

POLICY and PROCEDURE MANUAL

FOR THE

SOUTHGATE VETERANS MEMORIAL LIBRARY

**14680 DIX-TOLEDO RD.
SOUTHGATE, MI 48195**

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Collection Development Policy

1. Purpose

- a. The purpose of this policy is to guide librarians and to inform the public about principles upon which decisions are made when adding or withdrawing materials from the library's collection
- b. Collection development refers to the on-going activity of systematic acquisition and removal of library materials. Library materials can be in various formats – including print, audio, video, or electronic.

2. Goals of collection development

- a. To maintain a well-balanced and broad collection of materials for information and reference.
- b. To support the democratic process by providing materials for the education and enlightenment of the community.
- c. To provide recreation resources.

3. Responsibility

- a. The responsibility for collection development lies with the Director, who may delegate to staff members the authority to interpret and apply policy on a day-to-day basis.
- b. The Director welcomes, and will consider for possible inclusion in the collection, all recommendations from Southgate residents.

4. General principles of collection development

- a. Basic to this policy is the American Library Association Library Bill of Rights, Freedom to Read Statement, and Freedom to View statement; copies of these documents are included in this manual.
- b. Materials are selected based on the needs, interests, and demands of the residents of Southgate.
- c. Inclusion of materials in the library collection does not mean endorsement of any particular viewpoint, philosophy, or belief.
- d. The decision to enjoy, or reject, any material is an individual one. No one may decide to limit the freedom of another to pursue the materials that are of interest to them.
- e. Responsibility for minor's reading, viewing, or listening rests with parents or legal guardians. Library collection development will not be inhibited by the possibility that materials may come into the possession of a minor.

- f. Library materials will not be marked or identified to show approval or disapproval of the contents, nor will they be sequestered except for the purpose of protection from damage or theft.
- g. Objections to materials included in the collection can be submitted through a Request for Reconsideration form.

5. Specific principles of collection development

- a. Materials will be included in the collection based upon: accuracy, current usefulness, value, authority of author, relation to existing collection, scarcity of information in subject area, price, format, ease of use, popular demand, and availability of material through inter-library loan.
- b. Library staff make use of professional reviews and their own, educated judgment to determine what materials meet these criteria.

6. Textbooks

- a. The Southgate Veterans Memorial Library will not ordinarily purchase textbooks, except in subject areas where other material is not readily available.

7. Self-published works

- a. The Southgate Veterans Memorial Library may purchase self-published titles that have been professionally reviewed, or are in high demand. These titles must meet the same criteria for inclusion in the collection as other materials.

8. Maintenance of the collection

- a. Continuous review of library materials is necessary as a means of maintaining an active library collection of current interest to users.
- b. When library materials lose the value for which they were originally selected, they should be withdrawn to maintain the vitality, usefulness, and appearance of the collection.
- c. Withdrawal is based upon the following guidelines:
 - i. A more current, accurate, or comprehensive resource has replaced the item.
 - ii. To remove worn, stained, odorous, or damaged materials.
 - iii. To eliminate material containing obsolete, outdated according to professional guidelines, and/or potentially harmful information.
 - iv. To remove duplicate copies of titles that have waned in popularity, eliminating those most physically damaged or worn.
 - v. To consider withdrawal of materials which have circulated poorly in recent years.

- vi. Following the above guidelines, the Southgate Veterans Memorial Library will constantly evaluate its collection for currency and use. Materials that no longer meet the stated objectives of the library will be discarded according to accepted professional practices as described in the ALA publication, *Evaluating and Weeding Collections in Small and Medium-sized Public Libraries*.

9. Disposition of withdrawn materials

- a. The Director will make the final decisions regarding the disposition of withdrawn materials. Withdrawn materials shall be removed from the shelves, removed from the database, and disposed of.
- b. Withdrawn books, which in the estimation of professional staff are appropriate for further use, will be checked for acceptance by Better World Books. Accepted items will be sent to Better World Books, which will resell, donate, or dispose of them.
- c. Those items not accepted by Better World Books will be disposed of according to the following priorities:
 - i. Library book sale
 - ii. Other libraries (school or public)
 - iii. Teachers (for youth items)
 - iv. Set out for free
 - v. Charitable organizations
 - vi. Discard
 - vii. Materials in poor physical condition and materials that are outdated and/or whose content is potentially harmful will be disposed of without consideration of donation.

Reciprocity

The Southgate Veterans Memorial Library shall cooperate with all libraries within The Library Network on a reciprocal basis. The Southgate Veterans Memorial Library will honor the library cards of those communities where our library card is honored. At this time, that includes all of the public libraries within Wayne and Oakland counties, with the exception of Detroit.

The Southgate Veterans Memorial Library shall also cooperate with the Michigan eLibrary. The collection will be part of the Michigan eLibrary catalog, or MelCAT, and can be requested by patrons of any library in Michigan which participates.

Some items belonging to the Southgate Veterans Memorial Library are not available for loan through The Library Network or MelCat delivery systems. They must be directly borrowed from, and returned, to the Southgate library. Because of this, these items are only available to patrons within The Library Network; there is no reciprocal agreement with MelCat allowing patrons from elsewhere in the state to borrow items in person.

Circulation of Materials

In order to make materials available to all patrons on an equal basis, the library will set policies for length of loan period, renewals, reserves, and fines. The library will determine who is eligible to borrow materials and will provide for the return or replacement of such materials.

1. Library cards

a. Registration

i. City of Southgate residents

1. Residents may register at the library during regular hours, during events attended by library staff that allow for registration, or under other special circumstances with the approval of the Director.
 - a. Proof of residency must be shown at the time of registration, or upon first visit to the library if registration was completed under circumstances that make providing proof difficult at the time.
 - b. Registration must be made in person; the Director may, at their discretion, waive this requirement to allow for registration at special events, or under unusual circumstances.
 - c. Residents who do not already have a card number may sign up for a temporary one online, by filling out a form available through the library website. This temporary number will work for 3 months, allowing access to digital services. To obtain a permanent card, the resident must follow the steps for registering in person.
 - d. Residents in temporary housing situations (living in a motel, hotel, or other short term arrangement) may sign up for a library card.
 - i. This card will be good only at the Southgate library and will not include interlibrary loan privileges.
 - ii. Privilege for these cards will be limited to the anticipated duration of the patrons stay in the temporary housing.
 - iii. If the patron obtains permanent housing within Southgate, their card will need to be updated, at which point they will have the same privileges as any other Southgate resident.
2. The following are considered proof of residency:
 - a. Driver's license or Michigan ID
 - b. Tax receipt
 - c. Voter registration
 - d. Current utility bill with name and address
 - e. Lease or mortgage

- f. Other documents displaying both patron name and address, at discretion of library staff
- 3. Minors must have a parent, guardian, or other responsible adult authorize registration, sign the registration application, and provide proof of residency.
 - a. Registration must be made in person; the Director may, at their discretion, waive this requirement to allow for registration at special events, or under unusual circumstances.
 - b. Adult authorizing registration assumes responsibility for choice of material.
 - c. Adult authorizing registration assumes responsibility for return of materials borrowed by minors.

ii. Non-residents

- 1. Southgate Veterans Memorial Library honors library cards issues by The Library Network member libraries
- 2. Southgate Veterans Memorial Library will issue temporary library cards to adult residents of communities that are members of The Library Network. Temporary cards will work for one month. A permanent card must be obtained from the library that serves the patron's city of residence.
- 3. Citizens of any community outside The Library Network membership may be issued a card only if they attend a school or work in the city of Southgate. In these cases, the card is good only at the Southgate library and does not include interlibrary loan privileges.
 - a. School
 - i. Proof of current enrollment must be shown to register for a card. Proof includes: tuition receipt or other document provided by the school.
 - ii. Cards issued to non-resident school attendees expire on June 15.
 - b. Work
 - i. Proof of employment must be shown at the time of registration such as a business card or pay stub.
 - ii. Card must be renewed annually.
- 4. The Southgate Veterans Memorial Library does not sell library cards to non-residents.

b. Confidentiality of records

- i. All circulation records identifying the names of library users with specific materials are confidential in nature. These records will not be made available to any agency of state, federal, or local government except pursuant to such process, order, or subpoena as may be authorized under the authority and pursuant to, federal, state, or local law relating to civil, criminal, or administrative discover procedures or legislative power. The issuance or enforcement of any such process, order, or subpoena will be resisted until such time as a proper show of good cause has been made in a court of competent jurisdiction.
- c. A library card issued by the Southgate library may be used at any public library in Wayne and Oakland counties, with the exception of the Detroit Public Library system, and excepting cards issued to patrons who live outside The Library Network service area as described above.

2. Loan periods

a. Print

- i. Books: 3 weeks
- ii. Magazines: 1 week

b. Non-print

- i. Videos: 1 week
- ii. Audiobooks: 3 weeks
- iii. Music CDs: 1 week
- iv. CD-ROM: 1 week
- v. Library of Things: 3 weeks
- vi. Board games, card games, & puzzles: 1 week
- vii. Video games: 3 weeks

c. Renewals

- i. All materials, with the exception of new feature films, new music CD's, and items in the Library of Things collection, may be renewed for an additional time equal to the established loan period for that material type. Renewal limits for other items are:
 - 1. Books: 2
 - 2. New books: 1

- 3. Magazines: 1
- 4. Feature films: 1
- 5. Non-fiction video: 2
- 6. Descriptive video: 1
- 7. Audio books: 2
- 8. Music CD's: 1

- ii. Materials borrowed from another library may only be renewed as allowed by the lending library.
- iii. Materials that are in demand or have holds placed against them may not be renewed and must be returned to the library no later than their due date.
- iv. Materials will renew automatically when possible. Automatic renewal will not occur if the limit on renewals for that type of material has been reached, or if there is a hold request for it.

3. Returns

a. Outside drop box

- i. The outside drop box is open 24 hours a day, 7 days a week, including holidays.
- ii. Most items belonging to the Southgate Veterans Memorial Library, as well as all other libraries within The Library Network, can be returned to the drop box. Some items, such as hotspots and laptops, must be returned in person.
- iii. Materials returned in the outside drop box after the library closes, and before it reopens, will be discharged as having been returned on the last day that the library was open.

b. Other libraries

- i. Most Southgate library materials may be returned to any other library within The Library Network. Items from the Library of Things, hotspots, and laptops must be returned directly to Southgate.

c. Overdue materials

- i. Due dates are considered a request for return of materials and will be honored as a contract between the library and the borrower for said return.
- ii. All materials will be considered overdue the day after the due date if they have not been renewed or returned.
- iii. A "Coming Due" notice will be generated 3 days prior to the due date of materials. This is a courtesy reminder for the patron that materials are due back soon. Failure to receive this notice does not absolve the patron of their responsibility to return materials on time.

- iv. After 21 days, the materials will be considered lost. A notice will be sent by mail notifying the patron that the materials have been marked lost, and will include the replacement cost of the items.
- v. Accounts with \$25.00 or more in unreturned materials 45 days after their due dates will be turned over to a collection agency.
- vi. Failure to return library materials is a misdemeanor under state law and may be prosecuted as such.

4. Fines

- a. The Southgate Veterans Memorial Library does not charge overdue fines for its materials, when they are returned after the due date. Fines may still accrue on patron accounts for items borrowed from other libraries that are returned late.
- b. An exception to this rule is made for laptops, which incur a \$10 overdue fee when returned late.
- c. Lost materials
 - i. Materials that are not returned within three weeks of their due date will be marked as lost, and the borrowing patron will be charged for the materials. Returning lost materials will remove this charge, though overdue fees may still be charged if the materials were borrowed from another library.
 - ii. It is a misdemeanor to convert public property to private use under Michigan law, and the library will seek the return of materials either through collections agencies, or those legal means as determined by the Library Commission and City Council.
 - iii. Patron accounts referred to collections will be charged a fee, to cover the library's cost for the referral. This fee can be waived by library staff if there were extenuating circumstances that made it difficult or impossible for the patron to return loans in a timely manner
- d. Patrons are responsible for all materials checked out, and are liable for damages to library materials while in their care.
- e. Patrons with outstanding fines of \$15.00 or more will be unable to check out or renew materials until fines have been reduced to less than \$15.00
- f. Patrons will be assessed the **replacement** cost of materials damaged or lost. Replacement costs will be those listed in the library catalog. Patrons may provide another copy of the damaged or lost materials, in good condition, in lieu of paying the replacement cost. A replacement must be a precise copy; a paperback cannot replace a hardcover edition, for example.

5. Holds

- a. Patrons may reserve any circulating materials belonging to the Southgate Veterans Memorial Library.
 - i. Patrons must have a valid library card to place holds on items.
 - ii. Patrons may reserve items by filling out a request card, by requesting staff place the reservation, or by placing requests directly from The Library Network catalog online.
 - iii. The library will hold the requested materials for 7 days.
 - iv. Patrons will be notified by phone or email when requested materials arrive at the library.
 - v. Materials not picked up after they have been held for 7 days will be placed back in circulation, or go to the next person on the request list.
- b. Patrons can request materials from other libraries.
 - i. Patrons may place requests by filling out a request card, by requesting staff place the reservation, or by placing requests directly from The Library Network catalog online.
 - ii. The requested materials will be sent from the lending library to the Southgate library and held for 7 days.
 - iii. Patrons will be notified by phone or email when requested materials arrive at the library.
 - iv. Materials not picked up after they have been held for 7 days will be sent back to the lending library or go to the next person on the request list.

6. Michigan eLibrary holds

- a. Southgate residents can request materials that are not listed in The Library Network catalog by requesting items via MelCat (the Michigan Electronic catalog).
- b. Materials borrowed in this manner may be renewed no more than 1 time, depending on the policies of the owning library.
- c. Some requests may not be possible, as not all libraries will loan out all their items.
- d. Per MelCat policy, the Southgate Veterans Memorial Library is unable to offer MelCat loans to non-residents. MelCat loans must be sent, and returned, to a patron's home library.

Library Property Policy

Library property, that is not part of the library collection, may at times need to be removed or replaced. This could be due to age, condition, changes in library policies or procedures, etc. For example, a shelf may break down, or no longer be needed after the collection is moved; electronic devices may become outdated; the purpose for which equipment was purchased may no longer be needed. Property covered by this policy includes, but is not limited to:

1. Computers & associated devices (keyboards, mice, cables, etc.)
2. Furniture
3. Security cases
4. Materials cases (DVD, CD, audiobook, etc.)
5. Program supplies
6. Craft supplies
7. Toys
8. Shelves
9. Carts
10. Tools
11. Office equipment
12. Office supplies
13. Posters & other artwork

When such items are removed or replaced, the following considerations will determine their disposition.

1. Items that are broken, or damaged to the point that they lose function, will be discarded.
2. Items that may prove useful in the future, for their original purpose or new ones, will be kept when possible.
3. Items in good condition, that will likely not be useful in the future, may be offered to other organizations who could find a use for them. These include, but are not limited to
 - a. Other libraries in Michigan
 - b. Other City of Southgate departments
 - c. Charitable organizations
 - d. Local schools
 - e. Individuals (in limited situations, for property of little value only)
4. Items in good condition, that are not of interest to other organizations, but are of value, may be auctioned by the City of Southgate.
5. Items not worth inclusion in auction can be discarded.

The final disposition of library property is at the discretion of the Director.

Adopted June 2023

Free Materials Distribution Policy

Handouts and Bulletin Boards

Rationale: Handouts and items on public forum bulletin boards publicize activities of a civic, cultural, educational, or recreational nature. The intent is to give access to as much community information as possible. To achieve this goal, most material is displayed for one month only. Advertisements for business, goods, or services are prohibited. When space is limited, preference is given to City of Southgate organizations. Nonpublic forum bulletin boards are limited to library and government use. All materials must be submitted to the Director for posting.

Literature Related to Campaigns for Public Office

Rationale: As part of its responsibility to help inform the public, the Southgate Veterans Memorial Library will provide a display area for the display and distribution of literature or other information related to campaigns for public office under the conditions listed below. Pencils, calendars, or other non-information distribution will not be allowed.

Petitioning or Distribution of Literature in Libraries

In libraries: It is the policy of the Library that petitioning, solicitation, or distribution of literature or leaflets, canvassing, or similar types of appeals by members of the public are not allowed in libraries. Rare exceptions under unusual circumstances only may be made for specific City projects with the express approval of the Library Commission or its appointee.

On library grounds: Groups or individuals who wish to petition, solicit, canvas, or distribute literature to the public on library parking lots, sidewalks, or other grounds surrounding the library building may do so if they do not impede access by the public to the building or interfere with use of the building, such as through excessive noise.

Donation Policy

1. The library accepts books (hardcover and paperback), DVDs, Blu-Ray, video games, music CDs, and audiobooks on CD as donations. Other materials may be accepted at the discretion of staff.
2. The library accepts textbooks printed within the last 5 years, but they will not be added to the collection, or placed in the book sale. If they are not desired by Better World Books (an organization the library partners with), they will be discarded.
3. The library will accept games, puzzles, tools, cookware, toys, and other miscellaneous items on a case by case basis. The Director will make the final decision on such items, dependent on their opinion regarding if it would make a good addition to the collection. Please notify the Director of your donation ahead of time by calling the library.
4. Acceptance of donations, in whole or part, may be denied for a time. This will allow staff to finish handling previous donations, and to prevent acceptance of items that are not currently desired (for example, puzzle donations may be denied if we have enough already available).
5. The library does not accept Reader's Digest condensed volumes, audio cassettes, VHS tapes, vinyl records, magazines, or encyclopedias.
6. Donations must be in good condition. Anything that is damaged, written on, musty, odorous, dirty, mildewed, or otherwise in poor condition is not accepted. Library staff will deny the donation of unacceptable items, and are empowered to determine when a donation should be refused.
7. Non-fiction titles should have been printed within the last 10 years, while fiction titles should have been printed within the last 15 years. An exception is made for popular works and authors, as well as titles of lasting value (cookbooks, biographies, classical literature, etc.)
8. Donations must be made inside, in person, during our hours of operation. They should not be left outside the library when it is closed, or placed in the drop box.
9. Donations should be made in boxes or bags that can be left at the library; staff are not expected to unload donations so the donor may have the containers back.
10. When donating more than 2 boxes or bags of items, please call ahead. If the library receives too many donations at once, we will be unable to take more until we have time to work through what we have already received.
11. Donated items may be added to the collection, placed in the book sale, sent to Better World Books, or discarded. The final disposition of donated items is at the discretion of library staff, we make no guarantees and agree to no provisions when accepting donations.
12. A receipt for donated items is available on request. We will record the number of hardcover, softcover, and other items. Please have an accurate count of these items ready ahead of time; staff will count small donations, but more than a single box or bag is the responsibility of the donor to tally. The library does not provide appraisal of donations, that is also up to the donor.

Southgate Veterans Memorial Library Meeting Room Policy

PUBLIC USE OF LIBRARY MEETING ROOMS

Meeting rooms in the Southgate Veterans Memorial Library provide an opportunity for bringing together the resources of the Library and the activities of the community for educational, cultural, civic, intellectual, and charitable purposes. The Library values the pursuit of individual and community goals by ensuring the open exchange of diverse materials and ideas. Public use of library rooms is subject to availability and compliance with the terms of this policy. When the meeting rooms are not being used by the library, other City of Southgate departments, or library-sponsored or co-sponsored events, the space will be made available to the public on equal terms regardless of the beliefs or affiliations of individuals or groups requesting their use.

Meeting rooms are to be used for general information, educational, cultural and civic needs, including activities such as discussion groups, panels, forums, lectures, conferences, seminars, and meetings. The library meeting rooms are intended to host organized meetings and are **not available for social or party-type gatherings, such as birthdays, weddings, funerals, games, reunions, etc.**

Provision of library meeting rooms for public use does not constitute endorsement by Southgate Veterans Memorial Library or by its staff, of the groups or individuals using the meeting room or their beliefs. Public meetings and events held in the library are not sponsored by Southgate Veterans Memorial Library, unless agreement to such sponsorship, or co-sponsorship, has been provided in writing by the Director or their designee prior to scheduling of the meeting room. Unless sponsored or co-sponsored by the library **publicity for public events in library facilities must not imply sponsorship by, or affiliation with, the library and must contain the statement, "This program is neither sponsored, co-sponsored nor endorsed by Southgate Veterans Memorial Library."** A sample of the literature must be received prior to distribution for approval by the Director or their designee.

This policy does not apply to meetings or use of the meeting rooms by the Southgate Veterans Memorial Library, other City of Southgate departments, or programs sponsored or co-sponsored by the library.

1. Availability and use of use of library meeting rooms

- a. The maximum capacity of each meeting room is 65. Meeting room users are responsible for ensuring that maximum capacities are not exceeded.
- b. Library staff may attend or observe any event at any time.
- c. Library meeting rooms must be reserved at least 1 week in advance of the requested use date, but not longer than one year prior to the scheduled meeting. An exception is made for groups that have made consistent use of the meeting rooms; their scheduled reservations are held in place for each year, becoming available for other groups only if the reservation is not confirmed by January 1st of the new year.
- d. Requests to alter a reservation must be made at least 1 week in advance.
- e. Rooms are available only during library hours of operation, with the exception of library/city sponsored events.
- f. All meetings must conclude at least 15 minutes prior to closing.
- g. There is a required 15 minute gap between meetings; reservations may need to be adjusted to accommodate this. The library will notify groups when this occurs.

- h. Groups may gain entry to a reserved meeting room no more than 15 minutes before the beginning of their reserved time.
- i. The library reserves the right to cancel meeting room reservations.
- j. If a reservation conflicts with a library need for the meeting room, the library takes priority, regardless of how long the reservation has been in place. An alternate day and/or time will be found, if possible, to reschedule the reservation.
- k. The library provides tables and chairs. It is the responsibility of each group to set up the meeting room to meet their needs.

2. Use of library meeting rooms

- a. Meeting room fees are determined by the nature of the group or individual reserving the space. Any fees must be paid prior to the meeting.
 - i. Library meeting rooms are available for use, free of charge, to 501(C)(3) non-profit groups, or an individual or group that is indisputably not commercial in nature.
 - ii. For-profit groups or individuals may reserve a room for up to 4 hours for \$50 per session.
 - iii. Final determination regarding eligibility & fees to reserve library meeting rooms rests with the Director or their designee.
- b. Library meeting rooms are available for educational, cultural, informational or governmental/civic activities. These activities may include public lectures, panel discussions, workshops and other similar functions **and may not be disruptive to regular library operations**. No commercial sales, or profit-making uses of the meeting rooms are allowed.
- c. Meetings/events/programs must be open to all persons who wish to attend, within the maximum allowed capacity of the space.

3. Rules of conduct and & conditions for meeting room use

- a. **Contact/Registration** – Meeting room users are responsible for scheduling and confirming reservations. The library telephone number may not be used as a contact for the meeting. Library staff are not responsible for answering questions concerning the organization's use of the meeting rooms.
- b. **No Interference with Library Operations** – Public use of meeting rooms may not interfere with the library's operation or disturb other library users. Meeting room users must observe all library policies.
- c. **Electronics** – The library is not responsible for connecting or troubleshooting personal computers, electronic, or communication equipment brought to the library by room users. The library cannot provide any electronic equipment.
- d. **Set up** – Groups are responsible for setting up rooms for their needs. Tables and chairs are provided. Everything in the room should be returned to where they were found when the meeting concludes.
- e. **False Information** – Inclusion of false information in the Meeting Room Application will result in automatic and immediate revocation of permission.
- f. **Fees/Donations** – With the exception of library-sponsored or co-sponsored events, only voluntary donations are permitted. No fees or donations may be solicited or collected for admission to, or participation in, any such program, meeting or event, nor may any sales be conducted, or any business conducted which is entrepreneurial in

nature or intended to realize profit for the sponsoring individual, group, or organization at a later date.

- g. **Food/Refreshments** – Alcoholic beverages are not allowed in any meeting room. Food and drink are permitted, but must be kept within the meeting room and adjoining hallway, and any spills or other messes must be cleaned up before the group leaves. The library does not provide supplies such as cups, containers, coffee makers, etc.
- h. **Minors** – Groups including minors must be supervised by at least one responsible adult 18 years of age or older per 10 minors. Responsible adult must apply for, sign and take responsibility for the reservation.
- i. **Publicity** – Applicants shall not promote their event with the library name and address or location without a signed, approved Meeting Room Application. Advertising materials used at the library (flyers, posters, banners, etc.) shall be submitted to the library for approval and posting will be displayed when deemed appropriate by the library. Publicity for events to be held in the library must not state or imply that any program is sponsored, co-sponsored, approved, or endorsed by Southgate Veterans Memorial Library, unless prior permission to do so has been given in writing.
- j. **Reservation Reassignment** – Groups or organizations may not assign their reservations to other groups or organizations.
- k. **Responsibility** – Applicants must guarantee and be responsible for their group's conduct. Financial responsibility for any damages due to their use of the premises rests with the applicant.
- l. **Printed Materials/Literature** – Users shall not distribute personal or group literature, brochures and other materials to library patrons outside of the meeting room in the library building. Persons or groups using the meeting rooms shall not leave printed materials on library property without prior approval of the Director in accordance with library policy.
- m. **Storage** – The library is not responsible for materials or equipment brought to or left in the facility or on the grounds by users. The library is not able to provide storage space for materials or equipment between meetings. The library will not accept deliveries on behalf of the group. Items left in the meeting rooms will be moved to lost & found or discarded.

Sponsoring individuals and organizations agree to and shall indemnify, defend and hold harmless Southgate Veterans Memorial Library and its appointed officials, boards, committees, agents and employees (collectively, the "library") against all suits, actions, demands, damages, and expenses of any nature which may be brought or made against the library or which the library may pay, sustain, or incur by reason of the use of library facilities by sponsoring individuals or organizations.

Authorization to use library facilities may be revoked by the Director or his/her designee upon violation of any Policy, rule or procedure. Persons or organizations refused the use of the meeting rooms or persons or organizations whose privileges to use the meeting rooms have been revoked, have the right to appeal in writing to the Library Commission. Such appeals must be submitted in writing to the Director within 10 days after notice of the refusal to use the meeting rooms or the revocation of use of the meeting rooms. The Director will inform the Library Commission of the appeal, which will be addressed at the commission's next scheduled meeting.

SOUTHGATE VETERANS MEMORIAL LIBRARY

14680 Dix-Toledo Road
Southgate, MI 48195
Phone: 734-258-3002
Fax: 734-284-9477

APPLICATION FOR MEETING ROOM USE

Please PRINT clearly

Organization name _____

Contact name _____

Address _____ City _____ State _____ ZIP _____

Home/Cell Phone _____ Business Phone _____

E-mail address _____

Date(s) of Meeting _____

Time: From _____ to _____

Total number of hours _____ Reservation Fee Owed: _____

Type of activity _____

Anticipated attendance _____

Preferred Room, if any (circle one)

FRONT

BACK

BOTH (only available if needed for large groups)

The undersigned hereby states that he or she has read the policies and regulations of the Southgate Veterans Memorial Library relative to the use of the facilities and agrees to all arrangements therein stated. The undersigned further states that he or she has authority to sign this application for the above named organization.

Signature of applicant _____

Remarks _____

Approved by: _____ Date: _____

No admission fees of any kind may be charged for programs

The meeting rooms of the Southgate Veterans Memorial Library are available to all groups regardless of age, sex, race, color, religion, creed, national origin, ancestry, handicap, military service, or political belief, within the guidelines of the policies and regulations for the usage of meeting rooms. **Hours:** Monday – Thursday, 10am – 9pm; Saturday, 10am – 5pm.

Patron Behavior Policy

The Southgate Veterans Memorial Library seeks to create and maintain a friendly, welcoming environment for everyone. To accomplish this, the following rules for patron behavior are established by the Library Commission, to guarantee the well being of all, ensure equitable access to library services, and protect the library grounds and property.

1. Follow all laws, library policies, and local ordinances.
2. Respect other patrons, as well as library staff. Do not annoy, harass, or disturb others, engage in loud or disruptive conduct, or cause a public disturbance.
3. Avoid consumption of alcoholic beverages, marijuana, or other controlled substances on library grounds. Taking medication with a valid prescription is permitted.
4. Smoking within the library, or near library entrances, is prohibited.
5. Solicitation and panhandling are not allowed.
6. Pets are not allowed within the library. Service dogs or miniature horses are allowed, in compliance with Michigan law.
7. Patrons should take steps to minimize odor, such as from poor hygiene, or powerful perfume/cologne. A patron may be asked to leave briefly to address such odor.
8. The library is not responsible for lost or stolen property; avoid leaving your personal belongings unattended. Library staff will not keep an eye on your belongings.
9. Phone calls must be taken outside of the library, or within the entrance lobby. They are allowed in the four study rooms, so long as volume is kept low.
10. Use of meeting software, such as Zoom, is allowed only within the four study rooms. They are not allowed in the large quiet study room, or other areas of the library. Please be mindful of your volume when using these spaces.
11. Damaging or vandalizing any space within the library or its grounds is prohibited.
12. Avoid the use of derogatory, profane, obscene, or abusive language, such as slurs based on race, religion, orientation, gender, etc., as well as crude gestures, or other such communications.
13. Sexual activity on library grounds is not permitted.
14. Shirt and shoes are required.
15. Children are the responsibility of their parents and/or guardians. Please see the Unattended Child Policy for further information.

16. Avoid sleeping in the library main areas, and on the floor. Patrons are allowed to sleep in the chairs in the front reading room, along the back wall, or in study rooms, where they will not disturb others.
17. Food is not allowed within the library. Drinks are allowed only in sealable containers.
18. Patrons are expected to leave the library no later than the library closing time.
19. Avoid running in the library, as well as climbing on the furniture or shelves.
20. Carrying firearms or other weapons, unless specifically permitted by local or state law, is prohibited.
21. Entrances and exits, including stairs and access ramps, must be kept free of any obstacle. Library staff reserves the right to move such obstacles.
22. Patrons are not allowed in staff only areas, except with the express permission of a library staff member.
23. All patrons must seek permission from the Director or designee before taking photos or filming at the Library, unless attending a meeting that is open to the public under the Open Meetings Act. Children may not be recorded or have their pictures taken without the express permission of a parent or guardian.

Violating these rules and responsibilities may result in a warning, or being asked to leave the library building and grounds (including the parking lots and surrounding sidewalks). Patrons asked to leave will be allowed back after a set time, depending on the severity of their offence, and if they violated library policy before. The severity of a violation will be determined by the Director or their designee.

- a. Minor violations
 - i. First: Warning, or 24 hour suspension
 - ii. Second: 1 week
 - iii. Third, and all subsequent minor violations: 1 month
- b. Serious violations
 - i. First: 1 month
 - ii. Second: 6 months
 - iii. Third, and all subsequent serious violations: 1 year
- c. Major violations, including but not limited to breaking the law by damaging library property, assaulting or harassing staff, or disturbing the peace, will result in no less than a 1 year suspension, and may be extended up to a permanent ban from the library and its grounds.

Suspensions may be appealed by writing to the Library Commission. Send appeals to the library, ATTN: Director.

Unattended Child Policy

It is the purpose of the Library to provide a comfortable environment for the retrieval of information, both recreational and informational. In the matter of unattended children, the library must consider its legal, physical, and staff limitations.

While the library assumes no responsibility for children left unattended on the premises, it shall adopt staff procedures that deal positively with issues of security and safety specifically related to minors.

1. Parents may not leave children under age 9 unattended in the library.
2. Parents are responsible for the behavior of their children in the library, whether or not the parent is present.
3. It is not the function of the library staff to watch over unattended children.
4. Disruptive children are defined as children violating the library rules and regulations as defined by library policy. Disruptive children, attended or unattended, will be asked to leave.
5. Children under the age of 9 attending a library program must have a parent or responsible caregiver in attendance in the building until the conclusion of the program.
6. Children not picked up prior to the closing of the library will be taken to the police station.

Public Relations Policy

The purpose of this policy is to ensure that the public receives consistent and accurate information about library policies, procedures, programs and services, and to ensure that the best possible image of the library is presented to the public.

Media Contact

Contacts with the media will be arranged for the library by the City Administrator. Any contacts from the media with the library will be directed to the Director or their designated representative, who will direct them to the City Administrator. Any letters to the editor from library staff designed to speak for the library will not be submitted without the prior approval of the City Administrator. In the event of an emergency or inclement weather the City Administrator will contact the media about closings and late openings.

Speaking Engagements

Speaking engagements made by library staff on behalf of the library must be coordinated through the Director, who will coordinate with the City Administrator.

Promotional Library Materials

Promotional and informational materials [e.g., handouts, brochures] designed to be disseminated to the public will meet the highest standards of quality and must be approved by the Director.

Public Inquiries

Any questions by the public referring to the policies, procedures, programs and services of the library should be answered with complete accuracy. Further inquiries should go to the City Administrator.

Internet Use Policy

The internet and its available resources contain a wide variety of materials and opinions from varied points of view. Provision of access does not mean or imply endorsement or sanction by the Library of any of the information, images or commentary found on the internet.

It is not possible to use the same selection criteria on internet sources as that used for other materials. In offering the internet connection, library staff cannot control access points, which often change rapidly and unpredictably.

Users are responsible for the access points they reach. The internet is a global entity with a highly diverse user population and library patrons use it at their own risk.

The Southgate Veterans Memorial Library assumes no responsibility for any damage, direct or indirect, loss of data, or loss of privacy arising from use of its World Wide Web server or from its connection to other internet services.

Use by Minors/Filtering

To keep the library in accordance with Federal and State law (the Children's Internet Protection Act, 47 US C §254 and 20 USC §101, and Section 6 of the Michigan Library Privacy Act, 1982 PA 455, MCL 397.606) All publicly available computers have filtered internet connections.

Parents or legal guardians are responsible for their minor child's reading, listening, and viewing of Library material, including the Internet. A minor shall not use an adult's Library card for access to the Internet unless the minor is physically accompanied by a parent or guardian at the computer terminal at all times. This policy prohibits the display of inappropriate material

To address the issue of the safety and security of minors when using electronic mail, chat rooms, and other forms of direct electronic communications, as well as unauthorized disclosure of, use, and dissemination of personal identification regarding minors, the Library urges minors to follow the safety guidelines below:

1. Never give out identifying information such as home address, school name, or telephone number.
2. Let parents or guardians decide whether personal information such as age or financial information should be provided online.
3. Never arrange a face-to-face meeting with someone through a computer without parent or guardian approval.
4. Never respond to messages that are suggestive, obscene, or threatening.
5. Remember that people online may not be who they say they are.

To address the issue of unauthorized access, including so-called "hacking" and other unlawful activities by minors online:

1. Minors under the age of 18 must have an Internet contract on file in the library before using a library Internet workstation, unless a parent or guardian is present. This contract must be signed in person by the child's legal parent or guardian.
2. A parent or guardian must accompany all minors under 18 years of age when using a library Internet workstation, if the minor does not have an Internet contract on file in the library.

3. All persons using a workstation must have the proper permissions to be at that workstation: 2 students sharing a workstation must both have parental permission to use an Internet workstation unaccompanied by a parent or guardian.
4. Unauthorized users will have their computer session terminated immediately.
5. Library cards are not transferable. Sharing of library cards will be grounds for revocation of Internet access privileges and may result in loss of other library privileges.

Unacceptable Use

1. It is illegal to use the Southgate Veterans Memorial Library internet connection for any purposes that violate U.S. or State laws.
2. It is not acceptable to interfere with or disrupt network users, services, or equipment. Disruptions include, but are not limited to: distribution of unsolicited advertising, propagation of computer worms and viruses, and using the network to make unauthorized entry to any other machine accessible via the network. Illegal acts involving the Library's internet connection may be subject to prosecution by local, state or federal authorities.
3. It is assumed that information and resources accessible via the internet are private to the individuals and organizations that own or hold rights to those resources and information, unless specifically stated otherwise by the owners or holders of those rights. It is therefore not acceptable for an individual to use the Library's internet connection to access information or resources unless permission to do so has been granted by the owner or holder of rights to those resources or information.
4. Malicious use of equipment is not acceptable. Use of the Southgate Veterans Memorial Library internet connection and any attached network in a manner that precludes or significantly hampers others is not allowed.

Removing Filters

An adult user of the library's public computers can request that the filter be turned off for their computer temporarily.

Computer Use Procedure

1. Patron sign-in represents full agreement with the policies and procedures concerning computer services.
2. Minors (under age 18) are required to present a valid library card and have a signed "Computer Contract" on file. They may also use a temporary guest pass with permission of a parent or other responsible adult, who must be present at the time.
3. Minors are restricted to computers in the youth area.
4. All computer problems must be reported to the Library Staff.
5. Computer users are limited to 1 hour of use when necessitated by public demand. When computers are not in demand, sessions can be renewed in half hour increments. These limits may be changed by the Director in response to unexpected circumstances.
6. Printing from the Internet workstations is available at the posted charge. This charge represents costs incurred for paper and ink.

The Library staff will assist patrons with Internet and personal computer use as time and knowledge permits. Books concerning the Internet, personal computers, and word processing are available for patron use. Patrons needing in-depth assistance are encouraged to contact their local Adult Education provider for availability of classes.

Minor Computer Use Contract

1. This signed contract represents the agreement of a parent or guardian with the following:
 - a. *Application for Borrowers Card*
 - b. *Internet Use Policy*
 - c. *Computer Use Procedure*
2. This signed contract provides the designated minor with full access to the Library's computer services. A parent or guardian will not need to be present in the Library for the designated minor to utilize the electronic information resources of the Library, including access to the Internet. A note added to the minor's borrower record will designate that a valid Minor Computer Use Contract is on file at the library.
3. It is understood that the minor child must present a valid Library card in conjunction with the appropriate permission to use the Library's Internet computers and electronic information resources. The minor child shall follow the Computer Use Procedure as furnished by the Library.
4. It is the responsibility of parents or guardians to fully discuss with their child the library's policy concerning computer services.
5. Failure of the minor to follow the library's computer services policy will result in the forfeiture of computer privileges.

Please print

Child's name _____

Library card number _____

Parent / Guardian's name _____

Signature _____

Driver's license number: _____

Date _____

Staff Initials _____

Expiration date _____

Southgate Veterans Memorial Library Request for Reconsideration of Library Materials

The Southgate Veterans Memorial Library follows a collection development policy to obtain materials of interest to a wide variety of people, with different beliefs, ideals, wants, and needs. If you want to request that something within the collection be reconsidered, please first read the policy section ***Some Words for the Concerned Citizen***. If you still want to make a request, fill out this request for reconsideration form.

1. Return completed forms to the library, addressed ATTN: Director.
2. Each form is for one item only. If there are multiple items you want to request be reconsidered, fill out a form for each one.
3. Forms must be completed in their entirety.
4. Only those who reside within the City of Southgate may submit a reconsideration request.
5. Once a request for reconsideration has been received, the Director will have sixty (60) days to begin the reconsideration process.
6. Materials will remain on the shelf and available until such time as the request for reconsideration is approved.

Request for Reconsideration of Library Materials

Personal Information

Name: _____ Date: _____

Address: _____

City: _____ Phone: _____

Email (optional): _____

Are you filling out this request for yourself, or on behalf of an organization?

Self _____ Organization _____

Organization name: _____

How did you learn about the material?

Material Information

Title: _____

Author: _____

Format (book, movie, music, etc.): _____

Publisher: _____

Date of Publication: _____

Have you read/viewed/heard the entire work? Yes _____ No _____

If parts only, specify _____

What is the intended age group for the work? _____

What is your objection to this material? _____

What do you believe is the theme and/or major intent of this material? _____

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

What action would you like to be taken? _____

Please explain how this would improve the library's service to the community.

Request for Reconsideration Process

The Director, upon receiving a Request for Reconsideration of Library Materials, will have 60 (sixty) days to begin this process. If the Director will not be able to meet this deadline, they may designate another Southgate staff librarian or member of the Library Commission to spearhead the process. The Director should still remain available to provide insight and opinions when possible.

Requests for reconsideration will be addressed by the Director or their designee, in cooperation with the Library Commission. This process will follow several steps.

1. Director confirms that the request has all the relevant information.
2. Director informs the Library Commission, in person or by email, that a request has been received, and provides them with the details (the material it concerns, reason for request, action asked for, etc.).
3. Director will fully review the material, if possible. Members of the Library Commission will be invited to review the material as well, but they are not required to.
4. Once the Director has completed their review, they will recommend a course of action at the next meeting of the Library Commission.
 - a. The patron who made the request will be invited to this meeting.
 - b. If the patron wishes, the meeting can be closed during discussion of the material, to preserve the privacy of their library use.
 - c. A majority vote of the members of the Library Commission in attendance will determine what, if any, action is taken. In the event of a tied vote, the Director will cast a tiebreaker vote.
5. Once the Library Commission has decided upon a course of action, the Director will inform the patron of the decision.

When weighing the merits of a request, and what, if any, action to take, the Director and Library Commission will consider:

1. The reason for the request.
2. The action requested.
3. Whether the request was completed fully, by a resident of the City of Southgate.
4. Whether the initial acquisition of the material, and its placement within the collection, follows the guidelines found in the Collection Development Policy.
5. The Director may decide to deny the request out of hand, if it is incomplete, spurious, frivolous, lacks credibility, or otherwise does not require in depth review. The Library Commission will be informed of this decision in person or by email. If any member objects, the review process will resume. If there is no objection, the patron will be informed that their request has been denied.

Some Words for the Concerned Citizen

We are sorry that you find something objectionable in the library's collection but glad to have your expression of concern. This paper is intended to help us explain intellectual freedom and the reason libraries hold materials that may sometimes be offensive or of little value to some individual citizens.

1. Libraries serve the whole community. Therefore, the library has a responsibility to try to serve as many needs and interests as possible. Librarians try to choose books and other materials on the basis of quality, usefulness, or recreational value. Some things in the library's collection may be offensive to you, but not to other people.
2. We cannot bar some persons from some parts of the collection on the basis of their age, sex, viewpoint, or any other factor. You would be justifiably angry if we refused to collect and loan materials in which you had great interest, or for which you had a need, because you were too old, too young, or of a particular religion, background, or viewpoint.
3. Since we cannot forbid some people to use some materials and since different people have different literary tastes and information needs, it is easy to see that someone will eventually be offended by something in the library. In this case, if you are the offended party, please remember that your standards may not be the same as someone else's, and what is offensive to you may not be to your neighbor.
4. We encourage children and young people to use the library. However, the library does not have the legal right to act in place of the parent. Therefore, if you are concerned that your children might bring home material that does not meet your personal standards, please accompany them when they use the collection. We are not free to forbid your children to check out anything from the library, but you are as their parent. Our staff will be glad to help you and your children make suitable decisions.

The federal courts and the professional library associations support the interpretation of First Amendment to the Constitution, which provides to every citizen a broad scope of intellectual freedom. Neither the courts nor the professional associations support partisan censorship.

American Library Association 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 avoid the subversion of politics and the corruption of morals. We, as citizens devoted to reading and as librarians and publishers responsible for disseminating ideas, wish to assert the public interest in the preservation of the freedom to read.

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

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

These efforts at suppression are related to a larger pattern of pressures being brought against education, the press, art and images, films, broadcast media, and the Internet. The problem is not only one of actual censorship. The shadow of fear cast by these pressures leads, we suspect, to an even larger voluntary curtailment of expression by those who seek to avoid controversy. Such pressure toward conformity is perhaps natural to a time of accelerated change. And yet suppression is never more dangerous than in such a time of social tension. Freedom has given the United States the elasticity to endure strain. Freedom keeps open the path of novel and creative solutions, and enables change to come by choice. Every silencing of a heresy, every enforcement of an orthodoxy, diminishes the toughness and resilience of our society and leaves it the less able to deal with controversy and difference.

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

We believe that free communication is essential to the preservation of a free society and a creative culture.

We believe that these pressures toward conformity present the danger of limiting the range and variety of inquiry and expression on which our democracy and our culture depend. We believe that every American community must jealously guard the freedom to publish and to circulate, in order to preserve its own freedom to read. We believe that publishers and librarians have a profound responsibility to give validity to that freedom to read by making it possible for the readers to choose freely from a variety of offerings.

The freedom to read is guaranteed by the Constitution. Those with faith in free people will stand firm on these constitutional guarantees of essential rights and will exercise the responsibilities that accompany these rights.

We therefore affirm these propositions:

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

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.

This statement was originally issued in May of 1953 by the Westchester Conference of the American Library Association and the American Book Publishers Council, which in 1970 consolidated with the American Educational Publishers Institute to become the Association of American Publishers.

Adopted June 25, 1953, by the ALA Council and the AAP Freedom to Read Committee; amended January 28, 1972; January 16, 1991; July 12, 2000; June 30, 2004.

American Library Association Right to View Statement

The **FREEDOM TO VIEW**, along with the freedom to speak, to hear, and to read, is protected by the First Amendment to the Constitution of the United States. In a free society, there is no place for censorship of any medium of expression. Therefore, these principles are affirmed:

1. To provide the broadest access to film, video, and other audiovisual materials because they are a means for the communication of ideas. Liberty of circulation is essential to insure the constitutional guarantee of freedom of expression.
2. To protect the confidentiality of all individuals and institutions using film, video, and other audiovisual materials.
3. To provide film, video, and other audiovisual materials which represent a diversity of views and expression. Selection of a work does not constitute or imply agreement with or approval of the content.
4. To provide a diversity of viewpoints without the constraint of labeling or prejudging film, video, or other audiovisual materials on the basis of the moral, religious, or political beliefs of the producer or filmmaker or on the basis of controversial content.
5. To contest vigorously, by all lawful means, every encroachment upon the public's freedom to view.

This statement was originally drafted by the Freedom to View Committee of the American Film and Video Association (formerly the Educational Film Library Association) and was adopted by the AFVA Board of Directors in February 1979. This statement was updated and approved by the AFVA Board of Directors in 1989.

Endorsed January 10, 1990, by the ALA Council

Access to Patron Information

(Including law enforcement visits)

Michigan Law prohibits library staff from disclosing information contained in library records, except as outlined in the Michigan Library Privacy Act (MCL 397.603)

Southgate Veterans Memorial Library staff is committed to protecting the confidentiality of library records, which includes but is not limited to: database search records, circulation records, computer use records, inter-library loan records, and reference interviews.

Database Records

These records refer to searches of the collection a patron may conduct on the Online Public Access Catalogs and Internet Workstations. These searches are conducted by utilizing the library's automated system and the Internet to connect to databases maintained on computer servers outside the library building. Once a search is concluded, the library-based software does not retain a copy of the search. Records of the search will not exist.

Circulation Records

Patron material is circulated via the library's automated system. The circulation software tracks materials currently checked out, automatically erasing a patron's borrowing record once material is returned and all fines are paid

Inter-Library Loan Records

Patrons may borrow items not owned by the Southgate Veterans Memorial Library through inter-library loan. Requests are tracked in the automated computer system. Once items are returned the record is automatically erased from the patron's account. No paper records are kept.

Reference Interview

No paper record is kept of patron information upon completion of the reference interview. Electronic records are kept only for those items placed on request and are erased upon return of the item.

Access to Patron Information: Staff Procedure

No library staff member or agent of the library shall disclose patron information to any person or agency other than the patron themselves unless:

1. The patron has given informed consent in writing for another individual to obtain that information; in the instance of a minor, Section 3 of the Michigan Library Privacy Act, M.C.L. 397.603 provides for release as stated under Section 5.b of the Library's Application for Borrower's Card.
2. An authorized person (library staff member or agent of the library) requires that information for retrieval of overdue library material or compensation for damaged or lost library material
3. Library staff or agents may provide a sworn statement or testimony to a law enforcement officer, based solely on their personal knowledge, regarding a crime alleged to have occurred at the library.
4. A law enforcement official makes the request (special circumstances apply to law enforcement requests, please see below for details).

The Southgate Veterans Memorial Library will comply with law enforcement when supplied with legal subpoena or warrant.

1. When approached by law enforcement official requesting information, do not disclose to that individual any information.
2. The supervisor, department head, assistant director, or director will ask to see official identification and will photocopy the ID.
3. If law enforcement presents a subpoena, library staff will direct that person to their supervisor, department head, assistant director, or director, who will in turn direct the subpoena to legal council.
4. If library staff is presented with a warrant, do not interfere with the search and/or seizure. Contact your supervisor, department head, assistant director or director as soon as possible.
5. Keep a record of all legal requests.
6. Keep a record of all costs incurred by any search and/or seizure.

Security surveillance recordings and images follow different rules when determining their suitability for sharing with law enforcement officials; please refer to the section "Security Surveillance Policy" for further information.

In the normal course of business, if the library staff observes what can be reasonably construed to be a threat of imminent danger, they are to contact law enforcement immediately. They should then contact their supervisor, department head, assistant director, or director and fill out an Incident Report form.

Incident Report Form

Name of person filling out form: _____

Date: _____ Time: _____

Description of incident (if needed, use back of form and/or additional pages). If possible, record the contact information of witnesses. If police were involved, record the names of the responding officers.

Description of action taken (called police or emergency services, requested patron leave the building, closed the library, etc.)

Any additional information to add?

Person(s) involved: _____

Security Surveillance Policy

The Southgate Veterans Memorial Library surveillance system is in place for security purposes, to make available a recording of incidents that take place within the library, or on the nearby grounds.

1. In accordance with Michigan retention requirements for libraries, recorded video surveillance images will be kept for 2 (two) months after creation. After that time, the images will be deleted as soon as practicable.
2. In the event of an incident, the recordings covering the incident will be kept until they are no longer needed, or 2 months, whichever is greater. Depending on the incident, such recordings may fall under different retention requirements, and may be required to follow other rules.
3. Library staff may view live and recorded surveillance at any time, if they have reason to believe there is an issue requiring observation. Such events may include suspicion of theft, trespassing, or other serious issues. The Director, or another librarian if the Director is unavailable, will make the decision to view surveillance; no other library staff or agent is authorized to do so. Live surveillance may not be viewed by anyone but library staff, unless there is an imminent danger that may be prevented by allowing others, such as law enforcement, to view it.
4. Act 315 of 2020 amends the Michigan Library Privacy Act, and specifies that recorded video surveillance images made for security purposes are not considered library records, unless they identify a person as having requested or lawfully obtained specific services, materials, or information resources from the library.
5. In the case of a Freedom of Information Act request for surveillance recordings, the Director must view the requested recording to determine if it contains information protected by the Michigan Library Privacy Act. If it does, the recording is considered a library record, which are exempt from such requests.
6. In the case of a request by law enforcement to view or obtain recorded video surveillance images, the Director must view the requested recording to determine if it contains information protected by the Michigan Library Privacy Act. In such a case, if possible, the Director may decide to modify the recording or image, to obscure or redact the images that cannot be shared, and submit the modified materials to law enforcement. Unmodified materials containing protected information cannot be shared without a subpoena.
7. The Southgate Veterans Memorial Library will share recorded video surveillance images with law enforcement on a case by case basis. It is not required to agree to requests from law enforcement for these images, and will only do so in response to appropriate incidents. The final decision whether or not to share recorded video surveillance images will be made by the Director, in consultation with the chairperson of the Library Commission.
8. The Southgate Veterans Memorial Library will not share recorded surveillance with any individual or group, other than law enforcement, unless required to do so by a subpoena, FOIA request, or other request that compels it. In such a case, City Administration and the City Attorney will be consulted before recordings are provided.

American Library Association Code of Ethics

As members of the American Library Association, we recognize the importance of codifying and making known to the profession and to the general public the ethical principles that guide the work of librarians, other professionals providing information services, library trustees and library staffs.

Ethical dilemmas occur when values are in conflict. The American Library Association Code of Ethics states the values to which we are committed, and embodies the ethical responsibilities of the profession in this changing information environment.

We significantly influence or control the selection, organization, preservation, and dissemination of information. In a political system grounded in an informed citizenry we are members of a profession explicitly committed to intellectual freedom and the freedom of access to information. We have a special obligation to ensure the free flow of information and ideas to present and future generations.

The principles of this Code are expressed in broad statements to guide ethical decision-making. These statements provide a framework; they cannot and do not dictate conduct to cover particular situations.

- I. We provide the highest level of service to all library users through appropriate and usefully organized resources; equitable service policies; equitable access; and accurate, unbiased, and courteous responses to all requests.
- II. We uphold the principles of intellectual freedom and resist all efforts to censor library resources.
- III. We protect each library user's right to privacy and confidentiality with respect to information sought or received and resources consulted, borrowed, acquired or transmitted.
- IV. We respect intellectual property rights and advocate balance between the interests of information users and rights holders.
- V. We treat co-workers and other colleagues with respect, fairness, and good faith, and advocate conditions of employment that safeguard the rights and welfare of all employees of our institutions.
- VI. We do not advance private interests at the expense of library users, colleagues, or our employing institutions.
- VII. We distinguish between our personal convictions and professional duties and do not allow our personal beliefs to interfere with fair representation of the aims of our institutions or the provision of access to their information resources.
- VIII. We strive for excellence in the profession by maintaining and enhancing our own knowledge and skills, by encouraging the professional development of co-workers, and by fostering the aspirations of potential members of the profession.
- IX. We affirm the inherent dignity and rights of every person. We work to recognize and dismantle systemic and individual biases; to confront inequity and oppression; to enhance diversity and inclusion; and to advance racial and social justice in our libraries, communities, profession, and associations through awareness, advocacy, education, collaboration, services, and allocation of resources and spaces.

Adopted at the 1939 Midwinter Meeting by the ALA Council; amended June 30, 1981; June 28, 1995; January 22, 2008; and June 29, 2021.

American Library Association Library Bill of Rights

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

- 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.
- VII. All people, regardless of origin, age, background, or views, possess a right to privacy and confidentiality in their library use. Libraries should advocate for, educate about, and protect people's privacy, safeguarding all library use data, including personally identifiable information.

Adopted June 19, 1939, by the ALA Council; amended October 14, 1944; June 18, 1948; February 2, 1961; June 27, 1967; January 23, 1980; January 29, 2019.
Inclusion of "age" reaffirmed January 23, 1996.

Southgate Veterans Memorial Library Accessibility

ADA Statement

The Southgate Veterans Memorial Library affirms its support of equal access for persons with disabilities and will comply with the Americans with Disabilities Act. The Southgate Veterans Memorial Library seeks to make its services, facilities, and programs accessible to the public.

Service Accessibility

The Southgate Library has policies, practices, procedures, and routines that govern our operation. When those policies, practices, procedures, or routines create a barrier to persons with disabilities, the Library must make “reasonable accommodations” to allow library patrons with disabilities to have the same access to the Library’s services, programs, and activities as patrons without disabilities. Accommodations will be reviewed with the library user to find the best approach. Most accommodations can be made easily at the staff level and involve minor adjustments in procedures or providing extra assistance to a library user. Other accommodations may require more detailed discussions with the library user, depending on the disability, and may need to involve the City Administration.

Requesting an Accommodation

To request an accommodation, alternative format of communication, and/or modification of policies and procedures in order to access and benefit from a Library program, service and activity, a library patron must submit a request for reasonable accommodation. The Request for Reasonable Accommodation Form is available at the Library. The Request for Reasonable Accommodation must be submitted at least five business days before the scheduled event. If a patron submits a request for reasonable accommodation less than five business days before the event begins, library staff will make good faith efforts to provide the accommodation. For questions on a particular accommodation request or for further information on requesting a reasonable accommodation, please contact the Library at 734-258-3002 or by email: dpriest@southgate.lib.mi.us.

Complaints about Accessibility

Any person who believes that he or she or any other program beneficiary has been subjected to unequal treatment or discrimination in the receipt of benefits or services from the City because of a person’s disability may file a complaint with the City Administrator. The Complaint of ADA Non Compliance Form is available at the Library.

Informal Resolution

Every effort will be made to obtain early resolution of complaints at the lowest level possible. The option of informal meeting(s) between the Director, City staff, or other affected persons may be utilized for resolution. If informal resolution is not successful or the complainant wishes to proceed with a formal investigation, then the complainant may appeal the matter to the City Administrator who shall proceed with a formal investigation.

Southgate Veterans Memorial Library Complaint of ADA Non-Compliance Form

Contact Information

Date: _____

Name: _____

Street Address: _____

City: _____ State: _____ Zip Code: _____

Phone (day): _____ (evening): _____

Email: _____

Preferred Method of Contact: _____

Allegation of ADA Noncompliance

1. Please describe the problem you encountered:

2. Date the alleged violation occurred: _____

3. Location where the alleged violation occurred:

4. Please provide the names, if known, of any individuals at the City involved in the problem you encountered:

5. What change would you wish to see that would be helpful in solving this problem:

To include more information, please attach additional pages as needed.

Thank you for completing this form. Please return the completed form to:

Southgate Veterans Memorial
14680 Dix-Toledo Rd
Southgate, MI 48195

Your complaint will be acknowledged within 5 business days and you will be notified of the steps that will be taken to address your complaint.

Should you be unsatisfied with the response to your request you may appeal to the City Administrator at 734-258-3021

Request for Reasonable Accommodation Form

The Southgate Veterans Memorial Library seeks to make its services, facilities, and programs as accessible as possible to the public, including those who have disabilities. If a disability prevents you from fully using our facility or enjoying our services and programs, we would like your ideas on how we can try to serve you better.

Contact Information

Date: _____

Name: _____

Street Address: _____

City: _____ State: _____ Zip Code: _____

Phone (day): _____ (evening): _____

Email: _____

Preferred Method of Contact: _____

Accommodation Request

Please specify the reasons you are requesting accommodation (check all that apply).

☐ to allow me to participate in a program or activity offered by the Library. Please specify the program or activity:

☐ to ask for an exception to a rule, policy or procedure. Please specify the rule, policy, or procedure:

☐ Other reasons, please specify (for example, the way the Library communicates with you):

Describe the accommodation you are requesting.

Describe how this accommodation will assist you. (Please attach additional pages as needed)

Thank you for completing this form. Please submit it to the

Southgate Veterans Memorial Library
14680 Dix-Toledo Rd
Southgate, MI 48195
ATTN: Director

at least five business days in advance of the scheduled event for which the accommodation is being requested.

Should you be unsatisfied with the response to your request you may appeal to the City Administrator at 734-258-3021.

Revision of Policies

These policies may be revised as time and circumstances require.