



TO: Plymouth District Library Board **DATE:** May 11, 2022
RE: Code of Conduct Policy **FROM:** Shauna Anderson,
Update, First Reading Director

As a part of our annual objectives, I have been reviewing the library's public policy manual with the management team. The Code of Conduct was flagged by our attorney as an especially important policy that could use updating. We received a template from our attorney and personalized the regulations to align with our own institutional needs.

I bring the drafted policy before the board today to allow opportunities for dialog before I submit it for approval next month.

Public Policies

Using the Library

Code of Conduct

I. Introduction

The Plymouth District 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 and all branches – interior and exterior – and all grounds controlled and operated by the Library ("Library facilities") and to all persons entering in or on the premises, unless otherwise specified.

II. Rules for a Safe Environment

A. 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 the property without authorization through the approved lending procedures, vandalism or copyright infringement) is prohibited.

B. Weapons. Carrying guns, pistols or other weapons, except as specifically permitted and exempt from local regulation by law, is prohibited.

C. 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 alcoholic or intoxicating liquor are not allowed on Library property.

E. Recreational Equipment and Personal Transport Devices. Use of skateboards, rollerblades, roller skates, or other wheeled form of recreational equipment 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 by those individuals with disabilities in accordance with Library rules, unless a particular type of device cannot be accommodated because of legitimate safety requirements.

F. 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.

G. 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.

H. Incendiary devices. The use of incendiary devices, such as candles, matches, and lighters, is prohibited inside the Library.

I. Staff Only Areas. Patrons shall not be permitted in any areas designated as "staff only" unless otherwise permitted by the Library Director.

J. 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.

K. Unaccompanied Minors. Children under the age of 8 years old must be accompanied by an adult caregiver.

III. Rules for Personal Behavior

A. Personal Property. Personal property brought into the Library is subject to the following:

1. 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 suitcases, duffle bags or large plastic garbage bags. Items must be small enough to fit under a chair at the Library.

2. The Library is not responsible for personal belongings left unattended and Library staff is not permitted to guard or watch personal belongings.

3. The Library does not guarantee storage for personal property.

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

B. Food and Beverages. Food and beverages are only permitted in designated areas.

C. Unauthorized Use. Patrons must leave the Library promptly at closing time and may not be in the Library when it is not open to the public. Further, any patron whose privileges to use the Library have been denied may not enter the Library. 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, his or her designee, or the Library Board.

D. Considerate Use. The following behavior is prohibited in the Library or on Library property:

1. Spitting;

2. Running, pushing, shoving, fighting, throwing items, provoking a fight or other unsafe physical behavior;

3. Climbing on furniture;

4. Using obscene or threatening language or gestures;

5. 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.

E. Panhandling or Soliciting. 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.

F. 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 of time, inappropriate personal comments, sexual advances, or physical and/or verbal harassment.

G. Campaigning, Petitioning, Interviewing and Similar Activities. As a limited public forum, the Library reserves the right to regulate the time, place, and manner for campaigning, petitioning, interviewing, survey-taking, pamphleteering, canvassing and soliciting on Library grounds as follows:

1. Campaigning, petitioning, interviewing, survey-taking, pamphleteering, canvassing, and soliciting are prohibited inside the Library building.

2. Campaigning, petitioning, interviewing, survey-taking, pamphleteering, canvassing, and soliciting outside the Library building but on Library property are subject to the following requirements:

- a. Persons or groups are requested to sign in at the Checkout Desk in advance.

- b. 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.

- c. Permitted areas for campaigning, petitioning, interviewing, survey-taking, pamphleteering, canvassing and soliciting outside of the Library building shall be limited to the area .

- d. No person shall block ingress or egress from the Library building.

- e. Permitted times will be limited to the operating hours of the Library.

- f. Campaign material, literature or petitions may not be brought into the Library, posted at the Library or left on Library property.

H. Sales. Selling merchandise on Library property without prior permission from the Library Director is prohibited.

I. Distributions; Postings. Distributing or posting printed materials/literature on Library property not in accordance with Library policy is prohibited.

J. Restrooms. Misuse of restrooms, including laundering, sleeping, shaving, 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.

K. Harassment. Staring, photographing, video recording, audio recording, 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; (3) would create or may result in a hostile work environment for Library staff; and/or (4) that violates Michigan law is prohibited.

L. 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.

M. Odor. Offensive odor, including but not limited to body odor due to poor personal hygiene, overpowering perfume or cologne, or odors from 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).

N. Library Policies. Patrons must adhere to all Library Policies.

O. 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.

P. 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.

Q. Shirts and Shoes. Shirts and shoes are required for health reasons and must be always worn inside the Library and on Library property.

R. Photography. All patrons must seek permission from the Library Director or designee before taking photos or filming at the Library. Unless attending a meeting that is open to the public under the Open Meetings Act, official identification must be shown. Unattended children may not have their pictures taken.

IV. Rules for the Use and Preservation of Library Materials and Property

A. Care of Library Property. Patrons must not deface, vandalize, 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 books containing bedbugs or bringing bedbugs into the Library.

B. Internet Use. Patrons must abide by established time limitations and all other provisions of the Library Internet Use Policy.

C. Equipment. Library staff computers are for staff use only.

D. Authorized Lending. Library materials may only be removed from the premises with authorization through established lending procedures.

V. Violations

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, or by denying access to specific services and/or programs pursuant to this Policy. When necessary, the local police may be called to intervene.

A. Incident Reports. Library staff shall record in writing in the form of an Incident Report any violation of this 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 report should include physical descriptions in addition to the name of the patron. A copy of the suspension of privileges letter should be attached, if applicable.

B. Violation of the Policy – Suspension of Privileges. Unless otherwise provided in this Policy, (see Section C below), the Library shall handle violations as follows:

1. *Initial Violation:* Library patrons observed violating this Policy will be asked to cease the violation with a verbal request. If the patron does not comply with the request, he or she will be asked to leave the building for the day. If he or she refuses, the police may be called.

2. *Subsequent Violations:* The Library Director or the Library Director's authorized designee may further limit or suspend the patron's Library privileges if infractions continue. Such limitation or revocation shall be in writing specifying the nature of the violation. Subsequent violations of the same rule shall result in additional suspensions of increasing length.

C. Violations that Affect Safety and Security. Violations involving verbal abuse, violence, threatening behaviors, 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:

1. *Initial Violation:* The police will be called immediately. If the conduct constitutes a 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 his/her designee may add additional time to the initial limitation or suspension period.

2. *Subsequent Violations:* The police will be called immediately. If the conduct constitutes a violation of local, state, or federal law, arrest or criminal prosecution may ensue. The Library Director or the Library Director's authorized designee may further limit or suspend the patron's Library privileges in escalating responses,

which will be documented in writing. Subsequent violations of the same rule will result in additional suspensions of increasing length.

D. Reinstatement. The patron whose privileges have been limited or suspended shall attend a meeting with the Library Director or the Library Director's designee to review the Library Patron Behavior Policy before their privileges may be reinstated. The Library Director may impose conditions for the reinstatement.

VII. Right of Appeal

Patrons may appeal (1) a decision to limit or suspend privileges or (2) the conditions placed on reinstatement by sending a written appeal to the Library Board within ten (10) business days of the date of the decision. The appeal should be sent to the President of the Library Board. The decision of the Library Board is final.

Borrowing

REGISTRATION

All persons wishing to borrow materials from the Plymouth District Library must have a valid Plymouth District Library card. In the case of residents of communities with whom there exist reciprocal borrowing agreements, a library card from their home library will be honored. Patrons may also be asked to register separately for specific Library programs or services.

ELIGIBLE BORROWERS

District Residents

All residents or property owners of record of the Plymouth District Library district are eligible to receive all Library services from the Plymouth District Library. In order to receive a Library card, the individual must show (1) proof of identity and (2) proof of residency. The following documents will satisfy those requirements:

Proof of Identity: To show identity (referred to in this policy as "Proof of Identity"), a person must provide any of the following documents that contain a photo:

- a state or government issued ID
- employment ID
- School ID

Proof of Residency: To prove residency (referred to in this policy as "Proof of Residency"), a patron must provide a current copy of any of the following:

- State issued ID with current address
- Property tax receipt
- Voter registration card
- Government issued ID with current address
- Utility bill or credit card bill issued within the last 90 days
- Bank check with imprinted current name and current address
- Bank statement issued within the last 90 days
- Vehicle registration
- Certificate of residency

- School transcript or report card
- Mortgage, lease, or rental agreement
- Pay stub or earnings statement with your name and current employer

TLN Reciprocal Residents

Patrons who are a valid member of a library within The Library Network (TLN) community are

eligible to borrow materials from the Plymouth District Library. TLN library card holders shall not

have access to the Library's digital resources. To borrow materials from Plymouth District Library, TLN members must present (1) proof of identity and (2) their home library card.

Business Cards

Individuals who are employed by or own a business located in the Plymouth District Library district, but who do not reside in the Plymouth District Library district are eligible for Business cards. There is no charge for these cards, but they will be honored only at the Plymouth District

Library. Business card patrons are eligible to receive all services from the Plymouth District Library. Proof of current employment and Proof of Identity must be presented. Proof of employment must include the employee's name, the name and address of the company, and

must be dated within the past year. Examples of acceptable documents include paystubs, employee IDs, or a document with the necessary information on company letterhead.

Business

cards expire after three (3) years, but may be renewed.

MILibraryCard

The Plymouth District Library participates in the MILibraryCard Statewide Library Card program.

The Plymouth District Library also honors MILibraryCard cards from other libraries.

MILibraryCard borrowers are subject to all PDL circulation policies and procedures.

MILibraryCard holders shall not have access to the Library's digital resources, including but not

limited to Overdrive. MILibraryCard holders are also prohibited access to any materials or

services that are restricted to Plymouth District Library residents only by contract.

[Students in P-CCS eligibility]

Non-Resident Borrowers

Non-resident registration is required by all library patrons who are not eligible for the District

Resident/TLN Reciprocal Card or the Business Card. Non-Resident Borrowers are eligible to receive all services from the Plymouth District Library, excluding any that are restricted to Plymouth District Library residents only by contract. Non-Resident Borrowers shall have unrestricted use of the Library's facilities and programs and have the same circulation privileges as District residents.

The non-resident card is good for one year and may be used only at the Plymouth District Library. To obtain a Non-Resident Card, the individual must show Proof of Identity. A charge for a non-resident card shall be established by the Library Board, and no portion shall be refunded for any reason. The non-resident card is good for one cardholder. Non-resident cards purchased at other TLN member libraries will not be honored at the Plymouth District Library.

Temporary cards

If a resident of the District presents Proof of Identity, but cannot present proof of current residency within the District, they may be issued a Temporary card. TLN reciprocal borrowers

who can present Proof of Identity but cannot present their home library card may also be issued

a Temporary card. Temporary cards are valid for 30 days, and are limited to 20 checked out items per card. Temporary card holders do not have access to digital resources, including Overdrive.

[Add: Teacher Cards]

RENEWAL OF LIBRARY CARDS

A patron may renew their library card by presenting Proof of Identity and Proof of Residency. Their card will be renewed for a period of three years. TLN reciprocal borrowers must present Proof of Identity and their home library card at the time of renewal. Business card borrowers must present proof of identity and proof of current employment.

CARDS ISSUED TO MINORS

In the case of children under 18, the signature and identification of a parent or guardian will be required. In accordance with the Michigan Library Privacy Act (PA 455 of 1982), parents will be unable to obtain information regarding materials checked out from the Library by their children unless they agree in writing to be responsible for payment or return of those materials.

DELINQUENTS

Per the Fine Schedule, patrons will be charged fines for overdue materials, and will be blocked from Library privileges once their fines reach certain limits, defined by the Library Board. In the case of minor patrons, such bills or delinquent notices may be sent to the parent or legal guardian only if that parent or guardian accepts responsibility for the returned items as stated in the Michigan Library Privacy Act (PA 455 of 1982). The Library may use the services of a collection agency to settle overdue accounts. Delinquent patrons may also be prosecuted under such 'Failure to Return' ordinances that are in force in the City and Township of Plymouth.

CHECKING OUT MATERIALS

Library materials are not properly checked out until they have been processed through the circulation system and issued due dates. Limits may be imposed to stretch collections of materials in certain subject areas.

LOAN PERIODS

Loan periods will be established for types of library materials based on the adequacy of collections to meet general demand levels. Any material that remains checked out after the due date shall be subject to a fine.

HOLDS

Patrons may place holds on certain materials at the library. Patrons will receive a notice from the library when the item is available. Requested items will be held for the patron for a certain number of days and must be checked out on the account of the person placing the request. If a patron has placed a hold on an item currently available on the shelf, and that item has not yet been pulled for that patron, the item may be checked out by another patron physically at the library. The hold will be retained in the system, and the patron with the hold will be the next person to receive the item when it is returned.

RENEWALS AND EXTENSIONS OF LOAN PERIOD

Certain types of materials may be given extended loan periods or renewed for additional loan periods providing there have been no holds or reserves placed on them.

INTER-LIBRARY LOAN

The Plymouth District Library makes available an Inter-Library Loan service to complement its reference services. This service will be used to fill requests for items that the Library does not own or that have been lost in circulation. Patrons with temporary cards shall not have access to inter-library loan services.

CHECKING IN MATERIALS

Library materials are not considered returned until a staff member has received and checked them in. This policy also applies to items returned in the book drop.

BOOK DROP

A book drop may be provided to allow return of Library materials when the Library is closed. All materials returned before the Library opens are considered returned the previous business day.

LIBRARY FINES AND CHARGES

Patrons are responsible for all items checked out on their Library card. Charges for specific services may be established by the Library Board. Fines for overdue library materials and charges for damaged or lost items will be set by the Plymouth District Library Board and will be posted in the Library. Overdue fines will be charged for every day an item is out

after its due date, excluding days on which the Library is closed, up to certain limits imposed by the Plymouth District Library Board.

OVERDUE PROCEDURES

Notice will be sent at regular intervals to remind patrons to return overdue materials. Procedures may include billing notices and prosecution under 'Failure-to-Return' ordinances. Patrons experiencing unusual difficulty in returning materials or paying fines may advise the Director or Librarian-in-Charge, who may exercise discretion in determining the fine.

CLAIMS RETURNED

In the case of Library materials for which overdue notices are sent but are claimed to have been returned by the patron, acknowledgment of this will be made on the computer record, and shelves will be searched regularly by the Library staff for these items. Any such items that cannot be cleared must be assumed lost and are the responsibility of the patron.

LOST OR DAMAGED MATERIALS

Library materials that are lost or damaged beyond repair must be paid for by the patron who checked out the material. The Librarian will make a final determination as to whether a damaged item must be replaced and the cost for the item. Replacement cost plus a reprocessing fee will be assessed. A receipt will be issued to the patron for any such payment.

If full payment is made for damaged material, the patron may keep the item.

If lost material is returned within 60 days, the patron is entitled to a refund, minus the accumulated overdue fine and processing fee. The condition of the item will determine whether or not the item can be restored to suitable condition for public use.

LOST CARDS

It is the patron's responsibility to report the loss of a Library card. There may be a charge established by the Library Board for replacement of a lost card.

CIRCULATION RECORDS

Statistical information regarding the use of the Library may be gathered from circulation records for reporting purposes. However, library records, as defined under Michigan Public Act 455 of 1982 "The Library Privacy Act", are exempt from disclosure, and the confidentiality of such records shall be maintained by the Library to the extent permitted by law.

SPECIAL LOAN PROGRAMS

Special loan programs may be initiated to provide unique services for groups and organizations outside the Library facility. These special programs will be considered on a case-by-case basis, and judged on the basis of need, availability of resources, and their consistency with the goals, objectives, and policies of the Plymouth District Library. Overdue charges will be deducted from the deposit, and the overdue charges deducted from that deposit will be added to the Library's funds ten days after a billing notice has been sent to the patron.

NON-CIRCULATING MATERIALS

Materials designated 'Reference' are for in-Library use only.

Approved PDL Board July 15, 2014

Fines & Fees

LIBRARY FINES AND FEES

ITEM	LOAN PERIOD	RENEW	HOLD	FINE PER DAY	MAXIMUM FINE
ADULT & TEEN BOOKS	3 WEEKS	YES	YES	\$.10	\$5.00
LUCKY DAY BOOKS	3 WEEKS	NO	NO	\$.10	\$10.00
AUDIO BOOKS / PLAYAWAYS	3 WEEKS	YES	YES	\$.10	\$5.00
BLU-RAY – 1 DAY (Max of 2)	1 DAY	NO	NO	\$1.00	\$10.00
BOOK CLUB KITS	8 WEEKS	NO	YES	\$1.00	\$5.00
CDS	1 WEEK	YES	YES	\$.10	\$3.00
CRICUT CARTRIDGES (Max of 6)	3 WEEKS	NO	NO	\$1.00	\$10.00
DVDS & BLU-RAYS - FEATURE	1 WEEK	YES	YES	\$.50	\$5.00
NON-FICTION	3 WEEKS			\$.10	\$5.00

DVDS – 1 DAY	1 DAY	NO	NO	\$1.00	\$10.00
ENCYCLOPEDIAS	1 WEEK	NO	NO	\$.10	\$3.00
LAUNCHPADS (Max of 2)	1 WEEK	YES	YES	\$1.00	\$10.00
MAGAZINES	1 WEEK	NO	NO	\$.10	\$3.00
MAGNIFIERS	3 WEEKS	NO	NO	\$.10	\$10.00
MEDIA KITS & VOX AUDIO BOOKS	3 WEEKS	YES	YES	\$.05	\$3.00
MEL AUDIO/VISUAL	2 WEEKS	NO	NO	\$.10	\$5.00
MEL PRINT (INCL. AUDIOBOOKS)	4 WEEKS	1	NO	\$.10	\$5.00
SPECIAL YOUTH HOLIDAY BOOKS	1 WEEK	NO	NO	\$.05	\$3.00
VIDEO GAMES (Max of 5)	3 WEEKS	YES	YES	\$1.00	\$10.00
YOUTH BOARD BOOKS	3 WEEKS	YES	NO	\$.05	\$3.00
YOUTH BOOKS & PAPERBACKS	3 WEEKS	YES	YES	\$.05	\$3.00

YOUTH BOOKPACKS	3 WEEKS	YES	YES	\$.10	\$5.00
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OVERDUE LIMITS: UNDER \$50 TO CHECK OUT MATERIALS AND ACCESS DATABASES REMOTELY.

REPLACEMENT CHARGES: THE CHARGE FOR LOST OR DAMAGED ITEMS IS THE REPLACEMENT COST OF THE ITEM PLUS A \$2.00 PROCESSING FEE. THE REPLACEMENT COST OF AN ITEM WILL BE DETERMINED BY THE LIBRARIAN BASED ON THE CURRENT REPLACEMENT COST AS LISTED IN AVAILABLE SOURCES, EXCEPT THAT THE CHARGE FOR INDIVIDUAL CDS FROM CD BOOKS WILL BE \$8.00. THE COST FOR ITEMS NO LONGER AVAILABLE WILL BE THE DEFAULT COST IN THE LIBRARY'S RECORDS. IF THE LOST ITEM IS LOCATED AFTER IT HAS BEEN PAID FOR, THE LIBRARY WILL ISSUE A REFUND IF THE ITEM IS RETURNED WITHIN SIXTY (60) DAYS OF PAYMENT.

NON-RESIDENT CARD FEE IS \$150.00

COPIER AND PRINTING FEES ARE \$.10 PER PAGE FOR B & W; \$0.50 PER PAGE FOR COLOR for both printing and copying. 3D printing costs \$0.10 per gram of filament plus \$1 per hour of print time. Large-format printing costs \$0.40 per inch of the roll of paper.

MEETING ROOMS: GROUPS WILL BE CHARGED FOR DAMAGE TO ROOMS OR EQUIPMENT BASED ON THE COST OF REPAIR OR SPECIAL CLEANING REQUIRED.

ALTERNATE MEANS OF FINE REPAYMENT

UPDATED 12/1/21 kmp

ADA

INTERNET & COMPUTER USE

The Library allows access to a variety of electronic resources, including those available through the internet. Access to the internet is made available by means of Library-supplied computers, as well as through wireless access available to users from personal equipment. This policy applies to use of the internet by any means. No public computer provides support for all file types, browser plug-ins, or internet technologies. The Library recognizes this is a dynamic environment with content that constantly changes.

Plymouth District Library neither has control over resources offered through the internet nor has complete knowledge of what is on the internet. Information on the internet may be reliable and current, or may be inaccurate, out-of-date, and unavailable at times. Some content may be offensive. Library users access the internet at their own discretion. The internet is not governed by any entity, so there are no limits or checks on the kind of information contained there. Only a user can decide on the accuracy, completeness, and currency of the content.

Consistent with the [Library Privacy Act, MCL 397.601 et seq.](#) ("Privacy Act"), and this Internet & Computer Use Policy, Plymouth District Library respects the privacy of patrons when they use a library computer. Please refer to the Privacy Policy for more details.

FILTERING

In accordance with Michigan's Public Act 212 of 2000, the Library provides filtering on all teen and youth computers. Note, however, that no filter is 100% effective. Parents or legal guardians are responsible for their minor child's reading, listening, and viewing of material, including the internet.

In addition, if a patron requests a specific site to be unblocked from the filtering program, the Director, or their designee, will determine whether it contains obscene matter or sexually explicit matter that is harmful to minors. If it does not, the administrative staff may authorize the system-wide unblocking of the site. The patron will be informed of the decision in writing. The decision may be appealed in writing to the board, whose decision shall be final.

VIOLATIONS

The Library's computers, network, and internet connection may not be used for any illegal activity or in an unauthorized manner in violation of this internet & Computer Use Policy. Illegal acts will be prosecuted to the full extent of the law.

Users violating this policy will first be asked to comply. For individuals who repeatedly violate this policy after previous warnings, the Library reserves the right to prohibit use of its computers, network, internet connection, and/or the library for a period up to 72 hours by action of the staff member in charge. An individual may appeal this decision to the Library Director, or their designee.

The Library also reserves the right to prohibit use of the Library's computers, network, internet connection, and/or the library for a period of time exceeding 72 hours by action of the Library Director. In such instances, an individual will be informed of the decision in writing by certified mail, and may appeal this decision in writing to the Library Board, whose decision shall be final.

PRECAUTIONS

Software and other files downloaded from the internet may contain viruses or spyware that may infect other computers. Plymouth District Library is not responsible for damage or loss that may occur from use of the Library's computers.

Since the internet is not secure, patrons are responsible to ensure that their personal data is not compromised. Sending any information, including credit card numbers, via the internet is at the sole risk of the user. Plymouth District Library has no control over the security of this data.

A fee may be charged for material printed from Library computers.

PRIVACY

Plymouth District Library (“PDL” or “Library”) is committed to protecting patron privacy by treating personally identifiable information confidentially. Our commitment to patron privacy has deep roots in the law and in the ethics and practices of librarianship. The Library holds true to the values of the American Library Association, affirming that, “Privacy is essential to the exercise of free speech, free thought, and free association.” As such, we aspire to protect each library user’s right to privacy and confidentiality with respect to information sought or received and resources consulted, borrowed, acquired, or transmitted.

State law ([Michigan Library Privacy Act, P.A. 455, 1982](#)) protects library records from disclosure if a member of the public or the media requests them. Library records include any written or electronic record used to identify a patron. This includes, but is not limited to, borrowing history, name, address, telephone number, or email address. Although the Library does everything we can to protect patron privacy, there are times when we may be required by law to provide this information. Library records may be subject to disclosure to law enforcement officials per legal requirements, the [USA Patriot Act](#), or in a civil lawsuit. The Library may also be forbidden from reporting that patron records have been requested or obtained.

INFORMATION COLLECTED

The Library strives to collect the least amount of personally identifiable information necessary. We attempt to avoid creating unnecessary records. We avoid practices that might place patron information in public view without specific consent. Patrons may choose to submit personal information in order to use some library services. Personal information given to the Library will be treated as confidential, to the extent possible. We will not sell or license personal information. We will not disclose it to any third-party except those working under contract with the Library or as required by law.

We may collect the following personal information for access to Library services:

- Name
- Address
- Telephone Number
- Email address
- Date of birth

- Library barcode number
- Items currently checked-out, requested, canceled holds, and inter-library loans (MelCat)
- Overdue items (until returned)
- Fine history
- Sign-up information for library events

The Library does not keep a record of a patron's reading history beyond operational requirements. Once an item is returned, it is removed from the patron's account. Items with late fees will remain on their account until paid. Third-party vendors (see below section on third-party vendors), however, may keep a record of patron borrowing history.

We use analytical software to collect data about the use of our website; this data is kept by the Library and not readily accessible to outside parties. We use this information to make improvements on our website and to track trends. Personal information (name, address, etc.) is not tracked.

Our website collects the following data:

- Browser type
- Anonymized internet address
- Operating system type
- Web address of the page from which you linked to our site
- Device
- Network service provider
- Interaction data

Any personal information provided by a patron in email messages, web forms, in-person, via telephone, or other communications is only used for the purpose for which submitted.

Radio Frequency Identification (RFID) technology is used to check out library materials, keep a record of the library collection, and secure the collection from theft. RFID tags attached to items only contain the barcode number of the item. No personal library patron or transaction information is on the RFID tag.

ACCESS TO PRIVATE INFORMATION

All library patron records are considered confidential. Library records may only be disclosed to:

- Library staff performing job duties
- Cardholders upon proof of identity
- Parents or guardians of minor children (limited access)
- Anyone with written consent of the cardholder (limited access)
- Under legal compulsion, such as court order or subpoena
- Only those authorized by the cardholder or the cardholder's primary guardian will have access to a patron's record.

All library patrons can view and update their personal information. This can be done online or in person. Proof of your identity through photo identification is required to update information in person. A PIN is required to change this information online.

LIBRARY WEBSITE & COMPUTERS

HTTPS

The Library's website (plymouthlibrary.org) is encrypted via HTTPS. All communications between a patron's browser and the Library website are private.

COOKIES

A cookie is a small file sent to a browser by a website each time the site is visited. Cookies are stored on a local computer and can transmit personal information. Cookies are used to remember information about preferences on the pages that are visited.

Our library servers use cookies to verify that a person is an authorized user. This allows patron's access to licensed Library-affiliated or approved third-party vendors. Cookies obey the privacy settings that have been chosen in the browser. We will not share cookie information with external third parties.

DATA & NETWORK SECURITY

The Library uses software programs that monitor network traffic to identify unauthorized or malicious attempts to upload or change information or otherwise cause damage.

PUBLIC COMPUTERS

The Library does not keep a record of patron activities on any public-accessible computer or device made available for public use. Any record of browsing history and activities are removed upon log out. All personally identifiable information is purged immediately upon the end of the public computer session. An anonymous log is created that identifies only the computer terminal number, reservation time, and duration of the session.

EMAIL & MARKETING

Patrons may choose to subscribe to a variety of Library electronic mailing lists that promote Library news and activities. The mailing lists are serviced by an affiliated vendor. See below for information on how the Library works with third party vendors.

PRIVACY & THIRD-PARTY VENDORS

The Library enters into agreements with third-parties to provide online services, digital collections, streaming media content, and more.

Affiliated third-party vendors may collect and share patron information, including:

- Personally identifiable information patrons knowingly provide. This includes: when a patron registers for the site, provides feedback and suggestions, requests information, or creates shared content.
- Other information that could be used for identification. This includes: IP address, search history, location-based data, and device information.
- Non-personally identifiable information. This includes: ad views, analytics, browser information (type and language), cookie data, date/time of request, demographic data, hardware/software type, interaction data, serving domains, page views, and the web page visited immediately prior to visiting the site.
- Other data as described in the vendor's privacy policy and terms of use.

We make reasonable efforts to ensure that the Library's contracts, licenses, and offsite computer service arrangements reflect our policies and legal obligations concerning patron privacy and confidentiality. Our contracts address restrictions on the use, aggregation, sharing, and sale of information, particularly about minors.

The Library expects vendors to:

- Follow all privacy-related items in the vendor contract and licensing agreements.
- Conform to Library privacy policies.

- Refrain from collecting or sharing additional information about patrons, other than is needed for delivery of the library services provided.
- Have a publicly posted privacy policy.

Library patrons must understand when using remote or third-party vendor sites that there are limits to the privacy protection the Library can provide.

The Library also may suggest links to external websites that are not privacy-protected.

VIDEO SURVEILLANCE

Plymouth District Library has interior and exterior security cameras. Video is available to view by designated staff, or by third parties under legal compulsion.

BODY-WORN CAMERAS

Local police and public safety officers generally wear body-worn cameras. Police agencies do not engage in regular surveillance or patrols to the Plymouth District Library but do respond to calls for service. They can record patron contacts, interviews, and other events when recording could provide value as evidence. An officer does not need consent to record.

HANDLING OF LAW ENFORCEMENT REQUESTS

It is the policy of the Plymouth District Library to preserve the confidentiality and privacy of the registration and circulation records of its borrowers to the fullest extent permitted by law. Only the Director or their designee is authorized to receive or comply with requests from law enforcement officers. Library records are not made available to any agency of state, federal, or local government without a subpoena, warrant, court order or other legal document requiring us to do so. These orders must show good cause and be in proper form. Library staff are instructed to refer any law enforcement requests to the Library Director.

COMMITMENT TO PRIVACY

It is our policy to protect our patron's personally identifiable information from unauthorized disclosure. Library patrons who have questions, concerns, or complaints

regarding the Library's handling of their privacy and confidentiality rights should contact the Library Director. The Library reserves the right to change or modify this privacy policy at any time.

How we operate

ALA Code of Ethics

As members of the American Library Association, we recognize the importance of codifying and making known to the profession and to the general public the ethical principles that guide the work of librarians, other professionals providing information services, library trustees and library staff.

Ethical dilemmas occur when values are in conflict. The American Library Association Code of Ethics states the values to which we are committed, and embodies the ethical responsibilities of the profession in this changing information environment.

We significantly influence or control the selection, organization, preservation, and dissemination of information. In a political system grounded in an informed citizenry, we are members of a profession explicitly committed to intellectual freedom and the freedom of access to information. We have a special obligation to ensure the free flow of information and ideas to present and future generations.

The principles of this Code are expressed in broad statements to guide ethical decision making. These statements provide a framework; they cannot and do not dictate conduct to cover particular situations.

- I. We provide the highest level of service to all library users through appropriate and usefully organized resources; equitable service policies; equitable access; and accurate, unbiased, and courteous responses to all requests.
- II. We uphold the principles of intellectual freedom and resist all efforts to censor library resources.
- III. We protect each library user's right to privacy and confidentiality with respect to information sought or received and resources consulted, borrowed, acquired or transmitted.
- IV. We respect intellectual property rights and advocate balance between the interests of information users and rights holders.
- V. We treat co-workers and other colleagues with respect, fairness, and good faith, and advocate conditions of employment that safeguard the rights and welfare of all employees of our institutions.

- VI. We do not advance private interests at the expense of library users, colleagues, or our employing institutions.
- VII. We distinguish between our personal convictions and professional duties and do not allow our personal beliefs to interfere with fair representation of the aims of our institutions or the provision of access to their information resources.
- VIII. We strive for excellence in the profession by maintaining and enhancing our own knowledge and skills, by encouraging the professional development of co-workers, and by fostering the aspirations of potential members of the profession.
- IX. We affirm the inherent dignity and rights of every person. We work to recognize and dismantle systemic and individual biases; to confront inequity and oppression; to enhance diversity and inclusion; and to advance racial and social justice in our libraries, communities, profession, and associations through awareness, advocacy, education, collaboration, services, and allocation of resources and spaces.

Adopted at the 1939 Midwinter Meeting by the ALA Council; amended June 30, 1981; June 28, 1995; January 22, 2008; and June 29, 2021.

FOIA

Collection Development

I. Introduction

The mission of the Plymouth District Library is “Plymouth District Library shares resources to create connection and opportunity for our entire community, because we are stronger together.” The Library provides public access to general information and materials that further this mission. The purpose of this policy is to provide guidelines for the management of library materials, including criteria for selection, evaluation, maintenance, and de-selection.

II. Selection Criteria

The collection of the Library will focus on popular materials for a variety of ages and interests. Constraints considered by the Librarians may include space, availability, durability, format, and budget. More specifically, criteria that may be used when selecting items for the library collection include a combination of:

- Current and anticipated patron demand
- Popularity of the author and/or publisher
- Attention given by critics, reviewers, professional book selection aids and the public
- Inclusion in lists such as bestseller lists, prize winners, and other book lists generated by recognized authorities
- Subjects, titles, and authors with cultural, local, or historical significance
- Accurate and authoritative information
- Relationship to existing materials in the collection on the same subject (ie. to complete a series or to fill information gaps in the collection)
- Materials that support Library programming
- Materials that support Library goals related to diversity, equity, and inclusion
- Cost as related to estimated patron use
- Physical quality of format, such as durability and stability of binding or packaging
- A variety of formats which extend beyond books
- Reputation of the vendor and replacement policies
- Performance quality of audio/visual materials
- Access to information as defined in electronic licensing contracts

Selections for the youth and teen collections provide a variety of materials to meet the needs and appeal to the wide range of interests and reading abilities common to young people. Materials purchased for the youth and teen collections are subject to the same general selection criteria as those outlined for the adult collection. Librarians who manage collections for these age groups use their own expertise, professional journals, patron requests, and noteworthy lists and awards in the area of youth and teen literature to aid in their selection.

III. Requests for Specific Library Materials

Patrons may request specific items for inclusion in the Library's collection. Such items will be considered for purchase according to this collection management policy, or will be referred for inter-library loan.

IV. Gifts and Memorials

The Library will not purchase materials nor accept gift materials and bequests of private collections that do not meet the selection criteria principles. Gifted/donated materials are accepted only with the understanding that their inclusion in the collection is subject to the needs of the Library, and that the Library will sell or otherwise exclude unwanted materials as it sees fit. Gifts or bequests which have specific stipulations that are in conflict with the provisions of this collection development policy are not accepted.

V. Cooperatives and Resource Sharing

The Library participates in regional and state cooperative programs to provide access to information and materials for its patrons. Inter-library loan and reciprocal borrowing services are provided within the cooperative and participating libraries. They supplement and greatly expand local collections, remove geographic barriers, and are essential to libraries of all types and sizes.

VI. Preservation, Conservation, and Maintenance

The Library will attempt to maintain a healthy environment for housing the collection. In the event of a disaster, such as flooding, fire, smoke damage, etc., conservation and preservation will be attempted. Decisions for preservation recognize that not all items need to be given the same level of care, security, and attention. The Library will attempt to repair damaged library materials whenever the item's value warrants such an investment of time and resources. Items that are

damaged beyond in-house attempts at repair may be considered for replacement if they meet current collection management criteria as outlined in this document. Items that are damaged beyond repair will be recycled whenever possible.

VII. Evaluation and De-selection (Weeding)

The Library is committed to providing a dynamic, useful, inclusive, and up-to-date collection for the general public. As such, the Library will undertake de-selection (“weeding,” or removal of items from the collection) when appropriate. The Librarians will consider de-selection of library materials under the following circumstances:

- Materials in poor condition
- Obsolete, inaccurate, or superseded information
- Obsolete formats
- Space considerations
- Unnecessary duplication or extra copies
- Poorly used or under-circulated materials
- Presence of exclusionary structures such as racism and sexism

These criteria are by no means a comprehensive list. Data reported through the Library’s automation system will be analyzed to help librarians evaluate the collection. The Director or their designees will make the final judgment of materials to be withdrawn from the collection. De-selected materials may become part of the Friends of the Library book sale, be sent to online consignment-oriented resale systems, or be recycled where appropriate.

VIII. Intellectual Freedom

The Library is committed to free and open access to its collections and to connecting people with the world of ideas, information, and materials they wish to explore in a friendly, nonjudgmental manner. The Library is committed to providing trustworthy information, fighting all forms of disinformation, censorship, and barriers to free inquiry. The Library aspires to build a broad collection based on diversity and inclusion, to further our goal to “promote equity across our community and contribute to a welcoming, inclusive environment for all.” The Library will aim to build a collection that is culturally significant to its users, and which represents a variety of viewpoints, philosophies, and interests. Selection is not made on the basis of anticipated approval or disapproval, but rather on the

merits of a work, without regard to the origin, background, or views of those contributing to its creation. The Library endorses the American Library Association's [Library Bill of Rights](#) and its [Freedom to Read Statement](#). To that end, patrons are free to choose what they like from the collection, to reject what they don't like, but not to restrict the freedom of others to choose.

The juvenile and teen collections have been developed to share resources that create connection and opportunity for the Library's young patrons: infants through approximately twelfth grade. The Library does not stand in loco parentis, leaving the final responsibility for guiding a minor's selections to the parent or guardian. Parents are encouraged to take an active role in guiding their children's use of the library. Selection of materials for adults is not constrained by possible exposure to children or teenagers.

IX. Request for Reconsideration of Library Materials

If a citizen finds an item in the collection objectionable, they may file a formal request for re-examination of the item by completing a Citizen's Request for Reconsideration of Library Material form (Appendix A). Completed forms will be reviewed by the Director or their designee based on this policy, and a written response will be issued. If the citizen is dissatisfied with the staff response, they may request review by the Plymouth District Library Board of Trustees. The decision of the Board of Trustees is final. No library materials will be removed from the collection until all steps in the reconsideration process are completed.

Appendix A: Request for Reconsideration of Library Resources

If you wish to request reconsideration of library resources, please return the completed form to:
Library Director, Plymouth District Library, 223 S. Main, Plymouth MI 48170 Or email to:
director@plymouthlibrary.org

Name _____ Date _____

Address _____ City _____ State _____ Zip _____

Phone _____ E-Mail _____

Do you represent a group? If yes, please identify: _____

Resource on which you are commenting:

Title: _____ Author/Producer: _____

Format (book, magazine, display, DVD, music CD, etc.): _____

How was the material brought to your attention? _____

Have you read, viewed, or listened to this resource in its entirety? If not, what section(s) did you review?

Have you read reviews of the work? Yes No Please cite the reviews you consulted:

What concerns you about the resource? Why? (Use other side or additional pages as needed.)

Are there resources you suggest to provide additional information or other viewpoints on this topic?

Have you read the library's collection management policy? Yes No

Signature _____

Authorized by the Plymouth District Library Board of Trustees, Nov. 16, 1999

Finance Policy

Currently working through this with library board

Materials Retention