Royal Oak Public Library Policies

Governance		**Approved**	**Last Revised or Reaffirmed**
1.10	Mission	01/27/1998	12/6/2011
1.20	Authority	03/14/1978	Repealed 04/25/06
1.30	Board Ethics	12/14/1999	01/28/2014
1.40	Library Board Meetings	04/22/2008	10/25/2011
Finance			
2.10	Monetary and Other Non-book Gifts	10/24/2000	02/22/2011
2.20	Disposition of Furniture and Equipment	05/27/1997	02/22/2011
2.30	Investment Policy	11/24/1998	Revoked 1/22/08
Facility Management			
3.10	Auditorium and Meeting/Study Room Policy	09/22/1998	03/25/2014
3.20	Free Literature/Bulletin Board Postings	11/26/1996	03/22/2011
3.21	Displays/Exhibits	07/24/2001	02/22/2011
3.30	Code of Conduct	01/10/1995	05/24/2011
3.40	Unattended Children	10/24/2006	05/24/2011
3.50	Library Hours and Holidays	11/28/2006	12/06/2011
3.60	Digital Video Security Cameras	07/23/2013	
Collections			
4.10	Materials Selection	01/27/1998	07/26/2011
4.13	Art Acquisition Policy	01/23/2007	07/26/2011
4.20	Binding and Replacement	03/23/2004	Removed 9/23/08
Services			
5.10	Circulation	05/23/2000	08/23/2011
5.101	Circulation Parameters	05/23/2000	05/24/2011
5.11	Registration	02/22/2000	02/22/2011
5.13	Interlibrary Loan (ILL)	04/28/2009	08/23/2011
5.20	Reference Service	08/22/2000	12/06/2011
5.30	Association with Other Libraries	03/27/2001	12/03/2013
5.40	Internet Access Policy	01/27/2009	12/06/2011
5.41	Internet Filtering	05/19/2008	City Ordinance
5.50	Library Schedules of Fees	06/23/2009	3/25/2014
Public Relations and Marketing			
6.10	Public Relations Policy	04/22/2008	02/22/2011

Royal Oak Public Library Policies

Governance Section 1.10 - Mission

The mission of the Royal Oak Public Library is to be an informational, intellectual, cultural and recreational resource for all people; to inspire the spirit, educate the mind, and be a center of community pride.

Adopted: 1/27/98; revised 9/28/99; reaffirmed 10/28/2008, 10/24/2009, reaffirmed 12/6/2011

Royal Oak Public Library Policies

Governance Section 1.20 ~~- Authority~~

~~A. Section 48 of Chapter II of the Charter of the City of Royal Oak, Michigan as adopted on November 6, 1928, and as amended from time to time, authorizes the existence of the Royal Oak Public Library Board (the "Board").~~

~~B. City Ordinance No. 215 grants to the Board authority to set such reasonable rules and regulations for the use of the Royal Oak Public Library (the "Library") by all residents of the City of Royal Oak as may be necessary. In addition, the ordinance imposes a duty on the Board to govern the Library, and to care for the books, magazines, furniture, equipment and other personal property contained in the Library.~~

~~C. Intentionally deleted.~~

~~*Adopted 3-14-78.*~~

~~*Amended: 12/14/99*~~

Repealed 04/25/06

Royal Oak Public Library Policies

Governance Section 1.30 - Royal Oak Public Library Board Ethics

The Royal Oak Public Library is dependent on the trust of its community to successfully achieve its mission. Therefore, it is crucial that all Board members conduct business on behalf of the Royal Oak Public Library with the highest level of integrity avoiding any impropriety or the appearance of impropriety.

Guiding Principles:

- Board members shall uphold the integrity of the Royal Oak Public Library and shall perform their duties impartially and diligently.
- Board members shall not engage in discrimination of any kind including that based upon actual or perceived race, color, religion, national origin, sex, age, height, weight, condition of pregnancy, marital status, physical or mental limitation, source of income, family responsibilities, sexual orientation, gender identity, or HIV status.
- Board members shall protect and uphold library patrons' right to privacy in their use of the library's resources.
- Board members shall avoid situations in which their personal interests, activities or financial affairs are, or are likely to be perceived as being in conflict with the best interests of the Royal Oak Public Library. If a Board member believes that the potential for such a conflict exists, the member shall promptly inform the Board and the Library Director.
- Board members shall avoid having interests that may reasonably bring into question their position in a fair, impartial and objective manner.
- In connection with their duties as Trustee of the Royal Oak Public Library, Board members shall not knowingly accept gifts or compensation from any individual or organization that does business with the Royal Oak Public Library. Should a Board member receive such a gift or compensation, the member shall promptly inform the Board and the Library Director.
- Board members shall not knowingly act in any way that would reasonably be expected to create an impression among the public that they are engaged in conduct that violates their trust as Board members or employees.

Royal Oak Public Library Policies

- Board members shall not use or attempt to use their position with the Royal Oak Public Library to obtain unwarranted privileges or advantages for themselves or others.
- Board members shall not be swayed by partisan interests or fear of criticism.
- Board members shall not denigrate the Royal Oak Public Library or fellow Board members or employees in any public arena.
- The parking permit issued by the City of Royal Oak to each Board member should be used only when the Board member is involved in library business.
- Board members shall disclose any conflict of interest or potential conflict of interest prior to any deliberation or decision of the Library Board in which a potential conflict exists, and a Board member shall refrain from participating in any deliberation or decision where the Board Member has such a conflict or potential conflict.

Therefore:

To preserve and uphold the Royal Oak Public Library's reputation as an organization of unimpeachable integrity, each Board member shall fully comply with this policy during their tenure with the Royal Oak Public Library. At the start of each calendar year, or at the first meeting following a Library Board member's appointment, he or she shall sign a copy of this policy, to be maintained on file with the Library Director, to signify that the Board member understands its terms and agrees to uphold its Guiding Principles.

Adopted 3/14/78; rev. 1/27/98; rev. 12/14/99; rev. 3/23/04; reviewed. 9/25/2007; reaffirmed 10/28/2008; rewritten and approved 1/28/14

Royal Oak Public Library Policies

Governance Section 1.40 - Library Board Meetings

The Royal Oak Public Library Board holds meetings in compliance with the Michigan Open Meetings Act.

Meeting notices are posted on the public information board mounted in the foyer at the front entrance to the Library.

The meetings are typically held in the Friends Auditorium. Alternate locations within the Library facility may be used in deference to Library programming; location changes will be posted.

Individuals may request that an item be placed on the Library Board meeting agenda by submitting the request in writing to the Library Director who will forward the request to the Library Board President for consideration.

The Library Board invites comments from the public during designated Public Comment at the beginning of the meeting. Speakers are limited to a presentation of five minutes during any single meeting. Upon being recognized, the individual should state his or her full name, residential address, and the topic to be discussed. Meeting observers may not speak at any other time unless specifically recognized by the presiding officer.

If your comment concerns a specific complaint or suggestion regarding Library operations, you should address it with the Library Director. If the Library Director is not able to satisfy your concern, then you should bring your concern to the Library Board.

When a person(s) becomes unruly, the President or presiding officer may declare said person(s) in the audience to be out of order and if necessary may rule that the individual(s) has forfeited the opportunity to speak further. A person(s) may be excluded from the meeting for Breach of the Peace committed at the meeting. Clapping and cheering are inappropriate.

Adopted by Library Board: 04/22/08; reaffirmed 10/28/2008; 10/27/2009; reaffirmed 10/25/2011

Royal Oak Public Library Policies

Board of Trustees Meeting Schedule 2012

Meetings are held in the Library's Friends Auditorium at 7 PM on the fourth Tuesday of each month except September (due to Yom Kippur), and November and December, unless otherwise indicated.

- January 24, 2012
- February 28, 2012
- March 27, 2012
- April 24, 2012
- May 22, 2012
- June 26, 2012
- July 24, 2012
- August 28, 2012
- September 27, 2012 (Thursday)
- October 23, 2012
- December 4, 2012

Revised Dec. 5, 2011

Royal Oak Public Library Policies

Finance Section 2.10 - Monetary and Other Non-book Gifts

The Royal Oak Public Library welcomes gifts.

The library reserves the right to evaluate, accept, reject and dispose of gifts in accordance with the criteria applied to purchased items. No conditions may be imposed by the donor relating to nonmonetary gifts made to the library. In accepting any gift, due consideration must be given to the resources necessary to receive, maintain and make such gifts available for use.

Gifts of technology are rarely accepted unless they are equal to or better than the library's current standard, and accepting them does not adversely affect the library.

When receiving an offer of a non-monetary gift that is unusual or different than regularly accepted gifts, the library director may defer acceptance of the gift pending approval of the Library Board.

When the library accepts a cash gift (unless the donor indicates it is for the Memorial or Gift Book Program), the donation will be added to the ROOTS (Royal Oak Opportunity to Serve) Foundation's Library fund.

Approved 10/24/00; rev. 05/25/04; rev. 06/27/06; 01/22/08; reaffirmed 2/23/10; revised 2/22/2011

Royal Oak Public Library Policies

Finance Section 2.20 - Disposition of Furniture Equipment

Royal Oak Public Library follows established city practices for disposition of furniture and equipment that have been purchased with public funds or donated and put into use in the library. The procedure is:

- Prepare a list of furniture and equipment for disposal.
- Seek approval of the Library Board of Trustees to dispose of listed furniture and equipment.
- Submit list to City Commission to declare the furniture and equipment surplus.

All dispositions by the library shall be offered at public sale with published notice, donated to appropriate agencies, or discarded.

The library is prohibited from selling to individuals by private sale.

Adopted: May 27, 1997; reaffirmed 09/26/06; 01/22/08; 03/24/09; reaffirmed 2/23/10; reaffirmed 2/22/2011

Royal Oak Public Library Policies

Facility Management Section 3.10 - Royal Oak Public Library Auditorium and Meeting/Study Room

Policy

General Rules for all Meeting Rooms

1. Royal Oak Public Library programs and Library affiliated groups shall have priority in use of the facilities.
2. Royal Oak Public Library (ROPL) study rooms, Friends Auditorium, and Youth Activity Room are available to groups engaged in educational, cultural, intellectual, civic or charitable activities. They are not available for private functions, such as birthday parties, wedding receptions or family reunions.
3. Rooms are available for use -- including set-up and clean-up -- only during the library's open hours:
    - Monday & Wednesday: 10:00 AM to 9:00 PM
    - Tuesday & Thursday: 12:00 PM to 9:00 PM
    - Friday & Saturday: 10:00 AM to 6:00 PM
4. The room must be vacated no less than 15 minutes before the library closes and all group members must exit the library by closing time.
5. Activities in the meeting facilities may not disrupt other patrons.
6. The Library will not provide storage space.
7. Users who fail to return the meeting facilities to the same condition as they found them are liable for any and all cleaning or damage.
8. Use of the meeting facilities does not constitute an endorsement of the users or their activities by the Royal Oak Public Library or the City of Royal Oak.
9. The Royal Oak Public Library and the City of Royal Oak are not liable for injury or damage sustained by individuals or groups while using the facilities.
10. ROPL reserves the right to monitor any use of any of its facilities.
11. ROPL reserves the right to cancel meeting room use for any reason.
12. Use/Rental of the library meeting rooms does not include library generated publicity such as information on the library's website and listing on the library's calendar.
13. Users specifically agree to indemnify and defend Royal Oak Public Library, the City of Royal Oak and its employees for any action resulting from use of the facilities by users.
14. Violations of any of these provisions by the users constitute a material breach of this agreement.
15. Users' sole remedy in case of breach of this agreement by ROPL or the City of Royal Oak is a refund of any user fee.
16. Users must comply with the Library Code of Conduct..
17. All users shall comply with all city ordinances, state or federal laws, and library policies. Fire prevention regulations include but are not limited to the following:
    - Use of open flames is prohibited.
    - Extension cords cannot have exposed wire and must be UL approved.
    - No combustible decorations are allowed.

Rules Governing the Use of the Auditorium and Youth Activity Room

1. Use of the Friends Auditorium and Youth Activity Room may be scheduled no more than 6 months in advance. Prior use does not entitle applicants to future use.
2. The Library Board shall set fees for use of the Friends Auditorium and Youth Activity Room. Payment is due with return of the reservation form signed by an adult. Payment confirms the reservation.
3. Groups may reserve the Friends Auditorium or Youth Activity Room no more than once monthly or 12 times per year.
4. Preference is given to Royal Oak residents.
5. The Library will set up furnishings and equipment as contracted prior to the meeting time.
6. Minors (under age 18) may use the Friends Auditorium and Youth Activity Room only when an adult sponsor is present.
7. Persons renting the Friends Auditorium or Youth Activity Room shall advise persons in attendance that the program is not sponsored by the City of Royal Oak or the Royal Oak Public Library. The library director or

the director's designee may require that this notice be provided by suitable signage at the entrance to the Friends Auditorium or Youth Activity Room.

8. Persons renting the Friends Auditorium or Youth Activity Room shall indemnify and hold harmless the Royal Oak Public Library and the City of Royal Oak from any liability or claims of liability arising from the use of the Friends Auditorium or Youth Activity Room by the renter.
9. The reservation of the Friends Auditorium or Youth Activity Room does not entitle or allow any users the sole use of any other room in the library.
10. If the auditorium is unavailable at the requested time, groups may elect to use the Youth Activity Room depending on its availability and suitability.

Rules Governing the Use of Group Study Rooms

1. A. Library staff will not assist with furniture or equipment.
2. Study Rooms may be requested on a walk-in basis by inquiring at the Library Monitor desk.
3. Study Rooms are for groups.
4. Use may be limited to three (3) hours if other groups are waiting. Library sponsored groups have priority.
5. There is no fee for the use of study rooms.
6. Study Rooms are only available to registered ROPL card-holders.
7. Study Rooms may not be scheduled in advance unless it is a library sponsored activity.
8. Study rooms must be vacated 15 minutes before closing.
9. No equipment other than computer laptops and tablets may be used in group study rooms (without advance permission).

Rules Governing the Use of the Individual Study Rooms

1. Library staff will not assist with furniture or equipment.
2. The quiet study rooms are available to individuals, reading or studying independently.
3. Cell phone calls and conversations are prohibited in the quiet study rooms.
4. The quiet study rooms may not be reserved or scheduled in advance.

Adopted by the Royal Oak Public Library Board on September 22, 1998; rev. 2/23/99; rev. 8/24/99; rev. 11/28/00; rev. 01/23/01; rev.07/22/03; rev. 5/25/04; rev 12/28/05; 02/28/06; 06/27/06; 05/27/08; revised 06-23-09; reviewed 3/23/2010; reviewed 3/22/2011; 3/27/2012 revised; revised 03/25/2014.

Royal Oak Public Library Policies

Facility Management Section 3.20 - Free Literature and Bulletin Board Postings

The mission of the Royal Oak Public Library is to be an informational, intellectual, cultural and recreational resource for all people; to inspire the spirit, educate the mind, and be a center of community pride. In keeping with this mission, Royal Oak Public Library provides space for the display notices of public interest submitted by groups, organizations, and governmental units engaged in non-profit educational, cultural, intellectual, civic or charitable activities.

Only Library-approved postings will be permitted. Tracts or other publications placed in the Library without prior approval will be removed and discarded.

The Library reserves the right to determine that a proposed posting meets the guidelines of this policy and to decide the appropriate placement for postings and literature to be distributed. Commercial or partisan political items will not be posted or distributed.

In order to maximize the use of limited display space, time and size restrictions are set:

- Date sensitive items will be posted for 30 days prior to the earliest date indicated on the item, and will be removed and discarded after the latest date has passed.
- Items that are not date sensitive will be made available for no more than 90 days.

Bulletin Board Postings and Posters

- Notices and announcements for the bulletin boards must be 8½x14 inches or smaller.
- A single copy of the announcement or notice will be posted in only one place within the library.
- Library does not accept notices, announcements or posters with "tear-off" sections.

Free Literature Racks

- Except for newspapers and magazines, items must be 8½x14 inches or smaller.
- Materials must be provided in quantities of 5 or more.

Adopted by Library Board: 11/26/1996; revised 5/22/01; revised 9/26/06; reaffirmed 05/27/08; 03/24/09; revised 3/23/2010; reviewed 3/22/2011

Royal Oak Public Library Policies

Facility Management Section 3.21 - Displays and Exhibits

As part of its public service and information mission, Royal Oak Public Library provides space to groups or individuals engaged in non-profit educational, cultural, intellectual, civic or charitable activities to display exhibits of public interest at the discretion of the Library Director.

First Come, First Served

Display space is available on a first-come, first-served reservation basis. Reservations for the lobby display cases may be made through Library administration.

Right to Schedule

The Library reserves the right to schedule or refuse any display and to limit the frequency with which the group or organization may have a display. Displays of a commercial nature will not be accepted. Final authority for all exhibits and displays rests with the library director or an appointed designee. The Library selects, in conjunction with the Royal Oak Arts Council, artists for monthly exhibits in a designated display case and special exhibits in the Auditorium Gallery.

Fees to Display

For the privilege of the use of the space, the Library shall require a portion of proceeds of any art sold by the artist as a result of using Library display space. The Library will not pay a fee to providers for any exhibits or displays.

Exhibit space governed by this policy includes:

- Entrance lobby – west side
- Entrance lobb*y* – east side
- Memorial Book Collection display
- Friends Auditorium Gallery

Other Limitations

The Library assumes no liability in the event of damage or loss of a display, whether or not it is in a locked case. Although space is provided for a display, the Library does not necessarily endorse the belief or viewpoint of persons whose works are exhibited.

Adopted 07/24/01; rev. 09/28/04; rev 07/22/08; reaffirmed 03/24/09; revised 3/23/2010; reviewed 2/22/2011

Royal Oak Public Library Policies

Facility Management Section 3.30 - Code of Conduct

The mission of the Royal Oak Public Library is to be an informational, intellectual, cultural and recreational resource for all people; to inspire the spirit, educate the mind, and be a center of community pride. The Royal Oak Public Library is thereby a limited public forum. The Royal Oak Public Library Board has authority to establish and enforce reasonable regulations for the benefit of patrons of the Library, in keeping with its mission. In observance of its mission and to make Library property and services available to everyone on a safe and equitable basis, to ensure the ability of staff members to conduct Library business and to safeguard Library property against misuse or abuse, the following rules for behavior in and around the Library facility are established by the Royal Oak Public Library Board of Trustees.

A. For Public Safety and Security, the Royal Oak Public Library prohibits:

1. Consumption or possession of alcoholic beverages or illegal substances
2. Improper use or abuse of library materials or equipment;
3. Stealing, vandalizing or removing library materials without checking them out;
4. Engaging in sexual acts or behaviors or indecent exposure;
5. Harassment, intimidation or threat of any person by word or act;
6. Fighting or provoking fighting or engaging in any act of violence;
7. Unlawful possession of a weapon.

Persons who violate the above rules for safety and security are subject to the withholding of Library privileges as follows:

- First violation: library privileges are suspended for six months, police will be called if necessary;
- Second violation: library privileges are suspended for one year; police will be called immediately;

B. To ensure proper use of Library Facilities: the Royal Oak Public Library prohibits:

1. sleeping;
2. loitering;
3. smoking on the premises or within 25 feet of public entrances;

Royal Oak Public Library Policies

4. eating or drinking except within the confines of a library approved function or in a specifically designated areas, covered beverage containers are acceptable;
5. behavior that unreasonably annoys or disturbs another person;
6. loud or boisterous conduct inappropriate to the library location;
7. entering non-public areas without permission;
8. entering or remaining without a shirt or shoes;
9. placing feet on furniture;
10. soliciting staff or patrons;
11. bringing animals into building with the exception of service animals;
12. misuse of the restrooms;
13. profane, obscene, injurious or abusive language;
14. remaining in building after closing hours;
15. throwing anything, spitting or leaving debris or waste anywhere except designated waste receptacles;
16. bodily hygiene or odor so offensive as to constitute a nuisance;
17. violation of the Library internet policy;
18. Use of skateboards, rollerblades, wheeled footwear or skates or scooters on library premises;
19. bedrolls, blankets, large duffle bags, suitcases or large plastic bags in the library;
20. More than two bags of any type;
21. Unattended personal property unrelated to library purposes;
22. Use of cell phones except in the lobby, in the area near the Eleven Mile Road emergency exit door, and in the youth area near the emergency exit at the west end of the building.

Persons who violate the above rules are subject to the withholding of Library privileges as follows:

- First violation: library privileges suspended for rest of day;
- Second violation: library privileges suspended for one month;
- Subsequent violation: library privileges suspended for one year;

Royal Oak Public Library Policies

For all violations

1. Police will be called if the Library believes a crime has been committed;
2. Police will be called when a violator refuses to comply with Library rules;
3. Police will be called if violator refuses to show identification;
4. Violators may be photographed by Library personnel;

Right to Appeal and Appeals Process

The right to appeal is based on the right to due process of law guaranteed in the 14th Amendment of the U.S. Constitution and the right of access to public libraries guaranteed to all citizens in the Michigan Constitution (Art. VIII, Sec. 9).

1. If the Library has an address on record or the suspended patron provides an address, the Library Director shall provide written notice to any individual whose library privileges have been suspended within five (5) business days of the date of the violation. If the Library does not have an address on record and the patron refuses or fails to provide an address, verbal notice on the day of the violation shall be sufficient notice of the suspension.
2. An individual who wishes to appeal a suspension must do so in writing to the Library Board within 10 days of the postmark of the Director's letter or the date of the verbal notice if no letter is sent. The notification of appeal must state the grounds upon which the appeal is based.
3. Upon receiving a request for an appeal, the Board shall hold a hearing to consider the appeal. The Board may consider the appeal at a regularly scheduled Board meeting or at a special Board meeting, at the earliest opportunity, called for the purpose of a hearing.
4. The Board President will ensure the Appellant receives reasonable notice of the hearing.
5. Prior to the hearing the Board will be provided copies of the Appellant's letter appealing the decision and requesting a hearing. The Board and Appellant will also receive copies of the Library Director's letter giving notice of the suspension which describes the offense. Supporting information gathered in the administration's investigation shall be made available, including but not limited to all incident and police reports completed by Library staff, witnesses and the Director. The Board shall have access to library records necessary to make an informed decision on the appeal. Any document that is considered a library record (as defined in the Michigan

Library Privacy Act) shall remain confidential and shall not be disclosed unless in compliance with the Michigan Library Privacy Act.

6. The Appellant must have the opportunity attend any hearing so scheduled personally or may make a written statement in support of his or her position. If the Appellant does not attend the hearing, the written statement must be received before the time set for the hearing.
7. The Appellant shall have the opportunity to present his/her claim for rejecting the Library Director's decision. The Board may ask questions in order to bring to light all the facts and issues involved.
8. The Board may affirm or reject the decision to suspend Library privileges.
9. The decision of the Board is final.
10. In no case shall the filing of an appeal pursuant to this Policy act as a stay of the suspension imposed unless the Library Director makes a specific finding that the suspension would result in manifest injustice under the total circumstances.

Adopted by the Royal Oak Public Library Board on January 10, 1995; effective July 1, 1995. Revised June 27, 1995; December 14, 1999, July 18, 2000; August 27, 2002; July 27, 2004; August 22, 2006; October 24, 2006; February 27, 2007; May 27, 2008; September 23, 2008; May 25, 2010, reaffirmed May 24, 2011.

Royal Oak Public Library Policies

Facility Management Section 3.40 - The Unattended Child

The mission of the Royal Oak Public Library is to be an informational, intellectual, cultural and recreational resource for all people; to inspire the spirit, educate the mind, and be a center of community pride.

Background

The Royal Oak Public Library encourages children and their families to use the Library facility together. All children are welcome and the Library offers many programs for children with the goal of encouraging the lifelong appreciation of books and other resources.

Policy

Caregivers (Parents, guardians or assigned adult caregivers) are responsible for the welfare and the behavior of children using the library. Though staff will always respond with care and concern, the Library is not responsible for safety and comfort of unattended children.

No child under the age of 11 shall be left unattended without the supervision of their caregivers.

- Children under the age of 6 must be in the direct sight of their caregiver;
- Children ages 6 through 8 must have a caregiver on the same level of the library;
- Children ages 9 and 10 must have a caregiver in the library building.

Scheduled Library programs will specify when an adult must be with the child in the program. Adults bringing children to Library programs must remain in the library building while the program is in progress and be ready to meet their child when the program is over.

Library staff may not transport or otherwise accompany any unattended child outside of the building.

Protocol

When a child is discovered to be unattended, Library staff on duty are instructed to:

- Attempt to locate the caregiver in the Library and explain the Unattended Child Policy.
- Attempt to contact a caregiver to retrieve the child.
- Call the Royal Oak Police to take charge of the child if a caregiver cannot be located within 30 minutes.
- Assist any unattended child in contacting their caregivers 15 minutes before closing time.
- Notify Royal Oak Police that a child is unattended at Closing. Two Library employees must remain until the police have retrieved the child.

- Document the above with an Incident Report.

Adopted October 24, 2006; Reaffirmed 05/27/08, reaffirmed 05/24/2011

Royal Oak Public Library Policies

Facility Management 3.50 - Library Hours and Holidays

2014 Calendar of Operations

The library is open Monday through Saturday with the exception of the following dates:

January

Wednesday, January 1	New Year's Day

April

Friday, April 18	Good Friday
Saturday, April 19	(by contract)

May

Saturday, May 24	(by contract)
Monday, May 26	Memorial Day

July

Friday, July 4	Independence Day
Saturday, July 5	(by contract)

August/September

Friday, August 29	Arts, Beats, and Eats
Saturday, August 30	(by contract)
Monday, September 1	Labor Day

November

Thursday, November 27	Thanksgiving Day
Friday, November 28	Day after Thanksgiving
Saturday, November 29	(by contract)

December

Wednesday, December 24	Christmas Eve
Thursday, December 25	Christmas Day
Wednesday, December 31	New Year's Eve
(Tuesday, January 1, 2015)	New Year's Day

Royal Oak Public Library Policies

Library Hours:
Monday and Wednesday 10 a.m. – 9 p.m.
Tuesday and Thursday 12 noon - 9 p.m.
Friday and Saturday 10 a.m. - 6 p.m.

Adopted 11/28/2006; Reaffirmed 12/06/2011; Adopted March 27, 2011; Adopted October 22, 2013

Royal Oak Public Library Policies

Facility Management Section 3.60 - Digital Video Security Cameras

The Royal Oak Public Library (the "Library") strives to take reasonable precautions to assure a safe and secure environment for its patrons and staff. Because library staff is unable to provide direct supervision over all areas within the Library, digital video security cameras have been placed at selected locations in order to observe and record visible activities of persons within the Library.

These digital video security cameras will be used where needed to discourage violations of the Library's code of conduct, to assist Library staff in preventing the recurrence of any violations and, when necessary, to provide law enforcement assistance in prosecuting criminal activity. The purpose of this policy is to establish guidelines for the placement and use of digital video cameras, as well as the access and retrieval of recorded digital video images at the Library.

Cameras may be installed in locations where staff and patrons would not have an expectation of privacy. Examples include common areas of the Library such as entrances, near book and media collections, public seating, public and staff computers, stairwells, delivery areas, and hallways.

Cameras will not be installed in areas where staff and the public have a reasonable expectation of privacy, such as restrooms.

The following procedures and guidelines shall govern the use of the digital video security cameras:

- Digital video security cameras are installed in selected locations at the Library.
- Cameras will not be installed for the purpose of monitoring staff performance and are not to be used to monitor content viewed by patrons.
- A sign will be posted at the Library entrance informing the public that security cameras are in use.
- Staff and patron safety is the first priority in any threatening situation. The protection of Library property is of secondary importance.
- The Library has no obligation to monitor the cameras in real time. Because the cameras are not constantly monitored, Library staff and the public should continue to take appropriate precautions for their safety and for the safety of their personal property. The Library is not responsible for the loss of property or personal injury.
- Images will typically be stored for a period of 30 calendar days. As new images are recorded, the oldest images will be automatically deleted. Authorization to view stored images may be granted only by the Library Director and/or his/her designee(s). If such authorization is granted, notice shall be given to the Library Board.
- At the instruction of the Director, or his/her designee(s), selected digital video may be saved for as long as he or she determines is appropriate ("Stored Digital Video Records.")
- A Stored Digital Video Record is considered a Library record under the Michigan Library Privacy Act – Public Act 455 of 1982 (the "Privacy Act"). The Privacy Act can be found at Michigan Compiled Laws 397.601 et. seq. and can be accessed at: http://*www.legislature.mi.gov/documents/mcl/pdf/mcl-Act-455-of-1982.pdf.*
  Stored Digital Video Records shall not be released contrary to the Privacy Act.
- Among other purposes, stored Digital Video Records may be used to provide tangible evidence as a means of identification, and may be turned over to law enforcement agencies by the Director, or his/her designee,

consistent with the provisions of the Privacy Act. The Director, or his/her designee, shall give notice to the Library Board of any such uses of Digital Video Records.

- Requests from the public for access to camera images will be considered in light of the provisions of the Privacy Act. Questions from the public may be directed to the Director and/or his/her designee.

Adopted July 23, 2013.

Royal Oak Public Library Policies

Collections Section 4.10 - Materials Selection

Mission:

The mission of the Royal Oak Public Library is to be an informational, intellectual, cultural and recreational resource for all people; to inspire the spirit, educate the mind, and be a center of community pride.

Introduction:

The Royal Oak Public Library receives funding from the people of Royal Oak to select and purchase collections which are valuable educational resources that inform or entertain, and provide open access to the world of ideas. The resources of Royal Oak Public Library include but are not limited to money, space and personnel. These resources are finite.

A decision to select a particular title or type of material may exclude some other title or material. The policies set forth below are designed to provide direction to professional librarians who have earned an MLS degree from an ALA accredited university and are charged with material selection duties. The Trustees of the Royal Oak Public Library understand that the policies adopted herein are in many instances general in nature and therefore not designed to replace, but rather supplement good judgment.

Objectives of Selection:

The objectives of the Royal Oak Public Library are to select, organize, preserve, and make freely and easily available resources which will aid in the pursuit of education, enlightenment, information and recreation.

Responsibility for Selection:

Library materials selection is vested in the director of the library, with the assistance of members of the professional staff of librarians who select resources in accordance with this Materials Selection Policy.

General Policies:

The Library is a forum for ideas and information. The primary goal of selection shall be to collect materials of contemporary significance and/or of permanent value which will enrich the collections and maintain an overall balance representing many points of view with respect to a given subject. In addition, the library, recognizing that demand is a valid and important factor in selection, shall make available some materials which may be in widespread and persistent demand such as books on the best sellers lists.

The policy of this library shall be to select materials in accordance with the above stated objectives for all people of the community. Materials shall not be excluded because of the origin, background, or the personal views of the

author, as outlined in the attached *ALA Library Bill of Rights.*

Program Support:

The policies set forth in this document apply to materials selected for program presentation or content of programs as well as for the lending and reference collections.

Gifts:

The Library welcomes gifts of books and other materials but reserves the right to evaluate, accept and/or reject, and dispose of them in accordance with the selection criteria applied to purchased materials. No conditions may be imposed by the donor relating to gifts, books and related materials made to the library. In accepting any gift, due consideration must be given to the resources necessary to receive, maintain and make such gifts available to the public.

When the library receives a cash gift for the purchase of library materials, the selection will be made by librarians in consultation with the donor and consistent with the Materials Selection Policy.

Gifts other than books and related materials shall be governed by Royal Oak Public Library Policy 2.10 *Monetary and other non-book gifts*.

Maintenance of Collection:

The same criteria will be used when removing materials from the collection as are used in their acquisition. In order to maintain the collection in its most useful state, materials which are no longer useful or which are not in a condition suitable for circulation will be removed from the collection. Such materials may be given to other libraries, sold for the benefit of the library, or discarded. Materials disposed of by sale must be pursuant to a public sale. The library is prohibited from selling to individuals by private sale.

Areas of Limited Acquisition:

Textbooks - Textbooks shall be provided only on subjects where there is little or no material available in any other form and where the text is considered enduring and useful to the general public and pursuant to agreements for collaborative services with area schools.

Law and Medicine - Legal or medical resources are collected as they benefit the general public. No attempt shall be made to build a comprehensive legal or medical collection.

Controversial Materials:

The collection shall contain resources which, in the aggregate, provide a balance of the various positions expressed

on important, complicated or controversial questions. The public library shall not promote particular beliefs or views. It shall provide resources so that the individual can examine issues freely and make his or her own decisions. Materials on controversial questions are to be considered critically in the following regards: The creator of the material should be known or thought to have some competence, be well regarded by esteemed peers, have attained critical acclaim, or some other comparable distinguishing contribution to bring to the subject. Material which is known to be libelous, or marked by distortion of facts, suppression of truth, or propaganda will not be approved for purchase or accepted as a gift.

Certain exceptions to these guidelines are likely to occur. Some titles, which might otherwise be objectionable, are primary sources or documents in the study of historical or contemporary political movements and organizations and may be made available, e.g., *The Communist Manifesto* and Hitler's *Mein Kampf*.

Request for Reconsideration:

If a patron objects to the presence of material on the library's shelves or in a library program, he or she may request reconsideration of an item by filling out a form available at the reference desks. The director will make the initial decision on the patron's request. If the patron is not satisfied with the director's decision, he/she has the right to appeal to the Library Board. The Library Board will announce the final decision at a public meeting to which the patron will be invited. Fair consideration will be given to every patron's request. The form entitled *Request for Reconsideration of Library Materials* is attached to this policy**.**

Adopted: 1/27/98; rev. 2/27/01;rev.7/27/04; reviewed 06/25/06; revised 09/26/06; revised7/24/0;rev.09/23/08; reviewed 07/27/2010; reaffirmed 7/26/2011

Royal Oak Public Library Policies

Collections Section 4.13 - Art Acquisition Policy

It is the intent of the Board of Trustees of the Royal Oak Public Library to create a library environment which is comfortable, functional and aesthetically pleasing. To that end, works of art may be accepted as gifts under the conditions established by this policy. Occasionally the Library, after consulting with the Arts Advisory Committee, may purchase a work of art to enhance the facility.

Policy

The Arts Advisory Committee advises the Board of Trustees on the purchase and/or the acceptance of gifts of art for the permanent non-circulating collection of the Royal Oak Public Library. The Arts Advisory Committee is not intended to govern temporary art displays or materials selected and purchased by the Library as a part of its regular collection.

The Arts Advisory Committee will be appointed by the President of the Library's Board of Trustees. The committee may be composed of a combination of persons with an interest in art and persons who know and understand the Library environment. The committee may include library staff, Board of Trustees members, members of Friends of the Library, working professional artists or other community members knowledgeable about art. The Library Director will be a permanent member of the committee. The committee will be convened on an as needed basis.

Responsibilities

1. The Arts Advisory Committee will apply the acquisition guidelines to all works of art falling under the definition stated above considered for purchase or offered as gifts to the Royal Oak Public Library, regardless of funding source.
2. The Arts Advisory Committee will represent the Board of Trustees in preliminary contacts with potential donors of either objects of art or monetary donations intended for art acquisition and serve as a liaison between potential donors and the Board of Trustees. The Arts Advisory Committee is not empowered to finalize proposals or decisions regarding acceptance unless specifically authorized by action of the Board of Trustees.
3. The Library will maintain a file of art works owned by the library indicating the artist, a short artist biography, brief description of the work, cost or appraised value and provenance. The file will include any decisions about display, location, storage, maintenance and disposition.

Acquisition Guidelines

Royal Oak Public Library Policies

When accepting a work of art the Royal Oak Public Library Board reserves the right to—

1. Refuse any work of art offered for sale or as a gift.
2. Exhibit any donated object in a manner that is consistent with the library policies, needs, and available space. Acceptance of an object does not imply that it will be on permanent public display.
3. Move and relocate art work for any reason it deems necessary.
4. De-access, dispose and sell a work of art upon approval of the Board of Trustees.

Selection Criteria

1. The piece should have a standard of quality suitable for long term display in a public building.
2. The art should be appropriate in scale, material, form and content for the library environment.
3. The Royal Oak Library must be able to provide proper care-including conservation, maintenance, security, insurance, and storage for all objects.
4. The provenance of the object must be satisfactory to the Library Board of Trustees. Outside counseling and expertise can be used if necessary.
5. The November 14, 1970 UNESCO Convention on the Means of Prohibiting and Preventing the Illicit Import, Export and Transfer of Ownership of Cultural Property shall be observed.
6. All objects acquired in accordance with this policy by the Royal Oak Public Library will become the sole property of the Royal Oak Public Library without encumbrances or restrictions.

Adopted January 23, 2007;9/23/2008; reviewed 7/27/2010; reviewed 7/26/2011

Royal Oak Public Library Policies

Collections Section 4.20 - Binding and Replacement

Candidates for either rebinding or replacement must meet selection criteria just as they did when purchased initially. In addition, several factors need to be considered, including the general condition of the damaged book, the nature of the damage, availability of a replacement, the costs of rebinding or purchasing another copy, and the costs of staff time to re-process and re-link the rebound or replaced item. Damaged books are not automatically rebound; lost or missing books are not automatically replaced.

I. Definitions

Mending consists of taping or gluing pages and spines in-house; it is less costly and less durable than binding. Binding involves sending the item to a vendor who binds it for a fee*. The vendor also trims the pages and adds a new cover. Replacing means discarding the item and purchasing another copy, or using a donation.

II. Mending Criteria

Generally books are mended if the damage is relatively small, for example, loose pages or a loose spine. Books that are expected to have short shelf-life (such as high-demand paperbacks, or travel guides) and books of a limited topical interest are also good candidates for mending.

III. Binding Criteria

The library does not bind magazines or pamphlets into volumes, and books described in "Mending Criteria" (above) are not considered for re-binding. Damage to the book must be relatively severe so that mending is not an option. Criteria for re-binding include valid content, and pages in good useable condition with sufficient allowance for trimming when rebound..

IV. Replacement Criteria

Damaged, missing or lost books may be considered for replacement if they meet selection criteria just as they did when acquired initially. Standard/classic titles (as listed in bibliographic tools) will be replaced depending on collection needs. Current editions will be purchased to replace dated or superceded editions. Circulation figures may be checked for an indication of demand. If the cost of replacing is less than or equal to the cost of rebinding, the title will be replaced, if available. If the cost of replacing is significantly greater than the cost of rebinding, the damaged book must be unsuitable for re-binding to be considered for replacement.

V. Government Documents

Royal Oak Public Library Policies

Librarians follow the same criteria for government documents that apply to binding, mending and replacement of other library materials. Documents are unique, and U.S. Government regulations about the retention and disposal of documents affect decisions about binding and replacement. Some documents must be retained permanently, others are routinely superseded after a few months or years, and the majority may be disposed of only after the mandatory five-year retention period.

Some documents require special preparations for the public to use them. The library may need to provide binders, covers, cases or other packaging supplies so the materials can be shelved.

Replacement of documents is less likely because sources and supplies are limited; the government may no longer sell the item, and there may not be a copy available from another depository. There is the possibility, however that the document may be available in an electronic version or online with a government PURL (persistent uniform resource locator).

Adopted March 23, 2004; rev. 06/27/06; removed from policy manual 9/23/2008

Royal Oak Public Library Policies

Services Section 5.10 - Circulation

Circulation of Materials and Loan Periods

A. Presentation of Library Card:

A library card must be presented when checking out materials. Royal Oak Public Library recognizes that there will be times when a borrower does not have his/her library card available. In this event the Library will check out materials upon presentation of valid Driver's License or current picture ID and warn the borrower that in the future a replacement card will be issued and a $1.00 fee will billed to the borrower's record.

The Library extends services to residents of other communities per the Royal Oak Public Library Statement of Policies and Procedures, 5.30 – Association with Other Libraries.

B. Standard Loan Periods

The Library establishes standard loan periods for the various materials in the collection. The loan periods are detailed in Policy 5.101. These loan periods apply to all individual cardholders.

C. Special Loan Periods

A vacation loan period (beyond 21 days) is available to all individual cardholders for books. Vacation loan periods cannot be applied to new titles.

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

D. Non-Circulating Materials

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

Renewal, Limits and Reserve of Materials

A. Renewal of Materials

Library materials may be renewed in person, by telephone (borrower must provide his/her library card number), or online. Materials ineligible for renewal are outlined in Policy 5.101. There is a limit of two renewals per item. An item that has a reserve on it will not be renewed. An overdue item may be renewed; the overdue fine amount, however, is still due.

The renewal period for materials owned by other libraries sharing our computer system is determined by the policies of the library that owns the material. Materials borrowed from libraries outside the shared computer system are not renewable.

B. Limits on Materials

Royal Oak Public Library Policies

To provide as wide an access as possible to the Library's collection, it may be necessary to place limits on some materials. These limits will be set by the director and staff, based on the size of the collection.

C. Holds and the Hold Shelf

Registered borrowers may place holds on eligible library materials by telephone (borrower must provide his/her library card number) in person or online. Library staff will reserve a limit of four items at one time.

The borrower will be notified via electronic mail or automated telephone notice when the hold is waiting to be retrieved. The item will be held for pickup for 6 days.

The Hold shelf is self-serve and located in a public area; the Library observes borrower confidentiality by obscuring the item title on the hold shelf.

The held item may only be borrowed on the card used when the initial hold was placed.

Fines

A. Daily Fines

The Library charges a daily overdue fine based on the type of material. The daily overdue fine is a means to increase collection turn-over, making materials available to as many users as possible. It is the responsibility of the cardholder to return all materials on time. The overdue fine for each type of material is detailed in Policy 5.50. The daily fine begins the day after the item is due. Fines do not accrue on days the Library is closed.

B. Maximum Fines

The Library sets a limit on the maximum fine that will accumulate on a single item. The maximum fine for each type of material is detailed in Policy 5.50. Overdue fines will be waived if and when a borrower pays the replacement cost of an item lost or damaged.

C. Replacement Cost

It is the responsibility of the borrower to return materials in good condition. If an item is lost, the borrower must pay the replacement cost for the item. The replacement cost will be the actual cost of the item as indicated in the library's computer database. Due to variations in binding, quality, editions and copyright date, the library cannot accept a replacement that a borrower furnishes.

If any item is damaged to the extent that it can no longer circulate, the borrower is responsible to pay the replacement cost for the item.

Once a bill for replacement cost is paid by the patron, no refund will be issued if the lost item is found by the patron.

Royal Oak Public Library Policies

Notices of Account Status

Borrowers are notified of the status of their accounts via electronic mail or automated telephone notice:

A. A courtesy notice is issued two days before items are due

B. A reminder notice is issued on the day the items are due

C. A reminder notice is issued 7 days after items are due

D. A reminder notice is issued 14 days after items are due

E. A reminder notice is issued 21 days after items are due

F. Materials not returned 30 days after the due date are considered lost; a bill for replacement cost is sent to the borrower via e-mail and the replacement cost for the item is included as a fee on the borrower record.

G. 45 days after the due date, the delinquent record is referred to a collection agency to retrieve the material or the replacement cost, and the agency fee for the collection service is then added to the borrower record.

H. 60 days after the due date, accounts that exceed $100 in value of lost materials may be referred to the Royal Oak Police for possible issuance of warrants.

Claims Returned

The library allows the use of a "claims returned" function to clear disputed items from a borrower's record. An account may have a maximum of 5 "claims returned" items that have not been found and cleared. The "claims returned" function permanently removes the item from the borrower's record. Once the borrower has been billed for an item and the item status is "billed", the "claims returned" function may not be used for that item.

Suspension of Library Privileges for Accounts Exceeding Threshold

A. Borrowing privileges are suspended for accounts which have accumulated a total of $10.00 in fines and fees, including bills for replacement of lost or damaged material. A borrower must pay all fines and fees in full in order to have their borrowing privileges restored.

B. Access to the Library Computer Labs or Wireless network is suspended for accounts which have accumulated a total of $10.00 in fines and fees, including bills for replacement of lost or damaged material. All fines and fees must be paid in full before computer privileges are restored.

Michigan Library Privacy Act

Royal Oak Public Library Policies

Library employees observe privacy of borrowing and other Library records in accordance with the Michigan Library Privacy Act.

Adopted 5/23/00; rev. 09/28/04; rev. 11/23/04; rev. 05/23/06; rev. 06/25/06; 8/26/08; 4/28/09; 5/26/09; 9/22/09, revised 8/24/2010, revised 8/23/2011.

Royal Oak Public Library Policies

Services Section 5.101 - Circulation Parameters

Material	Period	Loan Allowed?	Renewal Allowed?	Holds Limits
Audiocassettes (spoken non-fiction & j music)	Three weeks	YES	YES	
Book-cassette kits (juvenile) & ESL audiocassettes	Three weeks	YES	YES	
Book kits	Nine weeks	NO	YES-RO	one kit per card
Books (adult & ya)	Three weeks	YES	YES	
Books (juvenile)	Three weeks	YES	YES	
Books, New	Three weeks	YES	YES-RO	
"Express Reads"	One week	NO	NO	
Cassette Books	Three weeks	YES	YES-RO	
CD-Books	Three weeks	YES	YES-RO	
CD-ROM software	Three weeks	YES	YES-RO	
Compact Disks (Music CDs)	Three weeks	YES	YES-RO	
Compact Disks (CDs) (spoken non-fic)	Three weeks	YES	YES-RO	
DVDs	Three weeks	YES	YES-RO	
Rental DVDs	One week	NO	YES-RO	
Magazines	Three weeks	NO	NO	
Pamphlets	Three weeks	NO	NO	
Videocassettes	Three weeks	YES	YES	
MP3 Player	Three weeks	NO	YES-RO	
Play Aways	Three weeks	YES	YES-RO	2 items per check-out;
Play Away Views	Three weeks	NO	NO	2 items per check-out

Adopted 5/23/00; rev. 2/27/01; rev. 4/24/01; rev. 6/26/01; rev. 1/22/02; rev. 3/25/03; rev. 4/22/03; rev. 9/23/03; rev. 10/26/04; rev. 11/23/04; rev. 06/25/06; rev. 10/24/06; 2/27/07; rev. 8/26/08; 3/24/2009; 6/23/09; 08/25/09; revised 4/27/2010: revised 4/26/2011; revised 5/24/2011.

Royal Oak Public Library Policies

Services Section 5.11 - Registration

A. Royal Oak Public Library cards are issued without discrimination to Royal Oak residents and to residents of communities that contract with Royal Oak for library services. Royal Oak Public Library cards are non-transferable.

B. Requirements for a Royal Oak Public Library card are:

   a. Official identification showing patron's name and permanent address. The following will be accepted: (These documents need to be shown as proof of residency, but the Library does not retain or make copies of these documents.)

      i. Michigan driver's license or State of Michigan ID card with current residential address. (Post Office boxes are not accepted as valid addresses.)

      or

      ii. Picture ID with proof of residency shown by two of the following items: utility bill; copy of lease or mortgage; copy of property tax statement; rent receipt showing address; car registration. (At least one of these items must be dated within the past 12 months.)

   b. Patrons under 18 years of age who are not emancipated minors must have the signature of a parent or guardian on their application cards in order to be issued a card. If parent or guardian is not a current ROPL library card holder, parent or guardian must show the same proofs of residency as required above.

C. Refusal

   The Royal Oak Public Library reserves the right to refuse a card to a patron for failure to meet the above requirements.

D. Company/School Library Cards

   The Library will issue cards to employees of companies or schools that are resident in the city of Royal Oak. In addition to personal identification as outlined above, the employee (or business owner) must present proof (signed by the business owner or school administration) that they are working within the City boundaries. Registration must be renewed annually. The registered user is personally responsible for materials borrowed on this card or for other uses of this card.

E. Teachers working in K-12 schools located in the City of Royal Oak will be issued cards allowing 9-week borrowing privileges for print materials that are to be used for their curriculum needs. Non-resident teachers register as above. 'Express Reads" restricted loan materials are not available under this policy.

F. Students enrolled in Royal Oak schools who live outside of Royal Oak are encouraged to obtain library cards from their home library and use reciprocal borrowing privileges between their home library and ROPL. If they are unable to obtain a card from their home library, ROPL will issue a temporary card valid for the school year. Parent or guardian's signature as outlined in B. 2. is required. (In the instance of class visits, a completed registration form is required in order to issue a card to students.)

G. Non-Resident Fees

The fee for a non-resident library card is $100 per person for one year. Non-resident cards are non-transferable and allow borrowing privileges, computer, and database usage of Royal Oak Public Library materials, but do not guarantee access to other libraries in The Library Network. They do not include MelCat interloan privileges.

Adopted 02/22/00; rev. 3/23/04; 1/23/07; 2/27/07; rev. 8/26/08, revised 8/24/2010, revised 2/22/2011

Royal Oak Public Library Policies

Services Section 5.13 - Interlibrary Loan (ILL)

Royal Oak Public Library participates in the TLN Shared Automation System. Books and other resources owned by all libraries participating in the TLN shared automation online catalog and circulation system may be located in the online catalog. Registered borrowers in participating TLN member libraries may access this catalog and request these materials from any participating TLN library; borrowing restrictions vary from library to library.

Royal Oak Public Library participates in the MeLCat sharing program with other participating libraries throughout Michigan. MeLCat is available to Royal Oak Public Library residents through the online catalog and by approaching the Library reference desk in person, by telephone or by e-mail.

Royal Oak Public Library provides access to the wider reach of OCLC interlibrary loan services. Books and other materials not owned by Royal Oak Public Library, not available in the TLN shared online catalog and not available via MeLCat, may be requested through interlibrary loan. On behalf of its patrons, Royal Oak Public Library borrows the materials from other libraries in Michigan and across the country that are willing and able to share their resources. The Library will provide ILL service to ROPL card-holders upon presentation of their ROPL borrowing card; some fees from the lending library may apply, such as postage and the borrower must agree to pay these fees prior to submitting the ILL request. The Library will provide ILL service to Non ROPL card-holders for a $15.00 fee in addition to any fees from the lending library, including but not limited to postage.]*

*OCLC interlibrary loan service suspended indefinitely, starting December 2009, due to state library aid cuts to The Library Network.

Adopted 4-28-09; revised April 27, 2010, reaffirmed August 24, 2010, revised August 23, 2011.

Royal Oak Public Library Policies

Services Section 5.20 - Reference Service

A. Reference Services encompasses reference and reader's advisory service.

B. Reference inquiries may be received in person, by virtual reference via the Library's website (Live Chat), telephone, email, fax or letter. All requests will be given equal consideration.

C. The source of information will always be cited. Sources are quoted verbatim, with no interpretation on the librarian's part, especially for medical, financial, legal or tax questions.

D. Time spent by librarians on a question may vary depending on the pace of activity in the reference area, the number of available staff and the resources readily available. Librarians will respond to requests as soon as possible, with questions being answered within two working days unless specific arrangements are made with the patron.

E. Librarians will assist patrons with their research needs but cannot conduct extensive research projects, do students' homework or create documents for patrons.

F. Referrals to other agencies may be made when appropriate.

G. Librarians will assist patrons in placing holds and interloan requests, with a limit of four items.

H. Patron's identification will be held at the reference desk for materials held at the reference desk, the ready reference shelves behind the reference desk, materials brought from storage, and to gain access to the Local History Room.

I. In telephone or email inquiries, only the information for the given address will be checked and verified in *Bresser's Cross Index Directory*. No information for nearby addresses will be given.

J. All transactions will remain confidential. Librarians respect and safeguard all patrons' privacy and identity.

Approved 08/22/00; rev. 05/25/04; rev. 05/23/06; rev. 9/22/09; reviewed 9/28/10; reaffirmed 12/6/2011

Royal Oak Public Library Policies

Library Bill of Rights

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

1. 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.
2. 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.
3. Libraries should challenge censorship in the fulfillment of their responsibility to provide information and enlightenment.
4. Libraries should cooperate with all persons and groups concerned with resisting abridgment of free expression and free access to ideas.
5. A person's right to use a library should not be denied or abridged because of origin, age, background, or views.
6. 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.

Adopted June 18, 1948; amended February 2, 1961, June 27, 1967, and January 23, 1980, by the ALA Council.

Royal Oak Public Library Policies

Royal Oak Public Library

222 East Eleven Mile Road

PO Box 494

Royal Oak, MI 48068-0494

(248) 246-3700

Request for Reconsideration of Library Materials

Title: _____

Request Initiated by: _____ Date: _____

Telephone: _____ Address: _____

Did you read/view/listen to the entire work?

To what do you object? (Please be specific; cite pages.)

What do you feel might be the result of using this material?

Is there anything good about it?

_____

Signature

Note: You will receive a written response from the library director.

Revised 1-22-99; 07/06/04

Royal Oak Public Library Policies

Challenged Materials Procedures

These are the procedures to use when a patron objects to library materials.

1. Staff member refers patron to a librarian in Adult or Youth Services Department, as appropriate.
2. Librarian listens to complaint and may offer "Information for the Concerned Citizen" bookmark and "Request for Reconsideration of Library Materials" form.
3. Librarian returns completed form to Library Director. Librarian lets the patron know that s/he will receive a response.
4. Director consults with Department Head and librarians about material.
5. Librarians prepare written report.
6. Director or designee prepares written response to patron.
7. Director gives Library Board a copy of the patron's complaint with the response.
8. Patron may appeal to Library Board. Decision of the Board is final.

2/23/96; rev. 07/27/04

Royal Oak Public Library Policies

Services Section 5.30 - Association with Other Libraries

Background

The Royal Oak Public Library Board feels that in order to serve the people of Royal Oak, arrangements may be necessary to allow them to use as wide a range of neighboring libraries as possible. Accordingly, agreements have been reached and shall be pursued with appropriate library systems.

TLN Cooperative Member Libraries

Registered patrons of TLN libraries that are shared automation system participants have full borrowing privileges by means of the TLN shared system and TLN delivery system, as well as use of the computer lab. Walk-in TLN library patrons may borrow new materials generally reserved for residents of Royal Oak. All TLN patrons must show a valid home library card.

Troy Public Library

Registered patrons of Troy Public Library may borrow books and media (with rental media at non-resident rates). They may use the computer lab with payment of visitor fee. All Troy Public Library patrons must show their valid home library card. For a Troy Public Library patron to register at ROPL, their valid home library card barcode must be entered in the ROPL system.

MILibraryCard

MILibraryCard patrons (designated by stickers on their home library cards) may borrow print format books only, not media or e-books, from Royal Oak Public Library. They may use the computer lab with a visitor pass. They may not borrow from other libraries via the shared system. ROPL registered patrons will be provided a MILibraryCard sticker for their library card on request for use at other MILibraryCard libraries.

Adopted 03/27/01; Revised 07/27/04; 08/22/06; Revision for review 9/22/09; Revised 12/06/11; Revised 12/03/13

Royal Oak Public Library Policies

Services Section 5.40 - Internet Use Policy

I. General Statements Regarding Internet:

Internet Access

The Royal Oak Public Library provides access to a broad range of information resources, including those available through the Internet. Access to the Internet enables the library to expand its information services significantly. Access to the internet is made available by means of Library-supplied computers as well as through wireless access available to users from personal equipment. This policy applies to use of the Internet by any means.

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

B. Filtering of the Internet In accordance with Ordinance 2008 – 06 of the City of Royal Oak, access to the Internet by all Library-supplied public computers and by wireless connection is filtered with the exception of one unfiltered Library-supplied public computer.

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

D. View Internet at Own Risk. The Internet may contain information that is controversial, sexually explicit or offensive. Library patrons use the Internet at their own risk. Parents or guardians of minor children are responsible for their child's use of the Internet through the Library's connection as stated more fully below.

II. Nature of the Public Library Setting

A. Respect Others. Because library users of all ages, backgrounds and sensibilities are using the computers, library patrons are asked to be mindful of the sensitivities of others when accessing potentially controversial information and images.

B. Use with Caution of Risks. Users are cautioned that, because security in an electronic environment such as the Internet cannot be guaranteed, all transactions, files and communications are vulnerable to unauthorized access and use. The library is not responsible for the actions of others; therefore patrons should protect their computers and devices to prevent undesired access from Internet users in or outside of the Library.

C. Protect Against Intrusion. When using wireless or wired Internet access with patron-owned computers or devices, patrons should ensure that their equipment is adequately protected against viruses, spyware, and intrusion by other internet users. Using patron-owned computers or devices in the library to access the Internet places those computers or devices on a local-area network shared with others engaged in similar use. The library is not responsible for the actions of others, and therefore patrons should protect their computers and devices to prevent undesired access from other Internet users in or outside the Library.

III. Patrons Under 18 Years of Age, Public Act 212 of 2000

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

Access for Patrons Under 18 years of Age.

Unfiltered terminals. A parent or guardian must accompany and be sitting at the computer terminal with patrons under 18 years of age wishing to have access to the unfiltered Internet workstation.

Filtered Terminals. A filtered terminal means the computer has a program installed that is designed to restrict minors from receiving obscene material or sexually explicit material that is harmful to minors. Computer filter devices are not foolproof.

Age Restrictions for Library Computer Labs. In recognition of concerns regarding minors using the Internet, minors under the age of eighteen are only permitted to use Library owned computers located in the Teen and Youth Services Areas of the Library. Minors under 18 years of age are not permitted in the adult computer lab under any circumstances. The computers in the Teen Area may only be used by individuals aged 10 through 18 years old.

IV. Acceptable Use

Royal Oak Public Library Policies

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

A. Lawful Use. The Library Internet connection and workstations shall be used in a lawful manner. Workstations cannot be used for any fraudulent or unlawful purpose prohibited under any applicable federal, Michigan or local law, including but not limited to accessing material that can be classified as obscene or child pornography.

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

C. Computers in the Youth Department. Adults are not permitted to use the computers in the Youth Services Area of the lower level unless they are accompanied by a minor.

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

E. Compliance with Library Policy 3.30 Code of Conduct. The same rules apply to the use of the Internet as with the use of any other Library materials. The Library has adopted a Code of Conduct, Policy 3.30. All Internet Users must comply with the Library's Code of Conduct, Policy 3.30 which shall be posted in the Library and on the Library website.

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

G. Sign up. The Library-owned computers are available on a first-come, first-served basis. Patrons are required to login at the library-owned computers using either a library card or a visitor card. Library cards and visitor cards are non-transferable. Staff may ask to verify identification.

H. Time Limit. The Library has a limited number of terminals. As a result, Internet Users shall understand that they do not have unlimited access to Library owned computers. The Library shall establish and post a daily maximum time limit for user access to library owned computers. Lesser time limits may be imposed if others are waiting for Library owned computer and for Express Email computers regardless of whether others are waiting.

I. Printing. Printing costs related to computer use shall be borne by the Library user of these services. Payment is required in accordance with the Library fee schedule.

J. Personal Software Prohibited. Users shall refrain from installing personal software or installing equipment on Library computers or networks or the modification of any operating system or network configuration. The user shall also refrain from downloading or uploading files onto Library computers, except as expressly allowed by the Library.

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

V. Violations of Internet Use Policy

A. Users of the Library's computers or Internet access must adhere to the Internet Use Policy. Failure to follow these guidelines will result in the loss of the ability to use the Internet.

B. The Library Director, or his or her authorized designee, is authorized to terminate any User's access if the User has failed to comply with the Library's Internet Policy or rules.

i. Initial Violation: Users observed violating this Internet Use Policy will be asked to cease the violation with a verbal warning. If the User does not comply with the request, the User's access to the Library's computers and Internet shall be terminated. If they refuse, the police may be called.

ii. 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.

iii. Violations Affecting Safety and Security. If the violation of the Library's Internet Use Policy affects safety or security or is a violation of law, the Library has the right to immediately call the police and terminate Library Internet or other privileges without complying with Subsection 1. The Library Director or his or her designee may immediately suspend the patron's library privileges for a minimum of two (2) weeks and the patron shall be sent written confirmation of such suspension specifying the nature of the violation. If upon, investigation, additional suspension time is warranted due to the nature of the violation, the Library Director or his or her designee shall send written notice of such additional suspension time. Subsequent violations of the Internet Use Policy that affect safety or security or are violations of law shall be addressed pursuant to Subsection B.2 above.

C. Any User whose Internet Access has been suspended may file a written appeal of the suspension by sending this appeal in writing to the President of the Library Board within 10 business days of the suspension. The decision of the Library Board is final.

D. Illegal acts involving the Library's Internet access service may be subject to prosecution.

VI. Staff Assistance

Staff may assist library users in getting started on the Internet. However, the library cannot guarantee that Internet-trained staff will be available to assist users at all times the Library is open. Staff are not allowed to enter information for library computer users. Because of the many different applications available on the Internet, staff may not be able to provide specialized or technical knowledge about a particular application.

Adopted by Library Board: January 27, 2009, rev. 12/8/2009, revised 12/7/2010, reaffirmed 12/6/2011

Royal Oak Public Library Policies

Services Section 5.41 - Internet Filtering

ORDINANCE 2008 - 06

"AN ORDINANCE TO AMEND THE CODE OF THE CITY OF ROYAL OAK AT CHAPTER 420, 'LIBRARY', TO REQUIRE THE ROYAL OAK PUBLIC LIBRARY TO RESTRICT A MINOR'S ACCESS TO THE INTERNET BY RESTRICTING TERMINALS FROM RECEIVING OBSCENE MATTER OR SEXUALLY EXPLICIT MATTER THAT IS HARMFUL TO MINORS"

THE CITY OF ROYAL OAK ORDAINS:

Section 1. <u>SHORT TITLE.</u> This ordinance shall be known and may be cited as the "2008 Library Ordinance Amendment".

Section 2. <u>STATEMENT OF PURPOSE.</u> This is an ordinance to amend the Code of the City of Royal Oak at Chapter 420, "Library", to require the Royal Oak Public Library to restrict a minor's access to the Internet by restricting terminals from receiving obscene matter or sexually explicit matter that is harmful to minors.

Section 3. <u>AMENDMENT.</u> The Code of the City of Royal Oak is hereby amended at Chapter 420, "Library", to include a new Section 420-10, "Internet Access", which shall read as follows:

"Section 420-10. Internet access.

A. If the library offers use of the internet or a computer, computer program, computer network, or computer system to the public, the library shall restrict access to minors by providing the use of the internet or a computer, computer program, computer network, or computer system in the following way:

   i. By making available, to individuals of any age, one (1) or more terminals that are restricted from receiving obscene matter or sexually explicit matter that is harmful to minors,

   and

   ii. By reserving to individuals eighteen (18) years of age or older, or minors who are accompanied by their parent or guardian, no more than one (1) terminal that is not restricted from receiving any material.

B. For purposes of this section, the following terms shall have the following meaning:

   i. "Computer" means any connected, directly interoperable or interactive device, equipment, or facility that uses a computer program or other instructions to perform specific operations including logical,

arithmetic, or memory functions with or on computer data or a computer program, and that can store, retrieve, alter, or communicate the results of the operations, to a person, computer program, computer, computer system, or computer network.

ii. "Computer network" means the interconnection of hardwire or wireless communication lines with a computer through remote terminals, or a complex consisting of 2 or more interconnected computers.

iii. "Computer program" means a series of internal or external instructions communicated in a form acceptable to a computer that directs the functioning of a computer, computer system, or computer network in a manner designed to provide or produce products or results from the computer, computer system, or computer network.

iv. "Computer system" means a set of related, connected or unconnected, computer equipment, devices, software, or hardware.

v. "Device" includes, but is not limited to, an electronic, magnetic, electrochemical, biochemical, hydraulic, optical, or organic object that performs input, output, or storage functions by the manipulation of electronic, magnetic, or other impulses.

vi. "Harmful to minors" means that term as it is defined in MCL 722.674, as amended.

vii. "Internet" means that term as it is defined in section 230 of title II of the Communications Act of 1934, Chapter 652, 110 Stat. 137, 47 U.S.C. 230, as amended.

viii. "Minor" means an individual who is less than 18 years of age.

ix. "Obscene" means that term as it is defined in MCL 752.362, as amended.

x. "Sexually explicit matter" means that term as it is defined in MCL 722.673, as amended.

xi. "Terminal" means a device used to access the internet or a computer, computer program, computer network, or computer system."

Section 4. SEVERABILITY. If any Section, subsection, clause, phrase or portion of this ordinance is for any reason held invalid or unconstitutional by any court of competent jurisdiction, such portion shall be deemed a separate, distinct and independent portion of this ordinance, and such holding shall not affect the validity of the remaining portions of this ordinance.

Section 5. SAVINGS. All proceedings pending and all rights and liabilities existing, acquired or incurred at the time this ordinance takes effect are saved and may be consummated according to the law in force when they are commenced.

Section 6. REPEALER. All ordinances or parts of ordinances in conflict herewith are hereby repealed only to the extent necessary to give this ordinance full force and effect.

Section 7. EFFECTIVE DATE. This ordinance shall take effect ten (10) days after the final passage thereof.

_____ _____

James B. Ellison, Mayor Mary Ellen Grave, City Clerk

Date Adopted: *5/19/08*

Date Published: *5/28/08*

Effective Date: *5/29/08*

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Services Section 5.50 - Library Schedule of Fees

Subject	Description	Overdue Fine	Maximum Fine
Overdue Materials	Audiocassettes, Book Kits, Books (Adult & YA), Books (New), Cassette Books, CD-Books, CD-ROM Software, CDs (Spoken Non-Fiction), Non-feature DVDs, Pamphlets, Videocassettes	$.25 per day	$5.00
	Book-Cassette Kits (Juv) & ESL Audiocassettes, Books (Juvenile), CDs (Music), Magazines	$.25 per day	$3.00
	DVDs (Rentals), Express Reads, MP3 Players; PlayAways	$1.00 per day	$5.00
	Repair of Damaged Materials	$5.00	
	Replacement of Lost or Damaged Items	List Price	
Rental Materials	Feature DVDs and TV series	Rental Fees	
		Residents	Non-residents
		$1.00	$2.00
Fine/Fee Threshold	Borrowing privileges are suspended for accounts which have accumulated a total of $5.00 in fines and fees, including bills for replacement of lost or damaged material.	$5.00	
Prints & Copies	Black & White Photo Copies & Prints	$0.20 per page	
	Color Photo Copies & Prints	$1.00 per page	
Auditorium Rental	For-Profit	3 Hours @ $175.00	5 Hours @ $250.00
	Non-Profit	3 Hours @ $75.00	5 Hours @ $125.00
Youth Activity Room Rental	For-Profit	3 Hours @ $75.00	5 Hours @ $125.00
	Non-Profit	3 Hours @ $50.00	5 Hours @ $75.00
Book Bags	ROPL Book Bags Made of Recycled Material	$1.00 each/3 for $2.00	
Library Card	Resident (Full Access)	Free to residents	
	Non-Resident (Full Access to ROPL services; not to other TLN libraries	$100.00	
	Card Replacement	$1.00	
Inter-Library Loan	The Library Network	Free	
	MelCat (ROPL Card Holders)	Free to residents	
	USB Flash Drives	Library Cost	
	Batteries	Library Cost	
	PlayAway Battery	Library Cost	
	Headphones & Earbuds	Library Cost	
Local history and obituary requests/Reference requests by mail	Up to 5 pages mailed, faxed, or emailed. Additional pages	$5.00 $0.50/page	

Adopted by Library Board: 06/23/09, reaffirmed 8/23/2011, rev. 4/18/2012, rev. 10/22/2013; rev. 3/25/2014

Royal Oak Public Library Policies

Public Relations and Marketing Section 6.10 - Public Relations Policy

With the following Public Relations Policy, the Royal Oak Public Library intends to ensure that the public receives consistent and accurate information about library policies, procedures, programs and services and to protect the privacy of all users of library services and facilities.

A. Single Point of Contact. The Library Director is the official spokesperson for the Library as to adopted programs, policies and services. The single point of contact for all media is the Library Director. Employees and individual members of the Library Board should refer all requests for information about the Library, its policies and operations to the Library Director.

B. Press Releases. The Library Director approves all press releases or statements to the press prior to being issued from the Library.

C. Photography. Unless approved in writing by the Library Director or taken at a meeting open to the public in compliance with the Michigan Open Meetings Act, no person may take pictures, videos or capture images by electronic means inside the Library. Requests from any person for photographing, videotaping or similar means of capturing images of Library patrons in the Library or the interior of the Library must be approved by the Library Director in advance. All such requests are to be referred directly to the Library Director. A person denied the right to take pictures, videos or capture images in the Library may appeal that decision within ten (10) days of receiving such denial to the Library Board.

D. Permission to Photograph the Public. Any person who has received permission to take pictures, videos or obtain images inside the Library, where such images contain pictures or videos of visitors to or patrons of the Library, must obtain prior written permission and release for use of the photo or video by the proposed subject of the photo or video. Copies of these permission slips and releases are to be provided to the Library. Requests for permission to photograph or video minors under the age of eighteen (18) must be signed by the minor's parent or legal guardian.

Adopted by Library Board: 04/22/08, reaffirmed 2/22/2011