also provided to assist the Library with enforcement of the Library's Patron Behavior Policy.

b) Signs

Signs will be posted at the Library entrances, informing the public that security cameras are in use.

c) Data Captured

The security cameras only capture video images. Conversations or other audible communication shall not be monitored or recorded by the security cameras.

d) Security Camera Locations

Security cameras may be installed in locations where individuals lack a reasonable expectation of privacy. Examples include common areas of the Library such as entrances, near book and media collections, public seating areas, public computers, and areas prone to theft or misconduct.

Cameras will not be installed in areas of the Library where individuals have a reasonable expectation of privacy, such as restrooms or private offices.

e) Security

The Library has no obligation to monitor the cameras in real time. As the cameras are not constantly monitored, Library staff and the public should continue to take appropriate precautions for their safety and for the safety of their personal property. The Library is not responsible for the loss of property or personal injury.

f) Surveillance Footage

Recorded video surveillance images made solely for security purposes that do not include images of any activity or any other document or record that identifies a person as having requested or lawfully obtained specific services, materials, or information resources from a Library are not considered a "Library Record" (as defined by the Michigan Library Privacy Act) and may be disclosed. Images may have to be blurred or redacted prior to release. The Library Director or his/her designee will determine whether the images can be disclosed without a court order or written consent, including whether to require a Freedom of Information Act Request. The surveillance videos shall be kept according to Library Policy 4F. Retention of Records.

Adopted by the White Lake Library Board of Trustees: August 27, 2025
Revised: October 22, 2025

V. Policies Regarding Patron Behavior, Safety, and Security

5E. Unattended Children

The White Lake Township Library welcomes children of all ages and strives to provide a safe and appropriate environment for all Library users.

However, Library facilities are public buildings, and any public place may be dangerous or frightening for a child who is left unattended for even a brief period of time. The Library is neither designed for nor licensed to provide childcare, and staff cannot serve as babysitters.

Responsibility for the care and safety of children using the Library rests solely with their parents, legal guardians, or responsible caregivers. Under no circumstances does the Library accept responsibility for a child while the parent, legal guardian, or responsible caregiver is out of the Library.

Parents, legal guardians, and responsible caregivers are also solely responsible for the behavior of children, regardless of age, in the Library.

Staff are not expected to monitor or supervise children and are not responsible if children leave the building on their own, with other persons, or are asked to leave due to policy violations.

General Rules & Age-Based Supervision:

- A "child" is defined as any person under the age of eighteen (18).
- A "vulnerable adult" is defined as an individual age 18 or older who, because of age, developmental disability, mental illness, or physical disability, requires supervision or personal care or lacks the personal and social skills required to live independently.
- A "Responsible Caregiver" is an individual who is responsible for monitoring or caring for a child or vulnerable adult and who must be at least 18 years old.
- Children under the age of 12 may not be left unattended in the Library by a parent, legal guardian, or responsible caregiver.
- More specifically, parents, legal guardians, or responsible caregivers must adhere to the following age-based supervision rules:
 - Children under the age of seven (7) years must have a parent, legal guardian, or responsible caregiver in their presence at all times, including during programming and trips to the restroom. An exception is allowed for Library programs specifically designated for children to attend alone, but the parent, legal guardian, or

responsible caregiver must remain in the Library for the duration of the program.

- o Parents, legal guardians, or responsible caregivers of children between seven (7) and eleven (11) years old must remain at the Library, though not necessarily in the presence of their child.

- o Children aged six (6) and under must be under close physical supervision by a parent, legal guardian, or responsible caregiver at all times, including during programs and visits to the restroom. Children six (6) and under may not be left alone in the Library.

- o Children twelve (12) years and older may be left on their own to attend Library programs or use the Library, unless staff determines the child needs supervision, assistance, or the child has demonstrated they cannot comply with Library Policy 5A Patron Behavior.

- o Children under the age of seventeen (17) using a meeting room must have an adult (age eighteen (18) or older) who signed the Meeting Room Rental application physically present to provide supervision.

- Children of any age who, because of a disability or medical issue, require supervision or personal care must be attended by a parent, legal guardian, or responsible caregiver at all times.

- Children must comply with Library policies at all times, including but not limited to the Library Policy 5A Patron Behavior and the Internet and Computer Workstation Policies 6A. through 6D. Children may be asked to leave for violating Library Policy.

- All unattended children must be picked up at least ten minutes before closing time. Parents, legal guardians, and responsible caregivers need to be aware of the Library's closing hours.

- Children twelve (12) years or older must know their telephone number and other contact information if they are unattended at the Library. It is a violation of Library policy not to immediately pick up your unattended child when the Library calls.

Procedures for Unattended Children During Operating Hours:

If a child under the age of twelve (12) is found to be unattended in any area of the Library:

- Library staff will attempt to contact a parent, legal guardian, or responsible caregiver when:
 - The health or safety of an unattended child is in doubt.
 - A child is frightened while alone at the Library.
 - The behavior of an unattended child or vulnerable adult violates Library policy.
- Library staff will stay with the child while attempting to locate the child's caregiver.
- Staff should notify the appropriate supervisor (e.g., Department Head, Librarian in Charge, Administration).
- Staff will identify the child and write down their name and phone number. Staff will then call to alert a parent, legal guardian, or responsible caregiver to the situation.
- If the parent, legal guardian, or responsible caregiver cannot be contacted by phone or does not arrive within 15 minutes, and when the safety of an unattended child is in doubt or the parent, legal guardian, or responsible caregiver cannot be located, Library staff is authorized to call the White Lake Township Police and ask them to assume responsibility for the child.
- If a child is 12 years or older and unattended, they should know their telephone number and other contact information.
- It is a violation of Library policy not to immediately pick up your unattended child if the Library calls. If a parent, legal guardian, or responsible caregiver is unreachable, staff will contact the White Lake Township Police and ask them to assume responsibility for the child.
- An Incident Report Form should be filled out and provided to the Director.

Procedures for Unattended Children at Closing:

- No stranded child shall be ejected from the Library at closing time.
- If a child is found unattended in the Library at closing, a minimum of two staff members will stay inside the Library with the child. One of these staff members should be the Manager/Librarian in charge.
- Staff will identify the child and write down their name and phone number. Staff will attempt to contact the parent, legal guardian, or responsible caregiver.
- Attempts will be made to reach a parent, legal guardian, or responsible caregiver during the first 15 minutes after the Library closes to the public.
- If a parent, legal guardian, or responsible caregiver cannot be located or does not arrive in a timely manner (within 15 minutes after closing), the White Lake Township Police will be notified and asked to assume care or responsibility for the unattended child.
- In no instance will staff take a child home.
- A minimum of two staff members must wait with the child inside the Library building until the parent, legal guardian, responsible caregiver, or police officer arrives.
- An Incident Report Form should be filled out and provided to the Director.

Violations, Enforcement, and Appeal

For information on the violations and appeal process, please see 5B.
Library Violations and Appeal Policy

Adopted by the White Lake Library Board of Trustees: May 28, 2009

Revised: November 19, 2025

VI. Internet and Computer Workstation Policies

The White Lake Township Library is committed to providing informational, educational, cultural, and recreational resources in a welcoming environment that offers the opportunity for the community to gather and grow, leading to enrichment, enjoyment, knowledge and lifelong learning.

6A. Use of Electronic Resources

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.

VI. Internet and Computer Workstation Policies

6B. Confidentiality

In general, the library will treat information stored on computers or records created as a 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.

VI. Internet and Computer Workstation Policies

6C. Children's Internet Protection Act (CIPA)

In compliance with the Children's Internet Protection Act, Public Law 106-554, the White Lake Township Library has installed either Net Nanny or Open-DNS filtering software on all computer and laptop workstations. While no filtering software can claim 100% success regarding minor's access to inappropriate sites, the software chosen does address compliance with the Act. We will provide unfiltered Internet access to adults for bona fide research or for any other lawful purpose. Scheduling may be a component regarding requests for unfiltered Internet access.

VI. Internet and Computer Workstation Policies

6D. 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 and the Internet 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
- modify any library screens or programs
- access sites, files or records inappropriate for public viewing, such as pornography, obscenity, sexually explicit material harmful to minors, violence or hate speech as defined by Michigan P.A 212 et al.

Printing is conducted through the library's 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. Heavy card stock and high gloss photo paper is prohibited.

Users may bring their own storage 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 a nominal fee. The library is not responsible for damage to a patron's flash drive or computer, or for any loss of data, damage or liability that may occur from use of the library's computers.

The library supplies ear buds for a nominal fee. (varies according to current cost). 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.

The library reserves the right to block sites that use a significant portion of the library's bandwidth.

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 or a valid card from a TLN library 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).
- Patron sessions are 120 minutes per day.

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

Children (under 12) accessing the Internet stations in the Adult area need to be 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 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 storage device 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 workstation 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 or a valid card from a TLN library 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).
- Patron sessions are 120 minutes in duration.
- 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.

d) Wireless Access

Free wireless Internet access is available throughout the White Lake Township Library, outdoor patio spaces, and parking lot.

e) Wireless Disclaimers

- The Library attempts to make wireless access as available as possible throughout the library and its exterior spaces but patrons may encounter

areas where wireless reception may be limited.

- The Library's wireless network is not secure. Information sent to and from a patron's notebook/laptop computer or other wireless device may be captured by another person with a wireless device and the appropriate software.
- Library staff is not able to provide technical assistance and no guarantee can be made that a wireless connection is always possible.
- The Library assumes no responsibility for the safety of equipment or for notebook/laptop computer or other wireless device configurations, security, or data files resulting from connection to the Library's wireless access.