

INTERNET & LIBRARY DEVICE USE

Definition of Device: Anything that has a sensor attached to it and can transmit data from one object to another or to people with the help of the internet is known as an Internet of Things (IoT) device. The IoT devices include wireless sensors, software, actuators, computer devices and more.

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 and devices, as well as through wireless access available to users from personal equipment. This policy applies to use of the internet by any means. No device 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 Information on the internet may be reliable and current, or may be inaccurate, out-of-date, and unavailable at times.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. 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 & Library Device Use Policy, Plymouth District Library respects the privacy of patrons when they use a library device. 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 devices, network, and internet connection may not be used for any illegal activity or in an unauthorized manner in violation of this internet & Library Device 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 devices, network, internet connection, and/or the library for a period up to 72 hours by action of the staff member in charge. Additional information about violations can be found in the code of conduct policy.

PRECAUTIONS

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

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 on Library printers.

COMPUTER USE POLICY

1. The Plymouth District Library makes Internet access available to library users for information gathering purposes as part of its mission to help community residents meet their personal, educational and professional information needs.
2. Because of the constantly changing nature of the Internet, the Plymouth District Library has no control over the accuracy, currency or quality of the information found on Internet sites other than the Library's home page and assumes no responsibility for the content of these other sites.
3. It is the responsibility of parents or legal guardians to decide which library resources are appropriate for their child. The Plymouth District Library strongly urges parents to become involved in and supervise their children's Internet activities. The Library homepage, <plymouthlibrary.org> has links to Internet search tools and sites with age appropriate content, and Librarians will be pleased to suggest additional sites or assist with search strategies.
4. The Library assumes no responsibility for any loss or damage done to personal data or equipment arising from use of its Internet connections, such as hardware, library software, library time management system, viruses or spyware.
5. Users may not install or run software, modify, remove, or bypass security setup software, operating systems, network configuration, or network systems on or from any Library computers.
6. The Library reserves the right to limit the number of patrons using one computer.
7. The Library seeks to protect the individual's right to privacy. However, because computer workstations are located in public areas that are shared by patrons of all ages and backgrounds, users are asked to be sensitive to this when accessing potentially controversial information and images.
8. Users are advised that electronic security on the Internet cannot be guaranteed, so all files, transactions and information obtained online are vulnerable to unauthorized access and must be considered public.
9. The Library purposefully avoids collecting or maintaining records that might compromise the privacy of users. In keeping with this practice, patrons must take care not to disclose, use, or disseminate personal identification information on the Internet. Parents should caution their children not to share their personal information over the Internet.

10. The Library's public computers may not be used for any unlawful or improper activities prohibited under local, state or federal laws. These activities include, but are not limited to:

"Displaying, transmitting or exhibiting to minors sexually explicit material harmful to minors" as defined by Michigan Public Act 33 of 1978 or obscene material as defined by Michigan Public Act 343 of 1984; hacking or spamming; infringement of copyright law; fraud; libeling, harassing, bullying or slandering other users.
11. Users under eight years of age must be supervised at the workstation by a parent or guardian. Parents/guardians must remain with the child while he/she is using the computer.
12. Patrons age 17 and under cannot use an adult's library ID on public Internets unless supervised by a parent or guardian. Parents/guardians must remain with the user while he/she is using the computer.
13. The Library uses a commercial product to filter all computers used by individuals seventeen years of age and under. Users eighteen and older may choose to change their software setting to un-filtered. Patrons using guest passes are given filtered access.
14. Wireless use is limited to those 18 years of age and older. Passwords are issued to individuals at the Help Desks in order to access the Internet.
15. The Library reserves the right to monitor computer usage in order to prevent network disruption and/or damage to hardware, library software, time management system, security setup, operating systems, network configuration or servers. Wireless usage may be monitored to prevent network disruption including damage to other patrons.
16. Staff Assistance – Library staff may assist users in getting started with computing resources. However, the Library cannot guarantee that staff fully trained in all aspects of software, Internet resources, or other technology will be available to assist users at all times the Library is open. Because of the many different applications and resources available, particularly on the Internet, staff may not be able to provide specialized or technical knowledge about a particular application. The Library's collections contain materials that are available to computer users regarding assistance and guidance in use of software and other applications.
17. The Plymouth District Library considers use of any public access computer in its facilities to constitute an acceptance of its Computer Use Policy. Patrons will affirm the agreement when they use the public computers. Failure to abide by the provisions of this policy will result in the loss of Internet privileges.

VIOLATIONS OF THE COMPUTER USE POLICY

Users of the Library's computing resources must adhere to the Computer Use Policy. Failure to follow the Policy will result in the loss of the ability to use the Library's computing resources.

The Library Director, or the Director's authorized designee, may terminate any user's access for failure to comply with the Library's Computer Use Policy and/or related rules.

1. Initial Violation: Users observed violating this Computer Use Policy will be asked to cease the violation. If the user does not comply with the request, his/her access to the Library's computing resources shall be terminated for the day. If he/she refuses, the police may be called.
2. Subsequent Violations: The Director or Director's authorized designee may further limit or revoke the patrons Library privileges if infractions continue. Subsequent violations of the same rule shall result in additional suspensions of increasing length.
3. Violations Affecting Safety and Security: If the violation of the Library's Computer Use Policy affects safety or security, or is a violation of law, police will be called immediately and the user's Library computing resource or other Library privileges will be terminated without complying with the procedures outlined above. Illegal acts involving the Library's computing resources may be subject to prosecution, and/or result in suspension of library privileges, and will be documented in writing.
4. Right of Appeal: Any user who is denied access to the Library's computing resources may send a written appeal to the President of the Library Board within 10 working days of the date privileges were revoked or limited. The Library Board will render their decision within 60 days of receipt of the appeal. The decision of the Library Board is final.

Rev 2003, rev May 2008 as 'Internet User Policy, rev March 2009

REVISION OF THESE POLICIES

These Policies shall be reviewed and revised as needed by the Plymouth District Library Board to be consistent with the objectives of the Library.

Approved by the Plymouth District Library Board, March, 2004.

9.2



TO: Plymouth District Library Board **DATE:** October 11, 2022
RE: Privacy Policy, First Reading **FROM:** Shauna Anderson,
Director

Eric Klute will provide a presentation on the new recommended Privacy Policy. Although privacy is a core tenant of library service, PDL does not currently have an approved privacy policy. The proposed Privacy Policy is attached to this memo.

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.”¹ 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.

¹ Court opinions establishing a right to receive information in a public library include *Board of Education v. Pico*, 457 U.S. 853 (1982); *Kreimer v. Bureau of Police for the Town of Morristown*, 958 F.2d 1242 (3d Cir. 1992); and *Reno v. American Civil Liberties Union*, 117 S.Ct. 2329, 138 L.Ed.2d 874 (1997).

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 is 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.

The Library 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 & DEVICES

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.

LIBRARY DEVICES

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 or reboot. All personally identifiable information is purged immediately upon the end of a public computer session or reboot of a library device. An anonymous log is created for public computer sessions that identifies only the computer terminal number, reservation time, and duration of the session.

EMAIL & MARKETING

Patron's 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.



TO: Plymouth District Library Board **DATE:** Oct. 12, 2022
RE: Copier Replacements **FROM:** Melanie Bell,
Assistant Director

We have three copiers that are aging and in need of replacement. We budgeted to replace four copiers this year. We had one copier generously donated to us. So we now only have three copiers to replace. We will be leasing our copiers to minimize the risks of having copier or printing outages. We had to move this project to later in the year to staffing changes. Therefore, this year's costs are significantly decreased.

IT Coordinator Eric Klute requested quotes from three different vendors. The quote we are recommending is from Leader Business located in Ann Arbor, MI. We have worked with Leader Business in the past and they have been highly recommended from other organizations in the area.

Leasing costs per month for three copiers (1 public and 2 staff) total \$592.00. The per page cost for black and white is \$0.0085 and for color is \$0.055. Our current costs per copy for staff are \$0.01 for black and white and \$0.11 for color.

Based on our average copy count per month we estimate that we will spend approximately \$3,000 in total (copy and lease costs) in 2022 for the new copiers and will spend approximately \$11,600 for the new copiers in 2023 which is a decrease in the budgeted \$18,000.

We propose approving a 5 year lease for \$7,104 per year for 3 copiers with a copy cost of \$0.0085 per page for black and white and \$0.055 per page for color from Leader Business.

Resolved by Trustee _____, seconded by Trustee _____, to approve leasing 3 copiers from Leader Business for 5 years. The annual cost of the lease is \$7104. The estimated cost for copiers per year is \$4500. Total annual costs are estimated at \$11,600 per year.

Roll Call:

AYES:

NAYS:

ABSTAIN:

ABSENT:

RESOLUTION:



TO: Plymouth District Library Board **DATE:** Oct. 12, 2022
RE: Meeting Room Technology **FROM:** Melanie Bell,
Upgrades Assistant Director

The Dunning Foundation graciously awarded Plymouth District Library with a \$50,000 grant to replace and enhance the audio visual equipment in the Walldorf and Dunning meeting rooms. This would make each space capable of offering hybrid and remote opportunities for all programs in those rooms.

Plymouth District Library posted a request for proposal August 26th, and contacted five different vendors to alert them of our request for proposal. We had a pre-bid meeting on September 12th and bids were due September 30th.

Three bids were submitted by two vendors. The two bids that replace most of the equipment including the displays came in well over \$50,000. When we requested our grant we based the costs off a quote from 2021. Two pieces of equipment have since broken and costs for equipment are rising.

We have money in the 2022 budget to cover the difference between the amount awarded by the grant and the actual bid amount. This money comes from a few different sources. First we planned to pay for \$5000 in server maintenance that is unnecessary with recent updates. We also planned \$30,000 to replace 40 computers. Due to transitioning in staff we did not have time to complete that project in 2022. That project was moved and accounted for in the 2023 budget. We moved \$20,000 of that money to salaries in the approved amendment and still have an extra \$10,000 from that project. We also came under budget on a few of our large purchases for IT.

We propose reserving \$28,609 from the 2022 budget to cover the costs to completely replace the audio visual equipment in the Waldorf and Dunning rooms.

I recommend the approval of the Sound Planning Communications bid totaling \$78,609.00. Sound Planning Communications is highly recommended by other libraries in the area and businesses in the area. Due to shipping delays we may need to defer the full cost of this project.

The recommended bid would replace our displays, controls, and wireless microphones. It would also add beamforming microphones, equipment for canceling echo and feedback over multiple microphones, and cameras for remote and hybrid programming.

The lowest bid reuses our current controls and our current displays, both are no longer adequately functioning

Resolved by Trustee _____, seconded by Trustee _____, to approve hiring Sound Planning Communications from Redford, MI to replace and upgrade the audio visual equipment in the Waldorf and Dunning meeting rooms. The total cost of the project is \$78,609.00

Roll Call:

AYES:

NAYS:

ABSTAIN:

ABSENT:

RESOLUTION: