



LIBRARY POLICY MANUAL

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POLICIES AND PROCEDURES : LIBRARY SERVICES

1.1 CUSTOMER SERVICE POLICY

Our Customer Service Principles

- We care about every patron and seek to provide attentive, courteous service with every transaction
- Our patrons are entitled to efficient service from knowledgeable, professional, motivated, and well-informed staff
- We listen to every patron and respond to their feedback, suggestions, and concerns in a timely manner
- We seek to provide innovative approaches to service that respect privacy and maintain confidentiality
- We act responsibly to fulfill our mission of fair and equitable access to information and our commitment to the best stewardship possible of library resources

Customer Service Guidelines

The Library's mission requires excellent customer service. While at work, each staff member is a representative of the library. The impression we make profoundly affects the library's image and ongoing support. Because of this, being helpful, friendly, and knowledgeable is our top priority. To accomplish this, we:

- Treat every patron with equal respect and every request with equal importance
- Are Always ready and willing to help, making patrons feel valued
- Provide accurate, friendly, and efficient service, welcoming patrons as they enter and inviting them to return.
- Do our best to meet patrons' needs and exceed their expectations. If we are unable to comply with a request, we offer an alternative when possible. We try to find ways to say "yes", offering options such as interlibrary loan or electronic products if print materials are unavailable.
- Are well-versed in library policies, procedures, collection, and programming and able to explain them when needed
- Are proactive. We approach patrons and offer to help
- Ask follow-up questions to make sure patrons' needs are met
- Keep conversations with other staff to a minimum in public areas
- Listen courteously to patron suggestions and encourage them to fill out suggestions/comment slips
- We listen attentively to complaints in a non-judgmental manner and refer to the appropriate library policy.
- Answer the telephone in a timely and professional manner
- Always seek possible improvements to customer service
- Try to make all judgment calls in the patron's favor when possible.

Confidentiality Guideline

All interactions between a patron and the library are confidential and will be discussed only in a professional context.

1.2 PATRON COMPLAINT POLICY

While the Georgetown Township Public Library tries to provide the highest level of satisfaction and service to its patrons, we recognize that occasionally a patron may wish to make a complaint.

A Library patron may choose to start by making his or her complaint on an informal, oral basis to Library staff. If the issue is not resolved after talking with circulation staff, supervisory staff may be consulted to resolve the matter. If the complaint does not lend itself to informal resolution, the patron may complete a Patron Complaint Form. The Library Director will promptly review the completed Complaint Form and, where appropriate, attempt to resolve the complaint directly.

1.3 PUBLIC BEHAVIOR

The Georgetown Township Public Library supports the rights of all individuals to free and equal access to information and use of the Library without discrimination, intimidation, threat of harm, or invasion of privacy. The Library is dedicated to providing friendly, courteous, and respectful service. The goal of the Library is to provide an enjoyable, clean, and comfortable environment for all Library users. A Library Code of Conduct is posted within the library with guidelines for required and prohibited behavior.

1.3.1 Protection of Library Property

The role of the Georgetown Township Public Library is to protect collections, equipment, and property for present and future users. Intentionally damaging, destroying, or stealing any materials, equipment or property belonging to the Library, another patron, or staff member is prohibited.

1.3.2 Safe and Secure Environment

The role of the Georgetown Township Public Library is to ensure a safe and secure environment. Committing or attempting to commit any activity that would constitute a violation of any federal, state, or local criminal law or ordinance is prohibited on Georgetown Township Public Library property. Examples of prohibited activities include but are not limited to:

- Sexual, physical, or other harassment
- Bringing unauthorized weapons on Library premises
- Possessing, selling, or being under the influence of alcohol or illegal drugs
- Engaging in peeping, stalking, or indecent exposure
- Soliciting, panhandling, or gambling on Library property
- Trespassing or entering Library property when banned

1.3.3 Comfortable and Welcoming Environment

The role of the Georgetown Township Public Library is to provide a comfortable and welcoming environment. Mutual respect makes it possible for everyone to enjoy Library materials and services. We ask Library users to be respectful of each other and behave in a manner that does not disrupt other Library users or interfere with normal operation of the Library. Examples of disruptive behaviors include but are not limited to:

- Sexual, physical, or other harassment
- Using profane, obscene or abusive language, including racial, ethnic or other epithets
- Creating unreasonable noise and engaging in boisterous activity
- Using audible devices without headphones or using headphones set at a volume that disturbs others. Using any communication devices in a manner that disturbs others
- Running, pushing, fighting, or shoving
- Operating roller skates, cycles, skateboards, scooters, or other similar devices inside the Library
- Failing to comply with a reasonable staff request or failure to leave the Library during emergencies and at closing time

1.3.4 Healthy and Clean Environment

The role of the Georgetown Township Public Library is to maintain a healthy and clean environment for all Library users. Examples of behaviors which are not conducive to providing a clean and hygienic environment include but are not limited to:

1. Smoking, chewing tobacco, or other tobacco use
2. Consuming food or beverages (exception: snacks for small children)
3. Improper dress including not wearing shoes or a shirt
4. Personal hygiene that poses a health risk or disturbance to patrons
5. Bringing animals inside Library buildings, with the exception of service animals and those allowed during special Library programs

1.3.5 Discipline Procedure

When it is determined that an individual is behaving inappropriately for the library setting, staff will ask the individual to change his or her behavior using a copy of the Code of Conduct rules if necessary.

- If the misbehavior is severe—such as loud abusive shouting and/or foul language--staff may call the police.
- In some situations, individuals may be asked to leave the library. If the individual is under 18 years of age and his or her behavior warrants expulsion from the library, an attempt will be made to contact parents, if the parent/guardian is not present.
- Young children who are being disruptive or in violation of any code of conduct rule may be asked to behave by staff. If the disruptive behavior continues, staff will inform the parent/guardian that their child is disturbing others. If the adult refuses or is unable to control their child, the family may be asked to leave.
- All discipline action is based on library staff's discretion as to what may be necessary to maintain the safety and integrity of library operations, staff, patrons, and property. Therefore, the police may be called whenever the situation warrants it.

1.4 DISPLAY AND EXHIBIT OF POSTERS, FLIERS, PAMPHLETS, AND PUBLICITY MATERIALS

The Library provides a bulletin board for use by the community in efforts to advertise services and events.

- Library staff will determine when material will be posted, displayed, or distributed, and when it will be removed.

- It is understood that the Library neither endorses nor sponsors the organization or activity described in the brochures, fliers, pamphlets, and other materials displayed or distributed in the library.
- The Library does not assume responsibility for the content of materials posted or displayed. In the event of damage, destruction, or theft of any materials posted or displayed, the library does not assume liability.

1.5 FOOD AND DRINK POLICY

The Library strives to create a welcoming, clean, and comfortable environment for all to enjoy. Consistent with this goal, food and drinks (with the exception of items for kids) are not allowed in the library (except in the Program Room and lobby). Food should be consumed before entering the library and trash should be disposed of in the provided receptacles.

1.6 ANIMALS IN THE LIBRARY

Because animals in the library are incompatible with the essential purpose of the library to serve as a quiet research and study facility, it is the library's policy not to allow persons to bring animals into the library with the exception of a service animal accompanying a person with a disability or animals participating in controlled library-sponsored programs.

A service animal is any dog that is individually trained to do work or perform tasks for the benefit of an individual with a disability, including a physical, sensory, psychiatric, intellectual, or other mental disability. The provision of emotional support, well-being, comfort, or companionship do not necessarily constitute work or tasks for the purposes of the definition and therefore will be allowed or prohibited on a case-by-case basis.

While on Library property a service animal shall be under the control of its handler. Usually this means the service animal must have a harness, leash, or other tether. Anytime a service dog is behaving in a manner incompatible with the essential purposes of the library, the library will immediately require that the service dog be brought into conformity or leave the library.

Incompatible behavior includes:

- barking
- urinating/defecating on floor
- running away or otherwise leaving the side of the owner
- biting or other threatening actions such as growling, teeth bared, lunging on others besides animal owner
damaging library or personal property

1.7 CELL PHONE USE

Cell phones should be silenced while in the library. Phones may be used in the library as long as their use does not disrupt other patrons or library staff. Library patrons with cell phone usage that violates our behavior policy on disturbances may be asked to complete their call elsewhere.

1.8 SOLICITATION POLICY

The Georgetown Township Public Library has an obligation to both protect the safety of library users and to ensure that all users can freely access and quietly enjoy the library's services. Free and unimpeded access to the library building is a necessary precondition for meeting this obligation.

Active solicitation within the library building and the areas of egress to the library and the library parking lot is not permitted unless it is a library function or an activity related to fund raising for the library and under the general supervision of the library staff. Active solicitation refers to any person-to-person communication for the purposes of (1) obtaining contributions and donations, (2) selling merchandise, coupons, or tickets, (3) collecting signatures, (4) distributing educational or promotional materials, and (5) recruiting members or clients.

The passive solicitation and collection of donations by community-based, non-profit organizations is permitted. Notices may be posted to a public bulletin board and bins placed in approved areas to collect items for this purpose. Use of these resources is subject to the approval of the Director. The library assumes no responsibility for contents collected or donated. The library does not permit any exchange of monies or funds for this purpose.

Candidates with nomination papers may solicit signatures outside of the library building as long as it is done in a reasonable and unobtrusive manner.

Nothing in this policy shall be construed as preventing the sale of publications, artwork, or recordings by writers, artists or performers who have been engaged by the library for a presentation or performance.

The Library Director shall make the final determination as to whether a solicitation is active or passive, and if the activity is permitted under this policy.

1.9 PERSONAL HYGIENE

The Georgetown Township Public Library strives to make sure everyone has a pleasant visit and enjoys a welcoming environment. Strong body odor due to poor hygiene, overpowering perfume or cologne, or any other odor that unreasonably interferes with ordinary library use is prohibited. Patrons with such odors may be asked to leave the library until the condition is resolved.

1.10 LIBRARY USE: LIBRARY CARD AND USE

1.10.1 Library Card Registration

Library cards are available free of charge for Georgetown Township residents. Residents must complete a registration form at the library or online at the library website. Online registrations must be verified in person with the required documentation. Library cards give cardholders access to the Georgetown Township Library collection as well as collections throughout Michigan; cardholders can also use the Library's online databases and digital collection. Registration requires a valid piece of identification (valid Michigan Driver's License, Michigan Identification Card, or Resident Alien Card) with a current local address. In the event that identification does not reflect a current local address, an alternate form of address identification (voter registration card, recent utility bill, insurance card, automobile registration, printed check, or recent local property tax bill) with current, local address will also be required. During the registration process, applicants will be asked to enter a 4-digit PIN. The PIN can be used to access the account online. Library cards can be used at any Lakeland Library Cooperative member library as well as any libraries throughout Michigan that participate in the MeLCat Visiting Patrons program.

1.10.1.1 Library Cards for Minors

Applicants for a library card must be at least 5 years of age and able to write his or her own name. Applicants under the age of 18 must also have a parent or guardian (with whom they reside) present to co-sign for the library card. Co-signers with library accounts must have a balance of no more than \$10.00 on their account and are responsible for any items and charges on the child's library card.

1.10.1.2 Library Card Renewal

Patrons are asked to update library accounts in the event of relocation or changes to contact information. Accounts will be set to expire every 3 years to remind staff to request updated contact information. Inactive accounts (those not used in 3 years or more) will be deleted on an annual basis. Accounts with unresolved fees will not be deleted until fees are paid by patron or removed by library staff. Library accounts may be renewed over the phone for a term of 3 months; library accounts renewed in person at the library will be renewed for a term of 3 years with proper identification and proof of residence. Library cards from other Lakeland Library Cooperative libraries can be renewed for a term of 1 year with proper identification.

1.10.1.3 Replacement Cards

Lost or stolen cards must be reported to the library immediately to avoid use of your card by unauthorized users and resulting fees from illegally borrowed items. Replacement cards are \$3 and are available at the circulation desk; stolen and worn cards will be replaced at no charge.

1.10.1.4 Temporary and Non-Resident Cards

College students and seasonal residents living in Georgetown Township may obtain Georgetown Township Public Library cards with a maximum of a 1 year expiration date. Applicants must present a valid picture ID. If the address does not match the applicant's current address, alternate proof of residence (this can be in the form of a utility bill, lease agreement, or U.S. Postal Service change of address form) must also be presented. Cards can be renewed upon expiration with current (within 3 months) proof of local residence. Through the MeLCat visiting patrons program, currently-enrolled GVSU students may also use their school ID to check out materials but are encouraged to apply for a library card to take full advantage of online and reciprocal library services.

Residents within the Lakeland Library Cooperative geographical boundary who do not qualify for a library card at any Lakeland Library Cooperative member library may purchase a Georgetown Library non-resident card for a fee of \$115. Non-resident cards are valid for a period of 1 year and will only be honored at the Georgetown Township Public Library. Non-resident cardholders may place holds on Georgetown Library items only. These cards do not allow access to the Georgetown Library digital content.

1.10.1.5 Institutional Cards

If an agency, institution, or business within Georgetown Township requests a library card for use by its staff, a card may be issued after an application is applied for by the institution's director. Doing so, the institution assumes responsibility for any materials lost or damaged as well as any fines incurred through the use of the card. The card must be presented to be used; the Georgetown Library cannot accept personal identification in lieu of the institutional card.

1.10.2 Loan Limits

Total items that can be checked out on a library card is 100 items, 25 of which can be audio/visual items. Exceptions can be made by circulation staff on a case-by-case basis.

1.10.3 Renewing Materials

Most items can be renewed twice. You may renew items in one of 3 ways:

- By accessing your account online
- By requesting a renewal in person at the library with your library card, photo ID, or the item to be renewed.
- By telephone (during operating hours) with your library card or the item barcode (due to privacy laws, we are unable to discuss particular titles on a patron's account without a library card number)

When the two renewals are used and if there are no outstanding holds, library staff can check a Georgetown Library item in and back out to the patron to restart the loan process; the item must be present. Items belonging to other libraries, must be returned to their home library before they are eligible for check out again unless the loaning library gives special permission. Digital downloads and items with outstanding holds cannot be renewed. If the item you renew is overdue, a fine will be added to your account.

1.10.4 Returning Materials

The Georgetown Library encourages patrons to return their items to the library where the items were checked out. Items (except A/V items and items labelled "Do Not Put in Bookdrop") may be returned at the circulation desk, in the lobby, or in the exterior book drop. Patrons are asked to return A/V items and items labelled "Do Not Put in Bookdrop" at the circulation desk to prevent book drop damage.

1.10.5 Fines and Loan Periods

Fines apply as listed below.

- Books/Audiobooks: 21 days with \$0.15/ day overdue
- Magazines: 7 days with \$0.15/ day overdue
- Feature & Kids DVDs/Blu-rays: 7 days with \$1.00/ day overdue
- Video Games & Non-Fiction DVDs: 7 days with \$0.15/day overdue

Maximum fee for items returned is: \$4.95 for books, magazines, and audiobooks, \$10.00 for DVDs

Most items are renewable provided there are no outstanding holds on the item.

1.10.6 Suspension of Borrowing Privileges

The Georgetown Township Public Library may charge a fine for overdue materials. The Library is not required to send notices for overdue or lost materials and failure to receive a notice does not relieve the borrower of responsibility to return materials when due. The Library will suspend a patron's borrowing privileges and deny access to public computers when the fines and/or fees on a patron's account exceed \$10.00.

When fines and fees exceed \$40.00, the Library will refer the unresolved charges to a materials recovery service which may ultimately turn the charges to a collection agency. The patron will be assessed a materials recovery fee of \$8.95 and the Library will suspend the borrowing privileges of a patron referred to a collection agency until the charges are completely resolved. A payment plan may be established to pay fees which may allow patrons to continue use of their card.

1.10.7 Payment of Fines/ Credit Card Policy

The library will accept the following forms of payment for fines and fees:

- Cash
- Personal checks made out to the "Georgetown Township Public Library" for the exact amount of fines being paid (ID required)
- Credit & Debit cards

The Georgetown Township Library accepts Mastercard, Visa, Discover, or American Express credit card payments by adults age 18 and older, in amounts of \$2.00 or more. The Georgetown Township Library allows the use of credit card payments through its website and in the library. A 3% service fee will be added to transactions made at the library; online payments can be made without a transaction fee. The patron will be given a receipt from the transaction.

The Library will not process transactions resulting in cash advances or cash back (except to use with the coin-operated copy machine). In the event that a credit card payment is unable to be processed, the Library will attempt to notify the patron using the contact information provided. In any event, the credit card customer remains solely responsible for the payments due.

When a fine or fee has been paid using a credit card and a refund is necessary, the refund must be credited by check only and will be mailed to the patron. Refunds may take up to 30 days to process.

Credit card payment details are encrypted using secure server technology. At no time does the Library store credit card information. This information is only made accessible to authorized credit card vendors and financial institutions to complete the transaction.

1.10.8 Lost/Damaged Materials

The Georgetown Township Library may charge for replacement of materials missing, lost, or damaged. Reimbursement is required to repair or replace damaged or lost materials and will not exceed the item's original purchase price. Once a damaged item is paid for, the patron may keep the damaged item. Charges for damaged materials belonging to another library will be assessed by the owning library but may be paid for at the Georgetown Library.

1.10.9 Special Collections

The Georgetown Library strives to be a community resource for more than just books and movies. To this end, the Library loans special items such as games and puzzles. Items are loaned for different periods of time and accrue fines at different rates.

1.10.10 Digital Collection

The Georgetown Library recognizes the increasing popularity and convenience of materials in a digital format. The Library offers e-books, e-audiobooks, and videos through the Overdrive loan service, a collection shared with most other Lakeland Library Cooperative libraries. The Library also offers access to downloadable magazines through the RB subscription service. Access to magazines is unlimited and titles do not need to be returned.

1.10.11 Library Notices

Printed billing notices are sent for items 35 days overdue. For patron's convenience, we also offer e-mail notification which will send patrons an e-mail 3 days prior to an item being due and notify patrons of overdue items and the arrival of any holds placed on their account. Patrons may apply for this service via the library website or by completing a form at the library. Patrons may also sign up to receive SMS (text) messages in place of or in addition to e-mail notices. The Library cannot guarantee delivery of e-mails, SMS messages, or notices by mail; offering this service does not preclude the borrower from the responsibility of returning items by their due date.

1.10.12 Online Account

Patrons have access to their online library account via the library website. Patrons will be prompted to enter their 14-digit library card number as well as a 4-digit PIN. The PIN can be reset online if a valid e-mail address is associated with the library account. If it cannot be reset online, patrons are directed to contact library staff for assistance. Patrons may review and renew items currently checked out on their account. Patrons can also pay for overdue and lost items online with a credit or debit card. Items can also be requested from the Georgetown Library, any Lakeland Library Cooperative member library, or libraries that participate in MeLCat located throughout Michigan.

1.10.13 Confidentiality/Data Privacy

The Library is committed to protecting the privacy of our patrons. We limit requests for personal information to that which is necessary to conduct standard library business. Personal information gathered, such as name, address, telephone number, cell phone number, email address, and driver's license number will be used only for the purposes of identification and accountability for library materials. Non-personal information about visits to the library's website or use of electronic resources may be collected. This information is used for system administration and to calculate usage statistics. No personal information collected is connected to usage information.

Patron records shall be released or disclosed by the Library, an employee or agent of the Library, only as provided herein:

- **RECORDS PROTECTED BY THE MICHIGAN LIBRARY PRIVACY ACT:**

The Michigan Library Privacy Act provides that library records may not be disclosed to third parties unless the library has received written permission of the patron or a properly obtained court order (MCL 397.603). A "library record" is defined in the statute as "a document, record, or other method of storing information retained by a library that

contains information which personally identifies a library patron, including the patron's name, address, or telephone number or that identifies a person as having requested or obtained specific materials from a library. "Library record" does not include non-identifying material that may be retained for the purpose of studying or evaluating the circulation of library materials in general. The authority for this policy is the Michigan Library Privacy Act, 1982 Public Act 455, MCL 397.601 - 397.605 and the 1998 Public Act 7, which amends the Michigan Library Privacy Act. Library records protected by the Michigan Library Privacy Act are exempt from disclosure under the Freedom of Information Act (MCL 397.603 and MCL 15.243[d]).

- **NOTIFICATION OF THE LIBRARY DIRECTOR:**

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

- **ACTION BY THE LIBRARY DIRECTOR:**

The Library Director, in a timely manner, shall review all requests and orders, consult with the Library's attorney as necessary, and respond in an appropriate manner to each such request and order in accordance with this policy.

- **REQUEST FOR LIBRARY RECORDS:**

The Library Director shall deny, in writing, all requests for the release or disclosure of library records as defined under the Michigan Library Privacy Act, unless the Library Director has received the named patron's written consent for such release or disclosure.

- **COURT ORDER FOR RELEASE OF LIBRARY RECORDS:**

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

1.10.14 Item Requests and Interlibrary Loan

Interlibrary Loan is the process by which the Georgetown Township Public Library requests materials from, or supplies materials to, libraries within the Lakeland Library Cooperative or MeLCat systems. The Library provides Interlibrary Loan service in order to enhance and extend the resources available to its users. Because the library cannot purchase or subscribe to every useful resource, interlibrary loan is an essential part of its mission to meet the informational needs of the community. Items can be requested via library staff or a patron's online account. Most items can be transferred to the Library within 7-10 business days and patrons will be notified by phone, e-mail, or SMS (text) message when their hold has arrived. Items placed on hold for a patron will be kept on our hold shelf for 1 week. Items placed on the hold shelf as result of a phone request will be kept on the hold shelf for 48 hours. Items that may not be transferred are those that are currently checked out and recently published books (6 months or newer) that are not owned by the Georgetown Library. Interlibrary loan is a free service. Patrons are limited to 25 Lakeland Library Cooperative loans/requests on a library card and 50 MeLCat loans/requests on a library card.

1.10.15 Visiting Patrons

Visiting Patron is a statewide reciprocal borrowing program offered through MeLCat which gives patrons of participating libraries the option to get immediate access to the materials they need. Patrons with Georgetown Library cards may use their card at other libraries (including Grand Valley State University) that participate in the visiting patrons program. Patrons who hold cards from other libraries that participate, may also use their cards at the Georgetown Library. Grand Valley State University students may use their current student ID to check out materials at the Georgetown Library. This service is for borrowing materials currently at the library and not for placing holds on materials not currently on the shelf or held at other libraries.

1.10.16 Reciprocal Borrowing

Patrons with cards from a library within the Lakeland Library Cooperative boundaries may also access the Georgetown Library collection by visiting the library. Georgetown Library loan rules apply. Patrons with Kent District Library or Grand Rapids Public Library cards may also utilize the Home Away From Home service which allows them to place holds on items from any of the Lakeland Library Cooperative libraries and have them delivered to the Georgetown Library. All materials checked out at the Georgetown Library must also be returned to the Georgetown Library.

1.10.17 Claims Returned

If a patron feels certain that he or she returned a Georgetown Library item but library records show it has not been returned, the library staff will:

- Initiate an immediate search for the item(s)
- If the item is not found, the item will be renewed in order to allow the patron time to search for the item. The library staff will continue to search as well.
- If the item is still not found, staff will mark the item as "claims returned" and the matter will be reviewed by the Director

1.10.18 Security System Procedure

Library materials are equipped with security tags and the library equipped with a security system to prevent materials not properly checked out from being taken off library premises. In the event that a security alarm sounds:

- Staff will politely approach the patron or request the patron to return to the desk in order to assess if an item was missed at checkout
- Staff will check the receipt for any missing materials
- If there appear to be no items that were not properly checked out, staff will politely ask the patron to walk through the gates without bags/backpacks
- Staff may be required to check bags/backpacks

1.10.19 Outreach Services

The Library strives to be a valuable part of the community and values partnerships it can make with local organizations and businesses. In an effort to enhance its relationship with area schools, the Library provides delivery of materials to each of the school buildings in the Georgetown service area. Books can be ordered via an online request form and will be delivered on a weekly basis.

1.11 REFERENCE SERVICES

The Georgetown Township Public Library is dedicated to supporting lifelong learning and access to information, knowledge, and ideas. Reference Staff strives to effectively meet the goals of the library by providing quality informational resources and services for all users. Reference service is one of the most vital and visible expressions of the Library's purpose and mission.

1.11.1 Purpose of Reference Service

The goal of the reference staff is to provide accurate information and materials in an efficient, courteous, and timely manner. The staff will provide the best service possible through the available resources and through collaboration with fellow staff members who have specialized knowledge and skills. To achieve this goal, the Library will maintain a collection of general reference resources that will be available for use by the Library patrons and reference staff. Georgetown Township cardholders may also request additional materials through the interlibrary loan process.

1.11.2 Library Users

Reference services at the Georgetown Library offers the same quality of service to all regardless of age, gender, race, nationality, educational background, disability, sexual orientation, or any other criteria which may be a source of discrimination.

1.11.3 Forms of Inquiry

Inquiries are accepted in person, by telephone, and via e-mail. Requests will generally be handled in the order in which they are received. Priority is given to in-person requests. Staff will, however, complete a telephone conversation in process before attending to in-person requests.

1.11.4 General Guidelines for Reference Services

Reference transactions are treated confidentially. Staff will offer their best professional opinion when providing reader's advisory service or recommending the best source to answer a question. Staff will not give opinions, advice, or interpretation of information beyond the scope of their expertise and training in library reference work. When answering a patron's reference question, reference staff will cite the resource(s) from which the information is obtained. The producers of that resource, not the Library itself, are responsible for that resource's accuracy. The librarian will decide when all reasonable resource options have been exhausted at the Library and when it is time to cease working on a question and refer the patron elsewhere.

Staff will assist as they are able in helping patrons with computer applications or electronic reading/listening devices and may refer patrons to appropriate books, online tutorials, or classes for further assistance. When assisting patrons with computer resources, staff will not enter personal information for patrons.

Staff will not provide the following kinds of assistance, which are deemed to be beyond the scope of the Library's service responsibilities:

- Interpretation, advice, or personal recommendations in any area other than the use of Library resources. This includes, but is not limited to, legal, medical, or tax advice.
- Critiquing or editing patron documents, including resumes for job seekers.

- Completing forms (including online forms) for patrons, or assisting patrons in completing such forms.
- Solving or troubleshooting problems with patron's personal computers or other electronic devices. (In such instances, staff is permitted to assist by attempting to locate relevant instructions and similar kinds of information for patrons.)

1.11.5 Specific Reference Question Guidelines

- **Book, Antique and Art Appraisals** – Patrons will be referred to appropriate reference sources, consultants, or experts. Staff members will never give a personal appraisal of the value of an object.
- **Consumer Evaluations** – Staff will help patrons locate objective consumer product information using the online resources and magazines. Short published consumer ratings will be read over the phone. However, in depth consumer information must be read by the patron. The staff does not offer personal opinions recommending one product over another.
- **Medical or Legal Questions** – The Library does not provide advice in the areas of medicine or law. Staff will provide information but should not interpret or evaluate that information. They will provide instruction in the use of resources, enabling users to pursue information independently and effectively if so desired. If the patron has trouble understanding the source provided, an alternative source may be sought. If no appropriate sources can be located, the patron could be referred to local legal or medical services for interpretation of the information.
- **Research** – Patrons needing extensive bibliographies, lists, statistics, or research will be directed to the appropriate resources and offered as much assistance as staff time allows. Patrons may be referred to other libraries or agencies for further assistance.
- **School Assignments** – Every effort will be made to satisfactorily answer student questions and to provide sources of information and instruction needed to use those resources. If every effort has been made by the staff member and the student to locate information without results, the student will be encouraged to return to the teacher for further instructions or an altered assignment.
- **Tax Forms and Questions** – The Library does not provide advice in the areas of taxes. Staff will provide resources but will not interpret or evaluate the information found in these resources. They will provide instruction in the use of resources, enabling users to pursue information independently and effectively if so desired. If the patron has trouble understanding the source provided, an alternative source may be sought. If no appropriate sources can be located, the patron will be referred to the state/federal Internal Revenue Services for interpretation of the information.

1.11.6 Reference Collection Development

The Library provides both print and electronic reference materials. The Reference staff will read professional reviews of reference materials and make recommendations for purchase. Criteria may include one or more of the following: literary merit; enduring value; accuracy; authoritativeness; social significance; importance of subject matter to the collection; timeliness; popular demand; costs; scarcity of material on the subject and availability elsewhere and quality and suitability of the format. The Adult Services Librarian and/or Library Director makes the final decision on which materials are suitable for the reference collection.

Electronic resources (including but not limited to databases or e-books) will be selected to cover areas of patron interest including, but not restricted to, literature, foreign language, genealogy, biography, and periodicals. Materials will be weeded from the collection when the information is no longer the latest available on the subject, the print volume is in poor condition, or a database is purchased that covers the subject.

1.11.7 Circulation of Reference Materials

Since the purpose of the reference collection is to assure library users of access to reference tools at all times that the library is open, most reference materials are set to a non-circulating status. Some reference materials may be checked out at the discretion of library staff. Materials may be checked out for up to one week to anyone with a Georgetown Township Library card in good standing.

1.11.8 Exam Proctoring

The Georgetown Township Public Library provides examination proctoring services during library hours. Exams are proctored by librarians according to the availability of personnel and resources. Users are required to make advance arrangements with the staff. This service is available free of charge. Photo identification is required of all students using the library's proctoring services. The college, university, or school offering the examination may have other requirements which will be followed as closely as possible by the library. For more information, please consult the Exam Proctoring Guidelines Form.

1.12 PROGRAM REGISTRATION

The Library enjoys offering programming to community members of all ages. Due to the nature and popularity of some programming, pre-registration may be required. Registration is handled via the library's online program calendar software and can be done by the patron or library staff. For many programs, registration is available anytime; others are set to only accept registrations during a particular time period. Waiting lists are often employed to fill in as registered patrons cancel their registration. Waiting list patrons will automatically be notified via e-mail (if an e-mail address has been provided) if space becomes available. Registrants can also be reminded via e-mail about upcoming programs. When payment for a program is required, payment will be accepted at the time of the program unless otherwise noted in the program description.

1.12.1 Cancellations, Refunds, and Schedule Changes

All program are subject to cancellation as well as date/time changes. Here are some general guidelines for such changes:

- Children's programs with fewer than 5 registrants are subject to cancellation.
- Adult programs with fewer than 7 registrants one week prior to the date of the program are subject to cancellation.
- If the library is closed due to inclement weather or other uncontrollable events, the library will attempt to notify all registrants and every effort will be made to reschedule programs.
- If you need to cancel your registration, a refund can be given only if you notify the library at least 7 days prior to the date of the program. Refunds will be issued via check and may take up to 30 days to issue.
- Refunds will be given for those programs that are cancelled by the library or presenter.
- Refunds will be given for extenuating circumstances such as death or hospitalization.
- Refunds will be given if you are unable to attend a program due to the library or presenter making a change in date and/or time.

1.13 COMPUTER AND INTERNET USE

The Georgetown Township Public Library provides access to computers, networks, and Internet services as a means to enhance patrons' informational, educational, research, and enrichment opportunities consistent with the Library's mission and to ensure that residents have free and open access to ideas and information. The Georgetown Township Board and the Georgetown Township Library Director will develop such policies, rules, and procedures as are necessary to insure the fair, reasonable, and equitable access to and use of these resources. The information included in this policy is intended to provide general guidelines and examples and does not attempt to state all required or prohibited activities by users. All users of electronic resources are asked to read and agree to this policy and its contents prior to use of Library equipment/services.

1.13.1 Acceptable Use

Use of library computers requires a current, valid library card from the Georgetown Township Library or other Lakeland Library Cooperative Library. Patrons must be in good standing (cards must not have a balance exceeding \$10.00) to use the library's computers. Access may be restricted, suspended, or terminated at any time for use not consistent with this policy and/or associated guidelines, rules, and procedures. Computers must be used in a responsible manner, respecting the rights of others, and taking care with the use of the equipment. Unacceptable uses include but are not limited to:

- Access by minors to material that is obscene, child pornography, sexually explicit materials harmful to minors, or inappropriate material for minors.
- Access by adults to material which is obscene as defined by federal and state law including, but not limited to, 18 USC 2256(8).
- Uses that involve unauthorized access and other unlawful uses such as "hacking", credit card or retail fraud, and any other unlawful uses or activities online.
- Uses which may cause harm to the Library or another computer systems including damaging/modifying the Library's equipment, settings, or software.
- Uses that violate confidentiality, trade secret, or copyrights.
- Failing to respect the privacy of other Library computer users or library patrons.

To use an Internet workstation, patrons must sign in via the log-in page displayed on the computer to obtain a 60-minute session. If no one is waiting, a patron's session may be extended. Use of electronic resources may be limited at peak times and Library staff may reserve resources for classes, training, special programs, maintenance, etc.

1.13.2 Non-Resident Use

Visitors living outside the boundaries of the Lakeland Library Cooperative will be provided computer use but will be asked to show a valid driver's license or state ID.

1.13.3 Staff Assistance

Staff will provide limited assistance to patrons for basic start-up procedures but may not be able to provide more in-depth technology training. The Library cannot guarantee that Library staff will be available at all times to assist patrons. The library provides materials to learn about computer use and offers programming to assist in learning as well.

1.13.4 Saving/Downloads

Saving and downloading to the computer hard drive is not allowed. Patrons wishing to save documents are asked to bring a flash drive.

1.13.5 Printing

Patrons may print documents from public computers. Patrons are responsible for paying for every page printed.

Print costs are currently:

<i>Copy/Print (b&w):</i>	\$0.25/page (letter & legal size)
<i>Copy/print (color):</i>	\$0.25/page (letter & legal size)

1.13.6 Internet Access

The Georgetown Township Library provides access to the Internet as part of its commitment to meet the community's information needs. The Library is committed to preventing minors from viewing obscene matter, sexually explicit matter harmful to minors, and matter inappropriate for minors. To this end, all Internet access public computers provide filtered Internet access. Filters may be disabled upon request for those 18 and older at library staff's discretion.

1.13.7 Minor's Internet Access and CIPA Compliance

The Children's Internet Protection Act (CIPA) is the federal law that requires all computers in a public library to be filtered if that library accepts any federal funds for Internet access or computers used for Internet access. The Georgetown Township Library complies with the requirements of CIPA.

The Library provides filtered access to the Internet but reminds parents and guardians that the Library does not take responsibility for what their children view on the Internet. The Library makes every effort to provide a safe Internet environment for children that complies with existing state and federal law. Because no filter technology exists that is 100% effective, parents and legal guardians are encouraged to accompany their children at all times during Internet use, regardless of the protections in place.

To the extent practical, steps have also been taken to promote the safety and security of users of public computers when using electronic mail, chat rooms, instant messaging, and other forms of direct electronic communications. Specifically, as required by CIPA, prevention of inappropriate network usage includes: unauthorized access, including 'hacking', and other unlawful activities; and unauthorized disclosure, use, and dissemination of personal identification information regarding minors.

1.13.8 Wireless Internet Access

The Georgetown Library is pleased to offer filtered Wireless access to the Internet throughout the building for those who bring their own laptops or mobile devices. Access may be restricted, suspended, or terminated at any time for use not consistent with this policy.

Patrons use the wireless network at their own risk. Neither Georgetown Township Public Library nor its staff is responsible for the quality, validity, reliability, accuracy, etc. of the content accessed. Users are responsible for knowing how to configure their own wireless-enabled devices. Library staff members are permitted to provide general information for connecting devices to the wireless network, but are prohibited from providing technical assistance with wireless-enabled devices, including troubleshooting problems or assisting in making changes to any device's network settings or hardware configurations, due to liability and warranty issues. The Library assumes no responsibility for device configurations, security, or changes to data files resulting from connection to the wireless network for ensuring the safety or security of the devices themselves.

In using this source of Internet access, the user agrees and hereby releases, indemnifies, and holds harmless, the Georgetown Township Public Library and its employees from any damage to his/her own equipment that may result from the use of this wireless access.

The Library reserves the right to limit the use of the wireless network (e.g., time, bandwidth, filter, etc.) by patrons. Information passing through the Library's wireless network is not secured and could be monitored, captured, and altered by others. It is the

user's responsibility to protect his/her information from all risks associated with using the internet.

1.13.9 Termination of Computer Use

Library employees are authorized to terminate any patron's computer use session if the user has failed to comply with the Library's Computer and Internet Use Policy and/or rules. The Library Director may impose longer or more permanent restrictions for violations of the Library's Internet Policy. Computer users whose session has been terminated or prohibited may request that the decision be reviewed by the Library Board.

Those utilizing Library computer access to perpetrate illegal acts will also be subject to prosecution by local, state, and federal authorities. Users will be held financially responsible for any damage to Library computer equipment or software.

1.13.10 Copyright

U.S. Copyright Law (Title 17 U.S. Code) prohibits the unauthorized reproduction or distribution of copyrighted material, except as permitted by the principles of fair use. Additionally, individuals may not copy or distribute electronic materials including e-mail, text, images, programs, or data without the explicit permission of the copyright holder. Any responsibility for the consequences of copyright infringement lies with the user. The Georgetown Township Library expressly disclaims any liability or responsibility arising from use of its equipment or technology including use of information obtained through its electronic information systems.

1.13.11 Privacy & Security

The Library retains control, custody, and supervision of all electronic resources, including, but not limited to, computers, networks, and Internet services provided. The Library reserves the right to monitor all electronic resource use (including computer and Internet activity) by patrons. Patrons should have no expectation of privacy. All workstations are in view of other patrons and staff. The Library makes no representations regarding the privacy of information sent over equipment/connections provided by the Library.

Transactions, communications, and activities are potentially vulnerable to unauthorized access. Internet users should be aware that it is not a secure medium. It is possible for third parties to obtain information regarding an individual user's search activities. Users should exercise extreme caution about providing personal information on the Internet. Information relating to or in support of illegal activities will be reported to the proper authorities.

1.13.12 Laptop Circulation Policy

The Library makes laptop computers available for patron use inside the library. The Library's laptops may only be used in the Library. Removal of a Library laptop from the Library will be considered theft and all applicable laws will apply.

To borrow a Library laptop, the borrower must present a valid library card and a valid driver's license (or Michigan ID). The identification card or license will be held at the circulation desk until the laptop is returned to library staff. Credit cards are not accepted as identification. An eligible patron is allowed one laptop at a time.

Laptops can be checked out for 90 minutes; the session may be extended if no other patrons are waiting. Laptop lending will end one hour before the Library closes. Laptops are available on a first-come, first-served basis and cannot be reserved. Laptops must be returned in person at the Circulation Desk. The computer will be checked by staff at the time of return.

Each device is configured with a specific operating system and suite of applications. No additional software may be installed or downloaded.

Printing from laptops is available and will follow the same process and cost as the patron computers.

The Library's Computer and Internet Use Policy applies to laptop use. Users will be asked to complete a Laptop Lending Agreement Form prior to their first laptop check out. Under no circumstances should a borrower leave the laptop unattended. The Library will not be responsible for a lost or stolen laptop even when it is used in the library. It is the user's responsibility and fiscal liability for all costs associated with damage or replacement. The borrower is responsible for verifying the current physical condition of the laptop and should immediately report any damage to Library staff prior to use. Any problems with hardware or applications should also be reported. Laptops may not be used to engage in any illegal activities or disturb another patron.

The Library is not responsible for damage to any removable drive (i.e. CD or flash drive) or loss of data that may occur due to malfunctioning hardware or software. The Library is not responsible for any computer viruses that may be transferred to or from user storage devices. The library laptop is using current anti-virus software, but cannot guarantee protection against all viruses. The library does not assume responsibility for lost or corrupted files for any reason, such as hardware failure or network interruptions. Users wishing to save files they have created must back them up to USB drives or personal internet based accounts. All created files will be wiped clean after a session ends by software that is in use on the laptop. The Library

assumes no responsibility for any damage to Library users' personal devices, software, files, and/or equipment. Tampering with Library equipment or attempting to access or modify the operating system or any other software or programming, including bypassing security functions, is prohibited.

1.14 PROGRAM ROOM USE

Use of the Program Room is limited to library programming and occasional use by local non-profit organizations as scheduled by the Library Director. Permission to use the community room does not imply Georgetown Library or Township endorsement of the goals, policies, or activities of any group or organization. The Township and /or its agents assume no responsibility, financial or otherwise, for accidents or injuries sustained by individuals or groups using the facilities. The Township and/or its agents are indemnified against all liability to persons or property on the premises. The user holds the Township harmless of any and all fines, forfeitures, and penalties arising out of violation of the law.

The following rules and regulations will govern use of the meeting room:

- If the room is to be used by minors, a request must be made by an adult who will attend the meeting and be responsible for the conduct of those present.
- Activities sponsored or co-sponsored by the library shall take preference in the use of the room.
- Light refreshments are permitted. The user is responsible for all supplies, preparation, and cleanup. The user is responsible for setting up chairs, tables, furniture, and equipment prior to the meeting and for returning all library property to the designated storage location upon termination of the meeting. The user will not use displays, decorations, or additional furniture that will be destructive to the premises. The room must be left in a clean and orderly condition. Future use may be denied if this is not observed.
- Smoking, gambling, raffles, lotteries, the use of alcoholic beverages and drugs, and the use of open flames are forbidden.
- Groups must comply with the safety regulation, state laws, and building regulations.
- Cost of damages to the building, furnishings, and equipment beyond normal wear must be paid by the group scheduled at the time of use. The township will be reimbursed for any damage to the premises, building, or equipment.
- The user may not assign, transfer, sublet, or charge a fee to others for the use of the room.
- These regulations may be altered or added to at the discretion of the Township Board.
- Groups may not publicize their activities in such a way as to imply library sponsorship.

1.15 TAX FORMS

The Library provides a limited variety of tax forms from the Internal Revenue Service and State of Michigan free of charge. Library staff will help patrons acquire from the IRS website forms that the library does not carry. A printing fee may be required. Library staff is not trained or authorized to give tax advice. Tax forms will be made available in the library lobby.

1.16 COPIER, PRINTER, SCANNER, AND FAX SERVICES

The Library provides a copier/printer/scanner and fax machine for public use. Instructions and fees are clearly marked by equipment and applicable computer terminals. Patrons are responsible for paying for every page printed, copied, or faxed. Fees for copies and printouts are currently:

Copy/Print (b&w):	\$0.25/page (letter & legal size)
Copy/print (color):	\$0.25/page (letter & legal size)

Fax machine charges are \$1/page for faxes sent or received. Scanning to e-mail or flash drive is available free of charge.

1.17 ADA COMPLIANCE

The Library strives to provide equal access to its facility, activities, and programs in adherence with the Americans with Disabilities Act of 1990. The library will take appropriate steps to ensure effective communication with all patrons, volunteers, and employees of the library. Individuals with service animals are welcome. Questions or concerns about the accessibility of library facilities, activities, and programs should be addressed to the Library Director.

1.18 COURTESY USE OF PHONE

The telephone at the circulation desk is to be used by patrons for emergencies only. Emergency use is discretionary to the staff working at the desk.

1.19 PHOTOGRAPHY, VIDEOTAPING, AND OTHER RECORDING DEVICES

The Library's primary mission is to provide library services to its patrons. Photography, videotaping, or use of other recording devices may not interfere with the provision of library services. Staff will terminate any photography, videotaping, or recording session that appears to compromise public safety or security.

1.19.1 Individual Photography/Videotaping

Persons photographing, videotaping, or recording on library premises have the sole responsibility for obtaining the necessary releases and permissions from persons who are to be photographed, videotaped, or recorded. Taking photographs or videotaping of a minor requires the permission of the minor's parent or guardian. The library undertakes no responsibility for obtaining these releases.

1.19.2 Commercial Photography/Videotaping

The library does not permit commercial photography or filming without prior approval by the Director. Community organizations holding scheduled events or meetings in the library auditorium and/or library meeting rooms may arrange for their own commercial photography or videotaping/recording of their event. Such commercial photography and videotaping is restricted to the space reserved by the group, and the group is responsible for any necessary releases and permissions.

1.19.3 Library Staff Photography/Videotaping

The library reserves the right to document its services and the public's use of the library. Official representatives of the library may take photographs, videotape, or use other recording devices within the library and at library-related events and activities for library purposes. These photographs and video may be copied, displayed, published (including on the library's website and social media), and telecast for such purposes as promotion, publicity, and news to inform the public about the library. All such photography/videotaping will be in accordance with library procedures. Patrons who do not wish to be photographed or videotaped may opt out by notifying library staff prior to program or event.

This policy extends to photographs and filming by library staff at library events and at library booths and programs at public events in the community.

POLICIES AND PROCEDURES : COLLECTION DEVELOPMENT

The Georgetown Township Public Library connects people with information, ideas, and experiences to provide enjoyment, enrich lives, and strengthen our community.

2.1 PHILOSOPHY AND SCOPE OF COLLECTION

The Georgetown Library collects materials, in a variety of popular formats, which support its function as a major information source for Georgetown Township. The collection also serves the popular and recreational needs of the general public, and aims to reflect the diversity of the community. Patron use is the most powerful influence on the Library's collection. Circulation, patron purchase requests, and holds levels are all closely monitored, triggering the purchase of new items and additional copies of high demand items. In addition to patron demand, selections are made to provide depth and diversity of viewpoints to the existing collection.

Inherent in the collection development philosophy is an appreciation for each patron of the Georgetown Township Public Library. The Library provides materials to support each individual's journey, and does not place a value on one patron's needs or preferences over another's. The Library upholds the right of the individual to access information, even though the content may be controversial, unorthodox, or unacceptable to others. Materials for children and teenagers are intended to broaden their vision, support recreational reading, encourage and facilitate reading skills, supplement their educational needs, stimulate and widen their interests, lead to recognition and appreciation of literature, and reflect the growing diversity of the community. The reading and viewing activity of children is ultimately the responsibility of parents, who guide and oversee their own children's development. The Georgetown Township Public Library does not intrude on that relationship. The library adheres to the Library Bill of Rights and the Freedom to Read statements.

The variety of formats collected include:

- Print: books, documents, magazines, and newspapers.
- Audiovisual Media: videos on DVD and Blu-ray, books on CD, and music on compact disc.
- Electronic Media: databases, software, electronic books, downloadable audio books, videos and music. The library also provides access to the Internet. Selected Internet sites are cataloged and linked to the Library's website.
- Other: multimedia kits, educational games and toys, and selected audiovisual equipment and devices.

2.2 SELECTION OF MATERIALS

Collection development staff use their training, knowledge and expertise along with the following general criteria to select materials for the collection:

- Relevance to interests and needs of the community
- Extent of publicity, critical review, and current or anticipated demand
- Current or historical significance of the author or subject
- Local significance of the author or subject
- Relevance to the existing collection's strengths and weaknesses
- Reputation and qualifications of the author, publisher or producer, with preference generally given to titles vetted in the editing and publishing industry
- Suitability of format to Library circulation and use
- Date of publication
- Price, availability and Library materials budget

2.3 PATRON RECOMMENDATIONS

Patrons may request items the Library does not own. Each request is reviewed for inclusion in the collection based on the selection criteria listed in Section 2.2. Forms for recommendations for purchase are available at the library and online via the library website.

2.4 REQUEST FOR RECONSIDERATION

The Georgetown Township Public Library selects material using established criteria and full consideration of the varying age groups and backgrounds of patrons. Library patrons requesting reconsideration and removal of items in the collection may submit a Request for Reconsideration of Library Material Form. The Library Director reviews the request and will reply within thirty days of receipt of the request. The item in question will not be removed from the shelf during the reconsideration process.

2.5 COLLECTION MANAGEMENT

Just like the Georgetown community, the library's collection is a living, changing entity. As items are added, others are reviewed for their ongoing value and sometimes withdrawn from the collection. The following criteria are used in selecting materials for withdrawal:

- Damage or poor condition
- Number of copies in the collection
- Availability for loan from other Lakeland Cooperative libraries
- Relevance to the needs and interest of the community
- Current demand and frequent use
- Accuracy and timeliness
- Local interest

2.6 GIFTS/DONATIONS

The Georgetown Township Public Library accepts donations of books and other materials on a limited basis due to spatial constraints. The library retains the authority to accept or reject gifts. Library staff make all decisions as to the use, housing, and final disposition of donations. The library does not evaluate or appraise gift materials for tax purposes; donors will receive a donation form that they may complete and retain for tax purposes.

POLICIES AND PROCEDURES : YOUTH SERVICES

The Library's Youth Services Department is dedicated to providing access to materials, resources, and professional guidance to meet the intellectual, educational, and recreational needs of children and young adults. It is the goal of youth services to introduce children to the public library environment to cultivate lifetime readers and library users; provide children and young adults with easy access to current information and quality literature in a variety of formats; provide informative and entertaining programs that encourage the use of the library or enhance cultural awareness; and serve as a social gathering space to encourage the exchange of information and resources.

3.1 YOUTH PROGRAMMING

Children's and Young Adult programming is developed under the direction of the Head of Youth Services and the Library Director and are advertised through a monthly newsletter, online calendar, library website, and social media. The library holds programs that are specifically geared toward chronological age groups. These age-based programs are specifically planned for social development and a learning experience. Patrons are expected to respect age group guidelines regardless of social, emotional, and intellectual age. Due to the nature of some programs, pre-registration may be required. Program registration may be done by visiting the library in person, calling the library, e-mailing the library, or via the online calendar available at the library website. For information regarding photography and videotaping at library programs, see Section 1.19

3.2 TECHNOLOGY

Computers with educational and age-appropriate games are located in the children's area. For information on public computers and Internet use, please see Section 1.13.

3.3 CLASS VISITS

Groups wishing to have a tour, library instruction, library cards, or other special services must be scheduled in advance. Discipline is the responsibility of the group leaders, who will stay with the group at all times. Library cards for a visiting group can be arranged; all completed library card applications must be delivered to the circulation desk at least one week prior to the scheduled visit.

3.4 SCHOOL/ DAYCARE CENTER VISITS

The Head of Youth Services is available for visits to local schools and day care centers for the purpose of library instruction and library outreach. Visits can be scheduled by contacting the Head of Youth Services.

3.5 UNATTENDED CHILDREN

The Georgetown Township Public Library welcomes and encourages all children to use our facility and services. The library is open to unaccompanied children who are independent enough to use our resources properly for their intended purpose. However, the responsibility for the care, safety, and behavior of children using the library rests with their parents or guardians at all times.

Children 10 years of age and younger must be accompanied by a responsible guardian at all times. Children 10 years of age or younger may not be left without a responsible guardian under any circumstances. A responsible guardian is considered to be an individual who is at least 16 and who can successfully meet all the needs of the child.

Children between the ages of 11 and 15 should not be left unattended in the library for extended periods of time. Attendance at library programs, browsing for the collection, and afterschool use of the library for homework and study are encouraged and considered appropriate. Children age 11 and older must be able to reach a parent or guardian immediately either in person or by phone. Parents/guardians may be notified and asked to pick up and/or provide supervision for their child. Parents should be aware of the library's hours of operation, bearing in mind circumstances may require an unexpected closing of the building.

The library does not take responsibility for the supervision or safety of unattended children. When necessary, staff will attempt to contact a parent/guardian but will under no circumstances transport a child to another location. If staff are unable to contact a parent/guardian and the child is considered abandoned, the police will be contacted.

3.6 DISRUPTIVE CHILDREN

The Georgetown Township Public Library encourages exploration and creativity. However, extended disruptive behavior is not tolerated in any form by any patron. Disruptive behavior can be defined as behavior that disturbs or endangers the well-being of library patrons or staff, behavior that may result in damaged property, or behavior that interferes with library services. The

disruptive child and his/her parent/guardian will be given a warning. If the behavior continues or escalates, staff may inform the parent/guardian that they may be asked to leave.

Georgetown Township Public Library
PATRON COMPLAINT FORM

Please complete all fields below. We will attempt to resolve your complaint quickly and fairly.

NAME: _____

ADDRESS: _____
(Street #) (City, State) (Zip)

TELEPHONE NUMBER: _____

E-MAIL ADDRESS: _____

ARE YOU A GEORGETOWN LIBRARY CARDHOLDER?: YES _____ NO _____

If no, please state the name of the library of which you are a member _____

LIBRARY CARD NUMBER: _____

PLEASE DESCRIBE BRIEFLY YOUR COMPLAINT BELOW. IF RELEVANT, PLEASE INCLUDE WHERE AND WHEN THE INCIDENT OCCURRED, THE NAME(S) OF ANY LIBRARY STAFF INVOLVED AND HOW THEY WERE INVOLVED, AND ANY REVIOUS EFFORTS BY YOU AND/OR LIBRARY STAFF TO RESOLVE THE COMPLAINT:

Signature: _____ Date _____



PATRON CODE OF CONDUCT

The Georgetown Township Public Library supports the rights of all individuals to free and equal access to information and use of the Library without discrimination, intimidation, threat of harm, or invasion of privacy. The Library is dedicated to providing friendly, courteous, and respectful service. The goal of the Library is to provide an enjoyable, clean, and comfortable environment for all Library users.

RULES

While in the building, please:

1. Accompany and supervise younger children
2. Monitor your personal belongings
3. Treat people and property in a respectful manner
4. Please silence phones and talk in moderate tones
5. Dress appropriately (including shoes and shirt)
6. Leave pets outside (service animals are welcome)
7. Do not loiter or sleep
8. Do not enter while under the influence of drugs or alcohol
9. Do not enter with items that could damage library materials or property
10. Do not smoke or bring food or beverages in the library (exception being snacks for kids)

Enforcement of the Library Use Policy will be conducted in a fair and reasonable manner. Library staff and/or Ottawa County Police Department will intervene to stop prohibited activities and behaviors. Individuals who fail to observe the Library Use Policy may be asked to leave the Library building and property, be banned from the Library for a period of time, be subject to arrest, or be subject to other lawful action. For a complete list of patron expectations, please consult the Library Policy Manual available online or at the Circulation Desk.



GEORGETOWN TOWNSHIP PUBLIC LIBRARY EXAM PROCTORING SERVICES

The Georgetown Township Public Library provides test proctoring as a complimentary service to the residents of Georgetown Township. In order to provide this service the student must adhere to the test proctoring guidelines outlined below.

Request proctoring service by email at jenref@llcoop.org. Please be sure to include the following information: your name, contact information, instructor's name, and name of school/institution/university.

We cannot accept examinations received without advance notice and contact information.

STUDENT RESPONSIBILITIES

1. Read and agree to the conditions of the exam proctoring guidelines.
2. Make arrangements with the proctor allowing adequate time for the proctor to receive the exam from the testing institution and then schedule a time to take the exam. It is also the student's responsibility to contact the proctor to verify that the exam has been received.
3. If the testing institution requires a signed proctor's verification form before the exam is sent, email jenref@llcoop.org to make arrangements for the proctor to sign the form in person.
4. Verify that the proctoring conditions provided by the library meet all requirements of the institution administering the exam.
5. Student must bring all supplies needed for the test (e.g. pencils, pens).
6. Arrange to have the examination and instructions sent to the library via email to jenref@llcoop.org or mail to:

Proctor – Georgetown Township Public Library
1525 Baldwin Street
Jenison, MI 49428

5. Proctoring service is scheduled at the convenience of the administering proctor. The exam date and time must be scheduled during regular library hours and completed in the library. Exams should not exceed three hours in duration.



GEORGETOWN TOWNSHIP PUBLIC LIBRARY EXAM PROCTORING GUIDELINES

TESTING INSTITUTION (SCHOOL) RESPONSIBILITIES

Review and approve these proctoring guidelines. Clearly supply the name of the institution or agency sending the exam, full name of the exam taker, the complete exam, and detailed instructions for the proctor on administering the exam.

TESTING ENVIRONMENT

1. The library does not have a private room for exam taking.
2. The library will attempt to honor a request for an online exam. However, the library and the library staff are not responsible for difficulties arising from library computers, or Internet connection issues. The student should be aware of their testing institution's website, their login procedures, test submission process, and any other required login information such as passwords.

TESTING PROCEDURE

1. On the day of the exam, the student will be asked to show photo identification for verification. The student should also arrive for the examination with pens, pencils, and any other allowable supplies. The library does not supply calculators, paper, etc.
2. The proctor will monitor and abide by the time limits.
3. The student will honor all rules required by your examining institution.
4. The library does not supply or retain copies of finished exams or grade examinations.

For any questions regarding these guidelines please email jenref@llcoop.org



STAFF USE:

Last Name

First Name

Laptop #

GEORGETOWN TOWNSHIP PUBLIC LIBRARY LAPTOP LENDING

All library users who wish to borrow any of the GTPL's library laptops must complete, sign, and abide by this contract every time they wish to borrow a laptop. Laptop can be checked out by patrons in good standing ages 18 & up. Patrons under the age of 18 must have a parent or responsible guardian complete this form. Photo identification is required for checkout and will be kept until the laptop is returned at the end of the loan period.

I _____ agree to follow these rules to borrow a laptop computer from the Georgetown Township Public Library:

1. I will check out the laptop with my own **valid Georgetown Township Public Library card** (or card from a Lakeland Library Cooperative member library) in good standing (less than \$10 in fines). Note: Visitors from outside of the Lakeland Library Cooperative boundaries may borrow a laptop with proper photo ID.

2. I am leaving a **photo ID as a deposit**, understanding it will be returned when I return the laptop in the same condition as when I borrowed it.

3. I will keep the laptop in my immediate possession at all times when it is checked out to me. I will not ask anyone else to guard the laptop for me for any reason. **I will never leave the laptop unattended, even for a moment.**

4. I will **return the laptop by the time told to me by the library staff member** lending me the laptop, which will 90 minutes from checkout time and never later than ½ hour before the library is closing.

5. I understand I will only get my photo identification returned to me after the library staff member has inspected the laptop and made sure it is in the same condition as when I borrowed it. I will reserve time before I need to leave so that this inspection will not be rushed. If there are damages the ID will be photocopied before it is returned so the library can have all my contact information to charge me for the damages.

6. If I fail to return the laptop on time I will pay the late fee of \$1 every minute after it is due. If I fail to return the laptop before the library closes I will pay the cost to replace the laptop, which may exceed \$1,000.

7. I will only use the laptop inside the Library. If I remove the laptop from the library I understand that such action will be considered theft and I will be charged the cost to replace the laptop as well as potentially face additional criminal charges. I understand where in the library I can take the laptop and will not take it anywhere else. (If unsure, ask before signing this contract).

8. I have visually inspected the laptop and brought any damages to the attention of the staff person checking it out to me. I will return it in the same condition as it is now as I borrow it. I will pay whatever it costs the Georgetown Township Public Library to repair any damage that happens to the laptop while it is checked out to me and understand that this cost may exceed \$1,000 and will be charged to my library account.

9. I understand that any documents saved on the laptop will be lost immediately upon the restarting of the laptop. I will protect anything I wish to keep by saving to a USB device I provide, or emailing it.

10. I understand that I must keep all food and drink away from the laptop.

11. I understand that the Georgetown Township Public Library is not responsible for any damage incurred to hardware, software, or data while a borrower is using the laptop.

12. I will not duplicate, remove, or install any software from/on the laptop.

13. I understand that the internet may be accessed via a borrowed laptop and borrowers should be aware that the internet contains material of a controversial nature. Users are reminded that it is their responsibility for what access points are reached.

14. I understand that I will follow all GTPL policies, and state and federal laws while using the laptop, including laws and policies regarding obscenity, and copyright. I understand that any violation of the policies and/or laws may result in Library privileges being suspended or revoked and if necessary legal action.

15. I understand that failure to comply with the Library's established rules, regulations, and policies could result in my removal from the premises and expulsion from the Library for a period of one day to one year, or in my arrest or prosecution. Violations could also result in the restriction and/or termination of my Library privileges, including my use of Library computers and other equipment.

Print Name

Signature

Date



ALA LIBRARY BILL OF RIGHTS

The Georgetown Township Library 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.

Adopted June 19, 1939, by the ALA Council; amended October 14, 1944; June 18, 1948; February 2, 1961; June 27, 1967; January 23, 1980; inclusion of "age" reaffirmed January 23, 1996.



ALA FREEDOM TO READ STATEMENT

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 counter threats to safety or national security, as well as to avoid the subversion of politics and the corruption of morals. We, as individuals 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 individual, by exercising critical judgment, will select the good and reject the bad. 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 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 or unwelcome scrutiny by government officials.

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, unpopular, or considered dangerous by the majority.

Creative thought is by definition new, and what is new is different. The bearer of every new 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 not 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 the prejudgment of a label characterizing any expression 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 others. 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; and by the government whenever it seeks to reduce or deny public access to public information.

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 for themselves what they wish to read, and each group is 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. Further, democratic societies are more safe, free, and creative when the free flow of public information is not restricted by governmental prerogative or self-censorship.

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 Americans 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.



Georgetown Township
REQUEST FOR

Public Library
RECONSIDERATION OF

LIBRARY MATERIAL

Please print except for signature. Attach additional pages as necessary.

Patron Name (please print): _____ Date: _____

Address: _____ Zip: _____

Phone Number: _____ Email: _____

Do you represent an organization? Yes _____ No _____

If yes, what organization? _____

Media Type (please circle one):

___ Audiobook ___ Book ___ DVD ___ Magazine ___ Audio CD ___ Other _____

Author: _____

Title: _____

Call Number: _____ Copyright Date: _____

1. How did this material come to your attention?

2. Did you read/listen/view this material completely? ___ Yes ___ No

3. In your view, what is the topic or theme of this material?

4. What is your objection to the material? Be as specific as you can; list page numbers as appropriate.

5. Did you find something good or worthwhile about this material? ___ Yes ___ No

If yes, what?

6. What age group do you think the material is appropriate for?

7. What action would you like taken regarding this material?

8. Are there other materials you recommend to provide additional information or points of view on this

topic? (Attach another page as needed.)

