Public Policy Manual

Revised 10/28/2026

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.

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I. Administrative Policies

1A. Hours of Operation

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

> Monday, Tuesday, Wednesday and Thursday from 10 a.m. to 8:00 p.m.
> Friday and Saturday from 10 a.m. to 5 p.m.

Adopted by the White Lake Library Board of Trustees: May 28, 2009
Revised: May 26, 2011, July 26, 2012, June 26, 2013, May 27, 2015, November 18, 2015

I. Administrative Policies

1B. Holidays

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

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

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 2026, it will be Saturday, December 26th.

Adopted by the White Lake Library Board of Trustees: May 28, 2009
Revised: May 26, 2011, July 26, 2012, June 26, 2013, May 27, 2015, November 18, 2015, July 27, 2022, June 26, 2024, March 26, 2025, March 25, 2026

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.

Adopted by the White Lake Library Board of Trustees: May 28, 2009
Revised: May 26, 2011, July 26, 2012, June 26, 2013, May 27, 2015, November 18, 2015

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

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Adopted by the White Lake Library Board of Trustees: May 28, 2009
Revised: May 26, 2011, July 26, 2012, June 26, 2013, May 27, 2015, November 18, 2015

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.

Adopted by the White Lake Library Board of Trustees: May 28, 2009
Revised: May 26, 2011, July 26, 2012, June 26, 2013, May 27, 2015, November 18, 2015

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.

Adopted by the White Lake Library Board of Trustees: May 28, 2009
Revised: May 26, 2011, July 26, 2012, June 26, 2013, May 27, 2015, November 18, 2015

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, or cultural materials. Permission may also be given to groups to use the library to serve as a collection site for civic endeavors. The outdoor electronic signage is for library use only.

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.

I. Administrative Policies

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.

Adopted by the White Lake Library Board of Trustees: May 28, 2009
Revised: May 26, 2011, July 26, 2012, June 26, 2013, May 27, 2015, November 18, 2015, February 25, 2026

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: May 26, 2011, July 26, 2012, June 26, 2013, May 27, 2015, November 18, 2015, 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.

Adopted by the White Lake Library Board of Trustees: May 28, 2009
Revised: May 26, 2011, July 26, 2012, June 26, 2013, May 27, 2015, November 18, 2015, August 28, 2019, April 24, 2024

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.

Adopted by the White Lake Library Board of Trustees: June 22, 2022
Revised: April 24, 2024

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.
- 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.

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- 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.

Adopted by the White Lake Library Board of Trustees: August 28, 2019
Revised: April 14, 2024, October 28, 2026

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.
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.

Adopted by the White Lake Library Board of Trustees: May 28, 2009
Revised: September 23, 2010, May 26, 2011, July 26, 2012, June 26, 2013, May 27, 2015, November 18, 2015, June 24, 2026

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.

Adopted by the White Lake Library Board of Trustees: June 22, 2022
Revised: June 26, 2024

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.

Adopted by the White Lake Library Board of Trustees: May 28, 2009
Revised: May 26, 2011, July 26, 2012, June 26, 2013, May 27, 2015, November 18, 2015

I. Administrative Policies

1O. 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.

Adopted by the White Lake Library Board of Trustees: May 28, 2009
Revised: May 26, 2011, July 26, 2012, June 26, 2013, May 27, 2015, November 18, 2015

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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.

Adopted by the White Lake Library Board of Trustees: May 28, 2009
Revised: May 26, 2011, July 26, 2012, June 26, 2013, May 27, 2015, November 18, 2015

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.

Adopted by the White Lake Library Board of Trustees: May 28, 2009
Revised: May 26, 2011, July 26, 2012, June 26, 2013, May 27, 2015, November 18, 2015

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.

Adopted by the White Lake Library Board of Trustees: May 28, 2009
Revised: May 26, 2011, July 26, 2012, June 26, 2013, May 27, 2015, November 18, 2015

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.

Adopted by the White Lake Library Board of Trustees: May 28, 2009
Revised: May 26, 2011, July 26, 2012, June 26, 2013, May 27, 2015, November 18, 2015, November 22, 2022, July 26, 2023

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

I. Administrative Policies

- 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

I. Administrative Policies

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.

I. Administrative Policies

Addendum 1 – EFT/ACH Approved Vendors List

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	$3,000
Payroll	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

I. Administrative Policies

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.

Adopted by the White Lake Library Board of Trustees: October 26, 2022.
Revised: February 28, 2023, June 28, 2023, July 26, 2023. September 27, 2023, February 26, 2025, July 23, 2025, September 24, 2025, January 28, 2026

I. Administrative Policies

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 six (6) and no more than nine (9) 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.

Adopted by the White Lake Library Board of Trustees: October 23, 2024
Revised: October 28, 2026

I. Administrative Policies

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[5] (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.

I. Administrative Policies

- 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.

I. Administrative Policies

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.

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[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

Adopted by the White Lake Library Board of Trustees: December 18, 2024

I. Administrative Policies

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

I. Administrative Policies

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

I. Administrative Policies

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.

Adopted by the White Lake Library Board of Trustees: May 28, 2025

I. Administrative Policies

1 X. Capitalization Policy

a) Purpose

The White Lake Township Library shall maintain a record of general fixed (capital) assets that meet the criteria outlined below, to facilitate the safeguarding of those assets and to be utilized in the preparation of the Library's annual audited GAAP – Full Accrual financial statements.

b) Capitalized Asset Definition & Thresholds

Fixed assets are tangible or intangible assets that have a useful life of more than one year, and the initial cost is equal to or greater than $1,000. (A group of assets with a cost equal to or greater than $2,000 will meet the capitalization threshold as well.) The cost of capitalized assets will include all expenditures necessary to make an asset ready for use (i.e., delivery, installation, calibration, set-up, programming, and placement in service). Examples include –

- **Tangible Assets**: Physical items such as buildings, major building renovations or improvements, land, land improvements, equipment, vehicles, computers, furniture, and library collections.
- **Intangible Assets:** Non-physical items such as major website development/ improvements, software licenses, copyrights, or patents.
- **Groups:** Ten computers costing $500 each, RFID reader/writer/pads, related equipment/accessories.

Individual items costing less than $1,000 should be expensed unless purchased as part of a larger project that collectively meets the threshold. Expenditures with a cost greater than $1,000 for services (or other items not meeting the definition of a capitalized asset under this policy) and a term/life of 12 months or greater should be recorded as a prepaid expense and amortized over its appropriate term/life.

Expenditures for repairs or maintenance of existing assets that extend the asset's useful life, increase the asset's operating efficiency, or improve the quality of goods or services produced by the asset will fall under the provisions of this policy.

Assets are acquired through library expenditure, donation, or construction. Donations shall be recorded at the estimated fair market value. Cost of constructed assets will include both the materials used, the cost of labor involved, and other costs necessary to place the constructed asset in service (i.e., design, permits, etc.).

Improvements to existing assets that fall under this policy will generally be recorded using the Capitalization of new costs method. Include the cost of the improvement

(net of any consideration received from the disposition of the old component) as a debit to the related asset account, without removing the original cost and accumulated depreciation of the original component. This approach is acceptable only if the book value of the original component has been reduced to an immaterial amount through prior depreciation.

c) Leased Assets

For purposes of modified accrual reporting, assets recorded under an operating lease as defined in FASB ASC 842, no asset will be recorded, and the lease payments will be recorded as an expense to the statement of revenue and expenditures. For full accrual reporting purposes, operating leases (with a term greater than 12 months) will be recorded as directed under FASB ASC 842 (and other related GAAP guidance). Finance leases as defined under FASB ASC 842 will be recorded/disclosed pursuant to the rules of that standard under both methods of accounting, rather than this policy, whereby a right-of-use asset is recorded instead of a capitalized asset, and amortization of that right-of-use asset is recorded separately from depreciation recorded under this policy.

d) Reporting and Safekeeping

The Library Director (staff or an independent accounting services provider under the Director's supervision) shall annually add appropriate expenditures to the assets group and remove any assets sold, retired, or otherwise disposed of.
A physical inventory of the fixed assets shall be performed at least once every five years and reported to the Board of Trustees. An initial inventory shall be completed within 1 year of approval of this policy.

e) Disposals

When capitalized assets have been damaged, deemed obsolete, or no longer useful to library operations, the Director may dispose of such assets via a sale or abandonment/scrapping. Capitalized assets with a net book value of $1,000 or less may be disposed of at the Director's discretion without Board approval. Capitalized assets with a net book value greater than $1,000 may be disposed of upon recommendation by the Director and approval of the Board of Trustees. Proceeds from any disposition shall be recorded as revenue to the General Fund (under the library's modified accrual basis reporting).

f) Depreciation Categories & Estimated Useful Lives

Depreciation on all assets is provided on the straight-line basis over the following estimated useful lives:

I. Administrative Policies

Asset Categories	Estimated Useful Lives
Land	Not applicable
Building and building improvements	30 years
Land improvements	20 years
Library shelving	15 years
Furniture and equipment	10 years
Library collection	8 years
Computer/electronic equipment	5 years
Website development/improvements	3 years
Internally housed and owned software	3 years

The collection of library materials, including books, audiovisual items, music, microforms, and any other holdings deemed part of the collection, is a material asset due to the library's mission and purpose to the community. While individual collection expenditures may be below the $1,000 capitalization threshold noted above, the aggregate of library collection expenditures is treated as a collective amount to be capitalized as a group. The annual cost of supplies to maintain library collections is considered an improvement to the collection that extends its useful life or preserves/protects/stores the items, and thus should be capitalized with the direct costs of the collection on an annual basis.

g) Other

Works of art owned by the White Lake Township Library are not depreciated.

I. Administrative Policies

Assets capitalized under prior versions of this policy will continue to be classified (type and life) and depreciated under the prior criteria, but can be disposed of under the criteria of this policy.

This policy is effective for the entire year ended 12/31/25, and beyond, until amended.

This policy will be reviewed every three years or as needed to ensure compliance with changing laws, regulations, and best practices.

Adopted by the White Lake Library Board of Trustees: January 28, 2026

I. Administrative Policies

1 Y. Social Media Policy

a) Purpose.

The purpose of the Social Media Policy is to ensure effective promotion of the White Lake Township Library ("Library") services, resources, and events, and to ensure a reputation for outstanding community engagement and customer service on social media. The purpose of the social media accounts is to discuss library programs, events, and materials.

b) Definition of Social Media.

Social media is defined as electronic communication through which users create online communities to share information, ideas, personal messages, and other content. Social media would include any webpage or app through which the Library has an account and interacts with other users.

c) Authority over Social Media Accounts.

The Library Board has the authority to determine whether a particular social media site or network is used by the Library. This Policy only applies to official Library social media accounts. The social media accounts of individual employees or Board members are not subject to this Policy.

d) Usage Rules.

The Library operates and maintains social media sites as a public service to provide information regarding Library services, programs, materials, events, and activities. Although the Library welcomes the comments, posts, and messages of other social media users that relate to the Library and/or its programs and recognizes and respects differences in opinion, Library social media accounts and any interactive sections contained therein are limited public forums and are subject to review by Library employees. At the Library's sole discretion, the Library may turn off or limit any features that allow comments about or reactions to the Library's social media accounts.

If comments, posts, and messages are permitted, the Library reserves the right to (but is not required to) remove any comment, post, or message that it deems in violation of this Policy. The Rules are as follows:

- **Privacy:** Users should have no expectation of privacy when commenting on Library posts or tagging the Library. Comments and posts may be read by anyone once posted, regardless of one's friends, followers, or subscribers list. The Library advises users against posting their personal information or contact information on social media sites. Comments and posts may also be subject to disclosure under the Freedom of Information Act.

I. Administrative Policies

- **Library's Rights:** The Library reserves the right to reproduce comments and posts tagging the Library in other public venues (ex: testimonials). Reproductions of this nature may be edited for space or content, but the original intent of the comment or post will be maintained as much as practicable.
- **No Endorsement:** The Library is not responsible for the content of posts made by third parties, including patrons, reviewers, advertisers, and others who may post comments. Public posts by third parties do not reflect the positions of the Library, its employees, or any individual Board member.
- **Unauthorized Content:** To ensure a healthy, safe space to discuss Library services, resources, and events, content containing any of the following may be removed immediately from any Library social media forum:
    - Obscene, illegal, sexually harassing, threatening speech or nudity (in comment or profile pictures).
    - Any post that affects the safety and security of the Library, its property, patrons, and employees, or creates a hostile work environment.
    - Private or personal information, including phone numbers and addresses, or requests for personal information.
    - Comments, links, or information unrelated to the purpose of the limited public forum.Spam or other commercial messages.
    - Any postings that would violate the Michigan Campaign Finance Act, the Library Privacy Act, or other Michigan or federal laws.
    - Solicitation of funds.
    - Any comment, post, or other content that violates any person's intellectual property rights, including but not limited to violations of the Copyright Act.
    - Any information deemed harmful to minors in violation of the Michigan Library Privacy Act.
    - Any post that violates any Library policy.
    - Any visual content, links, or other content that falls into the above categories.
    - Any post that requires immediate action because the Library does not monitor its social media 24 hours a day.
    - Any document, information, or visual content that would be considered a Library record that is posted without permission of the patron or person identified in that record. For example, no picture of a Library program shall be posted without permission of every person in that picture.
    - Personal attacks targeting the physical appearance, identity, or personal characteristics of Library employees, volunteers, or Board members.
- **Third Party Usage Rules:** In addition, users are expected to abide by the terms and conditions set by third-party social media platforms as well as follow appropriate federal and state law.

I. Administrative Policies

e) Violations and Appeals.

The Library reserves the right to ban or block users who have posted in violation of this Policy or to delete posts or comments. To the extent the Library has sufficient contact information, the Library will message users whose content is deleted to explain the issue and notify the person of the action. Any person who has been blocked or whose post or comment has been deleted has the right to appeal that decision to the Library Board. The appeal should be sent to the Library Director within 10 business days of the (1) decision to block or ban, or (2) deletion of the post or comment, whichever is applicable. The Library Board shall decide the appeal.

f) General Complaints.

The Library asks that individual user complaints be sent directly to a manager or the Director so that they can be addressed efficiently. Social media is not the mechanism used by the Library to document or address Library user problems and concerns, or influence Library policy, procedures, or programs.

Adopted by the White Lake Library Board of Trustees: April 22, 2026

I. Administrative Policies

1 Z. Naming Rights Policy

a) Purpose

The White Lake Township Library Board of Trustees ("Library Board") considers the naming of a room in honor or memory of a living or deceased individual, corporation, foundation, or organization to be one of the highest distinctions it can bestow. White Lake Township Library ("Library") seeks to recognize persons who have supported the Library through substantial financial contributions by naming facilities, rooms, or designated areas in their honor.

b) General Definitions

The Naming Rights Policy includes internal features, such as rooms, outdoor areas, or gardens. Other items may be recommended for naming after consultation with the Library Director.

A room or area may include an enclosed room, designated areas such as a story-time corner, or an interior wall, and includes, but is not limited to, those listed in Addendum 3.

- A designated plaque or nameplate may include an inscribed commemorative thin, flat plate or tablet of metal, porcelain, etc., intended for ornament, as on a wall, or set in a piece of furniture. Consistent with current Library signage/design and subject to Library Director approval.
- A collection is a group of books, media, and other material items.
- Furnishings and equipment include furniture, computers, and similar articles that are not a fixed part of the building and have a short life span.
- Financial contributions or donations include outright gifts of money, securities, in-kind donations, and endowments.
- Donor includes the individual or entity that provides the financial contribution.
- A Naming Opportunity shall consist of the naming rights to any room, area, or item that the Library Board has approved for naming rights.

c) Applications and Approvals

- **Application:** Applications for Naming Opportunities of the Rooms, Areas, or Furnishings and equipment (Including but not limited to Addendum 3) should be submitted to the Library Director and should contain specific information in support thereof, including any guidelines on how the donated funds are to be used to support the named room or area, if applicable.

- **Library Board Approval:** The Application will be forwarded to the White Lake Township Library Board of Trustees for approval.

I. Administrative Policies

- **Exclusive Authority:** The Library has the exclusive right to approve or deny any request for naming rights. The Library Board shall be responsible for approving or denying rights pursuant to this policy.

d) Guidelines and Regulations

- **Library Mission:** All Naming Opportunities must be consistent with the Library's mission and goals.
- **Donations:** In order to be eligible for Naming Opportunities, the Library Board will determine the level of donation that would qualify for a particular Naming Opportunity, as set forth in Addendum 3 (which may be amended from time to time). A Donor may contribute multiple financial contributions that merit recognition.
- **No Property Interest:** A Naming Opportunity is not intended to and does not create a property interest.
- **Contract Required:** The Donor and the Library shall enter into a contract that establishes the naming rights, term, termination, and other issues that the Library determines are relevant to the Naming Opportunity. The contract documents must be finalized before the Library Board issues final approval for a Naming Opportunity.
- **Name Selected:** The room or area may be named by the Donor, or it may retain or be given a functional title, and the Donor will be recorded as its sponsor. The name of the area shall be agreed upon and included in the Contract.
- **Duration:** Naming Opportunities will not extend beyond the normal life of the room or area. Naming Opportunities will normally remain in place for a period of no longer than ten (10) years, although a plaque acknowledging the donation will remain in the location in perpetuity, so long as it aligns with the Library's missions and goals. However, the duration of any specific Naming Opportunity shall be set forth in the Contract, and the term of the Contract shall govern. At the end of the Contract, the current donor has the right of first refusal for naming rights. The Library will notify the current donor at least 90 days prior to the contract's expiration. The donor shall have thirty (30) days from receipt of such notice to accept the terms offered by the Library for renewal of the naming rights.
- **Community Service:** A proposal for naming a room or outdoor area in honor of a member of the community will also be considered when that person has given distinguished service to the Library that merits recognition in the Library's history.

I. Administrative Policies

The Library Board has exclusive authority to determine whether these naming rights are terminable at the exclusive authority of the Library Board.

- **Deferred Gifts with Naming Rights:** Deferred gifts are those gifts that are committed for Library use in the present but received by the Library in the future. There may be many forms of such gifts. Deferred gift assets become available for investment by the Library when a donor transfers cash or assets to the White Lake Township Library and obtains, in exchange, a life income based on the value of donated assets. The forms in which gifts may currently be established include, but are not limited to, charitable gift annuity (no trust); charitable remainder unitrust; charitable remainder annuity trust; pooled income fund (pooled trust); and charitable lead trust. Each deferred gift plan will have a mutually signed agreement that specifies the type of plan, amount of the income payments, and the purpose and use of the deferred gift. Once accepted, the Library Board may determine whether naming rights are provided with the gift.

- **Termination or Change of Naming Rights:** The Contract shall set forth the reasons for termination of any naming rights, including but not limited to non-payment of funds to the Library. The Library also reserves the right to terminate the Contract if the Library Board determines in its reasonable and good faith opinion that circumstances have changed such that the Naming chosen by the Donor would adversely impact the reputation, image, mission, or integrity of the Library. Any request to rename, add, or remove a name from a Naming Room or Area within the Library should include documentation pertaining to the original approval and subsequent name change proposal.

- **Change in Library Structure or Use:** If Names must be removed for new construction, or in the event the building is drastically altered through construction, the Library Board shall reserve the right to add/alter gift recognition, including the room's naming. Any donor plaques displaced because of this will be rededicated in an alternative location in accordance with the timeframe developed for the original gift. When a named room has reached the end of its useful life and will be replaced or substantially renovated, the replaced or renovated space may be renamed in recognition of a new donor or honoree. Appropriate recognition of earlier donors or honorees shall be included in, or adjacent to, new, renovated, or redeveloped facilities.

- **Dedication Ceremony and Plaque:** A plaque will be installed at or near the named Area. The Library Board reserves the right to choose the wording, size, location, and style of the plaque. An appropriate dedication ceremony may be planned and conducted.

I. Administrative Policies

Addendum 3 – Leave a Legacy List of Rooms and Areas

Adult Area Seating	$1,500
Adult Information Desk	$24,000
Adult Patio	$35,000
Children's Learning Computers	$20,000
Circulation Desk	$45,000
Display Cases (2 separate cases)	$2,000 each
Drive-up Window	$10,000
Fireplace Reading Area	$50,000
Friends Work Room	$40,000
Garage	$100,000
Gathering Place Community Room	$250,000
Gathering Place Patio	$280,000
Idea Lab	$120,000
Indoor Book Returns	$5,000
Maple Room	$15,000
Portico	$350,000
Outdoor book returns	$10,000
Study Rooms (5 separate rooms)	$5,000 each
Teen Gaming Area	$25,000
Walnut Room	$20,000
Young Adult Seating (Per Seat)	$1,500
Youth Animal Chairs (Per Chair)	$1,500
Youth Early Literacy Area	$40,000
Youth Information Desk	$20,000
Youth Patio	$140,000

*All listed amounts represent a one-time contribution per sponsorship.

Adopted by the White Lake Library Board of Trustees: May 20, 2026

I. Administrative Policies

1 AA. Public Relations / Media / Photography Policy

With the following Public Relations/Media/Photography Policy ("Policy"), the White Lake Township Library ("Library") intends to ensure that the public receives consistent and accurate information about Library policies, procedures, programs, and services and to protect the privacy of all users of Library services and facilities.

a) Points of Contact

The Board President and the Library Director are the designated points of contact and the official spokespeople for the Library. Members of the Library Board may respond to inquiries or speak about Library matters in their individual capacities; however, no employee or Board member shall represent or imply that they are speaking on behalf of the Library unless expressly authorized to do so by the Library Board.

b) Press Releases, Promotional Materials, and Media Appearances

The Library Director approves all press releases or statements to the press and all promotional materials prior to being issued from the Library. All requests for interviews by the media should be directed to the Library Director and the Library Board President. They shall have the authority to determine if an interview is to be conducted.

c) Crisis Management

If there is a crisis or incident in the Library that requires police or emergency services intervention, the Library Director or the most senior staff person at the Library at the time of the incident shall call 911, if possible. The person shall then inform the Library Board President. Depending upon the situation and acting in compliance with the Open Meetings Act, the Library Board of Trustees shall be contacted if necessary and as timely as the situation will allow. If an emergency Library Board meeting is required, the Library shall convene such a meeting in compliance with the Open Meetings Act.

d) Photography

1) **Photography -- Other than Library Staff, Employees, Board Members, or Agents**.

- **Casual Photography**

  The Library will not regulate visitors and patrons who engage in casual filming and photography while present in public areas of the Library building and grounds, subject to the provisions of this policy.

I. Administrative Policies

For purposes of the photography policy, "public areas" are defined as areas available to the public where individuals do not have a reasonable expectation of privacy from being viewed by other patrons. These areas can include, but may not be limited to, lobbies, vestibules, or meeting rooms. Areas in the Library where there is a reasonable expectation of privacy for individuals include restrooms, private offices, staff areas not in view of the public, study rooms, material stacks, or other areas, and/or event areas where photography is prohibited by signage. For all other areas, other than "public areas," the person must obtain permission from the Library Director or designee to photograph or video.
Only handheld cameras may be used. Because of safety, liability, and other concerns, the use of additional equipment, such as tripods or lighting, is not permitted.

- **Commercial Photography**

The Library permits commercial photography on or in its buildings and grounds if a written request is submitted and approved by the Library's Director or designee. Commercial use includes taking portraits, filming, movie-making, and similar activities for profit.

- **Liability**

Persons involved in taking photographs or videos of any kind are solely liable for any damages, lawsuits, or other claims that result from their activities on Library property. They also have sole responsibility for obtaining all necessary releases and permissions required by law from persons who can be identified in any photograph or video or for copyrighted materials. The Library has no responsibility to obtain these releases or permissions. Persons involved in taking photographs and videos are also solely responsible for any copyright, intellectual property, criminal, or other violations of law.

- **No Endorsement**

The Library does not endorse any content of photographs or videos taken in the Library or on Library property.

- **Violations and Appeal**

Library staff members shall enforce any violations of Library policy, including the Patron Behavior Policy. Library staff members will intervene if filming or photography appears to potentially compromise public safety or security. This

Policy does not give photographers the right to violate Library policy, including the harassment provisions contained more fully in the Patron Behavior Policy. If a person has violated Library policy, the appeal provisions in policy 5B. Library Violations and Appeal Policy shall govern any appeals. Any person denied the right to take pictures, videos or capture images in the Library not as a result of policy violations, may appeal that decision within ten (10) days of receiving such denial to the Library Board. This provision does not apply to any meeting that is open to the public pursuant to the Michigan Open Meetings Act.

2) Photography – By Library Staff, Employees, Board Members, or Agents.

If Library employees or personnel, take videos or obtain images and such videos or images contain pictures or videos of visitors to or patrons of the Library, Library must obtain prior written permission and release for use of the photo or video by the proposed subject of the photo or video. This includes photos taken and/or used by the Library. Copies of these permission slips and releases are to be provided to the Library. Requests for permission to photograph or video minors under the age of eighteen (18) must be signed by the minor's parent or legal guardian.

3) Open Meetings Act Exception

This Policy does not apply to recording or taking pictures of any meeting that is open to the public pursuant to the Michigan Open Meetings Act.

Adopted by the White Lake Library Board of Trustees: June 24, 2026

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

Adopted by the White Lake Library Board of Trustees: May 28, 2009
Revised: May 26, 2011, July 26, 2012, June 26, 2013, May 27, 2015, November 18, 2015

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.

Adopted by the White Lake Library Board of Trustees: May 28, 2009
Revised: May 26, 2011, July 26, 2012, June 26, 2013, May 27, 2015, November 18, 2015

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.

Adopted by the White Lake Library Board of Trustees: May 28, 2009
Revised: May 26, 2011, July 26, 2012, June 26, 2013, May 27, 2015, November 18, 2015

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.

Adopted by the White Lake Library Board of Trustees: May 28, 2009
Revised: May 26, 2011, July 26, 2012, June 26, 2013, May 27, 2015, November 18, 2015

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.

Adopted by the White Lake Library Board of Trustees: May 28, 2009
Revised: May 26, 2011, July 26, 2012, March 27, 2013, June 26, 2013, May 27, 2015, November 18, 2015

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.

Adopted by the White Lake Library Board of Trustees: May 28, 2009
Revised: May 26, 2011, July 26, 2012, June 26, 2013, May 27, 2015, November 18, 2015

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 White Lake Township Library circulation desk or the drive-up window, and may not be returned in the book drop, 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 or the drive-up window and may not be returned in the book drop, 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

Addendum 2 – Idea Lab Library of Things Lending Program

WAIVER AND RELEASE OF LIABILITY AGREEMENT

PLEASE READ CAREFULLY – THIS IS A LEGAL DOCUMENT

1. Eligibility

- Borrower must be 18 years or older and hold a valid library card in good standing.
- If under 18, a parent or legal guardian must sign on behalf of the minor.

2. Assumption of Risk

- I acknowledge that use of equipment and any supplies provided by the Library involves inherent risks, including but not limited to:
    - Personal injury (cuts, burns, electric shock)
    - Property damage
    - Equipment malfunction
- I voluntarily assume all risks associated with borrowing and using this equipment and any supplies provided by the Library.

3. Condition and Proper Use

- I agree to inspect the equipment and any supplies provided by the Library before use and confirm it is in an acceptable condition.
- I will use the equipment and any supplies provided by the Library only for its intended purpose, following all manufacturer instructions and safety guidelines.
- I will not allow any other person to use the equipment and any supplies provided by the Library.

4. Financial Responsibility

- I agree to return the equipment and any supplies provided by the Library in the same condition as borrowed (reasonable wear and tear excepted).
- I am responsible for repair or replacement costs if the equipment and any supplies provided by the Library are lost, stolen, damaged, or returned incomplete.

II. Special Services and Special Collections

5. Release and Waiver

- In consideration of being permitted to borrow equipment and any supplies provided by the Library, I hereby:
    - Waive, release, and discharge the White Lake Township Library, its officers, employees, volunteers, and affiliates from any and all claims, demands, or causes of action for injury, death, or property damage arising from my use of the equipment and any supplies provided by the Library, whether caused by negligence or otherwise.
    - Agree that this waiver applies to me, my heirs, executors, and assigns.

6. Indemnification

I agree to indemnify and hold harmless the White Lake Township Library from any claims or liabilities arising from my use or misuse of the equipment and any supplies provided by the Library.

7. No Warranties

The equipment and any supplies provided by the Library are provided "AS IS" without any warranties, express or implied, including fitness for a particular purpose.

8. Michigan Law

This agreement shall be governed by the laws of the State of Michigan. Nothing herein shall be construed as a waiver of any governmental immunity available under Michigan law.

Borrower Name:_____

Library Card #:_____

Signature:_____

Date: _____

(If under 18) Parent/Guardian Name & Signature:_____

Adopted by the White Lake Library Board of Trustees: May 22, 2024
Revised: January 22, 2025, December 17, 2025, May 20, 2026

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.

The drive-up window will accept holds for pickup, fine payments, and returns of specialty or non-standard items, when appropriate, for patron convenience, provided the transaction does not impede service flow.

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.

Adopted by the White Lake Library Board of Trustees: December 13, 2023
Revised: May 20, 2026

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.

III. Reference and Information Services

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.

Adopted by the White Lake Library Board of Trustees: May 28, 2009
Revised: May 26, 2011, July 26, 2012, June 26, 2013, May 27, 2015, November 18, 2015

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.

Adopted by the White Lake Library Board of Trustees: May 28, 2009
Revised: May 26, 2011, July 26, 2012, June 26, 2013, May 27, 2015, November 18, 2015

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.

III. Reference and Information Services

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.

Adopted by the White Lake Library Board of Trustees: May 28, 2009
Revised: May 26, 2011, July 26, 2012, June 26, 2013, May 27, 2015, November 18, 2015

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.

Adopted by the White Lake Library Board of Trustees: May 28, 2009
Revised: May 27, 2010, May 26, 2011, July 26, 2012, June 26, 2013, May 27, 2015, November 18, 2015

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.

III. Reference and Information Services

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.

III. Reference and Information Services

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:

_____

_____

_____

_____

_____

_____

_____

III. Reference and Information Services

*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.

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

IV. Library Cards and Patron Records

4A. Library Cards

a) Acquiring a Library Card

The White Lake Township Library permits all White Lake Township residents or property taxpayers of White Lake Township the privilege of obtaining a library card.

At the time of registration, the patron is asked to provide their 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 check out 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 check out materials.

b) Library Cards for Temporary Residents and Township-Affiliated Patrons

Temporary residents must provide both permanent and temporary addresses. If you work or own a business in White Lake Township, you may obtain a library card by presenting documentation confirming employment or business ownership. Examples include pay stubs, employer letters, or business registration documents.

c) Institutional Cards

The White Lake Township Library will issue a library card in the name of a school, long-term care facility, or licensed residential care community. The institution assumes the same responsibilities of an individual cardholder regarding fines or bills for overdue or lost items.
Local businesses, governmental, and social agencies are not eligible for an institutional card.

IV. Library Cards and Patron Records

d) MILibraryCard

White Lake Township Library cardholders are eligible to acquire a MILibraryCard, 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 MILibraryCard unless a local library permits the loan of other resources. The rules of the lending library apply to the borrower, including fines and fees for any loans made through MILibraryCard. 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 materials checked out on that card up to the time it was reported lost or stolen. The card will be replaced at no charge to the patron.

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.

Adopted by the White Lake Library Board of Trustees: May 28, 2009
Revised: May 26, 2011, July 26, 2012, June 26, 2013, May 27, 2015, November 18, 2015, July 22, 2026

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.

Adopted by the White Lake Library Board of Trustees: May 28, 2009
Revised: May 26, 2011, July 26, 2012, June 26, 2013, May 27, 2015, November 18, 2015

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.

Adopted by the White Lake Library Board of Trustees: May 28, 2009
Revised: May 26, 2011, July 26, 2012, June 26, 2013, May 27, 2015, November 18, 2015

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.

Adopted by the White Lake Library Board of Trustees: May 28, 2009
Revised: May 26, 2011, January 25, 2012, July 26, 2012, June 26, 2013, May 27, 2015, November 18, 2015, July 26, 2017, June 26, 2024, July 24, 2024, August 28, 2024

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.

Adopted by the White Lake Library Board of Trustees: May 28, 2009
Revised: May 26, 2011, July 26, 2012, June 26, 2013, May 27, 2015, November 18, 2015

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.*

Adopted by the White Lake Library Board of Trustees: May 28, 2009
Revised: May 26, 2011, July 26, 2012, June 26, 2013, May 27, 2015, November 18, 2015, June 26, 2024, July 24, 2024

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.

Adopted by the White Lake Library Board of Trustees: May 28, 2009
Revised: May 26, 2011, January 25, 2012, July 26, 2012, June 26, 2013, May 27, 2015, November 18, 2015

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.

Adopted by the White Lake Library Board of Trustees: May 28, 2009
Revised: May 26, 2011, January 25, 2012, July 26, 2012, June 26, 2013, May 27, 2015, November 18, 2015

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.

Adopted by the White Lake Library Board of Trustees: May 28, 2009
Revised: May 26, 2011, January 25, 2012, July 26, 2012, June 26, 2013, May 27, 2015, November 18, 2015, November 17, 2021

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 reshelved 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.

Adopted by the White Lake Library Board of Trustees: May 28, 2009
Revised: May 26, 2011, July 26, 2012, June 26, 2013, May 27, 2015, November 18, 2015

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.

Adopted by the White Lake Library Board of Trustees: May 28, 2009
Revised: May 26, 2011, January 25, 2012, July 26, 2012, June 26, 2013, May 27, 2015, November 18, 2015, May 22, 2024

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

Adopted by the White Lake Library Board of Trustees: May 28, 2009
Revised: May 26, 2011, January 25, 2012, July 26, 2012, June 26, 2013, May 27, 2015, November 18, 2015, May 22, 2024

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.

Adopted by the White Lake Library Board of Trustees: May 28, 2009
Revised: May 26, 2011, July 26, 2012, June 26, 2013, May 27, 2015, November 18, 2015

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.

Adopted by the White Lake Library Board of Trustees: May 28, 2009
Revised: May 26, 2011, July 26, 2012, June 26, 2013, May 27, 2015, November 18, 2015

V. Patron Behavior, Safety, and Security

5A. Patron Behavior

a) Introduction.

The White Lake Township Library (the "Library") is open for specific and designated civic, educational, and cultural uses, including reading, studying, writing, participating in scheduled Library programs, and using Library materials. In order to provide resources and services to all people who visit the Library facilities in an atmosphere of courtesy, respect, and excellent service, the Library Board has adopted this Patron Behavior Policy. The purpose of the Patron Behavior Policy ("Policy") is to assist the Library in fulfilling its mission as a community resource enriching life, stimulating intellectual curiosity, fostering literacy, and encouraging an informed citizenry.

The following rules of conduct shall apply to all buildings (interior and exterior), all grounds controlled and operated by the Library ("Library Property"), and to all persons entering in or on to Library property, unless otherwise specified.

b) Rules for a Safe Environment.

- **Violations of Law.** Committing or attempting to commit an activity in violation of federal, state, or local law, ordinance, or regulation (including but not limited to assault, indecent exposure, larceny, removing Library material from Library property without authorization through the approved lending procedures, vandalism, or copyright infringement) is prohibited.
- **Weapons.** The Library seeks to provide a safe and secure environment for all patrons, staff, and visitors. Patrons must comply with all applicable state and federal laws regarding the possession of weapons on library property. Failure to comply may result in removal from Library premises and/or suspension of Library privileges pursuant to Public Policy 5B Library Violations and Appeal Policy, and may also result in referral to law enforcement when appropriate.
- **Alcohol; Drugs.** Possessing, selling, distributing, or consuming any alcoholic or intoxicating beverage, illegal drug, or drug paraphernalia is prohibited; provided that alcohol may be permitted at certain Library-sponsored events if specifically approved by the Library. Persons noticeably under the influence of any controlled substance or alcohol, or intoxicating liquor, are not allowed on Library property.

V. Patron Behavior, Safety, and Security

- **Recreational Equipment and Personal Transport Devices.** Use of skateboards, rollerblades, roller skates, or other wheeled forms of recreational equipment (including toys that can be ridden or wagons) is not allowed in the Library or on Library property. Library patrons must park bicycles or other recreational vehicles only in authorized areas. Wheelchairs, scooters, and other power-driven mobility devices are permitted in by those individuals with disabilities in accordance with Library rules, unless a particular type of device cannot be accommodated because of legitimate safety requirements.
- **No Blocking of Doors, Aisles, or Entrances.** All doors, aisles, and entrances must remain obstacle-free. This includes a prohibition of running power cords across aisles or other areas that are used for walking.
- **Animals.** Animals are not permitted in the Library other than service animals (as defined by law) for those individuals with disabilities, those used in law enforcement, or for Library programming. Animals may not be left unattended or be off-leash on Library property. Please see Public Policy 5C. Service Animals in the Library
- **Incendiary Devices.** The use of incendiary devices, such as candles, matches, and lighters, is prohibited inside the Library.
- **Staff Only Areas.** Patrons shall not be permitted in any areas designated as "staff only" unless otherwise permitted by the Library Director.
- **School Groups.** School groups using the Library must have approval of the Library Director and must have a teacher and other appropriate staff present to ensure that the students use the Library in conformance with these rules.

c) Rules for Personal Behavior.

- **Personal Property.** Personal property brought into the Library is subject to the following:
    - The Library staff may limit the number of parcels carried into the Library. The Library may also limit the size of items; for example, the Library prohibits large items such as suit cases, duffel bags, or large plastic garbage bags. Items must be small enough to fit under a chair at the Library.
    - The Library is not responsible for personal belongings left unattended, and Library staff are not permitted to guard or watch personal belongings.
    - The Library does not guarantee storage for personal property.

- Personal possessions must not be left unattended or take up seating or space if needed by others.

- **Food and Beverages**. Food and beverages are only permitted in designated areas.
  - Patrons are expected to clean up after themselves, discarding trash in appropriate containers and notifying staff immediately of any spills.
  - Drinks are limited to re-sealable containers, remaining covered/lid kept on and secure.
  - No food or beverages are allowed at public access computer tables and Idea Lab equipment areas.
  - Food and drink are permitted in meeting rooms, with Library Management approval, and must be contained to the meeting rooms. Please see Public Policy 1K. Meeting Room Reservations.
  - Food must be in enclosed containers or individually wrapped; no open plates of food.
  - Delivery of food cannot be accepted within 100 feet of the main doors, or in designated Library emergency and accessible parking areas.
  - Staff will not accept food or beverage delivery for patrons.
  - The Library is not responsible for food items that have been delivered but not accepted by a patron and left unattended on Library property.
  - With Library Management approval, groups hosting events in partnership with the Library may have food and drink restrictions waived.
  - The Library is aware that the reaction of individuals to food allergies may result in serious medical conditions and reminds all persons with food allergies that:
    - From time to time, food is served during Library programs and activities.
    - The Library is not responsible for allergens consumed at library events.
    - Patrons with food allergies are responsible for monitoring food served by the Library.
    - Responsibility for monitoring minors rests with the parent, guardian, or caregiver.
    - The Library will attempt to make available a list of ingredients for food served at Library programs.

    - The Library does not monitor food brought in by outside groups.

- **Unauthorized Use.** Patrons must leave the Library property promptly at closing time and may not be in the Library when it is not open to the public. The Library does not permit overnight parking in the Library's parking lot. Further, any patron whose privileges to use the Library have been denied may not enter the Library or be on Library property. Any patron whose privileges have been limited may not use the Library in any manner that conflicts with those limits placed on the patron by the Library Director, their designee, or the Library Board.
- **Engaging in Proper Library Activities**. Patrons shall be engaged in activities associated with the use of the Library while in the building or on Library property. Patrons not engaged in reading, studying, writing, participating in scheduled Library programs, or using Library materials shall be required to leave the Library and shall not remain on Library property. This includes sleeping on Library furniture, the floor, or outside on Library property.
- **Considerate Use.** The following behavior is prohibited in the Library or on Library property:
    - Spitting;
    - Running, pushing, shoving, fighting, throwing items, provoking a fight, or other unsafe physical behavior;
    - Climbing on furniture;
    - Using obscene or threatening language or gestures;
    - Engaging in sexual behavior (1) that is a violation of the law, (2) which can reasonably be expected to disturb Library users or staff while such staff or patrons are in the Library or on Library property, or (3) that interferes with the Library patrons' use of the Library or the ability of the staff person to do his or her job.
- **Panhandling or Soliciting for Money, Products, and Services.** Panhandling or soliciting Library staff or patrons for money, products, or services inside the Library or on Library property is prohibited. Sales of products or services that are incidental to Library programming may be permitted if approved in advance by the Library Director.
- **Interference with Staff.** Patrons may not interfere with the staff's performance of duties in the Library or on Library property. This includes engaging in conversation or behavior that monopolizes or forces the

attention of staff for an inappropriate period, inappropriate personal comments, sexual advances, or physical and/or verbal harassment.

- **Campaigning, Petitioning, Interviewing, Protesting, and Similar Activities.** Please see Public Policy 1H. Campaigning, Petitioning, Interviewing, Protesting, and Similar Activities.
- **Sales.** Selling merchandise on Library property without prior permission from the Library Director is prohibited.
- **Distributions; Postings.** Distributing or posting printed materials/literature on Library property not in accordance with Library policy is prohibited. Please see Public Policies: 1E. Materials on Pamphlet Racks, Bulletin Board, and Other Surfaces and 1F. Approval for Posting
- **Restrooms.** Misuse of restrooms, including laundering, sleeping, shaving, excessive personal grooming, hair cutting or trimming, bathing, and sexual activity, is prohibited. Unless a parent or guardian is assisting a child or a patron is assisting a person with a disability, there shall only be one person to a stall. Library materials may not be taken into restrooms.
- **Harassment.** Photographing, video recording, audio recording, staring at, following, stalking, harassing, arguing with, threatening, talking or behaving in a manner (1) which can reasonably be expected to disturb Library users or staff while such staff or patrons are in the Library or on Library property; (2) that interferes with the Library patrons' use of the Library or the ability of the staff person to do his or her job is prohibited; (3) would create or may result in a hostile work environment for Library staff; and/or (4) that violates Michigan or federal law.
- **Loud Noise.** Producing or allowing any loud, unreasonable, or disturbing noises that interfere with other patrons' use of the Library or which can be reasonably expected to disturb other persons or have the intent of annoying other persons, including yelling, cheering, talking (with others or in monologues) or noises from electronic, entertainment, and communication devices, such as cell phones, tablets, headphones, and radio, is prohibited. Patrons may use headphones or earbuds, but at a volume that cannot be heard by other Library patrons or staff. Adults may read aloud to children in the Youth Area, provided that they are reading in a voice that would not reasonably disturb others.
- **Odor.** Offensive odor, including but not limited to body odor due to poor personal hygiene, overpowering perfume or cologne, or odors from or items brought into the Library, that causes a nuisance, is prohibited. (For example,

if the patron's odor interferes with staff or other patrons' use of the Library, the patron violates this Policy).

- **Phones.** Phones shall be placed on silent or vibrate mode upon entering the Library. Quiet conversations utilizing phones or other electronic devices are allowed. Staff have the right to request a patron move to another location to complete their phone conversation. Patrons are expected to end phone conversations before approaching a Library service desk.
- **Library Policies.** Patrons must adhere to all Library Policies.
- **Identification: Masks.** Patrons must provide identification to Library staff when requested. A mask, hood, or device by which any portion of the face is so hidden, concealed, or covered as to conceal the identity of the wearer is prohibited on Library property, except for persons wearing head covering or veils pursuant to religious, medical, or public health reasons.
- **Tables or Structures on Library Property.** No person may use or set up a table, stand, sign, or similar structure on Library property. This does not apply to Library-sponsored or co-sponsored events.
- **Smoking, Tobacco, or Marijuana Use.** Smoking, using e-cigarettes, vaping, electronic nicotine delivery systems, or chewing tobacco is prohibited on Library property. Using, smoking, or possessing marijuana on Library property is also prohibited.
- **Attire.** All patrons are expected to be fully dressed, including shoes and shirt, at all times while on Library property. Visible or damp swimming suits left uncovered are not considered to be appropriate attire. No bras or sports bra tops allowed without a proper full shirt over the top. No one with uncovered undergarments will be permitted on Library property.
- **Patron Use of Children's Area and Computers:** The Youth area of the Library is intended for use by children (age 11 or younger) and the parent, guardian, or caregiver who accompanies them. Computers located in the Youth area are for children and adults who are accompanying a child. Adults who are not accompanied by a child may browse the collection but may not remain or be seated in the Youth area. In the interests of protecting children, any patron may be asked to leave the area if they are not using the Youth area for its intended purpose.

d) Rules for the Use and Preservation of Library Materials and Property.

- **Care of Library Property.** Patrons must not deface, vandalize, or damage. or improperly use or improperly remove Library materials, equipment,

furniture, or buildings. Patron shall not load or install any programs or software on Library computers. Patrons shall be responsible to reimburse the Library for costs incurred by the Library for violating this provision. Patrons shall not cause damage by returning materials containing bedbugs, cockroaches, or other pests or by bringing such pests into the Library.

- **Internet Use.** Patrons must abide by established time limitations and all other provisions of the Public Policy VI. Internet and Computer Workstation Policies.
- **Equipment.** Library staff computers are for staff use only.
- **Authorized Lending.** Library materials may only be removed from the premises with authorization through established lending procedures.
- **Use of Tables and Computers.** The number of people seated at a table must not exceed the number of chairs assigned to that table. Standing around tables is not permitted, and chairs may not be moved or added from other areas. This ensures a safe, accessible, and respectful environment for all users.

e) Violations and Appeal.

The Library Director or the Director's designee may restrict access to Library facilities pursuant to the terms of Public Policy 5B. Library Violations and Appeal Policy.

Adopted by the White Lake Library Board of Trustees: May 28, 2009
Revised: May 26, 2011, January 25, 2012, July 26, 2012, June 26, 2013, May 27, 2015, November 18, 2015, January 28, 2026

V. 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:

  - **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.

  - **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.

V. Patron Behavior, Safety, and Security

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

V. Patron Behavior, Safety, and Security

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.

V. Patron Behavior, Safety, and Security

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. 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.

V. Patron Behavior, Safety, and Security

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. 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.

    - 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.
    - 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.
    - 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.
    - 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.

V. Patron Behavior, Safety, and Security

- 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

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Adopted by the White Lake Library Board of Trustees: May 28, 2009
Revised: May 26, 2011, July 26, 2012, June 26, 2013, May 27, 2015, November 18, 2015, November 19, 2025

VI. Internet and Computer Workstation Policies

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.

Adopted by the White Lake Library Board of Trustees: May 28, 2009
Revised: May 26, 2011, July 26, 2012, June 26, 2013, May 27, 2015, November 18, 2015

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.

Adopted by the White Lake Library Board of Trustees: May 28, 2009
Revised: May 26, 2011, July 26, 2012, June 26, 2013, May 27, 2015, November 18, 2015

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.

Adopted by the White Lake Library Board of Trustees: May 28, 2009
Revised: May 26, 2011, July 26, 2012, June 26, 2013, May 27, 2015, November 18, 2015

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, legal guardians, and responsible adults are responsible for the use of these resources by their own minor child or vulnerable adult. The first time a user 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.

Computer workstations are available on a first-come, first-served basis.
Printing is conducted through the Library's time management software. Users are required to add monies to their account before printing.
Black-and-white copies are $.10 per page, and $.25 per page for color. The printing charge for the user's own paper is $.10 per page for Black and White and $.25 per page for color.

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 user'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 offers earbuds for a nominal fee and provides a limited number of headphones for in-library use at the public workstations. Library staff assistance is limited to basic tasks such as starting programs, saving, and printing. Assistance beyond a few minutes will require an appointment.

VI. Internet and Computer Workstation Policies

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 user, 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) Adult Services Public Workstations

In order to use a public workstation at the White Lake Township Library, a user should have a valid White Lake Township Library card, a valid card from a TLN Library, or they may request a Guest Pass.

- If not in use, a user can log on to a public workstation by typing in their Library card number and their PIN (Personal Identification Number), or the Guest Pass number.
- User computer sessions are limited to 180 minutes per day, with extensions available if no one is waiting.

Children under 12 may use the public workstations in the Adult area only when a parent, legal guardian, or responsible caregiver is physically present at the workstation, as required by P.A. 212.

Unsupervised minors can be denied use of public workstations. The Library reserves the right to limit the number of people working at any individual public workstation.

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

VI. Internet and Computer Workstation Policies

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 user's storage device or computer, or for any loss of data, damage, or liability that may occur from use of the Library's public workstations.

The Library reserves the right to end a public workstation session at any time. Public workstation sessions terminate five (5) minutes before the Library closes.

c) Children's Services Workstations
In order to use a public workstation at the White Lake Township Library, a juvenile user should have a valid White Lake Township Library card, a valid card from a TLN Library, or they may request a Guest Pass.

- If not in use, a user can log on to a public workstation by typing in their Library card number and their PIN (Personal Identification Number), or the Guest Pass number.
- User computer sessions are limited to 180 minutes per day, with extensions available if no one is waiting.
- Computers in the Children's Services Department area are intended for users under the age of 12.

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

e) Disclaimers
- The Library attempts to make wireless access as available as possible throughout the Library and its exterior spaces, but users may encounter areas where wireless reception may be limited.
- The Library's wireless network is not secure. Information sent to and from a user'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.

VI. Internet and Computer Workstation Policies

- 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

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