

# Frankenmuth James E. Wickson District Library

Mission Statement  
By-Laws  
Policy Manual

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## **MISSION STATEMENT**

The Frankenmuth James E. Wickson District Library shall provide quality services including books and other materials, programs, facilities and access to all forms of available media to help meet the educational, informational, cultural and leisure time needs of the Frankenmuth service area.

**THE FRANKENMUTH JAMES E. WICKSON DISTRICT LIBRARY**

**FRANKENMUTH, MICHIGAN**

**BY-LAWS**

**Established July 14, 2008**

*Article I, Membership*

In accordance with the provisions the District Library Establishment Act, 1989 PA 24 MCL 397.171, *et. seq.* and the District Library Agreement between the City of Frankenmuth and the Frankenmuth School District dated May 12, 2008, The Library Board of the Frankenmuth James E. Wickson District Library shall consist of eight trustees chosen for their fitness for public library trusteeship and one ex-officio member.

The eight trustees shall be appointed thusly : Four residents of the City of Frankenmuth to be appointed by the City Council and four residents of the Frankenmuth School District to be appointed by the School Board.

The Library Director shall be an ex-officio, non-voting member of the Library Board.

Trustees shall be appointed for three year terms staggered so that two to three vacancies occur each year.

*Article II, Officers*

**Section 1.** Officers of the Board shall be a President, Vice President, Secretary and Treasurer. The officers shall serve as fiscal signatories.

**Section 2.** The officers shall be elected by ballot at the annual meeting for a term of one year. Vacancies in office shall be filled by ballot at the next regular meeting of the Board after the vacancy occurs.

**Section 3.** The duties of the officers shall be such as by custom and law and the rules of this Board usually devolve upon such officers in accordance with their titles.

*Article III. Meetings*

**Section 1.** Board meetings shall be held as determined by the Board. The September meeting shall be the annual meeting.

**Section 2.** Special meetings may be called by the President, or upon written request of three trustees, for the transaction of business as stated in the call. Written and telephone notice stating the time and place of any special meeting and the purpose for which called shall be given each member of the Board at least two days in advance of such meeting.

**Section 3.** A quorum for transaction of business shall consist of five Board members. Five positive votes shall be required to pass a motion.

- Section 4.** Order of business may be:
- Call to order
  - Comments from citizens
  - Approval of minutes
  - Additions/corrections of agenda
  - Payment of bills
  - Library Director's report
  - Unfinished Business
  - New Business
  - Adjournment

**Section 5.** *Robert's Rules of Order*, last revision edition, shall govern the parliamentary procedure of the Board.

*Article IV, Committees*

Committees for the study of special problems may be appointed by the President to serve until the final report of the work for which they were appointed has been filed.

*Article V, Library Director*

The Library Director shall have sole charge of the administration of the library under the direction and review of the Board. The Library Director shall be held responsible for the care of the buildings and equipment, for the employment and direction of the staff, for the efficiency of the library's service to the public, and for the operation of the library under the financial conditions set forth in the annual budget. The Library Director shall attend all Board meetings, except those at which appointment, salary or performance is to be discussed or decided.

*Article VI, Library Cards*

All residents of the Frankenmuth School District are eligible for a library card at no charge.

*Article VII, Amendments*

These by-laws may be amended at any regular meeting of the Board with a majority of five votes, providing the amendment was stated in the call for the meeting.

**AREA OF SERVICE**

The Frankenmuth James E, Wickson District Library shall be comprised of all that territory which is currently located in the Frankenmuth School District.

## **DISABLED PERSONS**

### *ADA*

No qualified individual with a disability shall, by reason of such disability, be excluded from participation in (or be denied the benefits of) the services, programs, materials in the library or be subject to discrimination by the library.

The following services are available for disabled persons: (a) front-row seating at programs. (b) ramps at the front entry, on the east door of the multipurpose room, and in the basement for access to the used bookstore. (c) elevator access to all levels.

### *Homebound delivery of materials*

Any person who is unable to come to the library because of limited mobility, illness or handicap, either temporary or term, is eligible for delivery of materials. The Friends of the Library coordinate this service.

## HOURS OF OPERATION

### WINTER HOURS, October – April

Monday – Thursday	9 a.m. – 7 p.m.
Friday	9 a.m. – 5 p.m.
Saturday	10 a.m. – 2 p.m.
Sunday	TBD

### SUMMER HOURS, May – September

Monday – Thursday	9 a.m. – 7 p.m.
Friday	9 a.m. – 5 p.m.
Saturday	10 a.m. – 2 p.m.



## EMERGENCY CLOSING

In case of tornado watches, business will proceed as usual. If a tornado warning is issued, the library will be closed until an all-clear is received from the Weather Bureau. Library patrons in the building will be allowed to remain in the library's basement until the all clear is given. Unattended minors will be asked to stay in the building until a guardian picks them up or until the all clear is sounded.

Adverse weather/equipment failure:

The library is a public service institution, and every effort is made to maintain regular hours for the public. The library will be closed only when weather conditions deteriorate to the point where emergency situations prevail, when vital equipment in the building fails, or when there is a general emergency. The decision to close the library will be made by the Library Director (or supervisor on duty) in coordination with City Hall. After hours, the decision will be made by the Library Director.

## Pandemic Policy

**Purpose:** To establish library protocol in the event of a pandemic. If there is a pandemic, the library may be required to operate on limited staffing or take unique measures to help slow the spread of the illness, including community support, service restrictions, limited hours of operation, or possible closure. Recovery from a pandemic may be slow, as compared to a natural disaster or other physical crisis. It is important to ensure that core business activities of the library are maintained for several weeks or more with limited staff and reduced hours due to a pandemic.

## Definitions:

**Pandemic:** A pandemic is the worldwide spread of a new disease (World Health Organization)

**Pandemic Plan:** A pandemic plan differs from a general emergency preparedness policy or procedure. With an emergency preparedness policy, there is an assumption that staff will return to the building or begin rebuilding, almost immediately after the event or crisis (fire, storm etc.). Recovery from a pandemic may be slow and involve limited staff, services, and hours for an extended period of time.

**Appropriate Staffing Level:** For the purposes of this policy. Appropriate staffing level refers to the minimum number of qualified staff necessary to provide service safely and efficiently, as determined by the Library Director or his/her designee.

**Level of Response:** The Library Director will respond accordingly if and when the benchmarks of Levels of Response, set by the City of Frankenmuth are reached:

**Level I:** Educating and try to contain with CDC recommended procedures

**Level II:** Delay or cancelling school and events

**Level II:** Closing Public Facilities

**Level IV:** Community State of Emergency

**Library Closure Public Health Mandate:** The Frankenmuth Wickson District Library will close due to pandemic in the event of a mandate order or recommendation for closure issued by public health or government officials on the local, county or state level.

**Discretionary Service Level Changes:** At the discretion of the Library Director, the Library may close, reduce its operating hours, or limit services temporarily in the event that there is not sufficient staff to maintain appropriate staffing levels or if unable to maintain adequate social distancing for health and safety. In the

event of closure or reduction in operating hours, the Library Director or designee will maintain communication with staff and Library Board Trustees.

**Staffing:** Minimum staffing level for a temporary period of time is defined as two healthy employees available to be present at the library during all open hours with a maximum 8 hour workday and 40 hour workweek per full-time employee. An inability to maintain this temporary minimal level or a necessity to maintain this temporary minimal level for more than two consecutive days will result in reduced hours or closing the library.

In providing service safely and efficiently, the following actions may be taken at the discretion of the Library Director or designee:

- Increased health/safety measure for staff (wearing gloves, wearing a mask, providing barriers for physical distancing, wiping down work area)
- Restricted access to areas in the library (closing floors or areas of the library)
- Social distancing practices in public areas
- Reduction of open hours
- Cancellation of some or all programs, special events, and meeting room reservations
- Reallocation of employee responsibilities and shift/schedule changes to provide coverage during open hours
- Closure of the library

If the Library is open, employees are expected to report to work on time as scheduled, excluding any excused absences following the established Personnel Policy. In the event of closure, employees will be compensated for the regularly scheduled hours for as long as the budget allows.

If the Library is closed or hours reduced, healthy employees may be assigned work-at-home tasks to be completed in their compensated hours. When appropriate, work tools (laptops, supplies, etc.) will be checked out to employees by the Library director or designee for work at home assignments.

**Communication:** In the event of closure necessitated by pandemic, effective communication about any reduction in services or open hours will be announced in a timely manner. Library staff should follow the normal procedure used for any unexpected closure/program cancellation, which includes posting on television stations, Facebook and the library website.

**Prioritization of Services:** Priority will be given to the following essential services:

- Information services for the public, both in-person and online
- Payroll
- Accounts payable

In the case of reduced staffing or reduced hours of operation, the Library Director or designee will prioritize serviced-related tasks and assign the daily work plan to staff.

## **VOLUNTEERS**

The library welcomes volunteers from the community to assist with the operation of the library.

When performing library duties, volunteers must act in accordance with library policy and standards. Staff should make volunteers aware of the library policies that apply to the tasks they are performing. The Library Director will assign volunteers to tasks for which they are judged to be suitable and make available necessary training and information.

The Library Director reserves the right not to schedule people to work as volunteers.

Volunteers may be paid expenses incurred in performing library tasks and for educational purposes at the discretion of the director.

## **CIRCULATION**

### *Statement of purpose*

In order to provide wide access to library materials through maximum use of the collection in a uniform manner, the Frankenmuth James E. Wickson District Library Board will set policies for length of loan period, renewals, reserves, fines, fees, limits, etc. The library will determine who is eligible to borrow materials and will provide for the return and replacement of such materials.

### *Library Card – Eligibility and type*

Wickson Library issues a library card at no charge to any resident of the library's legal service area upon presentation of a Michigan driver's license or Michigan ID card. Guest library cards are also issued free of charge to any resident of a library service area with which we have reciprocal borrowing agreement. As of 06/01/2021, this includes the White Pine Library Cooperative and Valley Library Consortium service area. Any person living outside the areas listed above can purchase a guest card at the standard charge listed in the "fines and fees" schedule. A guest card grants the privilege of checking out materials and use of the internet. A full service guest card, which includes interlibrary loan and Overdrive download service, is also available for purchase.

### *Library cards – registration, renewal and replacement*

Required registration information for adults includes name, address (physical address, P.O. Boxes are not acceptable), telephone number, Driver's license (or Michigan ID) number, signature and date. Applicants must present government issued picture ID at the time of registration to verify identity. Required registration information for children includes, name, address, telephone number, age of child, custodial parent's signature, date and parent's driver's license number.

### *School of choice and private school policy*

School of choice students who attend the Frankenmuth Public Schools but live outside of the service or reciprocal area will be issued a guest card expiring the fall of the following year. These cards will offer full services to the student with renewal options every fall. Students who attend St. Lorenz School but live outside of the service or reciprocal area will be issued a guest card expiring the fall of the following school year. These cards will offer guest services to the student with renewal options every fall for the following school year.

### *Proof of residency;*

A Michigan driver's license or Michigan ID card will be accepted as proof of residency. If these are unavailable, alternate proof may be accepted at the discretion of the Library Director.

### *Renewal*

Library cards expire two years after date of issue. Proof of residency will be required at the time of renewal of a library card. Periodically, library staff deletes cards from the database. In that case, the patron will need to register for a new card.

### *Lost, damaged or stolen cards*

The library charges patrons a standard fee, as listed in the "fines and fees" schedule to replace a damaged or lost library card. Proof of identity and current residency is required at the time a replacement card is issued.

### *Interlibrary Loan*

The Frankenmuth James E. Wickson District Library is a member of MeLCat, the Michigan statewide catalog and interlibrary loan system. Borrowing requests can be patron initiated from a home computer or requested

through a staff person. Requests for materials not available through MeLCat can be made through a staff person ; these materials are supplied through the White Pine cooperative OCLC system. Interlibrary loan services are available to residents of the library's legal service area (The Frankenmuth School district) only. Since every library in Michigan has equal access to MeLCat, any patrons residing outside of the library's legal service area must request ILL materials through their home libraries.

### *Presentation of library card*

While it is preferred that a library card be presented when checking out materials, the library recognizes that there will be times when a patron does not have their library card available. A registered patron may check out materials upon presentation of picture identification.

### *Standard loan periods*

The library has established standard loan periods as follows:

Entertainment DVDs, videos	2 days
New adult books/audios	10 days
Magazines	10 days
All other materials (including children's materials)	21 days
Reference materials	overnight, at the discretion of the staff

The loan period of interlibrary loan materials is specified by the owning library.

### *Special loan periods*

A vacation loan period (beyond 10 or 21 days) is available to all individual cardholders. Patrons may not check out more than two new books for an extended period. Items on reserve may not be extended.

### *Non-circulating materials*

Reference materials, newspapers and the current issue of magazines do not circulate.

### *Renewal of materials*

The renewal of library materials may be done in person, by telephone or online. An item may be renewed up to two times. Materials returned by a patron must remain on the shelf overnight before the same patron can check them out again. An item that is on reserve will not be renewed.

Interlibrary loan materials may be renewed one time, at the discretion of the owning library.

### *Limits on materials*

Checkout limits on materials are as follows:

New materials	3 items
Audio/visual materials	3 items
All other materials	35 items
Interlibrary loan	5 items per person/ 10 items per family

Newly registered patrons are limited to three items upon their first check-out. No more than one of these items may be audio/visual and/or new. Upon returning the items in good condition and in a timely manner, the borrower will be permitted to check out items up to the standard limits as outline above.

### *Reserve of materials*

A reserve may be place on eligible library materials by telephone, in person or online. Entertainment DVDs may not be reserved. The patron will be notified in compliance with the Michigan Library Privacy Act when the reserve becomes available. There is no fee associated with placing the reserve. The item will be held at the circulation desk for three days.

### *User fees*

The library charges user fees, as listed in the "fines and fees" schedule for entertainment DVDs and videos.

## **CONFIDENTIALITY OF PATRON RECORDS**

### *Confidentiality of Patron Registration policy*

It is the policy of the Frankenmuth James E. Wickson District Library to preserve the confidentiality of the registration records of its patrons to the fullest extent permitted by law. To that end, the registration records of the library shall be released or disclosed only as provided for herein.

All patron registration information shall be treated by the staff of Wickson Library as confidential, including name, address, telephone numbers, and any other information provided on the patron's registration form. This policy also prohibits disclosure of whether or not a person has a library card.

This policy defines "registration records" as any information gathered from the patron on the library card registration form and/or any information entered into the library's patron database.

Any employee of the library who receives a request, or who is served with a subpoena, court order, or other legal process, to release or disclose registration records shall promptly notify the Library Director.

The Library Director, in a timely manner, shall review all requests and orders, consult with an attorney as necessary, and respond in an appropriate manner to each such request or court order in accordance with this policy and with the Michigan Freedom of Information Act, 1976, Public Act 442, MCL 15.231-15.246.

The Library Director shall deny, in writing, all requests for the release or disclosure of registration information unless the Library Director has received the written consent to such release or disclosure from the person(s) identified in the records. Patron registration information is considered by the Library Board to be "information of a personal nature where the public disclosure of the information would constitute a clearly unwarranted invasion of an individual's privacy" as exempted from disclosure in the Michigan Freedom of Information Act, MCL 15.243(1).

The Library Director shall deny, in writing, any designated "Freedom of Information Act" request for the release or disclosure of confidential patron registration information.

The Library Director, after consultation and advice from an attorney, shall comply with any subpoena or court order to release or disclose patron registration information.

The authority for this policy is the Michigan Freedom of Information Act, 1976, Public Act 442, MCL 15.243(1)(a) regarding information of a personal nature where the disclosure would constitute a clearly unwarranted invasion of privacy.

## **COMPLIANCE WITH THE MICHIGAN LIBRARY PRIVACY ACT POLICY**

It is the policy of the Frankenmuth James E. Wickson District Library to preserve the privacy of circulation records of its patrons to the fullest extent permitted by law. To that end, the circulation records of the library shall be released or disclosed only as provided for herein.

Library staff shall not release library records to any person other than the patron named in the record (i.e. the library cardholder). Library records may be released to parents who have signed to accept financial responsibility for a minor child's materials.

The Michigan Library Privacy Act provides that library records may not be disclosed to third parties unless the library has received written permission of the patron or a properly obtained court order (MCL 397.603). A "library record" is defined in the statute as "a document, record, or other method of storing information retained by a library that identifies a person as having requested or obtained specific materials from a library. "Library record" does not include non-identifying material such as circulation statistics.

Any employee of the library who receives a request, or who is served with a subpoena, court order, or other legal process, to release or disclose any library circulation records shall promptly notify the Library Director. The Library Director, in a timely manner, shall review all requests and orders, consult with the library's attorney as necessary, and respond in an appropriate manner to each such request and order in accordance with this policy.

The Library Director shall comply fully with a court order to release or disclose library records if that court order was properly obtained under Section 3(2) of the Library Privacy Act (MCL 397.603). The court may issue an order for disclosure only after giving the affected library notice of the request and an opportunity to be heard thereon.

The authority for this policy is the Michigan Library Privacy Act, 2021 Public Act 455, MCL 397.601-397.605. Library records protected by the Michigan Library Privacy Act are exempt from disclosure under the Freedom of Information Act (MCL 397.603 and MCL 15.243(d).

### *Disclosure of library records*

As permitted by the Library Privacy Act (Act (Act 455 of 2021). The Frankenmuth James E. Wickson District Library will disclose library records to a third party upon the written consent of the cardholder. This includes disclosing a title when performing a renewal of library material. The library provides a consent form which must be filled out and signed by the cardholder. The consent form will be kept on file and checked when the disclosure of library records is requested. A new consent form must be submitted each time the library card is renewed. The cardholder, at any time, may revoke the consent for disclosure of library records by written notification to the library.



DISCLOSURE OF LIBRARY RECORDS CONSENT FORM

I give Frankenmuth James E. Wickson District Library permission to release by library circulation record to the individual(s) listed below.

List the name, address and telephone number of the authorized individual(s).

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I understand that a new consent for must be submitted each time my library card is renewed, I further understand that it is my responsibility to provide written notification to the library should I wish to revoke this consent.

Signature\_\_\_\_\_

Date\_\_\_\_\_ Card number \_\_\_\_\_

**CONFIDENTIALITY OF PATRON REGISTRATION AND CIRCULATION RECORDS IN COMPLIANCE WITH THE USA PATRIOT ACT OF 2001, AS REAUTHORIZED IN 2006**

Section 505 of the reauthorized Act states that libraries are subject to National Security Letter searches if they offer services defined under Section 2510(15) of Title 18 of the United States Code. A National Security Letter search means a search conducted by federal law enforcement authorized by a National Security Letter that has been served at the location where the search is to take place.

Any employee of the library who receives National Security Letter shall promptly notify the Library Director. The Library Director, in a timely manner, shall review the letter, consult with the library's attorney as necessary, and respond in an appropriate manner in accordance with this policy.

## **EQUAL ACCESS TO MATERIALS**

The Frankenmuth James E. Wickson District Library endorses the Library Bill of Rights which states, “a person’s right to use a library should not be denied or abridged because of origin, age, background or views.” The “right to use a library” includes use of, and access to, all library materials and services. The library also endorses the American Library Association’s Free Access to Libraries for Minors; An Interpretation of the Library Bill of Rights Statement. As that document states, “it is the responsibility of the parent or legal guardian to restrict their children from access to library materials and services. People who would rather their children did not have access to certain materials should advise their children.” It is not the responsibility of the library or its staff to act in loco parentis. It is the responsibility of the library and its staff to provide equal access to library materials and services for all library users.

## **OVERDUES**

### *Fines*

To encourage the prompt return of materials, the library charges the per-day overdue fines as listed in the “fines and fees schedule.” The daily fine begins the day after the item is due. Materials will not be due on days that the library is closed.

### *Maximum fine*

The maximum fine limit on a single item is \$2.50. If an item is lost/damaged and paid for by the patron, any fine that has accumulated on the item will be waived.

### *Bill for replacement*

If an item is lost, the patron must pay the replacement cost for the item. The replacement cost will be the actual cost of the item and indicated in the library’s database or the current retail cost as listed on Baker and Taylor’s website. The library will also accept an exact duplicate of the item that has been billed for replacement in lieu of payment. There will be no refund of payments.

### *Lost/damaged interlibrary loan (MeL) items*

The owning library determines the charge for lost or damaged books. Some libraries charge up to \$100 in handling fees. Fines accumulated on overdue MeL items will not be waived upon payment for the material.

### *Damaged materials*

If an item is damaged to the extent that it can no longer circulate in the collection, the patron is responsible to pay the replacement cost of the item. When full payment is made, the patron has the option to keep the item once it is removed from the database and all ownership marks have been obliterated.

### *Overdue/bill for replacement notices*

Notices are sent every two weeks as a means to retrieve overdue materials. These notices are sent in compliance with the Michigan Library Privacy Act. First notices are sent for all fines that exceed the standard amount as listed in the “fines and fees schedule.” Second notices and billing notices will be sent at two week intervals.

### *Claims returned*

When a patron claims an item has been returned, the item will be renewed as the patron and library continue to look for it. If the item is not located within 30 days of the billing notice, the patron may be responsible for the item.

### *Revocation of library privileges*

The library revokes the privileges of patrons according to the amounts as listed in the “fines and fees schedule.”

## **MATERIALS SELECTION**

### *Purpose*

The purpose of the Frankenmuth James E. Wickson District Library is to provide service on an equitable basis to all individuals and groups in the community as defined by the Library Board.

### *Intellectual Freedom*

This book selection policy incorporates the concepts found in the American Library Association's Bill of Rights and Freedom to Read statement.

### *Goals of selection*

The goal of selection is to provide collections that help meet the educational, informational, cultural and leisure time needs of the Frankenmuth service area.

### *Selection responsibility*

Ultimate responsibility for book selection rests with the Library Director who operates within the framework of the policies determined by the Library Board.

### *Specific criteria*

**Adult Books** – Book chosen for adults will be selected with the tastes of our reading population in mind. It is not for the library to pass moral judgment on literature. Books should be available to be enjoyed as well as to educate.

The Library staff choose titles on the basis of reviews that consider, among other things, the appeal of a book for a specific audience, the artistic skill evident in its rendering, and the literary reputation of the author. The Library welcomes suggestions for the purchase of materials. Suggestions will be subject to the same standards of selection as other considered materials.

**Juvenile Books** – Children's books should be available for each stage of development, from pre-reader to adolescent. They should present a positive view of human relationships. Problems should be presented at the child's level of understanding. Books should be informative with literary and artistic distinction. They should also be fun. The library is not a collector of textbooks to supplement the school libraries. Bible stories, biographies of Saints and other religious personages, and books on the customs and traditions of religious faiths are added if they meet the basic standards for children's books in general. Materials selected for the Children's Collection meet similar standards as all other materials selected for the Library's collection. Special effort is made to continuously update the collection and to weed worn and outdated materials. Some items may be included that might not be considered appropriate by all adults for all children. While some books are too mature for one child, other children may be ready for them. Only each child and his or her parents can decide what material is suitable for that child to read.

**Young Adult Books**- A Young Adult Collection has been developed for the purpose of meeting the recreational reading and informational needs of the middle school and high school age population. Materials are chosen from reviews in journals or through book lists from established sources. The fiction collection consists primarily of YA fiction from many genres. Material in this collection may contain adult themes. Books in the YA collection are labeled with the publishers' suggested audience age. This is to act as a guideline in evaluating the appropriateness of books for a particular young adult. Limitations to be placed upon the reading materials of the young adult are left to the discretion of the parents.

**Non-book materials** – The library staff considers that non-book materials represent an alternative format and may be selected when the non-book form best meets the needs of the community. In general, the same selection policies will apply.

**Periodicals and newspapers** – The library endeavors to provide the most representative periodicals in a wide range of subjects of reference value and recreational interest.

**Recordings** – The library attempts to acquire both classical and best-selling popular musical titles on CD and any other type of media that might be currently available.

**Audios** – The library purchases spoken work materials recorded on CD and any other type of media that might currently be available. Genres of selection include fiction, non-fiction, foreign language and instructional.

**DVDs** – DVDs are purchased by the library for the primary purpose of home entertainment, information and instruction. We strive for a reasonable balance and variety of materials in the collection of both children and adults. The library takes no responsibility for the content of DVDs.

#### *Controversial material*

The library recognizes that some materials are controversial in nature and may offend some patrons. However, disapproval of an item by an individual or group should not be the means by which that item is denied to all individuals or groups. Works that present an honest and realistic picture are not excluded because of frankness, language or description.. Books on controversial topics will be bought, but an attempt will be made to present balanced selection that will cover all sides of an issue. Books that are sensational rather than tasteful will be given low priority.

Library materials are not marked or labeled to indicate approval or disapproval of their contents.

#### *Access*

Processing and shelving of materials shall in no way reflect a value judgment of the materials. There will be no labeling of any item or of its catalog to indicate point of view or bias. All materials will be shelved in their proper order on open shelves freely and easily accessible to the public.

The library assures free access to its holdings. All patrons are free to select or reject for themselves any item in the collection. Individual or group prejudice about a particular item or type of material in the collection may not preclude its use by others.

Although juvenile materials are kept together to facilitate use, children are not limited to using the juvenile collection. Responsibility for a child's reading must rest with the parent or guardian, not with the library.

#### *Weeding*

The Library Director and staff have a responsibility to perform on-going weeding of the collection to remove worn, unused or outdated books and materials from the shelves. These materials take up space on the shelf, cost money to maintain and often contain inaccurate information.

Prior to weeding, a careful study of each book is made, taking into account several factors such as number of copies in the collection, provision of adequate coverage in the field, circulation history of the item and inclusion in standard lists of recommended titles for public libraries. The CREW Method by Joseph P. Segal is considered an established authority on this subject by the American Library Association and will be used by staff.

It is not the library's policy to automatically replace all books withdrawn because of loss, damage or wear. Need for replacement in each case is weighed with regard to materials that meet the same criteria as used by the Materials Selection Policy.

As first priority, weeded items will be donated to the Friends of the Library used bookstore for possible resale. Weeded items may also be donated to schools, charitable institutions or other libraries. Public concerns about weeding are handled by the Library Director, who is charged with discussing the policy with patrons and informing the Library Board.

### *Gifts*

Donations of books and/or money to buy books for the library's collection are accepted without commitment as to final disposition. Donated books are evaluated according to the criteria of the Materials Selection Policy. The items may be added to the library collection or they may be sold at the book sale. Monetary donations may be used in a designated area, but the Library Director will make the specific selections. Appropriate receipts for tax purposes will be provided.

### *Citizen's request for reconsideration of library materials*

The procedure for a patron to file a complaint about an item in the library's collection is as follows:

1. The patron should complete the form "Citizen's request for reconsideration of a book or materials." This will be a prerequisite to any other action on the book or materials. The form is available upon request at the library.
2. The Library Director will review the form. If the Director determines that the book does not meet the library's standards it will be removed. If the Director determines that the book should remain in the collection, the request will be reviewed with the Library Board.
3. The patron will be notified in writing of the Library Board's decision concerning the action on the book or materials in question.
4. If the patron is not satisfied with the Board's decision, he/she may discuss the issue at a Board meeting. It is requested that the patron inform the Library Director in advance of the meeting so that the issue may be placed on the agenda.

FRANKENMUTH JAMES E. WICKSON DISTRICT LIBRARY

**Citizen's request for reconsideration of a book or other material.**

If you would like to recommend the removal or restriction of a book or other material from the library collection, please answer the following questions.

1. Author of the material \_\_\_\_\_
2. Title of the material \_\_\_\_\_
3. How was the material brought to your attention \_\_\_\_\_  
\_\_\_\_\_
4. Have you read the whole book or reviewed the entire material? Yes\_\_\_ No\_\_\_
5. Are you objecting to the entire material? Yes\_\_\_ No\_\_\_ Comments \_\_\_\_\_  
\_\_\_\_\_
6. What, in your opinion is the theme of the material? \_\_\_\_\_  
\_\_\_\_\_
7. What is your objection to the material? Please be specific \_\_\_\_\_  
\_\_\_\_\_
8. In what section of the library is the material kept? Adult \_\_\_ Juvenile\_\_\_ YA\_\_\_
9. What do you feel might be the result of reading this book or using this material?  
\_\_\_\_\_

Please use the back of this form for any additional information you provide.

Name \_\_\_\_\_ Phone \_\_\_\_\_  
Address \_\_\_\_\_ City \_\_\_\_\_ Zip \_\_\_\_\_  
Date \_\_\_\_\_ Signature \_\_\_\_\_

The Library Director will inform you in writing concerning the action on the book or material in question.



## **GIFTS**

The library will encourage and accept gifts with the understanding that gifts of materials will be added to the collection if they meet the same standards required of purchased materials. Gift materials not meeting these standards may be sold at the Library Friends book sale, given to other organizations, or otherwise disposed of as the library sees fit.

All donated materials will be reviewed by staff for possible addition to the collection. In general, the following conditions will apply:

### **Adult Books:**

- Non-fiction books more than two years old will not be added unless they pertain to local history or genealogy.
- Fiction books more than two years will not be added unless they are in excellent condition and 1). complete a series, 2) replace a worn copy of a book in already in our collection or 3) are considered a "classic" as defined by the Public Library Catalog.

### **Children's and Young Adult Books:**

- Non-fiction books more than two years old will not be added.
- Picture books, Easy readers and fiction will be considered if they are in excellent condition and published within the last five years.
- Books will be evaluated for "swaps" if they are in like-new condition.

## **MEMORIAL/HONOR FUND**

The Frankenmuth James E. Wickson District Library has established a memorial/honor fund for the purchase of books for the library. A bookplate will be put in each book purchased through this fund.

Donations given to the memorial/honor fund shall be used in accordance with the directions of the donor as pertains to the type of book(s) purchased and wording of the bookplate. In cases where no preference is given by the donor, the library will select appropriate titles for purchase according to the needs of the library.

When a memorial/honor donation is given, the following letters will be sent:

- Thank you letter to the donor. Contains information to be used as a tax receipt.
- Letter to the honored person or family of the deceased to notify that a tribute was received.
- A follow up letter to the donor when the book has been purchased.

## **COLLECTIONS**

In addition to the traditional collections (fiction, non-fiction, reference, etc.) the library maintains the following collections:

### **Local History:**

This collection contains all materials pertaining to Saginaw County, with a special emphasis on Frankenmuth history and families.

**FRANKENMUTH JAMES E. WICKSON DISTRICT LIBRARY**  
**INTERNET USE POLICY**

The Frankenmuth James E. Wickson 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 computers and wireless access available at the Library

**General Information regarding Internet access:**

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.

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 which are 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. Responsibility for, and any restriction of, a child's use of the internet resides solely with his or her parents or legal guardians.

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 and, therefore, should be considered public.

Because Library users of all ages, backgrounds and sensibilities are using the computers, Library patrons are asked to be sensitive to other's values and beliefs when accessing potentially controversial information and images.

**Patrons Under 18 Years of Age**

Parents or guardians are responsible for the Internet information selected and/or accessed by their children. Children under 18 years of age must have signed parental permission on file in order to use computers with Internet access. Children who use the Internet unsupervised may be exposed to disturbing information and images. Parents are encouraged to discuss the use of the Internet in relation to family values and boundaries with their children and to monitor their children's use of the internet.

*Compliance with Michigan Law, Public Act 212:*

We use a central server to assign and monitor Internet workstations. Workstations are in public areas in full view of staff and other patrons. The staff makes random checks of the computer area to check for compliance with rules and policy. We do not use filtering software on the public computers.

The children's wing and tween area contain computers that provide a variety of educational games and programs. These computers do not provide internet access.

Chromebooks are available for patrons over the age of 12 to use while in the library. We use the built-in supervised access to restrict explicit sites; however, no filter is guaranteed foolproof.

Hotspots and Chromebooks are available for patrons to check out for off premise use. Hotspots are funded through grants and contain filters in compliance with the Children's Internet Protection Act requirements.

**User Responsibilities:**

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. This includes:

- Recognizing that the Internet, like all of the Library’s information sources, must be shared and used in a manner which respects the rights of others and refrains from activities that prevent others from using it.
- Using the Library’s Internet resources for educational, informational, and recreational purposes only.
- Refraining from illegal or unethical use of the Internet.
- Respecting intellectual property rights by making only authorized copies of copyrighted, licensed or otherwise-controlled software or data residing on the Internet.
- Respecting 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 seeking disallowed access to any computer system via the Internet.
- Refraining from damaging or altering the setup of the equipment used to access the Internet in the Library.
- Refraining from altering or damaging software or data residing in the Internet.
- Refraining from the transmission of threatening, harassing or abusive language and images.
- **Compliance with the Library Policy and Guidelines:**  
Violation of Library policies, including this policy regarding the use of computers in the library, may result in suspension or loss of the privilege to use these resources. Illegal activity involving the Library’s resources will be subject to prosecution by the appropriate authorities. See the library’s Rules of Conduct Policy for detailed information regarding suspension of privileges and the appeal process.

**Staff Assistance:**

Computer access at the Library is self-serve. If time permits, staff may be available to answer specific questions about computer applications and Internet searching.

I have read Frankenmuth Wickson District Library’s computer policy and give my consent for my child to use library’s computers.

Child’s Name \_\_\_\_\_

Age \_\_\_\_\_

Parent Signature \_\_\_\_\_ Date \_\_\_\_\_

## REFERENCE SERVICES

Reference questions are answered in the following order: in-library, telephone, letter and e-mail.

In general, fifteen minutes should be the maximum amount of time to work with a patron. However, when a staff member has time available, additional time may be devoted to the question.

Questions that remain unanswered at the end of a staff member's shift may be passed to the incoming staff. Staff members are encouraged to consult with colleagues if they need help with a difficult question. If the requested information cannot be provided within 24 hours, the patron should be notified of the status of the request.

The reference department of the Public Libraries of Saginaw serves as a back-up to our local library.

Referrals to other agencies may be made when appropriate. Patrons should be advised that they may contact the library for further assistance if they are not successful in obtaining help from the agency.

If the staff member feels that it is appropriate to refer the patron to another library, it is important to verify that the material needed is actually on the shelf at that library.

Staff members are not to assume that a patron knows how to locate library materials. Assistance should be offered whenever a patron appears to need it.

### *Interlibrary Loan*

Interlibrary loan service is available to residents of the Frankenmuth School District. Most materials are obtained through MeLCat, the statewide interlibrary loan system. Requests for materials not available through MeLCat are processed through the White Pine Library cooperative in accordance with their guidelines.

### *Genealogical questions*

Wickson Library maintains a basic collection of local history and genealogical materials. Staff members will provide general information in the methodology of genealogical research, guidance in locating items in the collection, and help in using the resources of using out-of-library sources such as interlibrary loan. Staff members do not provide genealogical research for individuals.

### *Circulation of reference materials*

Reference materials generally do not circulate. Under special circumstances, the librarian in charge may authorize the loan of a reference item for a limited period (usually a few hours or overnight).

### *School assignments*

Every effort will be made to answer the student's question by providing sources of information and the instruction needed to use those sources. However, it is the student's responsibility to use the material in order to meet the requirement of the assignment. Staff will not organize the material or do the research. Classroom assignments sometimes require special collections of materials to be set aside for student use. Every effort will be made to assist teachers by making such collections available.

### *Telephone reference service*

Telephone callers may be asked to leave their names and phone numbers for return calls by staff when the answer is not immediately available and/or the library is busy and the answer cannot be quickly provided.

Long-distance reference callers will be asked to call the library back if questions cannot be answered immediately or staff are busy with library patrons.

Circulating materials that are gathered together for a patron will be held at the circulation desk for not more than three days.

### *Electronic resources*

The library has numerous electronic resources available for public use or as part of reference services. The purpose of these resources is to facilitate information access in a variety of formats. There is a limit of one hour per user if there is another patron waiting to use the computer. The library charges the standard fee for printouts as listed in the “fines and fees schedule.” Downloading to the public computers is not permitted.

*Medical/legal reference questions*

Staff members treat requests for medical and legal information as all other requests. However, they do not offer medical and legal advice to patrons.

*Taxation questions*

Wickson Library is the local outlet for distribution of federal and state tax forms and booklets to the public. Copies of the most commonly used forms will be available free of charge on a first-come, first-served basis during the tax season. Patrons will be charged the standard photocopy charge for copies from the tax reproducible and the standard printout charges for copies that are downloaded from the IRS as listed in the “fines and fees schedule.” Staff cannot provide advice in the interpretation of tax law or assistance in selecting the appropriate tax forms.

*Consumer evaluations*

The staff should help patrons locate objective consumer product information by showing them how to consult the indexes to consumer magazines. The staff should not offer personal opinions recommending one product or another.

## FINES AND FEES SCHEDULE

### Overdues, damaged and refund

<u>Type</u>	<u>Charge</u>
DVD fines	\$.50/day
New book fines	\$.25/day
Interlibrary loan fines	\$.25/day, no limit
All other items	\$.10/day
Maximum fine per item	\$2.50 per item
Fine limit	Borrowing privileges are revoked when a patron accumulates \$5 in fines and bills for replacement. The balance must be paid in full to restore library privileges.
Lost and damaged items	The patron will be charged the list price of the item. Overdue fines will be waived upon payment. No refunds will be given.
Damaged/missing cases	\$1 per case
Minimum fine for overdue notice	\$1

### Circulation

DVD check out \$1/two days

### Registration

Library card replacement \$1  
Guest card (out of district) \$50 per year, payable full year in advance  
Full service Guest card \$100 per year, payable full year in advance

### Copies

Photocopies \$.25 per exposure (\$.50 for 2-sided), \$.75 per exposure for color  
Computer printouts \$.25 per page, \$.75 per page for color  
Scanning free

### Fax service

Sending \$2 for the 1<sup>st</sup> page, \$1 each additional  
Cover sheet N/C  
Receiving \$1 per page



## **BULLETIN BOARD AND BROCHURES**

The Frankenmuth James E. Wickson District Library encourages the display of informational brochures, pamphlets and posters announcing area civic, educational and cultural events of interest to the community.

General guidelines:

1. Posters will be no larger than 16"x 24" and brochures will be no larger than 8.5" x 11".
2. Materials cannot be returned unless prior arrangements have been made.
3. Materials which are not date-sensitive will be displayed as long as space is available.
4. Materials advertising partisan politics, denominational religions, or commercial endeavors will not be displayed.

## **EXHIBITS, DISPLAYS, HANDOUTS, AND ANNOUNCEMENTS**

As part of its public service and information mission, the library provides information to the community through displays, handouts, announcements and exhibits provided from the library's own collection and/or services or through those of other non-profit organizations, community groups, governmental agencies and artists. Though the library may be providing space for a display, handout, announcement or exhibit, this does not mean that the library endorses the activity and/or information.

### *Exhibits and displays*

Due to space constraints, a limited amount of exhibit case and display area space is available for use by non-profit organizations, community groups or governmental agencies. The library reserves the right to limit the size, number of items, the schedule of any display, and the frequency with which the group, organization or artist may have a display. All exhibits and displays are offered to the library on a voluntary, non-fee basis. Displays of a commercial nature will not be accepted.

Exhibit case and display area space is available on a first-come, first-served reservation basis for educational, artistic, informational, and cultural displays and exhibits. The library assumes no liability in the event of damage, destruction or theft of a display, whether it be in a locked case or not. Reservations for the display case and any free-standing space may be made through the Library Director. Final authority for all exhibits and displays rests with the Library Director or an appointed designee.

### *Handouts and bulletin boards*

The library acts as a distribution point for handout materials for public awareness from non-profit groups, community groups or governmental agencies, as well as handouts prepared by the library to promote materials and services. Specified areas within the library are made available for such handouts. Handouts of a commercial nature will not be accepted.

The library, at its discretion, will provide reasonable space for announcements and notices of programs and activities sponsored by non-profit civic, cultural, educational and religious groups through bulletin board space. Announcements of a commercial nature will not be accepted.

Final authority for all handouts and bulletin board announcements rests with the Library Director or an appointed designee. The library reserves the right to remove inappropriate items from the bulletin board at any time. When space is limited, priority is given to announcements for programs and activities within the library's legal service area.

### *Petitioning, solicitation or distribution of literature*

The library does not allow petitioning, solicitation, distribution of literature or leaflets, canvassing or similar types of appeals by members of the public within the facility.

## **USE OF THE MULTIPURPOSE ROOM AND CONFERENCE ROOMS**

### Application of Policy

This Policy applies only to the use of the Multipurpose Room (also referred to as "Room") and the two Conference Rooms (also referred to as "Rooms") by the public and shall not apply to other spaces in the Frankenmuth James E. Wickson District Library ("Library"). This Policy does not apply to the Use of the Multipurpose Room or Conference Rooms by the Library for Library sponsored or co-sponsored events.

### Library use

Library sponsored or co-sponsored use of the Multipurpose Room and Conference Rooms will take precedence over Multipurpose Room and Conference Rooms use requests made by other community groups.

### Use by Other Organizations

The Multipurpose Room is available only to individuals, groups or organizations for educational, recreational, cultural and civic purposes. The Room is not available for social occasions or commercial activities. The person booking the room must be a resident of the Frankenmuth James E. Wickson District Library District.

The Multipurpose Room and Conference Rooms may only be reserved during regular public Library hours and must be vacated and put back in its original state at least 15 minutes prior to closing.

Users shall not exceed the occupancy requirements of the Multipurpose Room and Conference Rooms .

### Registration

Users wishing to use the Multipurpose Room must fill out an Application provided by the Library a minimum of 48 hours prior to use. The Applicant must be 18 years of age and must be authorized to sign the Application on behalf of the User. Reservations will be taken on a first come, first served basis by the Administrative Assistant. Groups may reserve the Room up to 12 months in advance. Return of a copy of the Application with the initials of the Library Director (or representative) will indicate approval to use the Room.

Conference Rooms may be reserved over the phone by full service patrons for two hour sessions. Time may be extended the day of the event if there are no additional reservations. Reservations will be held for 15 minutes after the reserve time, and will open to the public if patron does not show. Walk-in use will be available on a first come, first serve basis for two hour limited sessions which can be extended if there are no reservations or walk ins. Walk-in use must check in with the front desk to record their time in the room.

### Frequency of use

Users may not book the Multipurpose Room more frequently than once per month. Regular use of the Room does not imply exclusive use for a particular day or time. The Library reserves the right to schedule another event on any day or at any time as needed.

### Fees

The Library shall not charge a fee for use of the Multipurpose Room.

### Rules

- All meetings in the Multipurpose Room shall be open to the public. The user may not charge an admission fee for meetings or exhibits.

- Multipurpose Room set up is the responsibility of the Applicant. The Room must be returned to its original condition after use.
- Items to be displayed shall not be taped or tacked to walls or moldings.
- Light refreshments may be served. The group must provide its own utensils for serving and preparation. Alcoholic beverages may not be served.
- By applying for use of the Multipurpose Room the User acknowledges that its activity is not sponsored by the Frankenmuth James E. Wickson District Library or the City of Frankenmuth and agrees that they will not identify the above parties as associated in any way with their group's activities in any of their literature or publicity.
- No User may sponsor a fund-raiser. Users shall not sell tickets or solicit contributions from persons located anywhere in the Library or on Library property.
- Multipurpose Room or Conference Room use must not interfere with the normal operation of the Library. Users shall observe all rules of conduct and policies applicable to Library patrons.
- Handouts, pamphlets or other materials may be distributed only to those attending the meeting and may not be placed outside the Room for general distribution or left in the Library at the conclusion of the meeting, unless in conformance with the Library's Bulletin Board policy.
- No smoking, candles, matches or any other use of fire shall be permitted in the Multipurpose Room.
- Users of the Multipurpose Room must be under adequate supervision by adults 18 years of age or older. The reservation form requires the listing of an adult who will be in charge of the group, as well as being financially responsible for any damages that may occur. This listed adult must be on site during the reserved meeting time. In addition, there must be one adult supervisor for every 5 minors.
- No commercial, sales, or profit-making uses of the Multipurpose Room are permitted.

#### Responsibility

The Library assumes no responsibility for any materials on display. The sponsoring group is responsible for supervision and security. The group must also assume responsibility for any necessary insurance for liability or any damage.

Groups using the Multipurpose Room or the Conference Rooms agree to indemnify and hold harmless the Frankenmuth James E. Wickson District Library and the City of Frankenmuth, its agents, employees, officers and representatives, from any and all suits, actions, claims, or demands of any character or nature arising out of or brought on account of any injuries or damages sustained by any person as a consequence or result of the use of the Room, its furnishings or equipment by the User or those attending the meeting.

Groups using the Multipurpose Room and the Conference Room are responsible for the condition of the Room. They will be billed for any damage to the Room as a result of their use.

#### Withdrawal of permission

The Library reserves the right to withdraw permission for the use of the Multipurpose Room or the Conference Rooms for any reason, including for the use of the Library for a Library sponsored or co-sponsored event or if the Library is required to close for any reason.

#### Violation and Appeal Section

The Library Director or the Director's designee may restrict access to Library facilities, including the Multipurpose Room and Conference Rooms, by immediately dismissing 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. 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 building 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 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. 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 User whose privileges have been limited or revoked shall attend a meeting with the Director or the Director's designee to review the Policy before their privileges may be reinstated.

E. Right of Appeal: Users may appeal a decision in writing to the Library Director within 10 working days of the date of the letter stating why Library privileges should be restored. The Library Director or a designee will respond to the appeal in writing within 10 working days of the date the appeal was received. Any person may appeal the Library Director's decision by sending an appeal in writing to the President of the Library Board within 10 business days. The decision of the Library Board is final.

**Frankenmuth Wickson District Library  
Application to use the Multipurpose Room**

Date of request \_\_\_\_\_

Date of use \_\_\_\_\_ Time of use \_\_\_\_\_

Name of Organization \_\_\_\_\_

Street address \_\_\_\_\_

City \_\_\_\_\_ Zip code \_\_\_\_\_

Telephone \_\_\_\_\_

Purpose of meeting or program \_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

Number attending \_\_\_\_\_

By signing this Application, the Organization identified above agrees to indemnify and hold harmless the Frankenmuth James E. Wickson District Library and the City of Frankenmuth, its agents, employees, officers and representatives, from any and all suits, actions, claims, or demands of any character or nature arising out of or brought on account of any injuries or damages sustained by any person as a consequence or result of the use of the Room, its furnishings or equipment by the User or any person attending the User's meeting. The Organization also agrees to pay for any damage caused by its use of the Multipurpose Room.

Name of responsible person \_\_\_\_\_

Signature of responsible person \_\_\_\_\_

Approved \_\_\_\_\_ Date \_\_\_\_\_

## **PHOTOCOPY MACHINE**

All photocopier machines in the library have the warning label as required by copyright law. Violations of copyright law are the responsibility of the photocopier machine user.

The library is not responsible for the quality of copies and will refund money only in the event of a severe malfunction of the machine.

The library charges a standard per-copy fee as listed in the "fines and fees schedule." Users will find photocopier fees posted in a prominent place on the machines.

## **SAFETY AND WELL-BEING OF CHILDREN**

This policy is written for the safety and well-being of children and all other persons as well. Even if the parents are not present, parents are responsible for and liable for the children's behavior in the library, for damage to materials, equipment, and furnishings, and for injury to themselves and others.

### *Appropriate behavior*

Reading is encouraged. Adults may read aloud to children. Quiet play with toys, games and art materials is allowed. Children are allowed to study quietly in small groups. Children must walk while in the library.

### *Disruptive behavior*

If a child is unruly, the library staff will make every attempt to restore appropriate library behavior. If this proves unsuccessful, the library staff will call the parent(s) and the disruptive individual(s) will be asked to sit in the vestibule until picked up.

Climbing on tables, shelves, chairs and other furniture is not allowed.

### *Cleaning up*

Out of consideration for others, children should be encouraged to put away puzzles, toys, games and art materials in their proper places. Books should not be reshelved but left stacked neatly on table.

### *Children ages 3 and under*

- Must be within the visual contact of a parent or adult caregiver at all times.
- Must be accompanied by a parent or adult caregiver during programs.
- Must be accompanied to the restroom by a parent or adult caregiver.

### *Children ages 4-6*

- Must remain in the same library wing as parent or adult caregiver.
- May attend library programs without an adult. However, a caregiver must remain in the library at all times during the program.
- Must have a parent or adult caregiver with them while using computers.

### *Children ages 7 and over*

May be left on their own to attend library programs or to do homework, providing they are not disruptive. Even if the parents are not present, the parents are responsible for and liable for their children's behavior in the library, for damage to materials, equipment, and furnishings, and for injury to themselves and others.

### *Children ages 10 and under*

Are not permitted in the basement of the library unless accompanied by a parent or guardian.

### *Unattended children at closing time*

Unattended children must be picked up at least 15 minutes before closing time. In the case of a child who is unattended at closing time (including emergency closings), the library staff will try to notify the child's parent or adult caregiver. If the parent or caregiver cannot be located within 30 minutes, the police will be called. Children will not be left alone in the library or on the library grounds. A library staff member will wait with the child until the child's parent or adult caregiver, the police, or a protective services worker arrives. Library staff members will not take the child home or anywhere away from the library site.



## PATRON BEHAVIOR POLICY

### I. Introduction.

The Frankenmuth James E. Wickson District 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 of Trustees has adopted this Patron Behavior Policy. The purpose of the Library Patron Behavior Policy is to assist the Library in fulfilling its mission as a community resource enriching life, stimulating intellectual curiosity, fostering literacy, and encouraging an informed citizenry.

The following rules of conduct shall apply to all buildings – interior and exterior – and all grounds controlled and operated by the Library and to all persons entering in or on the premises, unless otherwise specified. References to the building or Library property shall refer to all branches of the Library.

### 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 is prohibited.
- B. Weapons. Carrying weapons, except bona fide officers of government jurisdictions or individuals with a lawful permit, is prohibited.
- C. Alcohol; Drugs. Possessing, selling, distributing, or consuming any alcoholic beverage, illegal drug, or drug paraphernalia is prohibited.
- D. Under the Influence. Persons noticeably under the influence of any controlled substance or intoxicating liquor are not allowed on Library property.
- E. Use of Library Buildings and Grounds.
  - 1. Use of skateboards, rollerblades, roller skates, or scooters is not allowed in the Library or on Library premises.
  - 2. Library patrons must park bicycles or other vehicles only in authorized areas.
  - 3. All doors and entrances must remain obstacle-free.
  - 4. Animals or personal transport vehicles are not permitted in the Library other than those required by persons with disabilities or those used in law enforcement or for Library programming.
  - 5. Smoking inside Library facilities is prohibited. Smoking is also prohibited within 20 feet of the building entrances. Smokers must use exterior ashtrays and refrain from littering with cigarette butts.
  - 6. Shirts and shoes are required for health reasons and must be worn at all times inside the Library and on Library property.
  - 7. The use of incendiary devices, such as candles, matches, and lighters, is prohibited inside the Library.
  - 8. Patrons shall not be permitted in any areas designated as "staff only" or in the basement unless otherwise permitted by the Library Director.

9. 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.
10. Patrons may not use the Library's telephone.

### III. Rules for Personal Behavior.

- A. Personal Property. Personal property brought into the Library is subject to the following:
  1. The Library personnel may limit the number of parcels carried into the Library.
  2. The Library is not responsible for personal belongings left unattended.
  3. The Library does not guarantee storage for personal property.
  4. Personal possessions must not take up seating or space if needed by others.
- B. Unauthorized Use. Patrons must leave the Library promptly at closing time. 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 Director, his or her designee, or the Library Board.
- C. Engaging in Proper Library Activities. Patrons shall be engaged in activities associated with the use of the Library while in the building. Patrons not engaged in reading, studying, writing, participating in scheduled Library programs, and using Library materials shall be required to leave the building.
- D. Considerate Use. The following behavior is prohibited in the Library and in the Library Building.
  1. Spitting;
  2. Running;
  3. Putting feet or legs on furniture;
  4. Using obscene or threatening language or gestures.
- 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 and Similar Activities. Campaigning, petitioning, interviewing, survey-taking, pamphleteering, and canvassing are prohibited in the Library building.
- H. Sales. Selling merchandise on Library property without prior permission from the 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.
- K. Harassment. Staring, photographing, following, stalking, harassing, or threatening Library users or staff while in the Library or on Library property so that it interferes with the Library patrons' use of the Library or the ability of the staff person to do his or her job 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, including those from electronic, entertainment, and communication devices, such as cell phones, headphones, and radio is prohibited.
- M. Body Odor. Offensive body odor due to poor personal hygiene, overpowering perfume, or cologne that causes a nuisance is prohibited.
- N. Cell Phones. Cell phone use is prohibited in the Library. Those patrons desiring to use cell phones must use the phones in the lobby.

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

- A. Care of Library Property. Patrons must not deface, vandalize, or improperly remove Library materials, equipment, furniture, or buildings. Any material removed from the Library must be checked out on a valid Library card.
- B. Internet Use. Patrons must abide by established time limitations and all other provisions of the Library Internet Use Policy.
- C. Equipment. Library phones and staff computers are for staff use only.
- D. Authorized Lending. Library materials may only be removed from premises with authorization through established lending procedures.
- E. Restrooms. Library materials may not be taken into restrooms.

#### **V. Rules for the Safety of Youth.**

Parents, guardians or responsible caregivers must be present and responsible for the supervision of children under the age of seven (7) and pursuant to the Safety and Well-Being of Children in the Library Policy.

#### **VI. Disciplinary Process for Library Facilities.**

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. 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 building 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 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. 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 Patron Behavior Policy before their privileges may be reinstated.

## VII. Right of Appeal.

Patrons may appeal a decision to limit or revoke privileges by sending a written appeal to the Library Board within 10 working days of the date the privileges were revoked or limited. The appeal should be sent to the President of the Library Board. The decision of the Library Board is final.

## **TOURS**

The Frankenmuth James E. Wickson District Library will provide tours of the facility for classrooms or businesses residing within the service area. Visits will be booked on a first come, first served basis. Tours will usually consist of an overview of the library's services and collections; a sharing of literature through storytelling or book talks; or special instruction on the use of various resources.

## **VIDEO SURVEILLANCE**

Video surveillance cameras are installed in several locations throughout the library building to enhance the safety and security of library users and staff. The video surveillance footage may be disclosed to third parties, such as law enforcement, if necessary. Authorization to view stored images may be granted only by the Library Director and/or his/her designee. If such authorization is granted, notice shall be given to the Library Board.