WHITE LAKE
COMMUNITY LIBRARY

LIBRARY POLICY MANUAL

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1000 Philosophical Foundations of the Library

1001 Mission Statement

The White Lake Community Library as a cultural destination will lead the community to the world's information and ideas and be the link for enrichment, entertainment and life-long learning.

1002 Library Bill of Rights

The library endorses the Library Bill of Rights, which follows:

> The American Library Association affirms that all libraries are forums for information and ideas and that the following basic policies should guide their services:

I. Books and other library resources should be provided for the interest, Information and enlightenment of all people of the community the library serves. Materials should not be excluded because of the origin, background or views of those contributing to their creation.

II. Libraries should provide materials and information presenting all points of view on current and historical issues. Materials should not be proscribed or removed because of partisan or doctrinal disapproval.

III. Libraries should challenge censorship in the fulfillment of their responsibility to provide information and enlightenment.

IV. Libraries should cooperate with all persons and groups concerned with resisting abridgment of free expression and free access to ideas.

V. A person's right to use a library should not be denied or abridged because of origin, age, background or views.

VI. Libraries which make exhibit spaces and meeting rooms available to the public they serve should make such facilities available on an equitable basis, regardless of the beliefs or affiliations of individuals or groups requesting their use.

1003 Freedom to Read

The library endorses the following Freedom to Read statement of the American Library Association

> The freedom to read is essential to our democracy. It is continuously under attack. Private groups and public authorities in various parts of the country are working to remove or limit access to reading materials, to censor content in schools, to label "controversial" views, to distribute lists of "objectionable" books or authors and to purge libraries. These actions apparently rise from a view that our national tradition of free expression is no longer valid; that censorship and suppression are needed to avoid the subversion of politics and the corruption of morals. We. as citizens

devoted to reading and as librarians and publishers responsible for disseminating ideas, wish to assert the public interest in the preservation of the freedom to read.

Most attempts at suppression rest on a denial of the fundamental premise of democracy: that the ordinary citizen, by exercising critical judgment, will accept the good and reject the bad. The censors, public and private, assume that they should determine what is good and what is bad for their fellow citizens.

We trust Americans to recognize propaganda and misinformation and to make their own decisions about what they read and believe. We do not believe they need the help of censors to assist them in this task. We do not believe they are prepared to sacrifice their heritage of a free press in order to be "protected" against what others think may be bad for them. We believe they still favor free enterprise in ideas and expression.

These efforts at suppression are related to a larger pattern of pressures being brought against education, the press, art and images, films, broadcast media and the Internet. The problem is not only one of actual censorship. The shadow of fear cast by these pressures leads, we suspect, to an even larger voluntary curtailment of expression by those who seek to avoid controversy.

Such pressure toward conformity is perhaps natural to a time of accelerated change. And yet suppression is never more dangerous than in such a time of social tension. Freedom has given the United States the elasticity to endure strain. Freedom keeps open the path of novel and creative solutions and enables change to come by choice. Every silencing of a heresy, every enforcement of an orthodoxy, diminishes the toughness and resilience of our society and leaves it the less able to deal with controversy and difference.

Now as always in our history, reading is among our greatest freedoms. The freedom to read and write is almost the only means for making generally available ideas or manners of expression that can initially command only a small audience. The written word is the natural medium for the new idea and the untried voice from which come the original contributions to social growth. It is essential to the extended discussion that serious thought requires and to the accumulation of knowledge and ideas into organized collections.

We believe that free communication is essential to the preservation of a free society and a creative culture. We believe that these pressures toward conformity present the danger of limiting the range and variety of inquiry and expression on which our democracy and our culture depend. We believe that every American community must jealously guard the freedom to publish and to circulate, in order to preserve its own freedom to read. We believe that publishers and librarians have a profound responsibility to give validity to that freedom to read by making it possible for the readers to choose freely from a variety of offerings. The freedom to read is guaranteed by the Constitution. Those with faith in free people will stand firm on these constitutional guarantees of essential rights and will exercise the responsibilities that accompany these rights.

We therefore affirm these propositions:

1. It is in the public interest for publishers and librarians to make available the widest diversity of views and expressions, including those that are unorthodox or unpopular with the majority.

   Creative thought is by definition new, and what is new is different. The bearer of every thought is a rebel until that idea is refined and tested. Totalitarian systems attempt to maintain themselves in power by the ruthless suppression of any concept that challenges the established orthodoxy. The power of a democratic system to adapt to change is vastly strengthened by the freedom of its citizens to choose widely from among conflicting opinions offered freely to them. To stifle every nonconformist idea at birth would mark the end of the democratic process. Furthermore, only through the constant

activity of weighing and selecting can the democratic mind attain the strength demanded by times like these. We need to know not only what we believe but why we believe it.

2. Publishers, librarians and booksellers do not need to endorse every idea or presentation they make available. It would conflict with the public interest for them to establish their own political, moral or aesthetic views as a standard for determining what should be published or circulated.
   Publishers and librarians serve the educational process by helping to make available knowledge and ideas required for the growth of the mind and the increase of learning. They do not foster education by imposing as mentors the patterns of their own thought. The people should have the freedom to read and consider a broader range of ideas than those that may be held by any single librarian or publisher or government or church. It is wrong that what one can read should be confined to what another thinks proper.

3. It is contrary to the public interest for publishers or librarians to bar access to writings on the basis of the personal history or political affiliations of the author.

   No art or literature can flourish if it is to be measured by the political views or private lives of its creators. No society of free people can flourish that draws up lists of writers to whom it will not listen, whatever they may have to say.

4. There is no place in our society for efforts to coerce the taste of others, to confine adults to the reading matter deemed suitable for adolescents, or to inhibit the efforts of writers to achieve artistic expression.

   To some, much of modern expression is shocking. But is not much of life itself shocking? We cut off literature at the source if we prevent writers from dealing with the stuff of life. Parents and teachers have a responsibility to prepare the young to meet the diversity of experiences in life to which they will be exposed, as they have a responsibility to help them learn to think critically for themselves. These are affirmative responsibilities, not to be discharged simply by preventing them from reading works for which they are riot yet prepared. In these matters, values differ and values cannot be legislated; nor can machinery be devised that will suit the demands of one group without limiting the freedom of others.

5. It is not in the public interest to force a reader to accept with any expression the prejudgment of a label characterizing it or its author as subversive or dangerous.

   The ideal of labeling presupposes the existence of individuals or groups with wisdom to determine by authority what is good or bad for the citizen. It presupposes that individuals must be directed in making up their minds about the ideas they examine. But Americans do not need others to do their thinking for them.

6. It is the responsibility of publishers and librarians, as guardians of the people's freedom to read, to contest encroachments upon that freedom by individuals or groups seeking to impose their own standards or tastes upon the community at large.

   It is inevitable in the give and take of the democratic process that the political, the moral or the aesthetic concepts of an individual or group will occasionally collide with those of another individual or group. In a free society, individuals are free to determine what it will recommend to its freely associated members. But no group has the right to take the law into its own hands, and to impose its own concept of politics or morality upon other members of a democratic society. Freedom is no freedom if it is accorded only to the accepted and the inoffensive.

7. It is the responsibility of publishers and librarians to give full meaning to the freedom to read by providing books that enrich the quality and diversity of thought and expression. By the exercise of this affirmative responsibility, they can demonstrate that the answer to a "bad" book is a good one; the answer to a "bad" idea is a good one.

   The freedom to read is of little consequence when the reader cannot obtain matter fit for that reader's purpose. What is needed is not only the absence of restraint, but the positive provision of opportunity for the people to read the best that has been thought and said. Books are the major channel by which the intellectual inheritance is handed down and the principal means of its testing and growth. The defense of the freedom to read requires of all publishers and librarians the utmost of their faculties and deserves of all citizens the fullest of their support.

We state these propositions neither lightly nor as easy generalizations. We here stake out a lofty claim for the value of the written word. We do so because we believe that it is possessed of enormous variety and usefulness, worthy of cherishing and keeping free. We realize that the application of these propositions may mean the dissemination of ideas and manners of expression that are repugnant to many persons. We do not state these propositions in the comfortable belief that what people read is unimportant. We believe rather that what people read is deeply important; that ideas can be dangerous; but that the suppression of ideas is fatal to a democratic society. Freedom itself is a dangerous way of life, but it is ours.

Adopted June 25, 1953; revised January 28, 1972, January 16, 1991, July 12, 2000 , by the ALA Council and the AAP Freedom to Read Committee.

A Joint Statement by: American Library Association and Association of American

Publisher Subsequently Endorsed by:

American Association of University Professors; American Booksellers Foundation for Free Expression; American Society of Journalists and Authors; American Society of Newspaper Editors; Anti-Defamation League of B'nai B'rith; Association of American University Presses; Center for Democracy & Technology; The Children's Book Council; The Electronic Frontier Foundation; Feminists for Free Expression; Freedom to Read Foundation; International Reading Association; The Media Institute; National Coalition Against Censorship; National PTA; Parents, Families and Friends of Lesbians and Gays; People for the American Way; Student Press Law Center; The Thomas Jefferson Center for the Protection of Free Expression.

1004 Relationship to Friends of the Library

The library recognizes the value, importance and considerable assets of the Friends of the Library or other groups that may, from time to time, emerge in support of the library's mission. The library board welcomes and supports such initiatives for the service of this community.

The purposes of the Friends or other support groups are as follows:

1. To solicit and appeal for funds to support the White Lake Community Library to provide extra opportunities for the improvement or benefit of the library over and above those already provided to meet the general operating needs of the library.

2. To work with the library to secure additional resources in program, projects, special collections, or events which enhance the cultural, literary and aesthetic aspects of the library.

3. To maintain autonomy in governance and direction in support of the library and to maintain communication with the library director in fostering these ends.

The Friends or other such advisory groups are intended to enjoy genuine operational autonomy while working in partnership with the library. It is recognized that in using the name of the library or any of its programs, the Friends or other organizations derive an identity from the library itself and as such share the responsibility with the board of the library for the welfare of the library. Further, the board must remain accountable to the public and maintain its responsibility for the over-all direction of the library and any organization acting in its name. If circumstances warrant, it may be required that the board withdraw its sponsorship from an organization for violation of community trust or for acting in any way that does not carry out the mission of the library.

director when it begins and thereafter operates in a manner consistent with public expectations of the library, and in direct communication with the director.

The library board pledges its support and applauds the volunteer efforts of the White Lake citizens who seek to enhance the mission of cultural and literary goals of the community. It further welcomes the Friends of the Library in this policy. The board directs that it will cooperate and maintain communications with the Friends of the Library and other such approved organizations.

1005 Relationship to Other Libraries

The White Lake Community Library is a member of the Lakeland Library Cooperative, a public library consortium of libraries in Allegan, Barry, Ionia, Kent, Montcalm, Muskegon, Newaygo and Ottawa counties, meeting the following requirements:

1) maintaining a minimum local support level of 3/10 of a mill on taxable value, in the fiscal year before October 1 of the year before distribution;
2) participating in the development of cooperative library plans;
3) loaning materials to other libraries participating in Lakeland Library Cooperative;
4) maintain an open-door policy to other residents of the state as provided in the 1963 State Constitution.

The library participates in reciprocal borrowing with other cooperative members and encourages the use of its facilities and resources for residents of other member libraries' service areas.

The library does not participate in MichiCard, a statewide program allowing for customers of participating libraries to use their MichiCard to borrow materials from the collections of other MichiCard participating libraries.

The cooperative provides services to member libraries directly or through written contract. The following are basic services, for which there may or may not be fees levied to member libraries:

1) automated shared database and circulation system;
2) delivery system between member libraries so that each library receives delivery at least 3 days per week.

The cooperative also provides technical support, continuing education opportunities, consultant services and professional collection, web site assistance, and centralized purchasing operations.

1006 Sustainability Policy

The Library Board of Trustees and staff are committed to the “Triple Bottom Line” of sustainability, contributing to an environmentally sound, socially equitable, and economically responsible community. The Library will strive to reduce its environmental footprint as well as serve as a model for sustainable living. In doing so, the Library will conserve energy and water, support renewable energy resources, minimize pollution and waste, protect habitat, buy environmentally friendly products, protect local habitat, develop working relationships with contractors and suppliers who share sustainable practices, encourage environmentally preferable transportation, and provide resources for our community to encourage equal access to clean air, clean water, and natural resources. The Library Board of Trustees and staff will participate and be educated in the implementation of this sustainability policy.

2000 Circulation Policy

2001 Confidentiality of Customer Records

The White Lake Community Library respects the privacy of card owners to the fullest extent permitted by law. It will not disclose to anyone other than the card owner or the person liable (for example, a parent or legal guardian) information on the items requested, obtained or borrowed from this library or any other library, without an appropriate court or agency order or warrant.

The Michigan Library Privacy Act prohibits disclosure to all third parties, except as provided in MCL 397.603 (2), which states "Unless ordered by a court after giving the affected library notice of the request and an opportunity to be heard on the request, a library or an employee or agent of a library shall not release or disclose a library record or portion of a library record to a person without the written consent of the person liable for payment for or return of the materials identified in that library record." In addition, and in certain circumstances, the US Patriot Act, P.L. 107-56, supersedes the Michigan Library Privacy Act and disclosure of library records is mandatory pursuant to an appropriate federal agency order or warrant. Such federal order or warrant may also require the library to refrain from notifying the customer of the disclosure.

The White Lake Community Library shall not release another Lakeland Library Cooperative member library's records to any third party, except as provided above. The customer records of the White Lake Community Library belong to the Library.

As a member of the Lakeland Library Cooperative, the Library's policy shall at a minimum meet the requirements of the Cooperative's Confidentiality of Customer Records policy. The Cooperative serves as a resource for these issues. The Library is responsible for training and equipping its staff to deal with confidentiality issues.

2002 Account Registration

2002.1 General Borrowing Privileges
A valid library account is required in order to borrow materials from the White Lake Community Library, and the library card must be presented at the time of check-out. As a courtesy, cardholders may checkout without their library card once within a 12-month period, with appropriate identification.

Cardholders are responsible for all use made of their library cards and agree to abide by all policies of the library in using their library cards. It is the responsibility of the cardholder to notify the library of change of address, name, or phone number.

2002.2 Resident Borrower Registration
Residents within the legal service area of the library are eligible to register for a free library card.

Muskegon County residents within the legal service areas of Hackley Public Library and Muskegon Area District Library are also eligible to register at the White Lake Community Library, and will be issued the appropriate card according to their address.

Persons who reside outside Muskegon County, but within the Lakeland Library Cooperative boundaries, must obtain a library card at their home library. That card may then be used at the White Lake Community Library.

Anyone whose primary residence is outside the Lakeland service area boundaries but who owns property within the cooperative boundaries may receive a permanent library card. To do so, they must present a tax bill verifying that they own property within the library boundaries or in Muskegon County. A picture ID with their winter address will also be required.

The library participates in the Visiting Patron service through MeL. Anyone with a valid library card from another participating library in Michigan may use their card to borrow books only, according to MeL guidelines.

2002.3 Registration Requirements
Persons registering for a library card must complete an application form and verify both their identity and their place of residence. Preferred identification is a current Michigan driver's license or Michigan identification card. Alternatively, a photo ID such as an out-of-state license, passport, work badge, or student ID may be used in combination with a proof of address such as a property tax bill, utility bill, vehicle registration, or personal check.

Persons under the age of 18 must have a parent's or legal guardian's signature and identification of the responsible adult as described above. Both the child and the parent or legal guardian must be present to issue the card.

A resident with insufficient documentation for a regular card under this policy may be issued a limited, local-use only card that is valid for 6 months. It allows up to 3 checkouts at a time and includes access to the library’s digital collections.

2002.4 Non-Resident Cards
As a member of the Lakeland Library Cooperative, the library must abide by the cooperative's policy regarding the issuing of cards to non-residents. The cooperative's policy defines a non-resident as one living outside of the legal or contract service area of a Lakeland member library participating in the shared system.

In accordance with the Lakeland Library Cooperative policies, the White Lake Community Library may issue non-resident cards to individuals who do not reside within the legal or contract service area of any Lakeland member library. Non-resident cardholders may borrow most items owned by the White Lake

Community Library, but are not eligible to use their cards at other libraries or to place holds on items owned by other libraries.

Two types of non-resident cards are available for purchase as follows:

- **Physical Item Only Cards** cost $25 and are valid for one year from the date of purchase. They can be used to borrow most items in the library's collection such as books, movies, and magazines. They cannot be used to borrow electronic devices such as hotspots and laptops.
- **Digital Access Cards** cost $100 and are valid for one year from the date of purchase. They can be used for physical items as outlined above, and can also be used to access the library's digital collections. Individuals have the option to purchase a short-term full access card for $25 that is valid for three months from the date of purchase.

2002.5 School of Choice Students (*Updated 1-27-2016*)
For students who have the Whitehall schools as their "School of Choice" but who do not live in the Lakeland service area and do not live within the Whitehall School District, the Library will issue, to the student only, a non-resident digital access library card upon presentation of their Whitehall school ID or proof from the school that they attend Whitehall schools. The non-resident card fees will be waived for the student and cards will be valid for one year, renewed annually while the student is still enrolled. A message will be placed on the student's record stating they were given the card and the fee was waived along with the date and initials of issuing staff member.

2003 Borrowing Policies

2003.1 Checkout periods
The following checkout periods are in effect:

- 3 weeks for all books, CDs (music and audiobook), kits, and regular laptops and hotspots
- 1 week for all DVDs and magazines

2003.2 Renewals
Most library materials may be renewed up to two times, for the same period as the original loan.

Eligible items will be renewed automatically three days prior to the due date. Renewals may also be made in person, by telephone or online.

Items are not eligible for renewal if another patron has placed a hold on the material; there are more than $10 in fines or fees on the cardholder's account; or the item type is non-renewable.

2003.3 Overdue Materials (Updated July 2019, February 2021 and May 2022)
It is the policy of the library to not assess overdue fines on any materials owned by the library. Borrowers may still be subject to overdue fines assessed on items belonging to other libraries, according to the policy of the owning library.

Customers may elect to receive notices about overdue materials by phone, text, email, or a combination of these options. At a minimum, notification is made when materials are one week overdue. If the item has not been returned after 3 weeks, the customer will be billed for the cost of the item. Patrons not receiving email notices will be sent a paper copy of the bill.

After 63 days, customers with at least one long-overdue item and $80.00 or more in unpaid charges will be sent to Unique Management Services, Inc., according to Lakeland Library Cooperative policy. A $9.85 processing charge from Unique will be added to the customer's account.

When a customer's unpaid charges exceed $10.00, no further materials may be checked out until the amount owed is reduced to $10 or below. Customers may set up a payment plan to be approved by the circulation manager or assistant director. Customers who are on a payment plan may not check out materials until their fines are at or below the $10.00 limit.

See Appendix A, Payment Plan

2003.4 Bankruptcy (added 11-21-18)
When a patron who owes fines and/or fees goes through bankruptcy and produces the declaratory judgement from a bankruptcy magistrate, the library must forgive the fines and/or fees and allow the patron service. If prior to the declaratory judgment the patron had failed to return library material, the library may limit the patron's borrowing privileges until the missing library material is returned. If the patron accumulates new fines and/or fees or fails to return library material, the library may also limit the patron's future borrowing privileges.

2003.5 Claims-Returned Items
Claims returned status may be placed on items that the library is unable to find and the customer is certain have been returned. A customer is allowed a maximum of *three claims-returned* items on their library card in a one-year period. A *claims-returned* status on the library card means that the customer is not responsible for payment of the missing items. A message on the customer's card will indicate if there is a *claims-returned* item.

2003.6 Lost or Damaged Materials *(revised 2-25-2015; 4-26-2017; 7-24-19)*
Customers are responsible for all items checked out on their library cards. Customers will be charged the full replacement cost for any item that is lost or so badly damaged it cannot be used. Nominal fees will be charged for damage such as a missing barcode or torn pages.

When lost materials are paid for, the library issues a receipt. Should the customer find and return the item within three months, reimbursement of the price of the item will be given to the customer. For items belonging to other libraries, the patron is subject to the refund policy of the owning library.

Fines and fees for damaged or lost electronic devices are spelled out in the User Agreement for these items. See Appendix H, User Agreement

The library is not responsible for damages incurred to the customer's own equipment during the use of library-owned materials.

2003.8 Non-circulating Materials
The following materials are among the library resources that do not circulate outside the library. They must be used in the library.

Reference books
Archived newspapers
Local history materials

Most children's equipment and toys
Meeting room equipment
Library furniture

Customers desiring to use irreplaceable non-circulating materials such as local history materials, yearbooks and newspapers on microfilm and CD will be required to check them out on a valid library card or fill out a release form.
See In-Library Use Form, Appendix B.

Damage or loss will be considered as vandalism and reported to the proper authorities. (See also 4004.)

2003.9 Holds (Updated July 2019)
Materials owned by the library or other libraries in the Lakeland Library Cooperative may be placed on hold, with the exception of new books (owned for 6 months or less). This library's new books may be placed on hold by White Lake Community Library customers with SW as their home library.

Holds may be placed by customers in person, by telephone or on-line. Customers are notified when items arrive. Notification may be by automated phone call, email, or text message. Customers are encouraged to sign up for e-mail notification through the library's website, wlclib.org, and/or to register for text notification.

White Lake customers are able to designate any Muskegon Area Library branch, Hackley Public Library, or White Lake Community Library as their home library. Holds must be picked up at their home library.

2003.10 Circulating Devices
Persons wishing to borrow a laptop, hotspot, or other internet device must:

- Be at least 18 years old
- Have a White Lake Community Library card in good standing (unexpired, no more than $10 in fines/fees) that was issued at least seven days ago
- Show a valid driver's license or state I.D.
- Have a User Agreement on file (Appendix H) signed within the last year

The library director or assistant director may, under compelling circumstances, waive the policy in order to allow a local resident with a Muskegon Area District Library card or non-resident card to borrow a laptop, hotspot, or other device. Only adults 18 and over may check out laptops, hotspots and tablets.

In order to be fair to all borrowers and to make the best use of the prepaid data plans, the following stipulation will be applied to all hotspot loans:

- If a hotspot has not been renewed or returned within 7 days of its due date, the cost of the item will be billed to the patron and the data will be turned off.
- If an individual patron has triggered the data shutoff three times in twelve months, the patron will be prohibited from borrowing a hotspot for a period of three months.

3000 Building and Grounds

3001 Library Hours

The hours the library is open are:

Monday	9am to 7pm
Tuesday	9am to 7pm
Wednesday	9am to 7pm

Thursday	9am to 7pm
Friday	9am to 5pm
Saturday	9am to 3pm

If the hours are changed, permanently or temporarily, the change will be posted at the library and published in the White Lake Beacon and/or White Lake Mirror for a sufficient length of time to make the community aware of the change.

3002 Library Calendar

The Library is closed on the following days:

New Year's Day
President's Day (*library closed, staff works*)
Spring Holiday (*Friday before Easter*)
Memorial Day
Independence Day
Labor Day
Thanksgiving Day
Friday after Thanksgiving
Christmas Eve Day
Christmas Day
New Year's Eve Day
One other work day to be determined by the Director

When a holiday falls on a day the library is normally closed, the library will also be closed on an adjacent business day.

3003 Inclement Weather and Non-scheduled Closings *(revised 2-25-2015)*

In the case of severe weather, the library closes. The library may be closed irregularly on a non-scheduled basis in special circumstances. Notice of non-scheduled closings will be posted on the library's telephone message, website, radio/TV stations and on the library's front doors. If the Whitehall District Schools are closed due to weather, all morning story times will also be cancelled. If students are sent home early due to weather, all after school and evening programs will be cancelled.

3004 Patron Behavior Rules and Procedures for Violations *(revised 6-24-2015)*

In order to provide a safe, clean and comfortable environment for every person who visits the Library, the Library Board has adopted the rules below for all persons who use Library facilities and services and has adopted the procedures below for violations of these rules.

3004.1 Rules for Patrons:

Anyone on Library property is expected to conduct him/herself in a manner appropriate for a public Library. The following activities are prohibited on Library property:

1. Any activity that endangers or threatens the health, safety and welfare of any person on Library property, by word or act, or interferes with the ability of persons to use the Library in a safe and non-threatening environment, including intimidation or harassment.

2. Any activity which violates a local ordinance or State or Federal laws or regulations.

3. Any activity which damages, alters, defaces or destroys Library or other persons' materials or property or improper removal of same.

4. Being in a state of intoxication or otherwise under the influence of alcoholic beverages or controlled substances.

5. Any activity that violates the Library's Internet and Computer Policy.

6. Poor personal hygiene so offensive that it constitutes a nuisance to other patrons or Library staff or otherwise interferes with the use of the Library by other patrons or Library staff.

7. Possessing or consuming food except in the Coffee Connection or the meeting rooms.

8. Possessing or consuming beverages unless the container has lids or caps except that no beverages in any container shall be permitted around any computers.

9. Possessing or consuming alcoholic beverages or controlled substances.

10. Use of any tobacco products or e-cigarettes inside the Library building or within 20 feet of the main entrance

11. Bringing animals into the Library or entrance area, except service animals for persons with disabilities or animals used in Library-sponsored programs.

12. Disturbing the quiet of the Library, other persons or Library staff by loud, profane, obscene, intrusive, harassing or aggressive conduct or language toward anyone in the Library.

13. Not wearing shirts and shoes, or use of footwear with wheels, skateboards, roller blades or similar sports equipment.

14. Commercial use of photography, film or television equipment without prior permission of the Library Director or the Assistant Director in the Director's absence (except such activities by news media). Casual amateur photography or video taken by patrons of family and friends is permitted provided that it does not interfere with operations of the Library or capture identifiable likenesses of individuals without their permission. Patrons are responsible for securing necessary releases for any casual amateur photography or video taken in the Library.

15. Solicitations of any kind inside the Library building or within ten (10) feet of the Library entrance (including solicitations for petition signatures, money, donations, or goods or services of any kind), interviewing, survey taking or the distribution of written materials or literature except as permitted under the Library's Bulletin Board Policy. Library staff may take surveys, interview patrons or distribute written materials when necessary for Library matters.

16. Sleeping in the Library.

In addition, patrons wishing to make and/or receive cell phone calls while in the Library must be respectful of other persons using the Library. Phones must be set to vibrate rather than ring and calls are to be made and/or received only in the Library's lobby (foyer.)

If a patron engages in any activity prohibited by these rules, Library staff members will proceed as provided in Section 3004.2. below.

3004.2 Procedures for Violations:

Library staff members are responsible for enforcing the rules of the Library. If the person violating them is a minor (under age 18) the person's parent or guardian will be notified.

1. First Violation:

   If a Library staff member observes a violation of these rules, he/she:

   a. Shall advise the person violating a rule that the observed activity is prohibited.
   b. Shall request the person to stop the prohibited activity.
   c. Shall advise the person that further violations may result in loss of Library privileges.
   d. May request the person to give his/her name, address and phone number.
   e. May request the person to leave the Library for the day.
   f. Shall complete a Written Incident Report and submit it to the Director.

   The Library reserves the right to suspend Library privileges for the first violation, depending on the severity of the violation, to protect patrons, Library staff and Library property. The Library may also suspend Library privileges if the patron's behavior involves:
   1) Refusal to stop prohibited activity; or
   2) Use of loud, intimidating or threatening language in response to staff request to stop the activity; or
   3) Any form of violence, destructive behavior or threat of same in response to staff request to stop the activity.

   Any suspension of Library privileges shall be issued in writing by the Director.

2. Subsequent Violations:

   If a Library staff member observes a person violating these rules who has had a previous violation of the rules within the previous one (1) year (as documented by a Written Incident Report), he/she will follow procedure in B.1.a-f described above for a first violation and in addition the Director may suspend the Library privileges of the person who committed a subsequent violation for a period up to six (6) months. The Library reserves the right to suspend Library privileges for longer periods, depending on the severity of the violation, to protect patrons, Library staff and Library property. The Library may also suspend Library privileges for up to six months if the second violation includes:
   a. Refusal to stop prohibited activity;
   b. Use of loud, intimidating or threatening language in response to staff request to stop the activity; or
   c. Any form of violence, destructive behavior or threat of same in response to staff request to stop activity.

   Any suspension of Library privileges will be issued in writing by the Director

3. Additional Penalty Procedures

   a. Notwithstanding the specific periods of suspension of Library privileges set forth above, the

Library reserves the right to terminate Library privileges on a permanent basis for any violation, depending on the severity of the violation, to protect patrons, Library staff and Library property. Any such termination of Library privileges will be issued in writing by the Director.

b. A person's presence on Library property during any suspension or termination is considered trespassing.
c. Written Incident Reports will be retained for each violation but will be expunged after five (5) years.

3004.3 Appeals to Disciplinary Actions

1. A person whose Library privileges have been suspended or terminated by the Director may appeal to the Library Board. The appeal must be in writing and include the persons' name, address, date/time of violation, violation type, the reason for the appeal, and the person's signature. The Library may provide a standard form for an appeal.

2. An appeal must be filed with the Library Director within five (5) business days of receiving notification of the suspension or termination.

3. Upon the proper filing of an appeal, the Library Board will hear the appeal at the next regularly scheduled board meeting and render a final decision.

3005 Child and Vulnerable Adult Safety

3005.1 Purpose

The White Lake Community Library ("Library") strives to provide a safe, welcoming atmosphere for its patrons. Caregivers are responsible for the welfare and the behavior of children and/or vulnerable adults using the Library facilities. Although staff will always respond with care and concern, the Library is not responsible for the safety and comfort of unattended children or vulnerable adults. The Library assumes no responsibility for children or vulnerable adults of any age left unattended at the library. Parents and legal guardians assume all liability for damage done by their children or vulnerable adults to the library facility, equipment, and materials or any bodily injury that may occur.

3005.2 Definitions

A. "Child" means a minor under the age of 18.

B. "Vulnerable Adult" means an individual age 18 or over who, because of developmental disability, mental illness, physical disability or other similar reason (1) requires supervision or personal care or (2) lacks the personal and social skills required to live independently.

C. "Caregiver" means a parent, guardian, or responsible assigned caregiver at least 12 years old.

3005.3 Rules and Regulations Regarding Children

A. All patrons, including children, are expected to comply with the Library's policies, including its Patron Behavior Policy. Caregivers shall review and be fully aware of all Library policies governing children, particularly the Internet Use Policy.

B. Caregivers are responsible for the behavior and supervision of their children regardless of age while in the Library.

C. Library Staff will not be expected to supervise or monitor children's behavior outside of the library's policies.

D. Children under 10 years of age must be attended by a caregiver while on the library premises. The caregiver shall remain in the Library at all times. If a child under the age of 10 is attending a Library sponsored program on the premises, the caregiver is to remain on the premises for the duration of the program. Exceptions are made on a case by case basis at the discretion of the Library Director.

E. Children of any age who, because of developmental disability, mental illness, physical disability or other similar reason, require supervision or personal care shall be attended by a caregiver at all times.

F. Children under the age of 6 must be within the visual contact of a caregiver at all times, including during programs and visits to the restroom.

G. Staff will not be responsible if unattended children of any age leave the library premises alone or with other persons. Further, staff will not be responsible for children who may be asked to leave the Library if the child is in violation of Library policy.

H. We request that unattended children of any age be picked up at least ten minutes before closing time if they require transportation. Caregivers need to be aware of when the Library closes.

I. Children 10 years or older must know their parent or guardian's telephone number and other contact information if they are unattended at the Library. It is a violation of Library policy not to come immediately and pick up your unattended child if the Library calls.

3005.4 Rules and Regulations Regarding Vulnerable Adults

A. All patrons, including vulnerable adults, are expected to comply with the Library's policies, including its Patron Code of Conduct Policy. Caregivers shall review and be fully aware of all Library policies, particularly the Internet Use Policy.

B. Caregivers are responsible for the behavior and supervision of the vulnerable adult in their care while in the Library or on Library property.

C. Vulnerable adults who are unable or unwilling to care for themselves or who do not have the ability to use the Library independently may not be left alone in the Library and must have adequate supervision while in the Library.

D. Vulnerable adults who can understand and follow the Patron Code of Conduct Policy and who can care for themselves may be in the

Library unattended. They should have contact information for someone who can assist them in an emergency.

E. We request that all vulnerable adults be picked up at least ten minutes before closing time if they require transportation. Caregivers need to be aware of when the Library closes.

F. Vulnerable adults must know their telephone number and other contact information if they are unattended at the Library. It is a violation of Library policy not to come immediately and pick up your vulnerable adult if the Library calls.

3005.5 Contact with Parent or Guardian for Unattended Child or Vulnerable Adult

A. Library staff will attempt to contact a parent or legal guardian when:

1. The health or safety of an unattended child or vulnerable adult is in doubt.
2. The behavior of an unattended child or vulnerable adult violates Library policy.
3. The unattended child or vulnerable adult has not been met by a caregiver at closing time. An individual is considered an unattended vulnerable adult when he/she is not picked up by closing time and needs assistance procuring transportation.

B. If a caregiver cannot be reached within 5 minutes after closing or fails to arrive within a reasonable time after being contacted, Library staff will contact law enforcement officials to take charge of the situation involving the unattended child or vulnerable adult. Library employees are not permitted to transport an unattended child or vulnerable adult under any circumstances.

C. If the caregiver can be reached within 5 minutes after closing and arrives in a reasonable time, the staff member shall explain the Library's policy and provide a copy of this Policy.

D. Two Library staff members shall remain with the unattended child or vulnerable adult until the caregiver or law enforcement arrive.

3005.6 Lost Children

A. At no time should children under the age of 6 be left in the youth area or any other area of the library out of view of their caregivers. If it is determined that a child is lost or unattended, the child should be brought to a member of the supervisory staff. That supervisor shall then try to identify and locate the parent(s) or responsible adult(s). The following steps shall be followed:

1. The supervisor will walk through the building with the child.
2. If a parent or responsible adult is not found in the building, the child will stay in the company of the supervisor until the caregiver can be contacted by telephone.
3. When contact with the caregiver is made, the policy regarding lost

or unattended children shall be explained, and they will be requested to pick up the child.
4. If the caregiver has not been located within fifteen minutes and cannot be reached by phone, or if the library is closing, the supervisor shall contact the City Police for further assistance.

B. If a caregiver cannot locate their child, an announcement should be made and staff members should block the exits. All other available staff should search for the child in the building or on library grounds outside. If the child has not been located within ten minutes, a member of the supervisory staff shall contact the City Police for further assistance. Once the police arrive, staff may resume normal duties.

3006 Americans with Disabilities Act

3006.1 Introduction

The White Lake Community Library ("Library") is committed to creating an environment where people with disabilities are treated with respect and provided with independent access to collections and services. The library is subject to the provision of the Americans with Disabilities Act ("ADA") and will strive to comply with its requirement that no qualified individual with a disability shall, on the basis of a disability, be denied the benefits of local government services, programs, or activities.

3006.2 Reasonable Accommodations

*A. Applicability***.** Reasonable accommodations may be made in accordance with the law for individuals with a disability. A disability is defined as a physical or mental impairment that substantially limits one or more major life activities.

B. *Accommodations Requested*. Individuals needing special auxiliary aids or services or other reasonable accommodations for access to Library programs, services, activities, or meetings should make a request by contacting the Library Director within a reasonable time in advance of the needed service, program, activity, or meeting in order that arrangements may be made. See Appendix I for a suggested format for making a written request for accommodations.

The person requesting the accommodation shall work with the Director to determine whether there is a reasonable accommodation that would enable the person to participate in the program, service, or activity at issue. This may include providing information regarding the requested accommodation to the extent such inquiries are permitted by law.

C. *Reasonable Accommodations.* The Library shall make reasonable modifications to policies, practices, or procedures when the modifications are necessary to avoid discrimination on the basis of disability, unless the public entity can demonstrate that making the modifications would fundamentally alter the nature of the service, program, or activity or impose an undue financial or administrative burden. The reasonable accommodation is not always the accommodation that is requested.

3006.3 Service Animals

A. *Service Animals Permitted.* Animals are not permitted in the Library other than Service Animals (as defined by law) for those individuals with disabilities, those used in law enforcement or for Library programming. Service Animals are permitted to accompany individuals with disabilities in all areas of the Library where the public is allowed to go.

B. *Permitted Inquiries.* The Library is permitted to ask the person requiring a Service Animal the following questions: (i) is the animal a service animal required because of a disability? (ii) what work or task has the animal been individually trained to perform? The Library may not ask about the individual's disability, require medical documentation, require a special identification card, or ask that the service animal demonstrate its ability.

C. *Removal of Service Animals.* A service animal may be removed for either of the following reasons: (i) the animal is out of control and the handler does not take effective action to control it; or (ii) the animal is not housebroken.

3006.4 Reasonable Accommodations Dealing with Wheelchairs, Mobility Aids, and Other Power-Driven Mobility Devises

A. *When Permitted.* Wheelchairs, Mobility Aids, and Other Power-Driven Mobility Devises ("OPDMDs") are only permitted for use by those who require them because of a disability. All other uses of OPDMDs inside the Library are prohibited. The Library is permitted to ask the person using the device to provide a "credible assurance" that the device is necessary because of a disability. The Library Director or his or her designee shall obtain such credible assurances if required.

B. *Where Permitted.* OPDMDs shall be permitted in all areas where patron pedestrian traffic is permitted.

C. *Speed.* OPDMDs shall be operated at the speed of walking pedestrian traffic, which is approximately 3 miles per hour.

D. *Prohibited OPDMDs.* OPDMDs that use a gas or combustion engine are prohibited from operating inside of the Library.

3006.5 Grievance Procedure

This Grievance Procedure is established to meet the requirements of the ADA. It may be used by anyone who wishes to file a complaint alleging discrimination on the basis of disability by the Library in the provision of its services, activities and programs. Please note that the policy applies to patrons and users of the Library.

A complaint should be in writing and contain information about the alleged discrimination such as name, address, phone number of complainant and location, date, and description of the problem. Alternative means for filing a complaint, such as personal interviews or a tape recording, will be made available for persons with disabilities upon request. A complaint should be submitted by the grievant or his/her designee as soon as possible but no later than 15 business days after the date of the alleged violation to:

Library Director
White Lake Community Library
3900 White Lake Drive
Whitehall Michigan 49461

Within 15 business days after receipt of a complaint, the Library Director or designee will meet with the complainant to discuss the complaint and possible resolutions. Within 15 business days of the meeting, the Library Director will respond in writing and, when appropriate, in a format accessible to the complainant, such as large print or audio tape. The response will explain the position of the Library and offer options for substantive resolution of the complaint.

If the response by the Library does not satisfactorily resolve the issue, the complainant or his/her designee may appeal the decision within 15 business days after receipt of the response to the Library Board. After receipt of the appeal, the Library Board shall hear the appeal and notify the complainant in writing and, when appropriate, in a format accessible to the complainant, with a final resolution of the complaint.

All written complaints received by the Library Director or the Library Board of Trustees will be retained by the Library for at least three years.

3007 Health Emergencies

In the event of a serious health problem of a customer, the library staff will notify the rescue squad/police. No medication, including aspirin, will be dispensed to the public. Staff will gather information regarding the customer and the nature of the emergency from the person or family member for completion of a personal injury form.

See Appendix C - Personal Injury/Incident Form

3008 Public Internet Access *(revised 2-25-2015; 12-19-2018; September 2020)*

The mission of the White Lake Community Library is to serve as an information center by providing pertinent and high interest materials for adults and children in a variety of formats, including online resources. Making Internet access available to the area by encouraging computer use by area residents supporting research and education through the use of computer technology is a vital part of this mission statement.

The library staff will provide limited assistance to those customers who have never used the Internet or for those who have specific questions regarding the Internet. Staff is not responsible for providing training beyond this level. Since staff is not expected to be familiar with numerous Internet sites, it is up to the users to gain familiarity with applications through books, videos and related materials. Any equipment problems should be reported to staff immediately.

Customers are free to access a variety of Internet sites and must take responsibility for their activities. The White Lake Community Library has no control over the Internet and does not assume responsibility for the quality, accuracy or currency of any Internet resource. Customers will be advised that the White Lake Community Library employs filtering software on the Internet server and subscribes to the American Library Association Resolution On the Filtering Software in Libraries adopted on July 2, 1997, which can be viewed on the ALA website: http://www.ala.org/advocacy/intfreedom/filteringstatement1997.

Neither the White Lake Community Library board members or staff shall be liable for any damages (direct or consequential), including lost profits, for any information obtained or provided on the Internet. Users would be well advised to evaluate Internet sources in the same way as they would evaluate printed sources and question the validity of information provided.

Customers shall not access, produce or distribute obscene materials. It is the responsibility of library staff to respect the rights of other library users, and they reserve the right to end an Internet session at any time if they believe that the viewing of particular materials is improper or inappropriate as to time, place or manner.

"Obscene" means any material that meets **all** of the following criteria:

a) The average individual, applying contemporary community standards, would find the material, taken as a whole, appeals to a shameful or morbid interest in nudity, sex, or excretion.
b) The reasonable person would find the material, taken as a whole, lacks serious literary, artistic, political, or scientific value.
c) The material depicts or describes sexual conduct in a patently offensive way.

To properly manage the use of computer equipment, the White Lake Community Library Board has adopted the following rules and regulations, and has entrusted the library staff with the responsibility of enforcing these regulations. Customers who violate these rules and responsibilities will be denied access to the equipment, as designated by the Library Director.

Internet access may only be used for legal and ethical purposes. Unacceptable purposes include, but are not limited to: accessing, producing or distributing obscene materials, harassment of other users; libeling or slandering other users, destruction of or damage to equipment, software or data belonging to the library; disruption or unauthorized monitoring of electronic communications; unauthorized copying of copyright-protected materials; using the library's Internet resources to conduct a business or commercial enterprise; engaging in commercial activity such as the distribution of advertising; hacking or other unlawful uses. Any violation shall result in the immediate loss of access and unlawful activities will be reported to the proper authorities.

Laptop and desktop computers are available for use by patrons as follows:

Desktop computers are available for use by anyone. Customers may sign up to use a workstation for an initial period of 60 minutes. This may be extended to a second 60-minute period if no one is waiting to use the computer. Children under the age of 10 must have direct supervision by a responsible adult at all times while accessing the Internet on desktop computers.

A person over the age of 18 without a valid White Lake Community Library card may borrow a laptop for use only on library premises by signing a user agreement and providing a valid driver's license or state ID to be held as collateral while the device is in their possession.

For information about borrowing devices for at-home internet access, see **Circulation Policy 2003.10 - Circulating Devices.**

Library staff reserves the right to monitor computer use by children as well as adults and to end Internet sessions for the reasons previously noted. Individuals may not use personal software on library-owned computers, nor remove library-owned peripheral devices from the computers. No modification of the system may be made by customers.

Users assume all responsibility for computer software and hardware during use. Problems should be reported to the staff at once.

Wireless Internet

The White Lake Community Library also offers free public Internet access for persons with laptops and other internet-ready devices.

This service, which allows individuals to connect to the internet from White Lake Community Library using their own equipment, uses the Library's network resources. Anyone using the Library's wireless service must abide by the Library's internet policy. Users who violate the terms of this policy or other library policies or who use the network for abusive, malicious or illegal activity will be banned from the network and may be subject to prosecution.

Please note that the Library cannot accept the liability of handling your equipment

As with most public wireless access, the Library's wireless connection is not secure. There can be unreliable parties between you and anybody with whom you communicate, and any information being transmitted

could potentially be intercepted by another wireless user. Cautious and informed wireless users should choose not to transmit personal information (credit card numbers, passwords and any other sensitive information) while using any wireless “hot spot.” Please take appropriate precautions when using this service.

The library will not be responsible for any personal information that is compromised, or for any damage caused to your hardware or software due to electric surges, security issues or consequences caused by viruses or hacking.

The White Lake Community Library makes no warranties of any kind, whether expressed or implied, for the wireless internet service provided.

Copyright

U.S. copyright law (title 17, U.S. Code) prohibits the unauthorized reproduction or distribution of copyrighted materials, except as permitted by the principles of "fair use." Users may not copy or distribute electronic materials (including electronic mail, text, images, programs or data) without the explicit permission of the copyright holder. Responsibility for any consequences of copyright infringement lies with the user. The library expressly disclaims any liability or responsibility resulting from such use.

3009 Display Spaces

The library has display spaces which organizations or individuals may use from time to time. The library reserves the right to approve exhibits placed in its display areas. The library disclaims responsibility for loss or damage during the time the display is set up, displayed, or removed from the library. A Display Spaces Release Form must be filled out and approved for materials to be displayed.

See Appendix D - Display Space Release

3009.1 Public Bulletin Board Policy *(revised 2-25-2015)*

Individuals and groups are invited to inquire about using bulletin board space in the White Lake Community Library for educational, cultural, charitable, governmental, and civic purposes. Posting of informational materials by the Library does not constitute endorsement of the beliefs or policies of the sponsoring group.

1. Materials accepted for posting should be no larger than 8.5" x 11".
2. Materials accepted for posting shall be displayed for a time not to exceed 14 days prior to a specific event.
3. Library related information or publicity for library-sponsored events will be given priority for posting should space become limited.
4. All materials posted become the property of the Library unless other prior arrangements have been made.
5. All materials submitted for posting are subject to the review and approval of the Library Director or designee.
6. The library does not advocate or endorse the viewpoints, beliefs, or activities of any organization or event that is publicized on the public bulletin board.
7. The library may, from time to time, post items that it feels are of general interest to its patrons. The library will not post items that promote private business and reserves the right to choose.

3010 Tours and Class Visits

Tours and classroom visits must be prescheduled with the library director or youth services librarian. Teachers are responsible for children while they are in the building or on the library grounds.

3011 Disaster and Emergency Preparedness

The library's emergency plan is a separate document and was adopted by the board in November, and an update on fire preparedness was approved by the board in April, 2005. A copy of the emergency plan is in the staff work area by the cash register. (this isn't true. Working on a new one that will also include a crisis communication plan.)

The library also maintains a separate document for Pandemic Preparedness and Response. The policy and its related re-opening plan can be found in a binder in the staff area. The Preparedness and Response policy was approved by the board in May, 2020.

3012 Meeting Room Policy *(revised 11-18-2015; 4-27-2016, replaced June 2025)*

3012.1 Introduction and Purpose of Policy

The mission of the White Lake Community Library ("Library") is to empower our community by providing experiences, opportunities and resources to inspire connection, exploration, and learning. In keeping with this mission, the Library provides facilities for Library programs as well as Library business meetings. When certain Library space is not scheduled for Library-sponsored or co-sponsored events, it may be used by the public within the parameters set by this Meeting Room Policy ("Policy"). The restrictions of this Policy relating to Applications and Scheduling do not apply to Library-sponsored or co-sponsored events.

3012.2 Application and Scheduling of Meeting Room

A. General Use. Any person, group or organization may use the Meeting Rooms, pursuant to the requirements of this Policy ("Users"). The Meetings Rooms are available during regular Library hours, unless otherwise provided in this Policy. The Meeting Rooms may not be used for purely social events, such as parties, receptions, family reunions, showers, and similar functions.

B. Specific Meeting Rooms. The following are a list of specific meeting rooms or meeting areas ("Meeting Rooms"). The regulations contained in this Policy apply to all Meeting Rooms, unless otherwise specified:

Room	Amenities	Minimum Number in Group	Maximum Capacity
Bette Carlson Community Room	• ceiling-mounted projector and screen • whiteboard • tables and chairs • podium • wired & wireless	2	82

	microphones • Wi-Fi • a small kitchenette with refrigerator and microwave.		
Julie and Pat Donahue Legacy Room	• tables and chairs • Wi-Fi • Flat Screen smart TV	2	15
Study Rooms (2)	• Desktop & chairs • Wi-Fi	1	3

C. Scheduling.

1. Applications shall be accepted on a first-come-first-serve basis, with (a) Library business, (b) Library-sponsored or Library-co-sponsored events or (c) uses governed by contract with the Library having first priority.

2. The Library may ask Users to reschedule meetings in the event the Library Board needs to schedule a special Library Board meeting or other Library-sponsored or Library-co-sponsored events.

3. Reservations

   a. For the Community Room the Application must be submitted using the Library's online reservation software available at wlclib.org. Reservations may be made up to three months in advance, subject to the usage limits described below. The application for reservation must be submitted at least 2 days before the requested date.

   b. For the Julie and Pat Donahue Legacy Room ("Legacy Room"), and the Study Rooms, Users may use them on a first come first served basis if available, but reservations are recommended. Online reservations can be made at wlclib.org.

4. For assistance scheduling recurring meetings, please contact the library.

5. The Library is responsible for scheduling use of the Meeting Rooms.

6. Time Limit/Use Limits

   a. For the Community Room, each non-Library sponsored or co-sponsored event shall be scheduled for a time any day in one-hour time blocks with a minimum of 2 hours per reservation. Users are limited to 12 days (96 hours) per calendar year. The Community Room may be used during regular library hours, or, for an additional fee, it may be used beginning as early as 7 a.m. or as late as one hour after closing. Please contact the library for assistance scheduling events outside of library hours. The Community Room is not available on days that the library is closed.

   b. For the Legacy Room, each non-Library sponsored or co-sponsored event shall be scheduled for a time any day in 30-minute time

blocks, and Users are limited to four hours per week. The Legacy Room is only available during regular Library hours.

c. For the Study Rooms, Users can schedule 30-minute time blocks, and Users are limited to 16 hours per week of reserved time. The Study Rooms are only available during regular Library hours.

D. Application Process for the Meeting Rooms.

1. Any person 18 years or older may fill out an application for the Community Room or Legacy Room. To reserve a Study Room, any person age 10 or older may apply. The application is found online.

2. The Library will contact you with confirmation that your Reservation is accepted. Do not assume that your Reservation is complete upon submission of the application. If a reservation is denied, a User has the right to appeal that decision to the Library Board pursuant to Section V.F.

3. The fee, if any, will be due upon confirmation of the Community Room Reservation.

4. If you need to cancel the Reservation, you must provide the Library 24 hours' notice. Failure to meet that deadline may result in denials of future applications and/or a no-show fee.

5. At the time of application for the Community Room or Legacy Room, the Applicant must agree to Waiver of Liability prepared by the Library and part of the online registration process.

6. At the time of the Application, the Applicant must identify the room configuration requested.

7. No User may assign or transfer the use of the meeting room to another User.

E. Fees

1. *Non-Profit Organizations*. Any Non-Profit Organization (non-profit corporation, government entity, or other organization that has the primary purpose of supporting the cultural, educational, and informational needs and interests of the community) may use the Meeting Rooms for no charge.

2. *All Other Organizations*. Any User that does not meet the definition of Non-Profit Organization may use the Community Room for a fee as follows:

a. **During Business Hours**. The User will be charged $20.00 per hour.

b. **Before or After Business Hours**: The User will be charged $50.00 per day.

Any User may use the Legacy Room and Study Rooms for no charge.

3. *Clean Up and Damage Fee*. A fee of $25.00 per hour for cleanup will be charged if the Meeting Room is not cleaned up as required by this Policy. Users shall pay for

any actual damage to the Meeting Rooms.

4. *No Show Charge*. The No Show Charge shall be $25.00

3012.3 General Guidelines Affecting all Library Meeting Rooms

A. Smoking and Fire. No smoking, candles, matches or any other use of fire shall be permitted in the Meeting Rooms.

B. Use by Persons Under the Age of 18. Users of the Community Room and Legacy 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 (1) adult supervisor for every 25 minors. For the Study Rooms, Users must be at least 10 years old.

C. Tobacco, Marijuana, Alcohol and Controlled Substances Prohibited. The Library prohibits the use of tobacco, marijuana, alcohol and the illicit use of controlled substances in the Meeting Rooms or anywhere in the library. Vaping is also not allowed in the library.

D. Food and Beverages. Users of the Meeting Rooms except the study rooms may serve light refreshments. It is the responsibility of the User to observe all health codes when serving light refreshments. Users may not use sterno or flames to heat food. Users should be aware that there is a kitchen, microwave, and sink available in the Community Room. The Legacy Room does not have a kitchen or sink. Covered drinks (but no food) are allowed in the study rooms.

E. Disruption Prohibited. Users making excessive noise that disrupts normal Library functions or other patrons' use of the Library may be asked to leave. This includes conducting the meeting or any part of the meeting outside of the Meeting Rooms.

F. Equipment Requests. Requests for use of audio or visual equipment, tables, chairs and any equipment owned by the Library must be made at the time the venue is scheduled. The Library does not guarantee the availability of any equipment.

Equipment includes, but is not limited to, a ceiling-mounted projector and screen, microphones, a podium, and a kitchenette.

Any adjustments to equipment in the Meeting Rooms should be made only by Library staff. Lighting fixtures in the Meeting Room are not to be adjusted at any time.

G. Set Up & Clean Up. It is the User's responsibility to leave the room in the condition (including furniture arrangements) in which they found it. The User must remove leftover food, containers, beverages and all other personal or group-owned items. Failure to clean up may result in forfeiting the privilege of using the room in the future and an hourly cleaning rate of $25.00 per hour with a $25.00 minimum fee. Users must include time to clean up and set up within the scheduled time and must end meetings at least 15 minutes before the Library closing time, unless otherwise agreed to by the Library upon payment of an additional fee. Users must inform the Library of any damage at the time such damages is discovered.

H. Library Policies. Users shall observe all rules of conduct and policies applicable to Library patrons.

I. Occupancy. Users shall permit no more persons than is stated by occupancy requirements identified in Section II. B above.

J. No Raffles, Sales, or Contribution Requests. Users shall not sell tickets, raffles, goods or services or solicit contributions from persons located anywhere in the Library or on Library property. If required for the purpose of the meeting, a fee for supplies used in conjunction with a specific use may be charged. Voluntary donations may be solicited, but those choosing not to donate shall not be denied admission or participation in the meeting or event.

K. Private Literature. Users shall not distribute personal or group literature, brochures, and other materials to Library patrons outside of the Meeting Rooms. Users shall not leave printed materials on Library property without prior approval of the Library Director or in accordance with Library Policy.

L. Use of Walls, Curtains and Other Surfaces. No decorations or other materials may be attached or affixed to the walls, doors, curtains, windows or other surfaces unless approved by the Library. At no time shall any materials or other documents be displayed in the windows. If such approval is granted, any such material must be removed at the close of the scheduled time.

M. Open and Accessible Use. All activities must be accessible to people with disabilities in accordance with the Americans with Disabilities Act (at the cost of the User) and must be free of any required admission fees or charges.

3012.4 Library Disclaimer

A. No Endorsement. Use of the Meeting Rooms does not constitute the Library's endorsement of an individual's or group's policies or beliefs by any of the staff or Board members. Any publicity for any event held in the Meeting Rooms must state that "The White Lake Community Library does not sponsor or endorse this event."

B. Right to Cancel. If necessary, the Library reserves the right to cancel the use of the Meeting Room or move the meeting to a different Meeting Room, for any reason, including but not limited to inclement weather or other unexpected building closures. The Library shall use its best efforts to notify the Users if the Library intends to cancel the use of the Meeting Room. In the event of inclement weather or other area emergencies, please contact the Library before the meeting to confirm that the building is still open.

C. Hold Harmless. The White Lake Community Library is released and held harmless from any and all claims for personal injury or property damage.

3012.5 Violation and Appeal Section

The Library Director or the Director's designee may restrict access to Library facilities, including the Library Program 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, the 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 one (1) month 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 Library Director or the Director's designee to review the Policy before their privileges may be reinstated. The Library reserves the right to reinstate with reasonable conditions.

E. Damages: If the User violates the policy by causing damage to Library property, the User shall be assessed the actual costs.

F. Right of Appeal:
Users may appeal the Library's decision (1) to deny the application or (2) to limit or revoke privileges by sending notice in writing to the Library Director within 10 business days of the date of that decision letter stating why Library privileges should be restored.

The Library Director or a designee will respond to the appeal in writing within 10 business 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.

3013 Overnight Parking

The library's driveway is open 24 hours a day to allow people to return materials at their convenience, or to access the Wi-Fi signal. However, overnight parking in the parking lot is prohibited. A "no overnight parking" sign in the library's driveway alerts motorists to the City of Whitehall's parking ordinance restricting overnight parking. Since the library is located within the City of Whitehall, this ordinance may be enforced on library property. Violators may be ticketed for a civil infraction, resulting in a fine. If the vehicle is not moved within 48 hours, it is considered abandoned and subject to impoundment at the owner's expense.

4000 Library Collection and Services

4001 Materials Selection

4001.1 Introduction

The purpose of the Materials Selection policy is to guide library staff in building and maintaining the library collection and to inform the public about the principles upon which selections are made.

The word *materials* includes all circulating and reference materials such as books, magazines, newspapers, pamphlets, video recordings, audio recordings, e-resources, Library of Things items, programming, and digital devices.

The word *selection* refers to both the acquisition of new material for the collection and the retention of materials already in the collection.

4001.2 Goals of Materials Selection

A. To meet the information needs of individuals through maintenance of a well-balanced and broad collection of materials for information, reference and research.
B. To help individuals attain maximum self-development through life-long intellectual and cultural growth.
C. To support the democratic process by providing materials for the education and enlightenment of the community.
D. To assist individuals in their pursuit of occupational activities and practical affairs.
E. To provide diverse recreational experiences for individuals and groups.
F. To assist institutions of formal education with services that will assist individual study.
G. To maintain Michigan and local history collections.

4001.3 Responsibility for Selection

Final responsibility for materials selection is vested in the Library Director by authority of the Board of Trustees. Direct responsibility for the selection, maintenance, re-evaluation, and withdrawal of materials is delegated to professional librarians and staff.

4001.4 General Principles

A. Selection of Library Materials is based on the relationship of such work to the needs, interests and demands of the community. Basic to this policy is the Library Bill of Rights and the Freedom to Read Statement of the American Library Association to which this Library subscribes. Selection is not made on the basis of anticipated approval or disapproval by patrons or Library users, but solely on the merits of a work, without regard to the race, nationality, political or religious view of the writer.

B. Responsibility for the reading matter of children rests with their parents or legal guardians. Selection shall not be inhibited solely by the possibility that books may inadvertently come into the possession of children. The library respects the right of parents and guardians to supervise or restrict their children's choices of reading materials. However, the library does not have the right to act in loco parentis (in place of the parent). A parent or guardian who chooses to restrict the materials his/her children select should so advise their children or accompany them when they use the collection.

C. Library materials will not be marked or identified to show approval or disapproval of contents, and no catalogued book or other item will be sequestered, except for the

express purpose of protecting it from injury or theft. The use of rare and scholarly items of great value may be controlled to the extent required to preserve them from harm, but no further.

D. It is the responsibility of the Library to provide circulating, reference and research materials for the general public and the student based on the services it is expected to perform.

4001.5 Specific Principles

The following principles, individually or collectively, will prevail in the selection of all library materials. The total collection will attempt to represent opposing points of view.

- Contemporary significance or permanent value
- Accuracy
- Lack of bias, factual
- Diversity of viewpoint
- Sensitive portrayal of issues
- Authority of author
- Relation of work to existing collection
- Price, format and ease of use
- Scarcity of information in subject area
- Available shelf or storage space
- Availability of material through inter-library loan
- Popular demand
- Collection objectives
- Community relevance
- Audience for material

4002 Gifts

4002.1 Gifts of Materials

The library welcomes gifts of materials for its collection. Acceptance of gifts shall be governed by the same principles and criteria applied to the selection of items for purchase. Gifts of books or other materials which do not comply with the library's objectives and policies will be refused. All gifts and donated materials (including works of local authors) become the property of the library. The manner of disposition of any materials which are not added to the collection will be decided by the library. No conditions may be imposed relating to any gift either prior to or after its acceptance by the library.

The library will furnish the donor, upon request, with a dated receipt signed by the librarian stating only the total number of items donated and their general condition. The library does not assume responsibility for determining the value of donations.

4002.2 Monetary Gifts for Materials

The library welcomes monetary donations for the collection, including memorial and honorary donations. The staff will work with the donor to select titles that are suitable to the donor and in keeping with the interests of the person being honored. Letters of acknowledgment are sent to the donor and to the family of the person being honored. The book(s) will be marked with a suitable bookplate.

4003 Collection Maintenance

The collection shall be periodically examined by staff for the purpose of removing obsolete, damaged, duplicate or unneeded materials, and for binding or repair of materials, in order to maintain a balanced, attractive, and useful collection.

4004 Challenges to Materials

No material shall be removed from the Library's collection until all applicable steps in the following process have been completed.

a. Patrons ("Requester") who object to Library Materials will be asked to speak with the Director. The Director will discuss the Library Materials in question with the Requester, attempting to resolve the concern to both the Requester's and Library's satisfaction.

b. Patrons who wish to register a formal complaint about a particular item in the library may do so by submitting a "Request for Reconsideration of Library Materials" form to the library director. (See Appendix F)

c. Upon receipt of a signed request, the Library Director shall review the challenge in light of the materials selection policies. This may be done in consultation with staff or other outside sources. The Library Director's decision shall be provided in writing to the complainant within 60 days of the receipt of the completed Request for Reconsideration form.

d. A written appeal of the Library Director's decision may be made by the requester to the Chair of the Library Board within ten (10) business days after the written decision is made by the Library Director. The Library Board will review any documentation it deems necessary and render its decision within 60 days of receipt of the appeal. The requester shall be notified in writing of the Library Board's decision.

e. The Library Board serves as the final authority in cases involving retention or withdrawal of Library Materials.

4005 Reference & Research

Patrons' questions will receive courteous and prompt responses to the best of staff's ability, with complete confidentiality. In the case of legal, medical, investment, or tax reference questions, staff may only guide the patron to the available materials on the topic of interest. Staff may not evaluate or interpret the information, define terms, offer investment advice, select income tax forms, or serve as surrogate for a professional in any above-mentioned field. Patrons will be advised to consult with a professional for additional information or advice.

4006 Special Collections

The library collection includes materials on the history of the White Lake area which are available to patrons for in-library use only. These materials are stored securely and available only by request due to their irreplaceable nature.

4007 Programming Policy

4007.1 Introduction
The White Lake Community Library ("Library") supports its mission of serving as a link for enrichment, entertainment and lifelong learning for our community. Programming is an integral component of Library service that:

- Expands the Library's role as a community resource
- Introduces patrons and non-users to Library services
- Provides entertainment
- Provides opportunities for learning
- Expands the visibility of the Library
- Furthers the mission of the Library

4007.2 Program Determination
Ultimate responsibility for programming at the Library rests with the Library Director, who administers under the authority of White Lake Community Library Board ("Library Board"). The Library Director, in turn, delegates the authority for approved program management to the Program Coordinators, who oversee this responsibility through delegation to designated staff. The Library Director has the discretion to determine which programs the Library shall sponsor or co-sponsor.

4007.3 Criteria for Programs
Library staff plans and develops programs for the community based on relevance to community interests and issues, popular appeal, the mission of the Library and suitability for general or targeted audiences.

Program presenters are chosen for their expertise and public performance experience.

The Library does not plan programs or classes that are commercial in nature. Although a professional or businessperson may be invited to speak, the purpose of the program is to educate, inform, or entertain and otherwise further the Library's mission. Programs are not designed for commercial purposes or for the solicitation of business.

4007.4 Co-Sponsorship of Programs
The Library may co-sponsor programs with other persons, agencies, organizations, and institutions. The Library Director has the sole discretion to determine whether to co-sponsor a program according to the criteria set forth in this Programming Policy. If the Library desires to co-sponsor a Library program, these individual or organizational partners must coordinate marketing efforts with the Library's Assistant Director/Program Coordinator. No co-sponsor may use the Library's name in any marketing material without prior approval of the Library Director. If a person or organization desires to co-sponsor a program, the person or organization shall make such request in writing to the Library Director.

4007.5 Non-discrimination
The Library does not discriminate in its programs. Library sponsorship or co-sponsorship of a program does not constitute endorsement of the content or the views expressed by the presenter or the participants. Program topics, speakers, and resources are not excluded from programs because of possible controversy, and the Library will strive to offer multiple viewpoints.

4007.6 Program Attendance
Library programs and classes are open to the public; however, due to the nature of certain programs, attendance may be limited. For example, some children's programs may be limited based on age.

Further, attendance may be limited based on the occupancy permitted in the room. When occupancy

limits must be established, advanced registration may be required. In the cases where advanced registration is not required, the Library may limit the number of people that may attend any program at the door. Attendance will be determined on a first come, first served basis, either with advanced registration or at the door.

Generally, Library programs are free; however, some classes or programs may require a nominal materials fee or require a ticket to be purchased.

4007.7 Library Staff
Library staff members who present programs or classes do so as part of their regular job and are not hired as outside contractors.

4007.8 Programming Concerns
The Library welcomes expressions of opinion from patrons concerning programming. If a patron questions a Library program, he/she should first address the concern with the Library Director. Patrons who wish to continue their request for review of Library programs may submit the Request for Reconsideration form to the Library Director. Requests for review of programs will be considered in the same manner as requests for reconsideration of Library materials as outlined in the Library's Material Selection Policy.

4007.9 Guidelines for Selling Books, Recordings, Art, or Other Items at Library Programs
Program presenters who are authors or artists are invited to sell and sign books, music, movies, and art following Library programs upon prior approval by the Library Director.

4008 Patron Services

In addition to circulating and non-circulating materials, the library offers additional services to the public. These include, but are not limited to, the following:

Notary service: The library has at least one notary on staff. Notary service is available by appointment for a nominal fee.

Scanning, Printing, Copying and Faxing: The library provides a self-service machine for public use. There are no per-document fees charged, though donations are gratefully accepted. Incoming fax service and international faxing are not permitted.

5000 Public Relations

5001 Purpose Statement

The library wishes to ensure that the public receives accurate and consistent information regarding library policies, procedures, programs and services. The library recognizes its responsibility to maintain continuing communication with current and potential users and establish a professional reputation as a non-partisan, non-sectarian, non-biased place for the sharing and exchange of ideas.
The library board and staff are involved in promoting positive public relations with the community. Open communication with the community is desired as long as it does not violate personal privacy or conflict with the library's legal standing.

To reach these goals, the following public relations policy has been developed.

5002 Media Contact

Contacts initiated by the media are directed to the library director or to the appropriate department, e.g. juvenile/teen services, adult services, reference non-fiction.

Contacts to the newspapers, radio and TV stations are made by the person or persons in charge of the specific program, service or policy being addressed.

The library director is the official spokesperson for the library.

5003 Cooperation with Government or Interagency Units

Personal and informational group contacts/cooperation are maintained with local government officials, service clubs and other community organizations by the library board trustees and library staff, in so far as such cooperation is compatible with the library's mission, legal and fiscal considerations and opportunity exists for staff involvement.

5004 Library Promotional Methods and Materials (Updated July 2019)

The library uses a number of publicity choices when communicating with the public and media:

Newsletter(s)
Articles in the local newspapers
The annual report
Posters, flyers, bookmarks, and brochures
In-library displays
Web page
Radio and TV
Social Media

Presentations to community groups may also be made by the director and other staff as needed. The library may be represented at community events such as parades and fairs by library staff or the Friends group.

Promotional materials are the responsibility of the department sponsoring the activity and should follow library established guidelines and standards of quality.

5005 Emergency Situations

In the event of an emergency, official statements to the public and media are handled by the library director or the assistant director in the absence of the director.

If it is necessary for the library staff to provide information to the public, the library director will inform staff what is to be said.

5006 Handling of Suggestions for Improvements or Compliments or Complaints

People wishing to make a suggestion for improvement, to give a compliment or to register a complaint may do so at the circulation desk or through the library website. Serious complaints are responded to by the library director.

5007 Freedom of Information Act (FOIA) *(added June, 2015 and amended June, 2019)*

The library complies with and follows the Michigan Freedom of Information Act. All documentation appears in Appendix G.

5008 Social Media Policy (adopted December, 2018)

5008.1 Purpose
The library makes use of social media as way of communicating and interacting with our patrons and our community. It is intended to be helpful and informative, and we encourage questions, comments and posts; however, please be aware that they will be monitored and/or moderated for appropriateness according to guidelines established based on industry-wide best practices.

5008.2 Comments
We will be courteous and professional in our postings and ask that others do the same. The library is not responsible for settling arguments between users, nor will a comment be removed solely at the request of a user. The library reserves the right to delete or censor comments with content that:

Contains a personal attack, insult, racial slur, or any other derogatory term
Is off-topic and unrelated to the original post
Uses foul language or is sexually explicit, including "masked" profanity
Promotes hate or discrimination of any kind
Is blatant spam, including advertising commercial services or products
Encourages illegal activity or violates any local, state or federal law
Contains private or personal information
Compromises the safety or security of the public
Contains images, video or links to sites that do not conform to these guidelines

Repeated violations of the comment policy may cause the author to be permanently blocked from the library's page(s).

5008.3 Availability
We understand that social media is a 24/7 medium; however, our moderation capabilities are not. We may not see every inappropriate comment right away. We trust in the maturity of our community to ignore personal attacks and negative speech or respond politely. If a user posts a comment that requires a response, it well be answered within two business days between 8 am and 5 pm.

6000 Financial Matters (approved February 2021, updated May 2023, April 2024, and July 2026)

6001 Banking and Investment Policies

6001.1 Designation of Financial Repositories and Authorized Signatures

The White Lake Community Library Board shall designate (at their Annual Meeting, or as otherwise necessary) which financial institutions are authorized to hold the White Lake Community Library's funds and shall also designate those persons authorized to sign checks and approve ACH transactions; transfer funds from one library account to another; and initiate authorized ACH transactions.

6001.2 Investment Policy

1.2.1. Statement of Purpose

It is the policy of the White Lake Community Library to invest its funds in a manner which will provide the highest investment return with the maximum security while meeting the daily cash flow needs of the White Lake Community Library and to comply with all state statutes governing the investment of public funds.

1.2.2. Scope of Policy

This investment policy applies to all financial assets of the White Lake Community Library. These assets are accounted for in the various funds of the White Lake Community Library and include the general fund, debt service funds, capital project funds, and any new fund established by the White Lake Community Library.

1.2.3. Investment Objectives

The primary objectives, in priority order, of the White Lake Community Library's investment activities shall be:

A. Safety: Safety of principal is the foremost objective of the investment program. Investments shall be undertaken in a manner that seeks to insure the preservation of capital in the overall portfolio.

B. Diversification: The investments will be diversified by security type and institution in order that potential losses on individual securities do not exceed the income generated from the remainder of the portfolio.

C. Liquidity: The investment portfolio shall remain sufficiently liquid to meet all operating requirements that may be reasonably anticipated.

D. Return on Investment: The investment portfolio shall be designed with the objective of obtaining a market average rate of return throughout the budgetary and economic cycles, taking into account the investment risk constraints and the cash flow characteristics of the portfolio.

1.2.4. Delegation of Authority

Authority to manage the investment program is derived from state law, Michigan Public Act 24 of 1989, Michigan Compiled Laws 397.182. Management responsibility for the investment program is hereby delegated to the White Lake Community Library Board Treasurer (or their designee) and the White Lake Community Library Director who shall establish written procedures and internal controls for the operation of the investment program consistent with this investment policy. Procedures should include references to: safekeeping, delivery versus payment, investment accounting, repurchase agreements, wire transfer agreements, collateral/depository agreements and banking service contracts. No person may engage in an investment transaction except as provided under the terms of this policy and the procedures established by the White Lake Community Library Board Treasurer and White Lake Community Library Director. The White Lake Community Library Board Treasurer and White Lake Community Library Director shall be responsible for all transactions undertaken and shall establish a system of controls to regulate the activities of subordinate officials.

1.2.5. List of Authorized Investments

The White Lake Community Library is limited to investments authorized by Michigan Public Act 20 of 1943, as amended, and may invest in the following:

A. Bonds, securities, other direct obligations and repurchase agreements of the United States or any agency or instrumentality of the United States. (This includes U.S. Treasury Bills, U.S. Treasury Notes, and U.S. Treasury Bonds.)

B. Certificates of deposit, savings accounts, deposit accounts or depository receipts of a financial institution, provided that the financial institution is eligible to be a depository of funds belonging to the State under a law or rule of the State of Michigan or the United States.

C. Commercial Paper rated at the time of purchase within the highest classification established by not less than two standard rating services.

D. Obligations of the State of Michigan and its political subdivisions.

E. Bankers' acceptance of United States banks.

F. Mutual funds composed of investment vehicles which are legal for direct investment by local units of government in Michigan.

G. Governmental Investment pools as established by the Surplus Funds Investment Pool Act

1.2.6. Safekeeping and Custody

All security transactions, including collateral for repurchase agreements and financial institution deposits, entered into by the White Lake Community Library shall be on a cash basis. Securities may be held by a third party custodian designated by the White Lake Community Library Board Treasurer and White Lake Community Library Director and evidenced by safekeeping receipts as determined by the White Lake Community Library Board Treasurer.

1.2.7. Standard of Prudence

Investments shall be made with judgment and care, under circumstances then prevailing, which persons of prudence, discretion and intelligence exercise in the management of their own affairs, not for speculation, but for investment, considering the probable safety of their capital as well as the probable income to be derived.

1.2.8. Statement of Ethics

The White Lake Community Library Director, White Lake Community Library Board Treasurer, and any other White Lake Community Library Board members and staff involved in the investment of funds shall refrain from personal business activity that could conflict with the proper execution and management of White Lake Community Library investments or that could impair their ability to make impartial investment decisions.

6002 Budget & Adjustments

The White Lake Community Library Board will adopt an annual budget at its November or December meeting for the following calendar year. The White Lake Community Library Director and Bookkeeper are responsible for preparing the proposed budget and presenting it to the Finance Committee, which will in turn review it and recommend it to the full board for approval following the required public hearing.

The budget is a working document. Changes in projections, projects, or unknown events are cause for variations from budget to actual numbers. As such, during the course of the fiscal year (January – December), budget adjustments will be presented by the Director to the Board as needed to keep the budget accurate. Budget adjustments will be requested as needed.

6003 Inventory Policies

6003.1 Fixed Assets

Any asset with a value of $2,000 or more shall be entered into inventory records, including any applicable identifying information. Assets shall be labeled with an identifying number, and assigned a useful life for depreciation purposes. Inventory shall be checked on a yearly basis to establish changes to inventory information.

6003.2 Surplus Items

Upon determination by the White Lake Community Library Director that stocks of supplies, materials, or equipment is no longer used or has become obsolete or worn out, the White Lake Community Library Director shall have the authority to dispose of, sell, or trade items with individual depreciated value of less than $1,000 without approval of the White Lake Community Library Board.

6004 Purchasing Policies

6004.1 General

The White Lake Community Library Director shall purchase or contract for supplies and services to the best advantage of White Lake Community Library, procuring the highest quality in supplies and contractual services in the best interest of White Lake Community Library.

6004.2 Contracts and Agreements

The White Lake Community Library Director shall determine which purchases of materials, supplies, equipment and contractual services shall be by contract. All other purchases may be by purchase order. All contracts and agreements valued over $5,000 shall be submitted to the White Lake Community Library Board for approval. Such contracts shall be signed by the White Lake Community Library Director and/or President of the White Lake Community Library Board, and may be subject to review as to form by a designated attorney.

6004.3 Credit Cards

4.3.1 General

The White Lake Community Library will maintain corporate credit cards with reasonable credit limits for the purchase of goods and/or services for the official business of the White Lake Community Library, in accordance with Public Act 266 of 1995.

The total combined authorized credit limit of all library credit cards shall not exceed 5% of the total budget for the current fiscal year.

The cards shall be for use by the White Lake Community Library Director and such other staff as the White Lake Community Library Director shall designate.

An employee using a library credit shall submit to the bookkeeper a copy of the receipt and a signed voucher indicating the purpose of the purchase and the account from which it is to be paid.

In rare cases where monthly recurring charges to the credit card are the only option for paying for a subscription service, a blanket voucher can be submitted once per year as long as the receipt is submitted to the bookkeeper each month.

The Library Director shall not approve payment of a credit card statement until all transactions have been verified.

The balance including interest due on an extension of credit under the credit card arrangement shall be paid for within not more than sixty (60) days of the initial statement date.

4.3.2 Responsibility

Credit card users shall be responsible for the protection and custody of their respective cards and shall immediately notify the credit card company and the White Lake Community Library Director (or designee) if a credit card is lost or stolen.

Misuse of corporate credit cards will be subject to disciplinary action.

Credit card users shall return the credit card upon termination of his or her employment with White Lake Community Library.

4.3.3 Compliance

The White Lake Community Library Director shall be responsible for accounting, monitoring, and overseeing compliance with this policy. Pre-approval of credit card usage may be required according to limits established in internal guidelines.

6004.4 Bids

4.4.1 Cost Under $5,000

The White Lake Community Library Director (or designee) is authorized to make purchases for all individual items where the cost per item is under $5,000.

4.4.2 Cost $5,000 to Under $10,000

For purchases where the cost per individual item is at least $5,000 but under $10,000 the White Lake Community Library Director is authorized to make purchases after obtaining pricing from a minimum of two sources, when available. Prior approval by the White Lake Community Library Board is required if the purchase was not part of the approved budget.

4.4.3 Cost $10,000 to Under $ $50,000

For purchases where the cost per individual item is at least $10,000 but under $50,000, the White Lake Community Library Director shall solicit competitive bids and submit the same with a recommendation to the White Lake Community Library Board. Whenever possible, a minimum of three bids will be presented to the board. If deemed necessary by the White Lake Community Library Director or the White Lake Community Library Board, notice of requests for bids may be posted and published in appropriate newspapers or publications and will be published on the White Lake Community Library website not less than ten days before the date for receiving bids.

4.4.4 Cost $50,000 or More

For purchases where the cost per individual item is $50,000 or more, the White Lake Community Library Board shall approve the advertisement for bids and shall specify the method of publication. The White Lake Community Library Director shall solicit such bids or use bids developed by other public organizations and submit the same with a recommendation to the White Lake Community Library Board.

4.4.5 Award of Bids

Contracts and purchases shall be awarded to the lowest responsible bidder, unless authorized to the contrary by the White Lake Community Library Board. In the event of identical bids, the order shall be awarded to the bidder in the area served by the White Lake Community Library, if any. If

there are no local bidders or if local bidders submit identical bids, the contract or purchase shall be awarded to one of the tie bidders by drawing lots in public.

4.4.6 Rejection of Bids

The White Lake Community Library Board reserves the right to reject any or all bids for any reason.

4.4.7 Professional Services

No bids shall be required for professional services, but proposals for such will be solicited on a periodic basis.

4.4.8 Waiver of Requirements

There may be some items for which there is only one supplier, and therefore it may be impossible to have competitive bids on certain items. In such cases, the requirement for bids may be waived by the White Lake Community Library Board.

6004.5 Emergency Purchases

In the case of purchases, contracts, or agreements valued up to $25,000, deemed by White Lake Community Library Director to be of an emergency nature, and normally requiring White Lake Community Library Board approval, the White Lake Community Library Board shall be polled (telephone, email, etc.) prior to action being taken, with formal White Lake Community Library Board approval at the next regular or special White Lake Community Library meeting.

6004.6 Sustainable Purchasing Policy

The White Lake Community Library strives to be a responsible steward of its resources, including decreasing its impact on the environment. Toward that end, the Library shall, wherever practicable and efficient, endeavor to use sustainable and environmentally sound procurement practices in purchasing supplies and equipment for the Library. Library purchasing agents shall take sustainability into consideration when making purchases for the Library. Some factors to consider include, but are not limited to:

- Recyclability of the items
- Amount of post-consumer recycled content in the items and packaging
- Disposal of items such as batteries and hardware
- Transportation distances and impacts for delivery of the items
- Ability for an item to be repaired or repurposed rather than re-purchasing
- The environmentally friendly practices of the vendors under consideration
- Support for local businesses, particularly those committed to sustainable practices

Nothing in this policy shall prohibit the Library from considering a product or vendor that is more suitable for the intended use and/or available at a more competitive price that does not meet these aspirational standards.

6005 External and Internal Financial Controls

6005.1 Approval and Oversight Functions

The White Lake Community Library Board handles or delegates these functions to ensure public funds are being managed according to rules, regulations, and White Lake Community Library Board actions.

5.1.1 Finance Committee

The White Lake Community Library shall have a White Lake Community Library Finance Committee as defined in the Board bylaws. The White Lake Community Library Board Vice President shall be the Chair of this committee.

5.1.2 Financial Reports

Review of financial reports shall take place at each regular White Lake Community Library Board meeting. White Lake Community Library Board members shall have an opportunity to comment on the reports.

5.1.3 Annual Review of Policies

Annual review and revision of financial and investment policies shall be a regular activity of the White Lake Community Library Finance Committee.

5.1.4 Audits

The White Lake Community Library Finance Committee shall have the responsibility and authority to conduct internal audits at their discretion. An annual audit shall be conducted by an independent firm chosen by the White Lake Community Library Board.

5.1.5 Purchases

The White Lake Community Library Director (or designee) is authorized to make all purchases. Prior approval of the White Lake Community Library Board is required for the purchase of individual items where the cost per item is $10,000 or more and in compliance with the White Lake Community Library's Purchasing Policies.

5.1.6 Compliance

The White Lake Community Library Finance Committee shall be responsible for verifying compliance with all investment and financial policies.

6005.2 Internal Controls and Accounting Functions

5.2.1 General

The White Lake Community Library Director is responsible for handling all cash and assets of the White Lake Community Library and shall comply with applicable policies and White Lake

Community Library Board actions. The White Lake Community Library Director shall be responsible for adopting adequate procedures to ensure the proper authorization of transactions; the appropriate segregation of duties; the proper recording of transactions and events; and adequate safeguards regarding access to and use of assets and records.

5.2.2 Cash Receipts

All receipts shall be handled in a timely manner. Under normal circumstances, deposits shall be made at least once every two weeks.

5.2.3 Deposits

The White Lake Community Library Director (or designee) shall make all deposits and create a record of all such transactions.

5.2.4 Purchases

The White Lake Community Library Director (or designee) shall purchase all goods and services. All receipts and proofs of purchase shall be attached to the invoice.

5.2.5 Petty Cash

The White Lake Community Library Board authorizes a petty cash fund to be used for small miscellaneous purposes. The White Lake Community Director shall serve as petty cash custodian, and shall ensure appropriate documentation is retained for each petty cash transaction.

5.2.6 Receipt of Goods

The White Lake Community Library Director (or designee) shall have the responsibility to receive and inspect goods and services prior to authorizing payment of invoices.

5.2.7 Approval of Vouchers and Invoices

The White Lake Community Library Director (or designee) shall approve all vouchers and invoices. All vouchers and invoices shall be appropriately documented. The Director's expense vouchers shall be approved by a member of the White Lake Community Library Board.

5.2.8 Authorization of Payments

Prior to making any payments, a list of proposed payments shall be printed and approved. Two signatures shall be required on all such lists, one of which may be that of an authorized White Lake Community Library employee or a member of the White Lake Community Library Board; the other shall be a member of the White Lake Community Library Board.

In the interest of efficiency, the board will annually approve a list of routine bills that may be paid automatically by ACH. These bills and their actual monthly amounts will be included on the list of proposed payments that is submitted for board approval in the month the payment is made.

5.2.9 Disbursements by Check

Two signatures shall be required on all checks, with the exception of payroll checks, issued by the White Lake Community Library. One signature shall be that of an authorized White Lake Community Library employee or a member of the White Lake Community Library Board; the other shall be a member of the White Lake Community Library Board. The Library Director shall have the authority to sign all payroll checks. Documentation of all expenditures, such as an invoice or voucher, shall be available to check signers for all disbursements.

5.2.10 Disbursements by ACH

When determined to be in the White Lake Community Library's best interest, disbursements may be made via ACH transactions. All such transactions shall fully comply with applicable White Lake Community Library Board Policies. Automatic ACH payments will be permitted only for routine, recurring bills that are pre-approved by the library board according to the Authorization of Payments policy (5.2.8) Two signatures shall be required before processing all other ACH payments, one of which may be that of an authorized White Lake Community Library employee or a member of the White Lake Community Library Board; the other shall be a member of the White Lake Community Library Board. The exception is any payroll withholding transactions, which will be prepared by the bookkeeper and approved by the director as part of the payroll process. Documentation of all expenditures shall be available to signers for all disbursements.

5.2.11 Recording of Transactions

The White Lake Community Library Director (or designee) shall be responsible for recording all transactions. These transactions are subject to review at any time by the White Lake Community Library Finance Committee and the White Lake Community Library Board.

5.2.12 Mailing Checks

The White Lake Community Library Director (or designee) shall be responsible for mailing all signed checks in a timely manner.

5.2.13 Automated Financial System

The White Lake Community Library Director (or designee) shall be responsible for the operation of the automated financial system, ensuring that only authorized persons shall have access to the financial files.

5.2.14 Security

Arrangements shall be made to ensure against physical damage to financial data.

6006 Fund Balance

6006.1 Purpose and Scope

The purpose of this policy is to establish a framework for the Fund Balance Accounts in the general fund. This policy is to improve the White Lake Community Library's financial stability by

maintaining appropriate reserves to withstand economic downturns, state aid reductions, emergencies, natural disasters, short-term capital improvements and operating cash flow needs.

6006.2 Definitions

The following definitions of fund types will be used in reporting governmental fund activity. The Library may or may not report all fund types in any given reporting period based on actual circumstances and activity.

- NONSPENDABLE FUND BALANCE – Includes amounts that cannot be used to liquidate current liabilities because the related assets are either not in spendable form (e.g. prepaids, inventory, and long-term receivables), or because the related assets are required to be maintained intact (e.g. the corpus of an endowment).
- RESTRICTED FUND BALANCE – Includes amounts that are restricted to use by externally imposed requirements or enabling legislation.
- COMMITTED FUND BALANCE - Includes amounts that can be used only for the specific purposes determined by a formal action of the White Lake Community Library Board by formal resolution. This category includes the library's Capital Improvements Fund, which is to be used for major repairs, improvements, or renovations to the White Lake Community Library building and grounds and for Technology Upgrades
- ASSIGNED FUND BALANCE – Includes amounts that are intended to be used for specific purposes, but do not meet the stricter definitions of restricted or committed and are determined by a formal action of the White Lake Community Library Board either before or after year end.
- UNASSIGNED FUND BALANCE – Represents the residual or any deficit amount in the general fund.

6006.3 Policies

6.3.1 A fund balance of not less than 25% of the annual budget as of December 31 annually will be maintained in the UNASSIGNED FUND BALANCE as approved by the White Lake Community Library Board.

6.3.2 The guidelines and annual allocations will be reviewed by the White Lake Community Library Finance Committee annually and approved by the White Lake Community Library Board.

6.3.3 The use of all Fund Balance Accounts will be determined and approved by White Lake Community Library Board action.

6007 Returned Checks

The White Lake Community Library may charge the maker of any check deposited and subsequently returned by White Lake Community Library's bank unpaid a fee of $20.00 in addition to any banking charges. White Lake Community Library will invoice the maker for any fee and any additional banking charges. This invoice shall be due and payable upon receipt.

6008 Fraud Prevention

Fraud generally involves a willful or deliberate act with the intention of obtaining an unauthorized benefit, such as money or property, by deception or other unethical means. All fraudulent acts or related misconduct are included under this policy and include, but are not limited to, such activities as:

- Embezzlement, theft, misappropriation or other financial irregularities.
- Forgery or alteration of documents (checks, time sheets, contractor agreements, purchase orders, other financial documents, electronic files).
- Improprieties in the handling or reporting of financial transactions.
- Misappropriation of funds, securities, supplies, inventory, or any other asset belonging to the Library, its employees, or Library visitors (including collection materials, furniture, fixtures, or equipment).
- Authorizing or receiving payment for goods not delivered/received or services not performed.
- Authorizing or receiving payments for hours not worked.

Fraud or related misconduct will not be tolerated. Employees found to have participated in such conduct will be subject to disciplinary action, up to and including termination.

Any employee or trustee who knows or has reason to know of fraud or related misconduct shall report that to the Executive Director or the Chair of the Board of Trustees. Trustees and employees are expected to use their best efforts to be aware of indications of fraud and related misconduct in their areas of responsibility.

6009 Millage Capture

White Lake Community Library is a taxing authority permitted to levy ad valorem taxes for library purposes by virtue of voter approved millages ("Library Millage"). In keeping with the designated purpose of the approved millage, the White Lake Community Library Board seeks to maintain and preserve Library Millage for library purposes. Municipalities located within the district served by White Lake Community Library are authorized to establish various tax increment authorities under state law and to adopt development and tax increment financing plans that may result in the capture of a portion of Library Millage by such authorities. These tax increment authorities may include, but are not limited to, downtown development authorities, local development finance authorities, and corridor improvement authorities. Under certain circumstances, the White Lake Community Library Board is authorized to exempt Library Millage from capture by such authorities. As a means of preserving Library Millage for library purposes, the Library Board will exercise its right to exempt Library Millage from capture by such authorities to the extent permitted by law.

Appendix A (Accompanies Policy 2003.3)

PAYMENT PLAN

Start Date _____ End Date _____

Customer
Name _____ Signature _____

Barcode _____

I, _____ have set up a payment plan

with White Lake Community Library, a payment of $ _____ per week/month

till my fines are cleared or below the checkout limit of $10.00.

Today's Date _____

Appendix B (Accompanies Policy 2003.8)

IN-LIBRARY USE FORM FOR IRREPLACEABLE MATERIALS

Please attach library card, student I.D. or driver's license here;
this form and the I.D. are to be held in a secure location
while the materials are in use.

List of Materials used

_____

_____

_____

_____

_____

_____

Customer's Signature_____ Date_____

Damage or loss will be considered as vandalism and reported to the proper authorities.

Appendix C (Accompanies Policy 3007)

PERSONAL INJURY/INCIDENT REPORT

Date of incident_____ Time of incident _____

Exact location of incident _____

Date reported _____ Reported by _____

Police report number _____

Personal Injury

Name, address and phone number of the injured person _____

_____

Nature of Injury _____

Body part injured _____ Age _____

Property Damage

Property Damaged _____

Estimated cost _____

Witnesses' names, addresses and phone numbers

Describe clearly how the incident occurred and what steps were taken

Appendix D (Accompanies Policy 3009)

DISPLAY SPACE RELEASE

I, the undersigned, agree to loan the following works of art and/or Other materials to the White Lake Community Library for exhibit purposes only. In consideration for the opportunity of exhibiting them in the library, I release the White Lake Community Library and its' employees and volunteers from any responsibility for loss or damage during the time they are being set up, displayed or removed from the library.

Further, I acknowledge that ownership, control and responsibility for all materials are mine alone. I assume responsibility for insurance on all items on display.

Description of material(s) loaned:

_____

_____

_____

Dates of display _____

Signature _____ Date _____

Address _____

Telephone _____

Library Director's signature

_____

Request for Reconsideration of Library Material

Our Mission

We empower our community by providing experiences, opportunities, and resources to inspire connection, exploration, and learning.

.

The Library Board of Directors has delegated the responsibility for selection and evaluation of collection materials to the Library Director and has established reconsideration procedures to address concerns about those resources.

Completion of this form is the first step in those procedures. If you wish to request reconsideration of library materials, please return a completed form c/o the Library Director, White Lake Community Library, 3900 White Lake Drive, Whitehall, MI, 49461. All decisions of the Board are final.

Only forms that are 100% completed will be accepted. The Library Director has up to sixty (60) days to complete the reconsideration process for each form. The material being reconsidered must be read in full by the applicant.

Name: _____ Date: _____

Address: _____

City: _____ State: _____ Zip code: _____

Phone: _____ Email: _____

Are you a White Lake Community Library cardholder or do you live, work, own property, or attend school in our service area?

Yes _____ No _____

Who do represent? Self _____ Organization _____

If an organization, please provide the name: _____

What do you want the library to reconsider?

Title:_____

Author:_____ Type of Material: _____

(Artist, Performer, etc.) (Book, DVD, Program, etc.)

Did you read, view, or listen to the entire work? Yes _____ No _____

Have you read any professional reviews of this work? Yes _____ No _____

If yes, please list publication(s) here: _____

_____

_____

What do you believe is the major theme or intent of this work?_____

_____

_____

What is your objection to this work? Please be specific. _____

_____

_____

What do you feel might be the result of reading, viewing, or listening to this work?

_____

_____

What action do you wish to be taken? _____

_____

Please explain how such an action would improve the Library's service to the community:

_____

_____

In its place, what work of equal literary quality would you recommend the Library purchase that would cover the same subject or content?

_____

_____

_____

_____ _____

Signature Date

Completed forms should be delivered to:

White Lake Community Library
Attn: Library Director
3900 White Lake Drive
Whitehall MI 49461

FREEDOM OF INFORMATION ACT
PROCEDURES & GUIDELINES

Preamble: Statement of Principles

It is the policy of the White Lake Community Library (Library) that all persons, consistent with the Michigan Freedom of Information Act (FOIA), are entitled to full and complete information regarding the affairs of government and the official acts of those who represent them as public officials and employees. The people shall be informed so that they fully participate in the democratic process.

The Library's policy with respect to FOIA requests is to comply with State law in all respects and to respond to FOIA requests in a consistent, fair, and even-handed manner regardless of who makes such a request.

The Library acknowledges that it has a legal obligation to disclose all nonexempt public records in its possession pursuant to a FOIA request. The Library acknowledges that sometimes it is necessary to invoke the exemptions identified under FOIA in order to ensure the effective operation of government and to protect the privacy of individuals.

The Library will protect the public's interest in disclosure, while balancing the requirement to withhold or redact portions of certain records. The Library's policy is to disclose public records consistent with and in compliance with State law.

Section 1: General Policies

The Library Board of Trustees, acting pursuant to the authority at MCL 15.236, designates the Library Director as the FOIA Coordinator. He or she is authorized to designate other Library staff to act on his or her behalf to accept and process written requests for the Library's public records and approve denials.

If a request for a public record is received by facsimile or e-mail, the request is deemed to have been received on the following business day. If a request is sent by e-mail and delivered to a Library spam or junk-mail folder, the request is not deemed received until one day after the FOIA Coordinator first becomes aware of the request. The FOIA Coordinator shall note in the FOIA log both the date the request was delivered to the spam or junk-mail folder and the date the FOIA Coordinator became aware of the request.

The FOIA Coordinator may, in his or her discretion, implement administrative rules, consistent with State law and these Procedures and Guidelines to administer the acceptance and processing of FOIA requests.

The Library is not obligated to create a new public record or make a compilation or summary of information which does not already exist. Neither the FOIA Coordinator nor other Library staff members are obligated to provide answers to questions contained in requests for public records or regarding the content of the records themselves.

The FOIA Coordinator shall keep a copy of all written requests for public records received by the Library on file for a period of at least one year.

Section 2: Requesting a Public Record

A person requesting to inspect or obtain copies of public records prepared, owned, used, possessed or retained by the White Lake Community Library must do so in writing. The request must sufficiently describe a public record so as to enable Library personnel to identify and find the requested public record.

A request must include the requester's name, address, and contact information. If the requester is not an individual, the request must include the name, address, and contact information of the individual acting as the requester's agent. The address must be written in compliance with United States Postal Service addressing standards. Contact information must include a valid telephone number or electronic mail address. This requirement does not apply to an individual who qualifies as indigent under Section 4(2)(a) of FOIA.

No specific form to submit a request for a public record is required. Written requests for public records may be submitted in person or by mail to the Library office. Requests may also be submitted electronically by facsimile and e-mail. Upon their receipt, requests for public records shall be promptly forwarded to the FOIA Coordinator for processing.

A person may request that public records be provided on non-paper physical media, electronically mailed or otherwise provided to him or her in lieu of paper copies. The Library will comply with the request only if it possesses the necessary technological capability to provide records in the requested non-paper physical media format.

A person may subscribe to future issues of public records that are created, issued or disseminated by the Library on a regular basis. A subscription is valid for up to 6 months and may be renewed by the subscriber.

A person who makes a verbal, non-written request for information believed to be available on the Library's website, where practicable and to the best ability of the employee receiving the request, shall be informed of the pertinent website address.

A person serving a sentence of imprisonment in a local, state or federal correctional facility is not entitled to submit a request for a public record. The FOIA Coordinator will deny all such requests.

Section 3: Processing a Request

Unless otherwise agreed to in writing by the person making the request, within 5 business days of receipt of a FOIA request, the Library will issue a response. If a request is received by facsimile, e-mail or other electronic transmission, the request is deemed to have been received on the following business day. The Library will respond to the request in one of the following ways:

- Grant the request.
- Issue a written notice denying the request.
- Grant the request in part and issue a written notice denying in part the request.
- Issue a notice indicating that due to the nature of the request the Library needs an additional 10 business days to respond. Only one such extension is permitted.
- Issue a written notice indicating that the public record requested is available at no charge on the Library's website.

If the request is granted, or granted in part, the FOIA Coordinator will require that payment be made in full for the allowable fees associated with responding to the request before the public record is made available. The FOIA Coordinator shall provide a detailed itemization of the allowable costs incurred to process the request to the person making the request. A copy of these Procedures and Guidelines shall be provided to the requestor with the response to a written request for public records, provided however, that if these Procedures and Guidelines, and its Written Public Summary are maintained on the Library's website, then a website link to those documents may be provided in lieu of providing paper copies.

If the cost of processing a FOIA request is $50 or less, the requester will be notified of the amount due and where the documents can be obtained.

If based on a good faith calculation by the Library, the cost of processing a FOIA request is expected to exceed $50, or if the requestor has not fully paid for a previously granted request, the Library will require a good-faith deposit before processing the request. In making the request for a good-faith deposit, the FOIA Coordinator shall provide the requestor with a detailed itemization of the allowable costs estimated to be incurred by the Library to process the request and also provide a best efforts estimate of a time frame it will take the Library to provide the records to the requestor. The best efforts estimate shall be nonbinding on the Library, but will be made in good faith and will strive to be reasonably accurate, given the nature of the request in the particular instance, so as to provide the requested records in a manner based on the public policy expressed by Section 1 of the FOIA.

If the request is denied or denied in part, the FOIA Coordinator will issue a Notice of Denial which shall provide in the applicable circumstance:

- An explanation as to why a requested public record is exempt from disclosure; or
- A certificate that the requested record does not exist under the name or description provided by the requestor, or another name reasonably known by the Library; or
- An explanation or description of the public record or information within a public record that is separated or deleted from the public record; and
- An explanation of the person's right to submit an appeal of the denial to either the office of the Library Manager or seek judicial review in the Muskegon County Circuit Court; and
- An explanation of the right to receive attorneys' fees, costs, and disbursements as well actual or compensatory damages, and punitive damages of $1,000, should they prevail in Circuit Court.
- The Notice of Denial shall be signed by the FOIA Coordinator.

If a request does not sufficiently describe a public record, the FOIA Coordinator may, in lieu of issuing a Notice of Denial indicating that the request is deficient, seek clarification or amendment of the request by the person making the request. Any clarification or amendment will be considered a new request subject to the timelines described in this Section.

The Library shall provide reasonable facilities and opportunities for persons to examine and inspect public records during normal business hours. The FOIA Coordinator is authorized to promulgate rules regulating the manner in which records may be viewed so as to protect Library records from loss, alteration, mutilation or destruction and to prevent excessive interference with normal Library operations.

The FOIA Coordinator shall, upon written request, furnish a certified copy of a public record at no additional cost to the person requesting the public record.

Section 4: Fee Deposits

If the fee estimate is expected to exceed $50.00 based on a good-faith calculation by the Library, the requestor will be asked to provide a deposit not exceeding one-half of the total estimated fee.

If a request for public records is from a person who has not fully paid the Library for copies of public records made in fulfillment of a previously granted written request, the FOIA Coordinator will require a deposit of 100% of the estimated processing fee before beginning to search for a public record for any subsequent written request by that person when all of the following conditions exist:

- the final fee for the prior written request is not more than 105% of the estimated fee;
- the public records made available contained the information sought in the prior written request and remain in the Library's possession;
- the public records were made available to the individual, subject to payment, within the time frame estimated by the Library to provide the records;
- 90 days have passed since the FOIA Coordinator notified the individual in writing that the public records were available for pickup or mailing;
- the individual is unable to show proof of prior payment to the Library; and
- the FOIA Coordinator has calculated a detailed itemization that is the basis for the current written request's increased estimated fee deposit.

The FOIA Coordinator will not require an increased estimated fee deposit if any of the following apply:

- the person making the request is able to show proof of prior payment in full to the Library;
- the Library is subsequently paid in full for the applicable prior written request; or
- 365 days have passed since the person made the request for which full payment was not remitted to the Library.

When a deposit is required, the library will provide a written notice of deposit to the requester. The notice of deposit will include the date by which the deposit must be received, which is 45 days from the date the requester received the notice. The notice of deposit is considered received by the requester 3 days after it is sent, regardless of the means of transmission. If the library has not received the deposit by the due date, and the requester has not filed an appeal of the deposit amount, the request shall be considered abandoned by the requester.

Section 5: Calculation of Fees

A fee will not be charged for the cost of search, examination, review and the deletion and separation of exempt from nonexempt information unless failure to charge a fee would result in unreasonably high costs to the Library because of the nature of the request in the particular instance, and the Library specifically identifies the nature of the unreasonably high costs.

The following factors shall be used to determine an unreasonably high cost to the Library:

- The particular request incurs costs greater than incurred from the typical or usual request received by the Library.
- Volume of the public record requested.
- Amount of time spent to search for, examine, review and separate exempt from non-exempt information in the record requested.

- Whether public records from more than one Library department or various Library offices is necessary to respond to the request.
- The available staffing to respond to the request.
- Any other similar factors identified by the FOIA Coordinator in responding to the particular request.

The Library may charge for the following costs associated with processing a FOIA request:

- Labor costs directly associated with searching for, locating and examining a requested public record.
- Labor costs associated with a review of a record to separate and delete information exempt from disclosure of information which is disclosed.
- The actual cost of computer discs, computer tapes or other digital or similar media.
- The cost of duplication of publication, not including labor, of paper copies of public records.
- The cost of labor associated with duplication or publication, including making paper copies, making digital copies or transferring digital public records to non-paper physical media or through the Internet or other electronic means.
- The actual cost of mailing or sending a public record.

Labor costs will be calculated based on the following requirements:

- All labor costs will be estimated and charged in 15 minute increments with all partial time increments rounded down†.
- Labor costs will be charged at the hourly wage of the lowest-paid Library employee capable of doing the work in the specific fee category, regardless of who actually performs work.‡
- Labor costs will also include a charge to cover or partially cover the cost of fringe benefits. The Library may add up to 50% to the applicable labor charge amount to cover or partially cover the cost of fringe benefits, but in no case may it exceed the actual cost of fringe benefits.
- Overtime wages will not be included in labor costs until agreed to by the requestor; overtime costs will not be used to calculate the fringe benefit cost.

The cost to provide records on non-paper physical media when so requested will be based on the following requirements:

- Computer disks, computer tapes or other digital or similar media will be at the actual and most reasonably economical cost for the non-paper media.
- This cost will only be assessed if the Library has the technological capability necessary to provide the public record in the requested non-paper physical media format.
- In order to ensure the integrity and security of the Library's technological infrastructure, the Library will procure any requested non-paper media and will not accept non-paper media from the requestor.

The cost to provide paper copies of records will be based on the following requirements:

- Paper copies of public records made on standard letter (8 ½ x 11) or legal (8½ x 14) sized paper will not exceed $.10 per sheet of paper. Copies for nonstandard sized sheets of paper will reflect the actual cost of reproduction.
- The Library may provide records using double-sided printing, if cost-saving and available.

The cost to mail records to a requestor will be based on the following requirements:

- The actual cost to mail public records using a reasonably economical and justified means.
- The Library may charge for the least expensive form of postal delivery confirmation.
- No cost will be made for expedited shipping or insurance unless requested.

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† The cost of labor directly associated with duplication, publication or transferring records to non-paper physical media can be charged in time increments of the public body's choosing with all partial increments rounded down.

‡ If using contract or outside labor to separate and delete exempt material from non-exempt material, the public body must clearly note the name of person or firm who does the work and the total labor cost may not exceed an amount 6 times the state minimum hourly wage, which is currently $8.15.

If the FOIA Coordinator does not respond to a written request in a timely manner, the following shall be required:

- Reduce the labor costs by 5% for each day the Library exceeds the time permitted under FOIA up to a 50% maximum reduction, if any of the following applies:
  - The late response was willful and intentional.
  - The written request, within the first 250 words of the body of a letter facsimile, e-mail or e-mail attachment, conveyed a request for information
  - The written request included the words, characters, or abbreviations for "freedom of information", "information", "FOIA", "copy" or a recognizable misspelling of such, or legal code reference to MCL 15. 231 et seq or 1976 Public Act 442 on the front of an envelope or in the subject line of an e-mail, letter or facsimile cover page.
- Fully note the charge reduction in the Detailed Itemization of Costs Form.

Section 6: Waiver of Fees

The cost of the search for and copying of a public record may be waived or reduced if, in the sole judgment of the FOIA Coordinator, a waiver or reduced fee is in the public interest because such can be considered as primarily benefitting the general public.

The FOIA Coordinator will waive the first $20.00 of the processing fee for a request if the person requesting a public record submits an affidavit stating that they are:

- indigent and receiving specific public assistance; or
- if not receiving public assistance stating facts demonstrating an inability to pay because of indigency.

An individual is not eligible to receive the waiver if:

- the requestor has previously received discounted copies of public records from the Library twice during the calendar year; or
- the requestor requests information in connection with other persons who are offering or providing payment to make the request.

An affidavit is a sworn statement. The FOIA Coordinator may make a Fee Waiver Affidavit Form available for use by the public.

A nonprofit organization designated to by the State to carry out activities under subtitle C of the Developmental Disabilities Assistance and Bill of Rights Act of 200 and the Protection and Advocacy for Individuals with Mental Illness Act, or their successors, if the request meets all of the following requirements:

- is made directly on behalf of the organization or its clients;
- is made for a reason wholly consistent with the mission and provisions of those laws under Section 931 of the Mental Health Code, MCL 330.1931;
- is accompanied by documentation of its designation by the State.

Section 7: Appeal of a Denial of a Public Record

When a requestor believes that all or a portion of a public record has not been disclosed or has been improperly exempted from disclosure, he or she may file an appeal of the denial with the Library Board, as the governing body of the Library. The appeal must be in writing, specifically state the word "appeal" and identify the reason or reasons the requestor is seeking a reversal of the denial. The Library Board shall designate the FOIA Coordinator to receive the written appeal and to immediately notify the head of the Library Board of its receipt.

Under section 10(3) of the FOIA, MCL 15.240(3), the Library Board is not considered to have received a written appeal until the first regularly scheduled meeting of the Library Board following submission of the written appeal.

Should the Library Board decide to consult with the Library's legal counsel on the appeal, it must comply with the time periods set forth in the FOIA for written responses as well as the provisions of the Michigan Open Meetings Act, 1976 PA 267, MCL 15.261 *et seq*. The Library board will respond in writing by:

- reversing the disclosure denial;
- upholding the disclosure denial; or
- reverse the disclosure denial in part and uphold the disclosure denial in part.
- Under unusual circumstances, such as the need to examine or review a voluminous amount of separate and distinct public records or the need to collect the requested records from numerous facilities located apart from the office receiving or processing the request, the Library Board may issue not more than 1 notice of extension for not more than 10 business days to respond to the appeal.

Whether or not a requestor submitted an appeal of a denial to the Library Board, he or she may file a civil action in Muskegon County Circuit Court within 180 days after the Library Board's final determination to deny the request.

If the court determines that the public record is not exempt from disclosure, the court will award the appellant reasonable attorneys' fees, cost and disbursements. If the court determines that the appellant prevails only in part, the court in its discretion may award all or an appropriate portion of reasonable attorneys' fees, costs and disbursements.

If the court determines that the Library arbitrarily and capriciously violated the FOIA by refusing or delaying the disclosure of copies of a public record, it shall award the appellant punitive damages in the $1,000.

Section 8: Conflict with Prior FOIA Policies and Procedures; Effective Date

To the extent that these Procedures and Guidelines conflict with previous FOIA policies promulgated by the FOIA Coordinator or the Library Board, these Procedures and Guidelines are controlling. To the extent that any administrative rule promulgated by the FOIA Coordinator

subsequent to the adoption of this resolution is found to be in conflict with any previous policy promulgated by the FOIA Coordinator or the Library Board, the administrative rule promulgated by the FOIA Board is controlling.

To the extent that any provision of these Procedures and Guidelines or any administrative rule promulgated by the FOIA Coordinator pertaining to the release of public records is found to be in conflict with any State statute, the applicable statute shall control. The FOIA Coordinator is authorized to modify this policy and all previous policies adopted by the FOIA Coordinator or the Library Board, and to adopt such administrative rules as he or she may deem necessary, to facilitate the legal review and processing of requests for public records made pursuant to Michigan's FOIA statute, provided that such modifications and rules are consistent with State law. The FOIA Coordinator shall inform the Library Board of any change to these Policies and Guidelines.

These FOIA Policies and Guidelines became effective July 1, 2015 and were updated in 2019.

WHITE LAKE COMMUNITY LIBRARY
WRITTEN PUBLIC SUMMARY OF FOIA PROCEDURES AND GUIDELINES

Consistent with Public Act 563 of 2014 and Public Act 523 of 2018 amending the Michigan Freedom of Information Act (FOIA), the following is the Written Public Summary of the White Lake Community Library's FOIA Procedures and Guidelines relevant to the general public.

1. How do I submit a FOIA request to the White Lake Community Library?

- Requests to inspect or obtain copies of public records prepared, owned, used, possessed or retained by the White Lake Community Library (Library) must be submitted in writing.
- A request must sufficiently describe a public record so as to enable the Library to find it.
- A request must include the requester's name, address, and contact information.
    - If the requester is not an individual, the request must include the name, address, and contact information of the individual acting as the requester's agent.
    - The address must be written in compliance with United States Postal Service addressing standards.
    - Contact information must include a valid telephone number or electronic mail address.
    - This requirement does not apply to an individual who qualifies as indigent under Section 4(2)(a) of FOIA.
- No specific form to submit a written request is required.
- Written requests can be made in person by delivery to the Library in person or by mail to:
  White Lake Community Library
  Attn: FOIA Coordinator
  3900 White Lake Dr.
  Whitehall, MI 49461
- A request may also be submitted by e-mail. To ensure a prompt response, e-mail requests should contain the term "**FOIA**" or "**FOIA Request**" in the subject line and be sent to info@wlclib.org.

Note: If you are serving a sentence of imprisonment in a local, state or federal correctional facility you are not entitled to submit a request for a public record.

2. What kind of response can I expect to my request?

- Within 5 business days of receipt of a FOIA request, the Library will issue a response. If a request is received by facsimile or e-mail the request is deemed to have been received on the following business day. The Library will respond to your request in one of the following ways:
    - Grant the request.
    - Issue a written notice denying the request.
    - Grant the request in part and issue a written notice denying in part the request.
    - Issue a notice indicating that due to the nature of the request the Library needs an additional 10 business days to respond.
    - Issue a written notice indicating that the public record requested is available at no charge on the Library's website.
- If the request is granted, or granted in part, the Library will ask that payment be made for the allowable fees associated with responding to the request before the public record

is made available. If the cost of processing the request is expected to exceed $50, or if you have not paid for a previously granted request, the Library will require a deposit before processing the request.

3. What are the Library's fee deposit requirements?

- If the Library has made a good faith calculation that the total fee for processing the request exceeds $50.00, the Library will require that you provide a deposit in the amount of 50% of the total estimated fee. When the Library requests the deposit, it will provide you a non-binding best efforts estimate of how long it will take to process the request following receipt by the Library of your deposit.

- If the Library receives a request from a person who has not paid the Library for copies of public records made in fulfillment of a previously granted written request, the Library will require a deposit of 100% of the estimated processing fee before it begins to search for the public record for any subsequent written request when all of the following conditions exist:
    - the final fee for the prior written request is not more than 105% of the estimated fee;
    - the public records made available contained the information sought in the prior written request and remain in the Library's possession;
    - the public records were made available to the individual, subject to payment, within the time frame estimated by the Library to provide the records;
    - 90 days have passed since the Library notified the individual in writing that the public records were available for pickup or mailing;
    - the individual is unable to show proof of prior payment to the Library; and
    - the Library has calculated an estimated detailed itemization that is the basis for the current written request's increased fee deposit.

- The Library will not require the 100% estimated fee deposit if any of the following apply:
    - the person making the request is able to show proof of prior payment in full to the Library;
    - the Library is subsequently paid in full for all applicable prior written requests; or
    - 365 days have passed since the person made the request for which full payment was not remitted to the Library.

- When a deposit is required:
    - The library will provide a written notice of deposit to the requester.
    - The notice will include the date by which the deposit must be received, which is 45 days from the date the requester received the notice.
    - The notice of deposit is considered received by the requester 3 days after it is sent, regardless of the means of transmission.
    - If the library has not received the deposit by the due date, and the requester has not filed an appeal of the deposit amount, the request shall be considered abandoned by the requester.

4. How does the Library calculate FOIA processing fees?

- A fee will not be charged for the cost of search, examination, review and the deletion and separation of exempt from nonexempt information unless failure to charge a fee would

result in unreasonably high costs to the Library because of the nature of the request in the particular instance, and the Library specifically identifies the nature of the unreasonably high costs.

- The Michigan FOIA statute permits the Library to assess and collect a fee for six designated processing components. The Library may charge for the following costs associated with processing a request:
    - Labor costs associated with searching for, locating and examining a requested public record.
    - Labor costs associated with a review of a record to separate and delete information exempt from disclosure of information which is disclosed.
    - The cost of computer discs, computer tapes or other digital or similar media when the requester asks for records in non-paper physical media.
    - The cost of duplication or publication, not including labor, of paper copies of public records.
    - Labor costs associated with duplication or publication, which includes making paper copies, making digital copies, or transferring digital public records to nonpaper physical media or through the Internet.
    - The cost to mail or send a public record to a requestor.

Labor Costs

- All labor costs will be estimated and charged in 15 minute increments with all partial time increments rounded down.
- Labor costs will be charged at the hourly wage of the lowest-paid Library employee capable of doing the work in the specific fee category, regardless of who actually performs work.
- Labor costs will also include a charge to cover or partially cover the cost of fringe benefits.

- Non-paper Physical Media
    - The cost for records provided on non-paper physical media, such as computer discs, computer tapes or other digital or similar media will be at the actual and most reasonably economical cost for the non-paper media.
    - This cost will only be assessed if the Library has the technological capability necessary to provide the public record in the requested non-paper physical media format.

- Paper Copies
    - Paper copies of public records made on standard letter (8 ½ x 11) or legal (8 ½ x 14) sized paper will not exceed $.10 per sheet of paper. Copies for non-standard sized sheets of paper will reflect the actual cost of reproduction.
    - The Library may provide records using double-sided printing, if cost-saving and available.

- Mailing Costs
    - The cost to mail public records will use a reasonably economical and justified means.
    - The Library may charge for the least expensive form of postal delivery confirmation.
    - No cost will be made for expedited shipping or insurance unless requested.

5. How do I qualify for a reduction of the processing fees?

- The Library may waive or reduce the fee associated with a request when the Library determines that to do so is in the public interest because release of the information is considered as primarily benefitting the general public.

- The Library will waive the first $20.00 of the processing fee for a request if you submit an affidavit stating that you are:
    - indigent and receiving specific public assistance; or
    - if not receiving public assistance, stating facts demonstrating an inability to pay because of indigency.

- You are not eligible to receive the $20.00 waiver if you:
    - have previously received discounted copies of public records from the Library twice during the calendar year; or
    - are requesting information on behalf of other persons who are offering or providing payment to you to make the request.

- The Library will waive the fee for an nonprofit organization which meets all of the following conditions:
    - the organization is designated by the State under federal law to carry out activities under the Developmental Disabilities Assistance and Bill of Rights Act of 2000 and the Protection and Advocacy for Individuals with Mental Illness Act;
    - the request is made directly on behalf of the organization or its clients;
    - the request is made for a reason wholly consistent with the provisions of federal law under Section 931 of the Mental Health Code; and
    - the request is accompanied by documentation of the organization's designation by the State

6. How may I challenge the denial of a public record or an excessive fee?

- Appeal of a Denial of a Public Record
  If you believe that all or a portion of a public record has not been disclosed or has been improperly exempted from disclosure, you may file an appeal of the denial with the Library Board, as the governing body of the Library. The appeal must be in writing, specifically state the word "**appeal**" and identify the reason or reasons you are seeking a reversal of the denial. The Library Board shall designate the FOIA Coordinator to receive the written appeal and to immediately notify the Library Board President of its receipt.

The Library Board is not considered to have received a written appeal until the first regularly scheduled meeting of the Library Board following submission of the written appeal. Within 10 business days of receiving the appeal the Library Board President will respond in writing by:

- reversing the disclosure denial;
- upholding the disclosure denial; or
- reverse the disclosure denial in part and uphold the disclosure denial in part.

Whether or not you submitted an appeal of a denial to the Library Board, you may file a civil action in Muskegon County Circuit Court within 180 days after the Library Board's final determination to deny your request. Should you prevail in the civil action, the court will award you reasonable attorneys' fees, costs and disbursements. If the court determines that the Library acted arbitrarily and capriciously in refusing to disclose or provide a public record, the court shall award you damages in the amount of $1000.00

- Appeal of an Excessive FOIA Processing Fee

If you believe that the fee charged by the Library to process your FOIA request exceeds the amount permitted by state law, you must first submit a written appeal for a fee reduction to the Library Board. The appeal must be in writing, specifically stating the word "**appeal**" and identify how the required fee exceeds the amount permitted.

The Library Board is not considered to have received a written appeal until the first regularly scheduled meeting of the Library Board following submission of the written appeal. Within 10 business days after receiving the appeal, the Library Board will respond in writing by:

- waiving the fee;
- reducing the fee and issue a written determination indicating the specific basis that supports the remaining fee;
- upholding the fee and issue a written determination indicating the specific basis that supports the required fee; or
- issuing a notice detailing the reason or reasons for extending for not more than 10 business days the period during which the Library Board President will respond to the written appeal.

Within 45 days after receiving notice of the Library Board's determination of the processing fee appeal, you may commence a civil action in Muskegon County Circuit Court for a fee reduction. If you prevail in the civil action by receiving a reduction of 50% or more of the total fee, the court may award all or appropriate amount of reasonable attorneys' fees, costs and disbursements. If the court determines that the Library acted arbitrarily and capriciously by charging an excessive fee, court may also award you punitive damages in the amount of $500.00.

Need more details or information?
This is only a summary of the White Lake Community Library's FOIA Procedures and Guidelines. For more details and information, copies of the White Lake Community Library's FOIA Procedures and Guidelines are available at no charge at the library and in the full policy manual on the website at wlclib.org

FOIA Fee Itemization Form

(Effective July 1, 2015)

Component	Cost Calculations	Total
1. Labor Costs – Search, Location, and Examination of Records*	Enter the hourly wage of lowest paid employee capable of performing the search, location and examination $_____ per hour Multiply the wage by the fringe benefit multiplier (maximum of 50% of the hourly wage); OR, if the requested information is available online and the requestor request the documents to be provided in another format, the fringe benefit multiplier may exceed 50% (not to exceed actual cost) _____% Multiply the hourly wage times the fringe benefit multiplier $_____ x 1.____ = $_____ If stipulated by the requestor, add the hourly overtime wage increment (but do not include in the calculation of fringe benefit costs) $_____ + _____ = $_____ Divide the resulting hourly wage by four (4) to determine the charge per fifteen (15) minute increment $_____ / 4 = $_____	
	Number of 15 minute increments (partial time increments must be rounded down) multiplied by the permitted rate _____ x $_____ = $_____	$_____
2. **Employee Labor Costs** – Redaction*	If performed by the public body's employee: Enter the hourly wage of lowest paid employee capable of performing the redaction $_____ per hour Multiply the wage by the fringe benefit multiplier (maximum of 50% of the hourly wage); OR, if the requested information is available online and the requestor request the documents to be provided in another format, the fringe benefit multiplier may exceed 50% (not to exceed actual cost) _____% Multiply the hourly wage times the fringe benefit multiplier $_____ x 1.____ = $_____ If stipulated by the requestor, add the hourly overtime wage increment (but do not include in the calculation of fringe benefit costs) $_____ + _____ = $_____ Divide the resulting hourly wage by four (4) to determine the	

	charge per fifteen (15) minute increment $_____ / 4 = $_____	
	Number of 15 minute increments (partial time increments must be rounded down) multiplied by the permitted rate _____ x $_____ = $_____ $_____	
2. **Contracted Labor Costs** – Redaction*	If performed by Contracted Labor (Only permitted if the public body does not employ a person capable of redacting the records as determined by the FOIA Coordinator): Name of person or firm contracted: _____ Enter the hourly rate charged by the contractor (may not exceed six (6) times the State minimum wage (i.e. $8.15x6=$48.90) $_____ per hour Divide the hourly rate by four (4) to determine the charge per fifteen (15) minute increment $_____ / 4 = $_____	
	Number of 15 minute increments (partial time increments must be rounded down) multiplied by the permitted rate _____ x $_____ = $_____ $_____	
3. **Non-Paper Physical Media**	Actual and most reasonably economical cost of: Flash Drives $_____ x number used _____ = $_____ Computer Discs $_____ x number used _____ = $_____ Other Media $_____ x number used _____ = $_____	$_____
4. **Paper Copies**	Actual total incremental cost of duplication (not including labor) up to a maximum of 10 cents per page: Letter paper (8 ½" x 11") number of sheets ___ x $0.__ = $_____ Legal paper (8 ½" x 14") number of sheets ___ x $0.__ = $_____ Actual cost of other types of paper: Type of Paper: _____ number of sheets ___ x $_____ = $_____ Type of Paper: _____ number of sheets ___ x $_____ = $_____ (NOTE: Must print double-sided if available and costs less.)	$_____
5. **Labor Cost – Duplication Copying,** and transferring records to non-paper physical media	Enter the hourly wage of lowest paid employee capable of performing the duplication, copying, or transferring digital records to non-paper physical media $_____ per hour Multiply the wage by the fringe benefit multiplier (maximum of 50% of the hourly wage); OR, if the requested information	

	is available online and the requestor request the documents to be provided in another format, the fringe benefit multiplier may exceed 50% (not to exceed actual cost) _____% Multiply the hourly wage times the fringe benefit multiplier $_____ x 1.____ = $_____ If stipulated by the requestor, add the hourly overtime wage increment (but do not include in the calculation of fringe benefit costs) $_____ + _____ = $_____ Divide the resulting hourly wage by four (4) to determine the charge per fifteen (15) minute increment $_____ / 4 = $_____	
	Number of 15 minute increments (partial time increments must be rounded down) multiplied by the permitted rate _____ x $_____ = $_____	$_____
6. **Mailing**	Actual cost of mailing records in a reasonable and economical manner: Cost of mailing: $_____ Cost of least expensive form of postal delivery confirmation: $_____ Cost of expedited shipping or insurance only if specifically stipulated by the requestor: $_____	$_____
		Subtotal $_____
Waivers and Reductions	Subtract any Fee Waiver or Reduction: $20.00 for indigency or nonprofit organization as further described in the Public Body's procedures and guidelines. Any amount determined by the Public Body due to the search and furnishing of the Public Record determined to be in the public interest. $_____ The reduction amount due to the late response of the Public Body. 5% of fee x ____ days late = _____% reduction (maximum reduction is 50%)	-$_____
Deposit	Subtract any good-faith deposit received: $_____ - $_____	

	Total Due	$_____

*Note: Labor costs for search, location, examination and redaction (categories 1 and 2 on the itemization form) may not be charged unless the failure to charge a fee would result in unreasonably high costs to the public body because of the nature of the request in the particular instance, and the public body specifically identifies the nature of these unreasonably high costs. The Court of Appeals has interpreted this provision to require that the determination be made relative to the usual or typical costs incurred by the public body in responding to FOIA requests. The key factor in determining whether the costs are "unreasonably high" is the extent to which the particular request differs from the usual request. Bloch v Davison Cmty Schools, (Mich.App. Apr. 26, 2011), 2011 WL 1564645.

White Lake Community Library
User Agreement for Circulating Internet-Enabled Devices

First and Last Name_____ Date_____

Library Card Number_____

By signing below, I certify that I am at least 18 years old and that:

- I have read and agree to the library's Internet Use Policy and agree to use the device in a responsible manner, consistent with the educational and informational purpose for which they are provided and not for any unauthorized, unethical, or illegal purposes.
- I understand that the device is on loan for 7 days unless otherwise indicated.
- I understand that any internet access provided by the device is filtered.
- I will not attempt to alter the device in any way, including changing library-set passwords.
- If I encounter any problem with the device, I will return it and all its component parts to the library.
- I will return the device in person to a library staff member at the circulation desk, not in the book drop and not to another library. **I will be charged a $5.00 fee if the device is returned in the book drop or to another library.**
- I understand that if a hotspot or tablet is overdue, the library will shut off the data to the device.
- **I understand that if a device checked out to me is shut off for being overdue 3 times in twelve months, I will not be allowed to borrow another hotspot for 3 months.**
- I accept full responsibility for any device while it is checked out to me, and agree to pay all costs associated with damage or loss of the devices according to library policy.
- I understand the White Lake Community Library may use appropriate means to collect the amount owed by me for fees, damages, or loss.

Any Internet use contrary to the policy outlined above may, at the sole discretion of library staff, result in the loss of the library circulating device and/or library Internet privileges.

Borrower's signature_____

APPLICATION FOR ACCOMMODATION

Name of Applicant:_____

_____

Phone Number_____(home) _____(cell) _____(other)

Address_____

Email:_____

Service, activity, meeting, or program for which accommodations are requested: _____

_____

Date Preference: _____

Please describe reason for the accommodation: _____

_____

_____

Please describe the accommodation requested: _____

_____

By signing this Application, the Corporation, Organization or Individual ("Applicant") identified above agrees as follows:

1. The Applicant has a disability that is covered by the Americans with Disabilities Act ("ADA") and the Library's policy.

2. The Applicant acknowledges the Library's ADA policy.

Signature _____ Date _____