



TO: Plymouth District Library Board
RE: Technology Policies Update,
Approval

DATE: March 12, 2025
FROM: Shauna Anderson,
Director

At the end of 2024, we began a review of our technology-related policies alongside our attorney after multiple reports surfaced from Michigan libraries that their makerspaces were being visited by the FBI. Upon review of our policies, we decided to enhance our Internet and Device Use Policies by separating them out to an Internet Policy and a Technology Policy. I am providing a copy of the original policy as well as the drafted separate policies for review and approval. I will present on the specific updates at the meeting.

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 Information on the internet may be reliable and current, or may be inaccurate, out-of-date, and unavailable at times.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.

BEHAVIOR AROUND EQUIPMENT

- Please listen to all staff directions, failure to adhere to staff instruction may result in being asked to leave the space.
- Staff members reserve the right to remove patrons by their own discretion.
- No food or drink are allowed in proximity to Library equipment

- Patrons will have limited direct access to certain Library equipment, excluding specific programs.
- Access given to patrons may be supervised by staff, at staff discretion.

EQUIPMENT DISCLAIMER:

Library equipment is available to the public to make and design a variety of different projects and objects. Library equipment may be used only for lawful purposes. The public will not be permitted to use Library equipment to create material that is:

- Prohibited by local, state, or federal law.
- Unsafe, harmful, dangerous or poses an immediate threat to the well-being of others. (Such use may violate the terms of use of the manufacturer).
- Obscene or otherwise inappropriate for the Library environment.
- In violation of another's intellectual property rights. For example, the printers will not be used to reproduce material that is subject to copyright, patent, or trademark protection.

Plymouth District Library reserves the right to refuse any project request.

The patron agrees to assume all responsibility for, and shall hold the library harmless in, all matters related to copyrighted, patented or trademarked materials. The Plymouth District Library is not responsible for any damage, loss, or security of data arising from the use of its equipment or network, nor the functionality or quality of objects produced on Library equipment.

Plymouth District Library does not guarantee complete privacy for project designs during the creation process as it will be done in a public space. Patrons may purchase third party designs however; the Library cannot guarantee the viability of these files/designs on Library equipment.

Amount of time that equipment can be used will be regulated according to demand and equipment restrictions. The Library reserves the right to limit the number of project requests. Library staff may review projects before they start the creation process. Patrons are solely responsible for the creation and editing of design files. Files may be deleted from the system following the completion of a project or session.

INTERNET USE POLICY

I. General Statements Regarding Internet

A. Internet Access. The Plymouth District Library provides access to a broad range of information resources, including those available through the Internet. Access to the Internet enables the Library to expand its information services significantly. This policy applies to both the Library-owned equipment and wireless access available at the Library.

B. Validity of Information. The Internet offers access to a wealth of information and Internet sites including useful ideas, information, and opinions from around the world. However, not all sources on the Internet provide information that is accurate, complete, or legal. Internet users will need to evaluate for themselves the validity of the information found.

C. Library Does Not Endorse Information on Internet. Because the Internet is a vast and unregulated information network, it also enables access to information, ideas and commentary beyond the confines of the Library's mission, selection criteria, and collection development policies. The provision of access does not mean or imply that the Library endorses or sanctions the content or point of view of any of the information or commentary that may be found on the Internet.

D. View Internet at Own Risk. The Internet may contain information that is controversial, sexually explicit, or offensive. Users are cautioned that ideas, points of view and images can be found on the Internet that are controversial, divergent and/or inflammatory. Because of this and the fact that access points on the Internet can and do change often, rapidly and unpredictably, the Library cannot protect individuals from information and images which they might find offensive, disturbing or inaccurate. Library patrons use the Internet at their own risk. Parents or guardians of minor children are responsible for their child's use of the Internet through the Library's connection as stated more fully below.

E. No Liability. The Library assumes no responsibility for any damages, direct or indirect, arising from its connections to the Internet. Patrons shall use Library equipment and software at their own risk. The Library is not responsible for equipment malfunction, loss of data, any damages to the user's disks, data, or

electronic transactions of any type. The Library is not responsible for the loss of any portable media.

II. Nature of the Public Library Setting

A. Respect Others. Because Library Users of all ages, backgrounds and sensibilities are using the computers, Library patrons are asked to be sensitive to others' values and beliefs when accessing potentially controversial information and images.

B. Use with Caution of Risks. Users are cautioned that, because security in an electronic environment such as the Internet cannot be guaranteed, all transactions, files and communications are vulnerable to unauthorized access and use.

III. Internet Filtering; Children Under 18

A. Responsibility of Parents and Legal Guardians. As with other materials in the Library's collection, it is the Library's policy that parents or legal guardians are responsible for deciding which Library resources are appropriate for their children. The Library urges parents and guardians to discuss Internet use with their children and to monitor their use of this educational tool.

B. Unblock Sites. Individuals who believe an Internet site has been improperly blocked can request that the site be "unblocked." A decision on the site's status will be made by the Director, who will prepare a written reply to the individual submitting the form. Any decision to deny the unblocking of a site by the Director may be appealed to the Library Board within 10 days of receipt of the written reply.

IV. Acceptable Use

All users of the Library's Internet connection and workstations are expected to use this resource in a responsible and courteous manner, and to follow all rules and procedures as established in this Policy.

A. Lawful Use. The Library Internet connection and equipment shall be used in a lawful manner. The Library's Internet and equipment cannot be used for any fraudulent or unlawful purpose prohibited under any applicable federal, state or local law, including, but not limited to, (1) accessing materials that can be classified

as obscene or child pornography; (2) gaining unauthorized access to or use of patron information or accounts; (3) engaging in identity theft; (4) engaging in civil rights violations; or (5) monitoring or capturing information regarding individuals and their use of the computers or Internet illegally, such as by using a keylogger.

B. Intellectual Property. Users must respect intellectual property rights and obey the copyright laws of the United States and all other intellectual property rights. Responsibility for any consequences of copyright infringement or violations of other laws or agreements lies with the user. The Library expressly disclaims any liability or responsibility resulting from such use.

C. Use must not be Harmful to Minors. Michigan law prohibits users from allowing minors' access to sexually explicit materials harmful to minors. Internet Users shall also not permit any minor to view sexually explicit material or any other material deemed harmful to minors.

D. Compliance with Code of Behavior. The same rules apply to the use of the Internet as with the use of any other Library materials. The Library has adopted a Code of Conduct. All Internet Users must comply with the Library's Code of Conduct, which shall be posted in the Library.

E. Privacy; Unauthorized Access. Users must respect the privacy of others by not misrepresenting oneself as another User; by not attempting to modify or gain access to files, passwords or data belonging to others; and by not hacking or seeking disallowed access to any computer system via the Internet.

F. Time Limit. Failure to leave a computer terminal upon the expiration of the allotted time is a violation of this Policy.

G. Payment for Printing. Users must reimburse the Library for printing costs as noted in the library's Fee Schedule.

H. Personal Software Prohibited. The Users shall refrain from use of personal software, the attachment of equipment to the Library's computers or networks or the modification of any operating system or network configuration. The User shall also refrain from downloading/uploading files to/from the Library's computers.

I. System Modifications. Users are not permitted to change the security setup, operating systems, the network configuration, or any other configuration of any Library computer workstation without authorization.

J. Damage. The User shall be responsible for repayment of any costs to the Library for damage to the computer terminals or system.

L. Personal Information; Unauthorized Release. No patron, including minors, may engage in the unauthorized disclosure, use and dissemination of personal information of any person, including minors.

M. Saving Files and Documents. Patrons who wish to have a permanent record of their work need to save files and documents on their own portable media. Library equipment do not allow Users to permanently save documents or personal files

V. Violations of Internet Use Policy

The Library Director or the Director's designee may restrict access to Library facilities by (1) terminating or limiting equipment, Internet access or Library facilities; (2) immediately dismissing the patron from Library Property; (3) suspending the patron's access to Library Property for a set period of time; or (4) by denying access to specific services and/or programs pursuant to this Policy. If 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 Library Property for the day. If he or she refuses, police may be called.

2. *Subsequent Violations:* The Director or the Director's authorized designee may further limit or revoke 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 violations of law (including child pornography and allowing minors to view sexually explicit or other material deemed harmful to minors), violence, threatening behaviors, sexual or other harassment, vandalism, theft or attempted theft, 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. The Incident Report shall specify the nature of the violation.

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 Director or the Director's authorized designee may further limit or revoke 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 revoked shall attend a meeting with the Director or the Director's designee to review the Library Code of Conduct before their privileges may be reinstated.

E. Civil or Criminal Prosecution. Illegal acts involving the Library's Internet access service may be subject to civil or criminal prosecution.

VI. Right of Appeal

Patrons may appeal a decision to (1) limit or revoke privileges, or (2) attach conditions to reinstatement by sending a written appeal to the Library Board within ten (10) business days of the date the privileges were revoked or limited or the written statement of conditions was provided, whichever is applicable. The appeal should be sent to the President of the Library Board. The decision of the Library Board is final.

VII. Staff Assistance.

Staff may assist Library Users in getting started on the Internet. However, the Library cannot guarantee that Internet-trained staff will be available to assist Users at all times the Library is open. Because of the many different applications available on the Internet, staff may not be able to provide specialized or technical knowledge about a particular application. Users who need training on Library software or digital collections should request an appointment.

TECHNOLOGY POLICY

I. Policy Statement

The Plymouth District Library ("Library") offers technology equipment within the Library so the community can access technology that encourages the design and creation of innovative projects and strengthens experiential learning opportunities. Any Library patron may use library technology pursuant to the requirements of this policy.

II. Availability;

A. Use of Equipment. Library use or Library programming has priority over the use of Makerspace. When not being used by the Library, it may be used by patrons as follows:

2. *First-Come; First-Served*. If equipment is not reserved, it will be made available on a first-come, first-served basis, subject to staff availability.

B. Time Available. Specialize equipment is open to the public during published hours (available on the website). The Library has the right to limit or cancel any available time even if it has been published on the website.

C. Release of Liability. Prior to using specialized library equipment, patrons must sign a Release of Liability Agreement. The patron will be considered the "User" for the purpose of the Release of Liability Agreement. If the patron is under the age of 18, a parent or legal guardian must sign the Release of Liability Agreement. If the patron is under the age of 18, for the purposes of this policy, "patron" includes the minor and parent/guardian.

D. Level of Access. Library staff has designated levels of access to equipment based on the amount of staff supervision that is required before using each tool. Patrons shall refer to posted signage and only operate tools and equipment in accordance with the stated level of use

for each tool. All equipment must remain in the space where it is installed unless specifically designated for public checkout.

E. Library Discretion of Use. The Library Director and designated staff reserve the right to:

1. *Refuse*. Refuse any request/service.
2. *Review*. Review and approve all materials before using equipment. If there is a problem with designs and/or production that is readily identifiable by the Library, the patron may be informed. Review and approval does not guarantee a successful completion of the project.
3. *Stop a Request*. Stop a request due to time or equipment capabilities or other reason, such as violation of Library policy.
4. *Time or Other Limit*. Set a limit as to the maximum time or number of projects.

III. Use of Equipment

A. Parent or Legal Guardian Responsibility. Technology equipment may not be left unattended while it is in use; a patron aged 18 and older must always stay with designated equipment as noted in library signage. Patrons younger than 12 must follow the library's rules for Unattended Minors as outlined in the library's Code of Conduct.

B. Food; Beverages. No food or beverages are allowed near technology equipment or while using e equipment.

C. Library Policies. All Library policies, including the Code of Conduct, apply to the usage of the Makerspace. Failure to comply with any Library policies may result in losing access to technology equipment or Library privileges.

D. Other Patron's Work. Patrons may not disrupt someone's work already in progress.

E. Cleaning. All patrons shall clean their work area and all equipment before leaving the area. Patrons agree to take precautions to avoid causing an unnecessary mess during use. Patrons must inform a Library staff member if they cannot return a work surface, tool, or equipment to its original state.

F. Safety. The patron agrees to follow the safety policies and procedures involved with the equipment, including the following:

1. *Procedures*. The Patron will follow all equipment safety procedures as instructed by signage or library staff.

2. *Unsafe or Damaged Equipment; Notification*. The patron agrees that if any tool or piece of equipment becomes unsafe or in a state of disrepair, he/she will immediately discontinue use of the tool and notify Library staff.

3. *Report of Accident or Incident*. The patron must report any accident/incident that occurs to a Library staff member, at the time of the accident/incident.

G. Lawful Purposes. Library technology may be used only for lawful purposes. Patrons are prohibited from using equipment to create material that is:

1. *Violations of Law*. Prohibited by local, state, or federal law or regulation.

2. *Unsafe*. Unsafe, harmful, dangerous or poses an immediate threat to the well-being of others (such use may violate the terms of use of the manufacturer).

3. *Harmful to Minors*. Obscene, sexually explicit, or harmful to minors.

4. *Intellectual Property Rights*. In violation of another's intellectual property rights. For example, the equipment may not be used to reproduce material that is subject to copyright, patent, or trademark protection. The copyright law of the United States

(Title 17, U.S. Code) governs the making of copies or other reproductions of copyrighted material. Users of Library equipment are solely liable for any infringement or copyright claims. Patrons 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 there from. The patron using equipment is liable for any infringement.

H. No Commercial Use. The Library is not a place to manufacture for commercial purposes and has not been approved for that purpose.

I. Damage; Modifications. Patrons will not damage or modify the Library's hardware or software. Patrons may not install new programs onto the computers.

IV. **Materials**

A. Fees. Access to library technology is free but consuming library-provided materials (e.g. filament, vinyl, button making supplies) may come with a fee. See Fee Schedule for current rates.

C. Use of Patron Materials. Patrons shall consult with the Library staff to obtain permission to use their own materials with technology equipment.

D. Library Supplies. The Library does not guarantee the use of any supplies. If using Library supplies, patrons agree to avoid wasting supplies and only use them for their indicated use.

V. **Disclaimer**

A. Hold Harmless. The Library is not responsible for any injuries caused during use of equipment. Patrons are responsible for following all safety guidelines and exercising appropriate caution with

makerspace equipment. Patrons use the technology equipment at their own risk. User agrees to release and hold the Library Harmless from any and all claims for personal injury or property damage.

B. Damage or Loss of Patron Materials or Data. The Library is not responsible for any damage to a patron's materials or files or for any manufacturing defects. The Library is not responsible for any damage, loss, or security of data arising from the use of its computers, network, nor the functionality or quality of content produced on library equipment. The Library will not be responsible for any failed prints.

C. Damage to Equipment. If library furniture or equipment is found to be damaged or missing when a patron is finished using it, the patron will be liable for the damage and shall promptly reimburse the Library for any losses incurred.

D. Responsibility for Saving Work. It is the responsibility of the patron to delete and/or remove any files (digital or print) from the equipment in the Library. The Library is not responsible for equipment or files (digital or print) left behind by patrons. Any work saved on Library devices will be deleted once the device is turned off and cannot be recovered. Patrons must save their files on an external storage device.

E. No Endorsement. While the Library makes every effort to oversee the use of the equipment, usage of the equipment is not under the direction or control of the Library. Approval to use library technology or equipment does not constitute endorsement by Library of the uses to which the space is put or the products produced therein. The Library is not responsible for any object created with the use of the equipment, including any harm or injury incurred because of any usage of the equipment.



TO: Plymouth District Library Board **DATE:** April 9, 2025
RE: 1st Quarter Objective Review **FROM:** Shauna Anderson,
Director

GOAL 1: Foster connections between residents

OBJECTIVE 1: Facilitate at least 8 intergenerational opportunities before the end of the fiscal year in varying formats with over 50% of participants reporting enhanced sense of community as a result of participation.

PROGRESS: Intergenerational programming has proven to be a popular concept in our community, with events such as Retro Gaming Day (over 150 participants) and Hot Cocoa Tasting (52 participants). The intergenerational Reading Month Challenge in March also garnered significant participation: 160 Adults, 310 Youth, and 26 Teens. We are still working on ways to measure one's sense of community, but initial data is promising for in-person programs moreso than "passive programs."

OBJECTIVE 2: By year-end, launch a "Checkout an Expert" program at the library, offering at least five different topics for community members to explore. Achieve a minimum of 20 participants in the first three months and gather feedback to improve the program, aiming for a satisfaction rating of 85% or higher.

The Checkout an Expert Program started March 1 and has been very successful so far– with a handful of sessions this first month. We already received word that a participant wanting help with their resume got the job they applied for with their updated resume, thanks to the advice of their local expert!

GOAL 2: Enhance communication and information sharing

OBJECTIVE 3: Prototype a community-created newsletter for local news and information sharing. Publish at least 3 newsletters by the end of fiscal year 2025.

We are looking at starting an intergenerational Community Journalism Club to help select articles submitted online for publication and edit the layout based on a structured template provided by staff. We are planning to apply for another grant from the Relentless Care Foundation to help with initial printing costs (especially with the potential volatility from tariffs) in addition to including an online version of the newsletter. We hope to have the first issue ready for publication this fall.

OBJECTIVE 4: Implement a system of rotating topical displays throughout the library, with a primary focus on civic engagement. At least 12 displays will be produced throughout the year to support a 5% increase in overall circulation.

During the month of March, staff began filling the lobby displays with Award Winners, Local Authors, and Staff Picks books. These displays have been flying off the shelves and we believe, in conjunction with the Reading Month Challenge, contributed mightily to one of the largest circulation jumps we have seen outside of Summer Reading– over a 19% increase in physical circulation over the previous month. This was also a 2% increase over the prior year, which we hope will grow as we are able to integrate more displays into the library.

GOAL 3: Contribute to the character of our community

OBJECTIVE 5: Enhance the library's interior (including more meeting spaces to foster deeper community connections) in ways that highlight and celebrate the historic charm of our downtown neighborhood.

PROGRESS: So far, we have started basic upgrades to our staff spaces, to ensure that our staff have comfortable areas to work when the public parts of the library are under construction. The cleaning and organization that went into this phase of the project was a tremendous example of teamwork throughout our staff– with contributions coming from staff in every department. We have work scheduled to happen on our new Drive-Thru Window service point in May so that patrons can pick up holds at the window during construction of various collection spaces.

The UL is set to start work on June 2. It will receive a fresh coat of paint and carpeting along with some adjustments to the layout of the space that will create 4 new study rooms and a number of new seating areas among the stacks. The current lab room will turn into a Silent Reading Room to allow for the UL to be a more vibrant, collaborative space for meeting, connecting, and learning.

Lab technology will be moving into an integrated Technology Commons to combine desktop computer use with more project-based technology needs.

Additional work on the ML and LL will begin in September to include lots of new seating areas and a custom playscape to encourage families to spend more time at the library and get to know one another through play and learning experiences.

We are finalizing specifics of the plan and will update the board, hopefully with 3D walkthroughs of the proposed designs, before construction drawings are completed.

OBJECTIVE 6: Facilitate at least 6 initiatives offsite, throughout the community centered on place-making-- creating vibrant, inclusive environments that foster social interaction and community engagement—with a goal of at least 50 participants per session.

PROGRESS: So far, youth staff members have started hosting Neighborhood Walks from the library to local parks, creating a built-in playdate for families who might not have met one another otherwise. These events currently have fewer than 50 participants during the chilly weather of the spring, but more events like this are planned for the warmer weather months. We especially want to use the ideals of placemaking as a guide for how we want to approach our participation in community events outside of our walls.