



Royal Oak  
**PUBLIC LIBRARY**

# BOARD MEETING

**Tuesday, January 23, 2024**

**7:00 PM**

**Friends Auditorium**



**Library Board of Trustees**

**Friends Auditorium, Royal Oak Public Library 222 E 11 Mile Rd. Royal Oak, MI 48067**

*The Royal Oak Public Library provides opportunities for all to learn, connect, create, and innovate.*

**January 23, 2024 6:45pm**

**Policy Committee Work Session**

- I. Review of proposed revisions to policies and new policy proposal
  - A. 3.10 Auditorium and Meeting/Study Room Policy
  - B. 3.30 Patron Behavior Policy (to be formerly known as the Code of Conduct)
  - C. 3.70 Library Violations and Appeal

**7:00pm**

**Annual and Regular Meeting**

- I. Call to Order/Roll Call
- II. Annual Meeting
  - A. Board Officer nominating report
  - B. Election of officers
    - i. President
    - ii. Vice-President
    - iii. Secretary
  - C. Committee assignments
- III. Announcements/communications
- IV. Public comment
- V. Approval of the Agenda
- VI. Approval of the Minutes
  - A. December 12, 2023
- VII. Financial Reports
- VIII. Library Director's Report
- IX. New Business
  - A. Discussion Items
    - i. 2023 Security Incident Annual Report
  - B. Action Items
    - i. Policy Updates
      - a) 3.10 Auditorium and Meeting/Study Room Policy
      - b) 3.30 Patron Behavior Policy (to be formerly known as the Code of Conduct)
    - ii. New Policy
      - a) 3.70 Library Violations and Appeal
    - iii. Adjournment

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**Committee Assignments (bold denotes committee chair, up to 4 trustees may serve)**

Board Officer Nominating	<b>Dyer</b> , Jasinski
Budget/Finance	<b>Jones</b> , Dyer, Sipes
Facilities/Space Utilization	<b>Cook</b> , Macey, Jones
Fundraising	<b>Jasinski</b> , Carlson
Policy Review	<b>Carlson</b> , Macey, vacant
Strategic Planning	<b>Sipes</b> , Jasinski, vacant
Director Goals and Evaluation	<b>Macey</b> , Dyer



Millage Planning  
*Liaison Opportunities*

(completed annually by Director's hiring anniversary in September)  
July 2031

**Friends of the ROPL Meetings:** 3rd Monday (except July & Dec), 6:30pm  
(Carlson and Cook. The Director also attends)

**RO City Commission Meetings:** 2nd & 4th Mondays, 7:30, Attend as  
needed.

Anyone planning to attend the meeting who has need of special assistance under the Americans with Disabilities Act (ADA) is asked to contact the City Clerk's office at 248-246-3050 at least two (2) business days prior to the meeting.

## **Royal Oak Public Library Board Meeting Minutes December 12, 2023**

- I. Call to Order/Roll Call
  - Called to order at 7:01 p.m.
  - Trustees Carlson, Cook, Dyer, Jasinski, Jones, Macey, Sipes, Stanton, Tierney and Library Director Irwin present.
- II. Swearing in of new trustee Shannon Tierney
- III. Announcements/communications
  - A. Debra Peck Lichtenberg, City of Royal Oak Finance Director
    - 1. Presentation on priority-based budgeting
- IV. Public Comment
  - A. None
- V. Approval of the agenda
  - A. Sipes moved. Dyer seconded. Passed unanimously.
- VI. Approval of the minutes
  - A. October 24, 2023: Facilities Committee: Stanton moved to approve. Dyer seconded. Passed unanimously.
  - B. October 24, 2023: Regular ROPL meeting: Jasinski moved. Sipes seconded. Passed unanimously.
- VII. Financial Reports
- VIII. Library Director Report
- IX. Committee and Liaison Reports
  - A. Friends of the Library
- X. New Business
  - A. Discussion items
    - 1. Nominating committee - present slate of officers for the January 2024 annual meeting
      - a) President: Macey
      - b) Vice president: Carlson
      - c) Secretary: Sipes
      - d) Board will vote to elect officers in January
  - B. Action Items
    - 1. Approve library hours and holidays for 2024:
      - Jasinski moved to accept. Dyer seconded. Passed unanimously.
    - 2. Accept 2022/23 Annual Report to the community:



Stanton moved to accept with suggested changes. Dyer seconded. Passed unanimously.

3. Approve board planning calendar:

Cook moved to accept calendar and move March meeting to March 19 to accommodate school holiday. Jasinski seconded. Passed unanimously.

4. An email written by Kelly Carter was discussed.

5. Adjournment

Cook moved, Carlson seconded.

Meeting adjourned at 9:04 p.m.

Respectfully submitted,

Sharon Stanton

Secretary

Royal Oak Public Library Board of Trustees

01/17/2024

## REVENUE AND EXPENDITURE REPORT FOR CITY OF ROYAL OAK

PERIOD ENDING 01/31/2024

% Fiscal Year Completed: 58.74

\*NOTE: Available Balance / Pct Budget Used does not reflect amounts encumbered.

GL NUMBER	DESCRIPTION	2023-24 AMENDED BUDGET	YTD BALANCE 01/31/2024	ACTIVITY FOR MONTH	BUDGET VS ACTUAL - DIFFERENCE	% BDGT USED
Fund 271 - LIBRARY FUND						
<b>Revenues</b>						
Dept 000 - NON-DEPARTMENTAL						
271-000-40200	PROPERTY TAX REVENUES	3,637,700.00	3,535,987.77	11,818.26	(101,712.23)	97.20
271-000-57300	LOCAL COMMUNITY STABILIZATION	73,600.00	16,584.08	0.00	(57,015.92)	22.53
271-000-57403	STATE - AID TO LIBRARY	58,620.00	29,722.18	0.00	(28,897.82)	50.70
271-000-57405	STATE - LIBRARY PENAL FINES	75,670.00	78,082.25	0.00	2,412.25	103.19
271-000-64201	LIBRARY COPIER CHARGES	4,400.00	2,796.85	402.90	(1,603.15)	63.56
271-000-65701	LIBRARY SERVICE CHARGES & FINES	800.00	1,650.00	150.00	850.00	206.25
271-000-65702	LIBRARY REPL MATERIALS FEES	2,000.00	1,472.91	251.11	(527.09)	73.65
271-000-66500	INTEREST	44,650.00	47,401.58	0.00	2,751.58	106.16
271-000-67100	MISCELLANEOUS REVENUE	1,000.00	407.30	5.75	(592.70)	40.73
271-000-67501	DONATIONS	25,000.00	603.00	0.00	(24,397.00)	2.41
271-000-67503	MEMORIAL BOOK FUND	1,000.00	800.00	550.00	(200.00)	80.00
271-000-67570	DONATIONS - MISC LIBRARY	1,000.00	6,699.46	4,466.20	5,699.46	669.95
Total Dept 000 - NON-DEPARTMENTAL		3,925,440.00	3,722,207.38	17,644.22	(203,232.62)	94.82
<b>TOTAL REVENUES</b>						
		3,925,440.00	3,722,207.38	17,644.22	(203,232.62)	94.82
<b>Expenditures</b>						
Dept 790 - LIBRARY						
271-790-70203	WAGES - PERMANENT	998,400.86	518,094.16	38,539.69	480,306.70	51.89
271-790-70204	WAGES - TEMPORARY	313,000.00	135,383.75	8,860.38	177,616.25	43.25
271-790-70300	WAGES - OVERTIME	2,000.00	386.51	0.00	1,613.49	19.33
271-790-70401	LONGEVITY PAY	17,030.10	17,030.08	0.00	0.02	100.00
271-790-70402	SICK LEAVE PAY	3,610.00	0.00	0.00	3,610.00	0.00
271-790-70404	SHIFT DIFFERENTIAL PAY	0.00	158.03	8.00	(158.03)	100.00
271-790-70407	DUPLICATE HEALTH CARE BENEFITS PAY	2,400.00	1,314.28	200.00	1,085.72	54.76
271-790-70500	DEFERRED COMP - EMPLOYER CONTRIBUTION	3,525.57	1,828.47	137.74	1,697.10	51.86
271-790-70601	RETIREMENT CONTRIBUTIONS - GENERAL	17,100.00	8,628.54	668.03	8,471.46	50.46
271-790-70603	OPEB CONTRIBUTIONS	21,480.00	12,408.77	334.01	9,071.23	57.77
271-790-70604	PENSION - UAL - GENERAL	30,600.00	7,615.85	1,489.70	22,984.15	24.89
271-790-70606	OPEB - UAL	16,300.36	16,689.72	312.64	(389.36)	102.39
271-790-70610	DEFINED CONTRIBUTION	74,528.97	38,283.48	2,867.90	36,245.49	51.37
271-790-70620	RETIREE HSA	33,123.99	17,014.43	1,274.59	16,109.56	51.37
271-790-71101	FICA	102,373.13	50,151.74	3,542.08	52,221.39	48.99
271-790-71102	UNEMPLOYMENT COMPENSATION TAX	1,025.60	400.96	152.34	624.64	39.10
271-790-71201	GROUP MEDICAL INSURANCE	156,520.20	78,663.75	6,524.70	77,856.45	50.26
271-790-71203	GROUP DENTAL INSURANCE	12,356.40	6,677.78	992.67	5,678.62	54.04
271-790-71204	GROUP LIFE INSURANCE	3,498.60	1,797.54	0.00	1,701.06	51.38
271-790-71205	VISION INSURANCE	1,450.56	743.27	117.50	707.29	51.24
271-790-71206	WORKERS COMPENSATION INSURANCE	1,160.00	568.01	35.77	591.99	48.97
271-790-71207	SHORT AND LONG TERM DISABILITY	6,068.73	3,295.06	134.85	2,773.67	54.30
271-790-72701	OFFICE SUPPLIES	5,000.00	1,213.38	0.00	3,786.62	24.27
271-790-72702	OFFICE EQUIP/FURNITURE (NON-CAPITALIZED)	2,500.00	1,540.84	129.98	959.16	61.63
271-790-72800	COMPUTER SUPPLIES & PARTS	15,000.00	8,036.32	127.49	6,963.68	53.58
271-790-73200	CLEANING & JANITORIAL SUPPLIES	7,500.00	4,269.67	154.32	3,230.33	56.93
271-790-73300	BUILDING REPAIR & MAINTENANCE SUPPLIES	1,000.00	153.70	0.00	846.30	15.37
271-790-73800	ELECTRICAL & LIGHTING SUPPLIES	1,000.00	0.00	0.00	1,000.00	0.00
271-790-74500	TREES, SHRUBS & PLANTS	500.00	259.50	0.00	240.50	51.90
271-790-78900	PROGRAM SUPPLIES AND RELATED EXP	38,000.00	16,870.79	846.78	21,129.21	44.40
271-790-79001	LIBRARY BOOKS	153,500.00	71,365.61	4,972.59	82,134.39	46.49
271-790-79002	LIBRARY VIDEO & AUDIO RESOURCES	32,000.00	10,030.83	415.54	21,969.17	31.35
271-790-79003	LIBRARY ELECTRONIC RESOURCES	24,980.00	14,525.25	0.00	10,454.75	58.15
271-790-79004	LIBRARY SUBSCRIPTIONS	12,900.00	11,926.73	2,811.89	973.27	92.46
271-790-79011	MEMORIAL BOOKS & RESOURCES	1,000.00	274.82	0.00	725.18	27.48
271-790-79012	REPLACEMENT BOOKS & RESOURCES	600.00	0.00	0.00	600.00	0.00
271-790-79102	DOWNLOADABLES - AUDIO, VIDEO, ETC.	177,600.00	114,130.04	11,330.03	63,469.96	64.26
271-790-79900	MISCELLANEOUS OPERATING SUPPLIES	10,000.00	6,380.92	381.69	3,619.08	63.81
271-790-80301	DATA PROCESSING SERVICES	49,400.00	24,279.51	0.00	25,120.49	49.15
271-790-80302	TELECOMMUNICATIONS SERVICES	12,720.00	2,511.90	0.00	10,208.10	19.75
271-790-80800	AUDIT SERVICES	1,570.00	1,577.80	0.00	(7.80)	100.50
271-790-80999	MISC FINANCIAL SERVICES	1,080.00	540.00	90.00	540.00	50.00
271-790-81201	PROPERTY & CASUALTY INSURANCE SERVICES	49,900.00	38,566.60	0.00	11,333.40	77.29
271-790-82500	MISC CONTRACTED SERVICES	32,250.00	22,001.52	1,090.00	10,248.48	68.22

		2023-24 AMENDED	YTD BALANCE	ACTIVITY FOR	BUDGET VS ACTUAL -	% BDGT
GL NUMBER	DESCRIPTION	BUDGET	01/31/2024	MONTH	DIFFERENCE	USED
271-790-82801	COMPUTER EQUIP REPAIR & TECH SUPPORT SVC	500.00	0.00	0.00	500.00	0.00
271-790-83200	CLEANING & JANITORIAL SERVICES	53,500.00	23,219.00	3,724.00	30,281.00	43.40
271-790-83301	HEATING/COOLING REPAIR & MAINT SERVICES	25,000.00	6,966.08	0.00	18,033.92	27.86
271-790-83302	PLUMBING REPAIR & MAINTENANCE SERVICES	7,000.00	0.00	0.00	7,000.00	0.00
271-790-83303	ELEVATOR REPAIR & MAINTENANCE SERVICES	9,770.00	500.00	0.00	9,270.00	5.12
271-790-83399	MISC BUILDING REPAIR & MAINT SERVICES	30,000.00	20,141.72	15,506.29	9,858.28	67.14
271-790-85101	ELECTRIC	64,000.00	34,422.51	3,562.53	29,577.49	53.79
271-790-85103	GAS	19,000.00	8,495.16	1,934.00	10,504.84	44.71
271-790-85105	WATER	5,000.00	1,493.24	0.00	3,506.76	29.86
271-790-85300	BUILDING SECURITY SERVICES	3,100.00	1,471.38	0.00	1,628.62	47.46
271-790-85600	PRINTING & DOCUMENT DUPLICATING	1,500.00	67.11	0.00	1,432.89	4.47
271-790-85800	POSTAGE & MAILING SERVICES	5,000.00	1,580.00	0.00	3,420.00	31.60
271-790-86101	TRAINING & EDUCATION	10,000.00	1,677.30	142.20	8,322.70	16.77
271-790-86300	TRAVEL COSTS	5,000.00	9.00	0.00	4,991.00	0.18
271-790-86500	DUES & MEMBERSHIPS	6,000.00	3,000.00	162.00	3,000.00	50.00
271-790-87501	ADVERTISING & LEGAL NOTICES	3,300.00	3,019.00	0.00	281.00	91.48
271-790-92200	MOTOR POOL VEHICLE RENTALS	6,780.00	3,390.00	0.00	3,390.00	50.00
271-790-92600	ADMINISTRATIVE CHARGES	91,540.00	45,769.98	0.00	45,770.02	50.00
271-790-92800	INFORMATION SYSTEMS SERVICE CHARGES	74,590.00	37,294.98	0.00	37,295.02	50.00
271-790-96400	BANK SERVICE CHARGES & FEES	2,500.00	1,089.67	0.00	1,410.33	43.59
271-790-96800	MISCELLANEOUS EXPENDITURES	10,000.00	4,083.02	61.30	5,916.98	40.83
271-790-96901	INCREASE IN FUND BALANCE	591,806.93	0.00	0.00	591,806.93	0.00
271-790-97000	CAPITAL OUTLAY	60,000.00	0.00	0.00	60,000.00	0.00
271-790-97001	CAPITAL OUTLAY-NON-QUALIFIED	35,000.00	0.00	0.00	35,000.00	0.00
271-790-99131	PENSION PRINCIPAL	53,000.00	52,670.07	0.00	329.93	99.38
271-790-99136	OPEB PRINCIPAL	147,000.00	146,153.85	0.00	846.15	99.42
271-790-99531	PENSION DEBT INTEREST	42,000.00	21,305.04	0.00	20,694.96	50.73
271-790-99536	OPEB DEBT INTEREST	116,000.00	59,141.17	0.00	56,858.83	50.98
Total Dept 790 - LIBRARY		3,925,440.00	1,744,549.19	113,635.22	2,180,890.81	44.44
TOTAL EXPENDITURES		3,925,440.00	1,744,549.19	113,635.22	2,180,890.81	44.44
Fund 271 - LIBRARY FUND:						
TOTAL REVENUES		3,925,440.00	3,722,207.38			
TOTAL EXPENDITURES		3,925,440.00	1,744,549.19			
NET OF REVENUES & EXPENDITURES		0.00	1,977,658.19			
BEG. FUND BALANCE		657,642.15				
END FUND BALANCE		657,642.15				
FUND BALANCE - RANGE AS DETERMINED BY BOARD (10-25%)		10% = 392,544	25%=981,360			

City of  
Royal Oak,  
Michigan



Year Ended  
June 30, 2023

# Annual Comprehensive Financial Report

## City Commission

### *Mayor*

Michael Fournier

### *Mayor Pro Tem*

Melanie Macey

### *Commissioners*

Sharlan Douglas  
Kyle DuBuc  
Monica Hunt

Brandon Kolo  
Patricia Paruch

## Administration

### *City Manager*

Paul J. Brake

### *Director of Finance*

Debra Peck Lichtenberg

### *Assistant Finance Director/Controller*

Anthony DeCamp

**Prepared by the Finance Department**



## CITY OF ROYAL OAK, MICHIGAN

### Schedule of Revenues, Expenditures and Changes in Fund Balance

Budget and Actual - Library Millage Fund

For the Year Ended June 30, 2023

	Original Budget	Final Budget	Actual	Actual Over (Under) Final Budget
<b>Revenues</b>				
Taxes	\$ 2,746,000	\$ 2,746,000	\$ 2,765,417	\$ 19,417
Federal grants	-	-	2,500	2,500
State grants	178,640	230,920	229,860	(1,060)
Charges for services	3,700	3,700	6,165	2,465
Fines and forfeitures	1,000	1,000	2,194	1,194
Interest and rentals	2,000	48,000	44,342	(3,658)
Contributions and donations	19,200	90,200	83,165	(7,035)
Other revenue	1,000	1,000	1,350	350
<b>Total revenues</b>	<u>2,951,540</u>	<u>3,120,820</u>	<u>3,134,993</u>	<u>14,173</u>
<b>Expenditures</b>				
Current -				
Recreation and culture	2,512,101	2,718,701	2,654,044	(64,657)
Debt service:				
Principal payments	476,000	476,000	475,858	(142)
Interest and paying agent fees	171,600	171,600	170,143	(1,457)
<b>Total expenditures</b>	<u>3,159,701</u>	<u>3,366,301</u>	<u>3,300,045</u>	<u>(66,256)</u>
<b>Net change in fund balance</b>	(208,161)	(245,481)	(165,052)	80,429
Fund balance, beginning of year	<u>822,695</u>	<u>822,695</u>	<u>822,695</u>	-
<b>Fund balance, end of year</b>	<u>\$ 614,534</u>	<u>\$ 577,214</u>	<u>\$ 657,643</u>	<u>\$ 80,429</u>

## LIBRARY DIRECTOR MONTHLY REPORT

January 2024

### Strategic Plan - Actions and Results

**Royal Oak Public Library provides opportunities for all to learn, connect, create, and innovate.**

- Short Term Goal 2- Employ and retain happy, welcoming staff and provide for their ongoing professional development
  - From December 15 – January 9, I met with each staff person individually to discover what is going well, where they need support, and to hear about any issues or concerns they may have.
  - I have been accepted into the year-long “Post-Pandemic Library” program.
  - I am looking into diversity, equity and inclusion training for staff in the fall of 2024. I have received a couple of recommendations from HR that I will look into.
- Short Term Goal 3- Continually maintain and enhance our physical and digital collections
  - Hoopla is used extensively, but the cost is unsustainable. I am meeting with them on Friday 1/19 to see how we can reduce our costs.
- Short Term Goal 4- Capture community’s attention and effectively communicate our available resources, programming, and services
  - Achievement exhibit with the Automotive Hall of Fame: we sent a press release, conducted school tours, and put it out in our newsletters, on social media, and in Insights magazine.
    - Interviewed with the Daily Tribune
  - 1/17 Presented to the Royal Oak Optimist club
- Long Term Goal 1- Continuously upgrade and maintain the physical space and functionality of the library to meet the evolving needs of the community
  - We need to assess the space for the fiction collection and where audiobooks and book club kits are housed. We will be putting together a project team.
- Long Term Goal 4- Ensure best practices in library governance, management, and curation in all areas of the library
  - Policies proposed by our attorney are being reviewed & revised to ensure we aren’t missing anything and that anything they included that we don’t want to include is deleted.
  - Our substitute librarian Megan has taken collecting for the Library of Things
    - We decided to withdraw cooking items – they were either not checking out at all (0 circulation of many items) or becoming gross and we don’t have a way to keep them clean.
    - We are also withdrawing oversized items. No one is checking them out.
    - She will continue to analyze the collection to continue purchasing what is popular. She has also opened a suggestion box for patrons to share what they want us to purchase.

## **Financial Report**

- Our fund balance dropped in the last month by \$165,000+
  - This is due to the year-end audit
    - We had used some of the fund balance for the final part of the remodel and the City never reconciled that until the 2022/23 audit.
    - I included our page from the audit as part of the financial report.
- Revenues
  - We have received \$101,712 less than budgeted for our millage
    - We were in a similar place last year, although the amount was less than this.
      - We ended up exceeding expected millage revenues by the end of the fiscal year, so I am not concerned yet.
      - If the revenues do not balance out, we had voted to increase our fund balance by \$591,806 (line 271.790.96901). that can always be reduced to balance our year.

## **Statistics**

- Visits are up – we are at 57.6% of last year's total so far.
  - Jul-Dec 2022 = 75,602
  - Jul-Dec 2023 = 89,478
    - 18.35% increase over the same 6-month period
- Circulation is up over last year
  - Circulation continued to rise throughout the year in 2022/23
    - Currently we are only at 44.5% of last year's total even though we are 50% of the way through the year
      - Jul-Dec 2022 = 237,208
      - Jul-Dec 2023 = 254,576
        - 7.3% increase over the same 6-month period

## **Facility**

- 12/29 Elevator was repaired – just in time to close out 2023!

## **Professional Development**

- 1/18/24 Managing Employee Performance Using the SBI Method





## Monthly Statistics December 2023

	Dec 2023	Dec 2022	% change	Year to Date	22/23 Year-End	% of total
<b>Visits</b>	12,156	10,908	11.4%	89,478	155,456	57.6%
<b># of cardholders</b>	29,208	26,317	11.0%		27,959	
<b>Circulation (includes renewals)</b>						
Children	12,893	11,923	8.1%	91,624	179,455	51.1%
Teen	958	835	14.7%	7,765	14,087	55.1%
Adult	10,266	9,814	4.6%	64,964	130,248	49.9%
eMaterials	15,291	12,691	20.5%	90,223	248,472	36.3%
<b>Total</b>	<b>39,408</b>	<b>35,263</b>	<b>11.8%</b>	<b>254,576</b>	<b>572,262</b>	<b>44.5%</b>
<b>Database use</b>	1,890	2,209	-14.4%	12,841	27,762	46.3%
<b>Inventory</b>						
Physical Items	132,060	134,097	-1.5%		134,605	
<b>Reference Transactions</b>	1,181	1,297	-8.9%	8,648	20,386	42.4%
<b>InterLibrary Loans</b>						
Lending	2,068	2,472	-16.3%	12,575	29,621	42.5%
Borrowing	4,351	4,037	7.8%	28,106	54,097	52.0%
<b>Public Internet, Wireless &amp; Website</b>						
Uses (sessions) of public PCs	1,589	1,990	-20.2%	9,200	14,802	62.2%
Uses of wireless logins	1,341	1,267	5.8%	9,696	14,954	64.8%
Website hits	9,748	9,976	-2.3%	68,010	145,877	46.6%
<b>Library App</b>						
# of new devices	113	n/a		1,043	n/a	
Launches	3,644	n/a		16,598	n/a	
<b>Programs &amp; Outreach</b>						
# of Programs & Outreach Ages 0-5	0	1	-100.0%	67	124	54.0%
Attendance Ages 0-5	0	23	-100.0%	2,244	4,550	49.3%
# of Programs & Outreach Ages 6-11	2	1	100.0%	23	100	23.0%
Attendance Ages 6-11	4	95	-95.8%	253	5,545	4.6%
# of Programs & Outreach Teen	0	0	#DIV/0!	14	35	40.0%
Attendance Teen	0	0	#DIV/0!	262	594	44.1%
# of Programs & Outreach Adults	13	10	30.0%	100	175	57.1%
Attendance Adults	103	140	-26.4%	879	2,213	39.7%
# of Programs & Outreach All Ages	1	n/a		23	0	
Attendance All Ages	23	n/a		3,323	0	
<b># of Volunteers</b>	34	40	-15.0%	256	543	47.1%
<b># of Volunteer Hours</b>	212	194	9.3%	1,723	3,250	53.0%

## **ACCESS SERVICES MONTHLY REPORT**

### **November/December 2023 and January 2024**

#### **Strategic Plan - Actions and Results**

**Royal Oak Public Library provides opportunities for all to learn, connect, create, and innovate.**

- Short Term Goal 2- Employ and retain happy, welcoming staff and provide for their ongoing professional development
  - Our two new Circulation Aides, Yaz Aguilar and Heather White, started working with us in early November. Both had prior library experience and have exceeded our training timeline. These two Circulation Aides enable us to provide much needed support for our bare bones weekend Municipal Clerks schedules, and to finalize some projects on our departmental wish list. They are already integral parts of the Access Services team, and I am delighted to work with them.
- Long Term Goal 1- Continuously upgrade and maintain the physical space and functionality of the library to meet the evolving needs of the community
  - New Circulation Aide Yaz was able to work many extra hours during their semester break, so we were able to complete several departmental and patron-facing projects, such as a much-needed reorganization of our supplies of book spine labels and the shifting of the Trending Titles collection into the larger New Books shelving, for better visibility and more attractive display, to facilitate patron access.

#### **Outreach**

- The home delivery trial with the library van has gone well, although some homebound patrons are confused about the van delivery and the mail delivery. The Outreach Librarian and I will be developing an informational handout about the two services in January, with the goal of increasing the services in the coming year.
- The management team's meeting with the LEAP team was productive and positive. In early 2024, we will be implementing a structured approach to inter-departmental planning in line with the strategic plan, with a focus on establishing clear goals and timelines, to ensure cohesive and sustainable outreach services and programs.

#### **Professional Development**

- Both new Circulation Aides were able to attend key Shared System training courses, which enables me to assign them to all but the most specialized Access Services tasks, which will effectively eliminate our weekend scheduling shortfall.

#### **Staff News**

- Keri Roberts continued to work Saturday afternoons through late November, spending her two final shifts training our new Circulation Aides. While we will all miss working with Keri, we now look forward to seeing her as one of our favorite patrons.

- The holidays brought with them an inundation of delicious treats from patrons and colleagues alike, so we spent a considerable amount of time recalibrating our sugar consumption during the first two weeks of the year.

## **ADULT SERVICES MONTHLY REPORT DECEMBER - JANUARY 2024**

### **Strategic Plan - Actions and Results**

**Royal Oak Public Library provides opportunities for all to learn, connect, create, and innovate.**

#### **Short Term Goal 2- Employ and retain happy, welcoming staff and provide for their ongoing professional development.**

Regular one on one meetings were implemented after the holidays with all department staff both computer aides and librarians. Usually there is no set agenda for individual meetings but staff are encouraged to discuss whatever is on their minds in an open nonjudgemental environment.

#### **Short Term Goal 3- Continually maintain and enhance our physical and digital collections**

A venue has been created whereby staff can submit a formal proposal for improving a collection or service that may or may not require a budget allocation. The manager team will discuss the proposal and either approve it or not. Currently there are two of them, one for a new adult video game collection and the other for a new separate reorganized romance genre print book collection.

#### **Short Term Goal 4- Capture community's attention and effectively communicate our available resources, programming, and services**

A local author's book fair is being planned for the spring as a joint venture between adult, teen and youth. Authors will sit at tables and talk informally and network with interested individuals. Although the concept is simple there is a great deal of advanced planning involved. Currently we are finalizing an invitational letter for local authors who might be interested in participating. There are however limits as to how many authors can participate and not all applications will be approved.

#### **Long Term Goal 1- Continuously upgrade and maintain the physical space and functionality of the library to meet the evolving needs of the community.**

The possible role of volunteers in adult services has been discussed extensively lately which has raised a number of questions. A staff member would have to be appointed coordinator and there would have to be sufficient work for them to come on a regular and ongoing basis. Adult programs do not generally require intensive preparation as in youth services. Adult volunteers naturally gravitate to the Friends work so this is a topic for prolonged discussion.

#### **Long Term Goal 2- Invest in and make accessible innovative technologies**

The new booking software, Library Market, is available to staff to look at prior to formal training sessions. It is tentatively scheduled to go live February 5<sup>th</sup> so there won't be much time for practice.

#### **Long Term Goal 4- Ensure best practices in library governance, management, and curation in all areas of the library**

The When to Work online schedule has been reorganized to allow for the addition of new headings for things like regular meetings and separate manager positions. This also provides for a clearer cleaner display of scheduling patterns such as weekend coverage by non-managerial staff

### **Adult December 2023 Programs**

12/04 Queerdos  
12/04 Writer workshop  
12/04 Medicare  
12/05 Therapy dogs  
12/07 Collage art  
12/11 Poetry  
12/11 Puzzle exchange  
12/14 Community book club  
12/16 Meditation  
12/19 Social security  
12/21 3<sup>rd</sup> Thursday book club

### **Matthew Day**

Head of Adult Services  
16 January 2024



## YOUTH SERVICES MONTHLY REPORT

December 2023 – January 2024

### Strategic Plan - Actions and Results

Royal Oak Public Library provides opportunities for all to learn, connect, create, and innovate.

- **Short Term Goal 2- Employ and retain happy, welcoming staff and provide for their ongoing professional development.**
  - Tracy is working an additional 4 to 8 hours a week to help maintain adequate staffing in the youth department while Barb is out on leave. In addition, Megan will be covering the youth desk an average of 10 hours a week and all other team members are taking on additional responsibilities to sustain service levels. Barb is planning on returning mid-February.
- **Short Term Goal 3- Continually maintain and enhance our physical and digital collections.**
  - Updating item record call numbers in J Nonfiction collections. We are replacing the author's first letter of their last name with their entire last name. This will improve patrons' ability to use the catalog to find items on the shelf and make it easier to analyze and inventory our collections.
  - Finished updating item record call numbers in J DVD and J Blu-Ray.
  - Nearing the end of assigning levels and coordinating spine label stickers to the second half of the Beginner Reader collection and weeding for condition. We are currently in the "SCH" section.
  - Currently weeding J PB Series, JE (Picture Books), J Graphics, and Teen Fiction.
  - Finished weeding J DVD, J Nonfiction DVD, J Fiction, J 000-399, J700s, and J900s.
- **Short Term Goal 4- Capture community's attention and effectively communicate our available resources, programming, and services.**
  - The Winter Reading Bingo challenge is nearly finished. The last day to record reading, complete activities, and apply virtual tickets for a chance to win one of the 6 grand prizes is January 20<sup>th</sup>. 362 people of all ages are currently participating. They've completed 696 activities, earned 2,654 badges, read 115,172 minutes, and 137 participants have completed the challenge.
  - Sent our digital newsletter for January and released our January youth program and teen program fliers. We sent the fliers via Peachjar and included the Winter Reading Challenge flyer. We are currently working on our digital newsletter for February.
  - Finalized our rebranding of 1000 Books Before Kindergarten and will be purchasing new bags and a banner to highlight participants' progress as well as bring attention to the program.
  - Jennifer worked with Gillian to create an outreach form for the website to help with LEAP event coordination.
  - I applied for Oakland County Park's Recreation Assistance Partnership Program grant. This grant will provide the rock-climbing tower, inflatable obstacle course, inflatable slides, inflatable maze, and inflatable bouncer for our Summer Reading Kickoff Party. The grant was not available for any Saturday in June, so we will be hosting our Summer Reading Kickoff Party in Centennial Commons on Friday, June 14<sup>th</sup> from 4 – 6pm instead.
- **Long Term Goal 2- Invest in and make accessible innovative technologies.**
  - Ed and Sandy presented an overview of LibraryMarket's LibraryCalendar at our staff training and all staff will be reviewing Library Market's **Event + Registration Training** recording in preparation for our transition.
  - We subscribed to a new music service that has song licenses for background music and public performance. This new subscription to Soundtrack ensures we have the proper licensing for music used in story time and all other programs. It also allows access for multiple users, too, so the subscription can

be utilized across all departments and access to Soundtrack is not prohibited by the City's IT security measures.

- **Long Term Goal 4- Ensure best practices in library governance, management, and curation in all areas of the library.**
  - Our WhenToWork schedule display was reorganized. PIC and service desk schedules are now listed first, followed by department meetings, programs, and then daily personal schedules listed by position.

#### **Programs**

- Penguin Games Scavenger Hunt
- Not Too Late to Hibernate! Scavenger Hunt

#### **Outreach**

- Tracy is working with Hedy Blatt, Fine Arts Consultant, Oakland Schools; Alesha Beistline, Art Teacher, Northwood & Oakland Elementary Schools and Nancy Sly, Art Department Visual Arts Teacher at Royal Oak High School to plan and develop a Royal Oak Schools Art Show at the library at the end of April.
- One book bin was delivered to Northwood Elementary.

#### **Staff News**

- **Volunteers**
  - We have 9 weekly volunteers with 16 weekly hours.
  - Volunteers completed 32 shifts for a total of 56.25 hours.
  - No new volunteers this month.
  - One of our longtime weekly volunteers, Diane W., has decided to pursue other interests in her retirement and will no longer be coming in weekly, but will continue to help with program needs when available.



**2023 Patron Suspensions**  
**1 or more months**

<b>Date</b>	<b>Description</b>	<b>Length of Suspension</b>
01-03-23	Patron assaulted another patron	1 year
01-06-23	Drunk patron swearing at staff	1 month
01-25-23	Patron threatened director	6 months
01-30-23	Patron from 1/6/23 incident threatened director; urinated on self which soaked into the furniture	1 year
04-03-23	Six teens trashed the library	6 months
04-04-23	Three teens – vandalism, vaping Could only identify one of them	6 months
04-05-23	Men arguing in the computer lab – One threatened staff/was trespassed	6 months
09-22-23	<i>Patron drinking, smoking on terrace</i>	<i>6 months, then</i>
10-12-23	<i>Patron who was suspended on 09-22-23 returned – urinated on the terrace extended suspension by 6 additional months</i>	<i>1 year</i>
10-17-23	<i>Patron from 2 previous incidents returned. Extended to 1 year from today</i>	
12-07-23	Two teens trashed the study room (Sorted out by 12-21-23)	6 months for one 1 year for repeat offender
12-13-23	Vape pen started on fire while being charged. Had spoken to him about a similar incident for a week prior	Permanent

## Incidents 2023

Month/ Year	Weekday	Evening (6- 8pm)	Weekend	Non-specific incident	Total incidents
Jan 23	5	0	2	0	
Feb 23	2	0	0	0	
Mar 23	7	0	2	0	
Apr 23	4	1	0	0	
May 23	3	0	0	0	
Jun 23	2	1	0	0	
Jul 23	1	0	3	0	
Aug 23	2	0	0	1	
Sep 23	3	0	2	0	
Oct 23	10	0	2	0	
Nov 23	6	1	0	0	
Dec 23	5	2	0	2	
<b>Total</b>	<b>50</b>	<b>5</b>	<b>11</b>	<b>3</b>	<b>69</b>

	2023	Incident as % of total incidents	Incident as % of total for this particular time
# of weekdays	250	72.46%	20.00%
# of evenings	201	7.25%	2.49%
# of weekend days	77	15.94%	14.29%
# of non-specific	n/a	4.35%	

### **3.10 - Auditorium and Meeting/Study Room Policy**

#### **General Rules for all Meeting Rooms**

1. Royal Oak Public Library (ROPL) programs and library affiliated groups shall have priority in use of the facilities.
2. ROPL study rooms and the Friends Auditorium, are available to groups engaged in educational, cultural, intellectual, civic, or charitable activities. They are not available for private functions, such as birthday parties, wedding receptions or family reunions.
3. Rooms are available for use only during the library's open hours.
4. Library staff are not able to assist with moving furniture.
5. The room must be vacated no less than fifteen (15) minutes before the library closes and all group members must exit the library by closing time.
6. Activities in the meeting facilities may not disrupt other patrons.
7. The library will not provide storage space.
8. Users who fail to return the meeting facilities to the same condition as they found them are liable for any and all cleaning or damage.
9. Use of the meeting facilities does not constitute an endorsement of the users or their activities by the ROPL or the City of Royal Oak.
10. The ROPL and the City of Royal Oak are not liable for injury or damage sustained by individuals or groups while using the facilities.
11. The ROPL reserves the right to monitor any use of any of its facilities.
12. The ROPL reserves the right to cancel meeting room use for any reason.
13. Use/Rental of the library meeting rooms does not include library generated publicity such as information on the library's website and listing on the library's calendar.
14. Users specifically agree to indemnify and defend the ROPL, the City of Royal Oak and its employees for any action resulting from use of the facilities by users.
15. Violations of any of these provisions by the users constitute a material breach of this agreement.
16. Users' sole remedy in case of breach of this agreement by ROPL or the City of Royal Oak is a refund of any user fee.
17. Users must comply with the Library Code of Conduct.
18. All users shall comply with all city ordinances, state or federal laws, and library policies. Fire prevention regulations include but are not limited to the following:
  - Use of open flames is prohibited.
  - Extension cords cannot have exposed wire and must be UL approved.
  - No combustible decorations are allowed.
  - Friends Auditorium capacity is limited to forty-nine (49) persons per the Royal Oak Fire Department.

### **Rules Governing the Use of the Auditorium**

1. Use of the Friends Auditorium may be scheduled no more than six (6) months in advance. Prior use does not entitle applicants to future use.
2. The Library Board shall set fees for use of the Friends Auditorium. Payment is due with return of the reservation form signed by an adult. Payment confirms the reservation.
3. Groups may reserve the Friends Auditorium.
4. Preference is given to Royal Oak residents.
5. Minors (under age eighteen {18}) may use the Friends Auditorium only when an adult sponsor is present.
6. Persons renting the Friends Auditorium shall advise persons in attendance that the program is not sponsored by the City of Royal Oak or the Royal Oak Public Library. The library director or the director's designee may require that this notice be provided by suitable signage at the entrance to the Friends Auditorium.
7. Persons renting the Friends Auditorium shall indemnify and hold harmless the Royal Oak Public Library and the City of Royal Oak from any liability or claims of liability arising from the use of the Friends Auditorium by the renter.
8. The reservation of the Friends Auditorium does not entitle or allow any users the sole use of any other room in the library.

### **Rules Governing the Use of Group Study Rooms and the Small Conference Room**

1. Study rooms and the small conference room may be booked in advance by calling the library, by using library-offered websites, software or apps, , or requested on a walk-in basis by inquiring at the Library Circulation desk.
2. Study rooms can accommodate one (1) to ~~six-four~~ (64) people. The small conference room can accommodate two (2) to eight (8) people. Library staff are not able to assist with moving furniture or using equipment.
3. Library sponsored groups have priority. Study rooms may be reserved for a maximum of two (2) hours per day, and the small conference room can be reserved for a maximum of 4 hours per day. If no other groups are scheduled, users can remain in the room until the room is needed by another user.
4. There is no fee for the use of study rooms or the small conference room.
5. Study rooms must be vacated fifteen (15) minutes before the library's closing.
6. Furniture and folding wall partitions must not be moved, unless arrangements have been made in advance for library/city approved meetings.
7. The Royal Oak Public Library reserves the right to refuse or deny access to group study rooms or the small conference room.

### **Rules Governing the Use of the Individual Silent Room**

1. The silent study room is available to individuals reading or studying independently.
2. Cell phone calls and conversations are prohibited in the silent study room.

3. The silent study room may not be reserved or scheduled in advance.
4. Assistance with noise complaints may be requested speaking to the staff at any service desk.

*Adopted by the Royal Oak Public Library Board on September 22, 1998; rev. 2/23/99; rev. 8/24/99; rev. 11/28/00; rev. 01/23/01; rev. 07/22/03; rev. 5/25/04; rev. 12/28/05; 02/28/06; 06/27/06; 05/27/08; revised 06/23/09; reviewed 3/23/2010; reviewed 3/22/11; revised 3/27/12; revised 03/25/2014; reaffirmed 06/28/16; revised 10/25/16; revised 3/27/18; revised 9/25/2018; revised 07/27/21; revised 5/24/22; revised 1/24/23; revised 1/23/24*



### 3.30 PATRON BEHAVIOR POLICY

#### **I. Introduction.**

The Royal Oak Public Library (the "Library") is open for specific and designated civic, educational, and cultural uses, including reading, studying, writing, participating in scheduled Library programs, and using Library materials. In order to provide resources and services to all people who visit the Library facilities in an atmosphere of courtesy, respect, and excellent service, the Library Board has adopted this Patron Behavior Policy. The purpose of the Patron Behavior Policy ("Policy") is to assist the Library in fulfilling its mission ~~as a community resource enriching life, stimulating intellectual curiosity, fostering literacy, and encouraging an informed citizenry to provide opportunities for all to learn, connect, create and innovate.~~

The following rules of conduct shall apply to ~~all buildings and all branches~~ the Library's interior and exterior, ~~and all grounds controlled and operated by the Library ("Library Property"),~~ and to all persons entering in or on the premises, unless otherwise specified.

#### **II. Rules for a Safe Environment.**

- A. Violations of Law. Committing or attempting to commit an activity in violation of federal, state, or local law, ordinance, or regulation (including but not limited to assault, indecent exposure, larceny, removing Library material from Library Property without authorization through the approved lending procedures, vandalism, or copyright infringement) is prohibited.
- B. Weapons. Carrying guns, pistols, or other weapons, except as specifically permitted and exempt from local regulation by law, on Library Property is prohibited.
- C. Alcohol; Drugs. Possessing, selling, distributing, or consuming any alcoholic or intoxicating beverage, illegal drug, or drug paraphernalia is prohibited; provided that alcohol may be permitted at certain Library-sponsored events if specifically approved by the Library. Persons noticeably under the influence of any controlled substance or alcoholic or intoxicating liquor are not allowed on Library property.
- E. Recreational Equipment and Personal Transport Devices. Use of skateboards, rollerblades, roller skates, wheeled footwear, hoverboards, one-wheels, scooters or other wheeled form of recreational equipment (including toys that can be ridden ~~or wagons~~) is not allowed in the Library or on Library Property. Library patrons must park bicycles or other recreational vehicles only in authorized areas. Wheelchairs, scooters, and other power-driven mobility devices are permitted ~~in by~~ for those individuals with disabilities in accordance with Library rules, unless a particular type of device cannot be accommodated because of legitimate safety requirements.
- F. No Blocking of Doors, Aisles or Entrances. All doors, aisles and entrances must remain obstacle-free. This includes a prohibition of running power cords across aisles or other areas that are used for walking.
- G. Animals. Animals are not permitted in the Library other than service animals (as defined by law) for those individuals with disabilities, those used in law enforcement, ~~or~~ for

Library programming. Animals may not be left unattended or be off-leash on Library Property.

- H. Incendiary devices. The use of incendiary devices, such as candles, matches, and lighters, is prohibited inside the Library. Charging vape pens, ecigarettes or other rechargeable smoking devices on library property is prohibited.
- I. Staff Only Areas. Patrons shall not be permitted in any areas designated as “staff only” unless otherwise permitted by the Library Director.
- J. School Groups. ~~School groups using the Library must have approval of the Library Director and must have a teacher and other appropriate staff present to ensure that the students use the Library in conformance with these rules.~~

### III. Rules for Personal Behavior.

- A. Personal Property. Personal property brought into the Library is subject to the following:
  - 1. The Library staff may limit the number of and size of parcels carried into the Library. ~~The Library may also limit the size of items, for example, the Library prohibits large items such as suitcases, duffle bags or large plastic garbage bags. Items must be small enough to fit under a chair at the Library.~~
  - 2. The Library is not responsible for personal belongings left unattended and Library staff is not permitted to guard or watch personal belongings.
  - 3. The Library does not guarantee storage for personal property.
  - 4. Personal possessions must not be left unattended or take up seating or space if needed by others.
- B. Food and Beverages. Food and beverages are only permitted in designated areas. Beverages must be in a spill-resistant container (i.e. cups with lids or screw tops). No food is allowed by any library-owned computers. Patrons are required to dispose of trash properly.
- C. Unauthorized Use. Patrons must leave the Library Property promptly at closing time and may not be in the Library when it is not open to the public. ~~The Library does not permit overnight parking in the Library’s parking lot.~~ Further, any patron whose privileges to use the Library have been denied may not enter the Library or be on Library Property. Any patron whose privileges have been limited may not use the Library in any manner that conflicts with those limits placed on the patron by the Library Director, ~~his or her~~their designee, or the Library Board.
- D. Engaging in Proper Library Activities. Patrons shall be engaged in activities associated with the use of the Library while in the building or on Library Property. Patrons not engaged in reading, studying, writing, participating in scheduled Library programs, or using Library materials ~~shall~~may be required to leave the Library and shall not remain on



Library Property. This includes but is not limited to gathering in large groups without an intended Library use, sleeping on Library furniture, the floor, in study or conference rooms, or in the computer lab; laying down on any furniture; or sleeping outside on Library Property when the Library is closed to the public.

- E. Considerate Use. The following behavior is prohibited in the Library or on Library Property:
1. Spitting;
  2. Running, pushing, shoving, fighting, throwing items, provoking a fight or other unsafe physical behavior;
  3. Climbing on furniture;
  4. Using obscene or threatening language or gestures;
  5. Engaging in sexual behavior (1) that is a violation of the law, (2) which can reasonably be expected to disturb Library users or staff while such staff or patrons are in the Library or on Library property, or (3) that interferes with the Library patrons' use of the Library or the ability of the staff person to do his or her job.
  6. Placing one's shoes or feet on any Library furniture.
- F. Panhandling or Soliciting for Money, Products, and Services. Panhandling or soliciting Library staff or patrons for money, products, or services inside the Library or on Library property is prohibited. Sales of products or services that are incidental to Library programming may be permitted if approved in advance by the Library Director.
- G. Interference with Staff. Patrons may not interfere with the staff's performance of duties in the Library or on Library property. This includes engaging in conversation or behavior that monopolizes or forces the attention of staff for an inappropriate period, inappropriate personal comments, sexual advances, or physical and/or verbal harassment.
- H. Campaigning, Petitioning, Interviewing and Similar Activities. As a limited public forum, the Library reserves the right to regulate the time, place, and manner for campaigning, petitioning, interviewing, survey-taking, pamphleteering, canvassing and soliciting on Library grounds as follows:
1. Campaigning, petitioning, interviewing, survey-taking, pamphleteering, canvassing, and soliciting are prohibited inside the Library building.
  2. Campaigning, petitioning, interviewing, survey-taking, pamphleteering, canvassing, and soliciting outside the Library building but on Library property are subject to the following requirements:
    - a. Persons or groups are requested to sign in at the Checkout-Circulation Desk in advance.
    - b. Use of the Library property does not indicate the Library's opposition or endorsement of the candidate or issue that is the subject of the petition, interview, campaign or discussion.

- ~~c. Permitted areas for campaigning, petitioning, interviewing, survey-taking, pamphleteering, canvassing and soliciting outside of the Library building shall be limited to areas 25 feet from all entrances.~~
    - ~~d.c.~~ No person shall block ingress or egress from the Library building.
    - ~~e.d.~~ Permitted times will be limited to the operating hours of the Library.
    - ~~f.e.~~ Campaign material, literature or petitions may not be brought into the Library, posted at the Library or left on Library property.
  - I. Sales. Selling merchandise on Library Property without prior permission from the Library Director is prohibited.
  - J. Distributions; Postings. Distributing or posting printed materials/literature on Library Property not in accordance with Library policy is prohibited.
  - K. Restrooms. Misuse of restrooms, including laundering, sleeping, shaving, excessive personal grooming, hair cutting or trimming, hair coloring, bathing, and sexual activity is prohibited. Unless a parent or guardian is assisting a child or a patron is assisting a person with a disability, there shall only be one person to a stall and only one person at a time in the individual use restrooms in the youth area. Library materials may not be taken into restrooms.
  - L. Harassment. Staring, photographing, video recording, audio recording, following, stalking, harassing, arguing with, threatening, talking or behaving in a manner (1) which can reasonably be expected to disturb Library users or staff while such staff or patrons are in the Library or on Library property; (2) that interferes with the Library patrons' use of the Library or the ability of the staff person to do his or her job is prohibited; (3) would create or may result in a hostile work environment for Library staff; and/or (4) that violates Michigan or federal law.
  - M. Loud Noise. Producing or allowing any loud, unreasonable, or disturbing noises that interfere with other patrons' use of the Library or which can be reasonably expected to disturb other persons or have the intent of annoying other persons, including yelling, cheering, talking (with others or in monologues) or noises from electronic, entertainment, and communication devices, such as cell phones, tablets, headphones, and radio, is prohibited. Patrons may use cell phones, headphones or earbuds but at a volume that cannot be heard by other Library patrons or staff.
- Adults may read aloud to children in the Youth Area, provided that they are reading in a voice that would not reasonably disturb others.
- Exceptions are made for those with disabilities or if communicating with a person – in-person, on the phone or electronically – who has a hearing impairment.
- N. Odor. Offensive odor, including but not limited to, body odor due to poor personal hygiene, overpowering perfume or cologne, or odors from items brought into the Library,

that causes a nuisance is prohibited. (For example, if the patron's odor interferes with staff or other patrons' use of the Library, the patron violates this Policy).

~~Q. Phones. Those patrons desiring to use phones to place or receive calls must use the phones quietly so as not to disturb other patrons, outside of the Library building or in the Library's lobby. Phones shall be placed on silent or vibrate mode upon entering the Library.~~

P.O. Library Policies. Patrons must adhere to all Library Policies.

Q. Identification; Masks. Patrons must provide identification to Library staff when requested. A mask, hood, blanket, or device by which any portion of the face is so hidden, concealed, or covered as to conceal the identity of the wearer is prohibited on Library Property, except for persons wearing head covering or veils pursuant to religious beliefs or customs or those wearing a mask for health and safety reasons.

R. Tables or Structures on Library Property. No person may use or set up a table, stand, sign or similar structure on Library Property without permission from the Library Director or their designee. This does not apply to Library-sponsored or co-sponsored events.

S. Smoking; Tobacco or Marijuana Use. Smoking any substance, using e-cigarettes, ~~vaping~~ vape pens or, electronic nicotine delivery systems, ~~or~~ chewing tobacco, or rolling/prepping tobacco or marijuana for consumption is prohibited on Library Property, including all outdoor areas. ~~Using, smoking or possessing marijuana on Library property is also prohibited.~~

~~T. Attire. All patrons are expected to be fully dressed, including shoes and shirt, at all times while on library property. Visible or damp swimming suits left uncovered are not considered to be appropriate attire. No bras or sports bra tops allowed without a proper full shirt over the top. No one with uncovered undergarments will be permitted on library property.~~

T.U. Leaving debris or waste anywhere except designated waste receptacles.

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

A. Care of Library Property. Patrons must not deface, vandalize, damage, or improperly use or improperly remove Library materials, equipment, furniture, or buildings. Patron shall not load or install any programs or software on Library computers. Patrons shall be responsible to reimburse the Library for costs incurred by the Library for violating this provision. Patrons shall not cause damage by returning books containing bedbugs or bringing bedbugs into the Library.

B. Internet Use. Patrons must abide by established time limitations and all other provisions of the Library Internet Use Policy.



- C. Equipment. Library staff computers are for staff use only. Staff desk phones at public service may be used with permission for a maximum of five (5) minutes.
- D. Authorized Lending. Library materials may only be removed from the premises with authorization through established lending procedures.
- E. ~~Use of Tables and Computers. Only four (4) people may be seated at a table and no additional people may stand around one (1) table.~~

#### **V. Violations and Appeal.**

The Library Director or the Director's designee may restrict access to Library facilities pursuant to the terms of the Library Violations and Appeal Policy.

Adopted by the Royal Oak Public Library Board of Trustees on 01/23/24

### **3.70 LIBRARY VIOLATIONS AND APPEAL POLICY**

#### **I. Purpose.**

The purpose of this policy is to provide a process for addressing violations of the Royal Oak Public Library ("Library") policies. This Library Violations and Appeal Policy ("Policy") will set forth the process and procedure for violations of certain Library policies in which there is a violation and appeal provision, including but not limited to the Patron Behavior, Internet Use, and Children and Vulnerable Adults in the Library Policies.

#### **II. Library Director/Designee's Right to Suspend Privileges.**

Upon determining that a Library policy has been violated, the Library Director or the Director's designee may restrict access to Library facilities with immediate dismissal of the patron from the premises, by suspending the patron's access to Library facilities for a set period of time, or by denying access to specific services and/or programs pursuant to this Policy. If necessary, the local police may will be called to intervene.

#### **III. Incident reports.**

Library Staff shall record in writing in the form of an Incident Report any violation of Library policy that resulted in a verbal warning or a suspension of Library privileges. By the end of the ~~day on which the incident occurred~~ next weekday after the incident occurred, a ~~draft~~ Incident Report shall be written and forwarded to the Library Director for logging and review. The Incident Report should include physical descriptions in addition to the name of the patron. Images or video from the Library security cameras may be included as part of the incident report. A copy of the limitation or suspension of privileges letter should be attached, if applicable.

#### **IV. Violation of the Policy – Suspension of Privileges.**

A. *General Violations.* Unless otherwise provided in Section IV.B of this Library Violations Enforcement Policy, the Library shall handle violations as follows:

1. *Initial Violation:* Library patrons observed violating a Library policy will be asked to cease the violation with a verbal request. If the patron does not comply with the request, he or she will be asked to leave the building for the day. If he or she refuses, police may be called.
2. *Subsequent Violations:* The Director or the Director's authorized designee may further limit or suspend the patron's Library privileges if violations of the same rule continue. Such limitation or suspension shall be in writing specifying the nature of the violation. Subsequent violations of the same rule shall result in additional suspensions of increasing length.

B. *Violations that Affect Safety and Security.* Violations of Library policy that affect safety and security, including but not limited to violations involving verbal abuse, violence, threatening behaviors, child pornography or obscenity, sexual harassment, vandalism, drug sale or use or attempted drug sale or use, intoxication, theft or attempted theft, physical harassment, sexual misconduct or any behavior that threatens the safety and security of staff and/or patrons shall be handled as follows:

1. *Initial Violation:* The police will be called immediately if the conduct constitutes a violation or suspected violation of local, state, or federal law. Arrest or criminal prosecution may ensue. Violations of this nature will result in an immediate minimum two-week suspension of Library privileges in order to give the Library sufficient time to investigate the incident. After the investigation is completed, the Library Director or ~~his/her~~their designee may add additional time to the initial limitation or suspension period.
2. *Subsequent Violations:* The police will be called immediately if the conduct constitutes a violation or suspected violation of local, state, or federal law. Arrest or criminal prosecution may ensue. Subsequent violations of the same rule shall result in additional limitations or suspensions of increasing length. Such limitations or suspensions shall be in writing specifying the nature of the violation.

#### **V. Reinstatement.**

The patron whose privileges have been limited or suspended shall attend a meeting with the Director or the Director's designee to review the Library policy that was the subject of the violation before their privileges may be reinstated. The Director may also attach reasonable conditions to any reinstatement.

#### **VI. Right of Appeal.**

Patrons may appeal a decision (1) to limit or suspend privileges, or (2) to attach conditions to any reinstatement by sending a written appeal to the Library Board within ten (10) business days of the date the privileges were revoked or limited or the conditions were made. The appeal should be sent to the President of the Library Board. The decision of the Library Board is final.

Adopted by the Royal Oak Public Library Board of Trustees on 01/23/24.