



Royal Oak

Agenda

Royal Oak Public Library Board of Trustees

Tuesday, May 28, 2024, 7:00 p.m.

Royal Oak Public Library Friends Auditorium

222 East Eleven Mile Road

Royal Oak, MI 48067

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.

	Pages
1. Call to Order	
2. Swearing in of new Trustee Amanda Woods	2
3. Announcements/Communications	
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5. Approval of Agenda	
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9. Subcommittee/Program Reports	
10. New Business	
a. Electronic collections and analysis - discussion hoopla and MCLS consortium (Overdrive/Libby)	15
b. Library Policy Updates	
a. 3.40 Unattended Children	19
b. 4.10 Materials Selection	20
c. 6.10 Public Relations, Media & Photography Policy	27
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11. Adjournment	

OATH OF OFFICE
City of Royal Oak



§

County of Oakland)

I, Amanda Woods, do solemnly swear that I will support the Constitution of the United States, the Constitution of the State of Michigan, the Charter and Ordinances of the City of Royal Oak and the Policies approved by the Royal Oak Public Library Board of Trustees. I will endeavor to secure and maintain an honest and efficient administration of the affairs of the City of Royal Oak, free from partisan control and to perform the duties of Trustee of the Royal Oak Public Library to the best of my ability.

Sworn to and subscribed to before me
this day, May 28, 2024

Melanie Macey, President,
Library Board of Trustees
Administrator of Oath



Royal Oak

Minutes

Royal Oak Public Library Board of Trustees

April 23, 2024, 7:00 p.m.
Royal Oak Public Library Friends Auditorium
222 East Eleven Mile Road
Royal Oak, MI 48067

Present: Melanie Macey
Shannon Carlson
Joshua Sipes
Michelle Cook
Matthew Dyer
Lauren Jasinski
Christine Jones
Shannon Tierney

1. Call to Order

The meeting was called to order at 7:02 pm.

2. Announcements/Communications

2.a Remembrance of Lori Boden

2.b New Board member has been approved - Amanda Woods

3. Public Comment

4. Approval of Agenda

Moved by: Lauren Jasinski

Seconded by: Michelle Cook

Motion to add item to new business and approve the agenda.

Motion Adopted

5. Approval of Minutes

Moved by: Matthew Dyer

Seconded by: Christine Jones

Motion to approve the March 19, 2024 Budget Committee Works Session Minutes and the Library Board Regular Meeting minutes.

Motion Adopted

6. Annual Library Board/Friends of the Library Board Discussion

Friends of the Library Book Shop; book baskets/small collections; teacher donation events; online book sales, t-shirt sales, and diversification of funding.

7. Financial Reports

8. Director and Staff Report

9. New Business

9.a Library Material Vending Machine

Moved by: Lauren Jasinski

Seconded by: Matthew Dyer

Motion Adopted

9.b Proposal to allow early closure for a day (date and time TBD) for staff meeting

Moved by: Michelle Cook

Seconded by: Matthew Dyer

Proposal to allow early closure for a day (time and date TBD) for staff meeting.

Motion Adopted

10. Adjournment

The meeting was adjourned at 8:32pm..

Moved by: Michelle Cook

Seconded by: Matthew Dyer

Motion to adjourn.

Motion Adopted

05/21/2024

REVENUE AND EXPENDITURE REPORT FOR CITY OF ROYAL OAK

PERIOD ENDING 05/31/2024

% Fiscal Year Completed: 91.80

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

GL NUMBER	DESCRIPTION	2023-24 AMENDED BUDGET	ACTIVITY FOR		BUDGET VS			
			YTD BALANCE 05/31/2024	MONTH 05/31/2024	ACTUAL - DIFFERENCE	% BDGT USED		
Fund 271 - LIBRARY FUND								
Revenues								
Dept 000 - NON-DEPARTMENTAL								
271-000-40200	PROPERTY TAX REVENUES	3,637,700.00	3,566,106.17	0.00	(71,593.83)	98.03		
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	59,030.12	0.00	410.12	100.70		
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	4,513.05	498.95	113.05	102.57		
271-000-65701	LIBRARY SERVICE CHARGES & FINES	800.00	3,500.00	650.00	2,700.00	437.50		
271-000-65702	LIBRARY REPL MATERIALS FEES	2,000.00	2,369.88	68.05	369.88	118.49		
271-000-66500	INTEREST	44,650.00	82,425.29	0.00	37,775.29	184.60		
271-000-67100	MISCELLANEOUS REVENUE	1,000.00	1,094.27	8.25	94.27	109.43		
271-000-67501	DONATIONS	25,000.00	13,483.90	0.00	(11,516.10)	53.94		
271-000-67503	MEMORIAL BOOK FUND	1,000.00	3,160.75	0.00	2,160.75	316.08		
271-000-67570	DONATIONS - MISC LIBRARY	1,000.00	8,195.47	33.80	7,195.47	819.55		
271-000-69946	TRANSFER FROM ARPA - 460	0.00	2,051.03	0.00	2,051.03	100.00		
Total Dept 000 - NON-DEPARTMENTAL		3,925,440.00	3,840,596.26	1,259.05	(84,843.74)	97.84		
TOTAL REVENUES		3,925,440.00	3,840,596.26	1,259.05	(84,843.74)	97.84		
Expenditures								
Dept 790 - LIBRARY								
271-790-70203	WAGES - PERMANENT	998,400.86	858,931.79	73,908.76	139,469.07	86.03		
271-790-70204	WAGES - TEMPORARY	313,000.00	228,716.81	22,921.73	84,283.19	73.07		
271-790-70300	WAGES - OVERTIME	2,000.00	950.53	417.50	1,049.47	47.53		
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	400.00	273.78	27.00	126.22	68.45		
271-790-70407	DUPLICATE HEALTH CARE BENEFITS PAY	2,400.00	2,114.28	200.00	285.72	88.10		
271-790-70500	DEFERRED COMP - EMPLOYER CONTRIBUTION	3,525.57	3,068.13	275.48	457.44	87.03		
271-790-70601	RETIREMENT CONTRIBUTIONS - GENERAL	17,100.00	14,270.81	960.02	2,829.19	83.46		
271-790-70603	OPEB CONTRIBUTIONS	21,480.00	15,229.91	480.01	6,250.09	70.90		
271-790-70604	PENSION - UAL - GENERAL	30,600.00	20,198.19	2,140.89	10,401.81	66.01		
271-790-70606	OPEB - UAL	18,535.36	19,330.28	449.29	(794.92)	104.29		
271-790-70610	DEFINED CONTRIBUTION	74,528.97	63,887.64	5,789.84	10,641.33	85.72		
271-790-70620	RETIREE HSA	33,123.99	28,393.81	2,573.23	4,730.18	85.72		
271-790-71101	FICA	102,373.13	82,594.16	7,265.41	19,778.97	80.68		
271-790-71102	UNEMPLOYMENT COMPENSATION TAX	1,025.60	1,107.21	66.39	(81.61)	107.96		
271-790-71201	GROUP MEDICAL INSURANCE	156,520.20	135,806.52	11,991.26	20,713.68	86.77		
271-790-71203	GROUP DENTAL INSURANCE	12,356.40	10,745.52	980.92	1,610.88	86.96		
271-790-71204	GROUP LIFE INSURANCE	3,498.60	3,280.02	291.08	218.58	93.75		
271-790-71205	VISION INSURANCE	1,450.56	1,192.25	104.38	258.31	82.19		
271-790-71206	WORKERS COMPENSATION INSURANCE	1,160.00	901.95	71.34	258.05	77.75		
271-790-71207	SHORT AND LONG TERM DISABILITY	6,068.73	5,718.63	499.95	350.10	94.23		
271-790-72701	OFFICE SUPPLIES	5,000.00	3,377.11	863.71	1,622.89	67.54		
271-790-72702	OFFICE EQUIP/FURNITURE (NON-CAPITALIZED)	2,500.00	2,024.94	0.00	475.06	81.00		
271-790-72800	COMPUTER SUPPLIES & PARTS	10,200.00	8,214.50	0.00	1,985.50	80.53		
271-790-73200	CLEANING & JANITORIAL SUPPLIES	7,500.00	6,471.92	360.57	1,028.08	86.29		
271-790-73300	BUILDING REPAIR & MAINTENANCE SUPPLIES	1,000.00	153.70	0.00	846.30	15.37		
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	25,787.85	1,881.99	12,212.15	67.86		
271-790-79001	LIBRARY BOOKS	153,500.00	118,798.51	7,489.83	34,701.49	77.39		
271-790-79002	LIBRARY VIDEO & AUDIO RESOURCES	32,000.00	18,603.68	2,150.51	13,396.32	58.14		

GL NUMBER	DESCRIPTION	2023-24 AMENDED BUDGET	ACTIVITY FOR		BUDGET VS	
			YTD BALANCE 05/31/2024	MONTH 05/31/2024	ACTUAL - DIFFERENCE	% BDGT USED
271-790-79003	LIBRARY ELECTRONIC RESOURCES	24,980.00	24,878.05	6,774.00	101.95	99.59
271-790-79004	LIBRARY SUBSCRIPTIONS	13,000.00	12,996.54	57.90	3.46	99.97
271-790-79011	MEMORIAL BOOKS & RESOURCES	3,000.00	2,095.27	1,520.81	904.73	69.84
271-790-79012	REPLACEMENT BOOKS & RESOURCES	600.00	41.90	0.00	558.10	6.98
271-790-79102	DOWNLOADABLES - AUDIO, VIDEO, ETC.	198,500.00	162,496.58	9,682.41	36,003.42	81.86
271-790-79900	MISCELLANEOUS OPERATING SUPPLIES	10,000.00	9,160.08	487.79	839.92	91.60
271-790-80301	DATA PROCESSING SERVICES	49,400.00	48,874.27	0.00	525.73	98.94
271-790-80302	TELECOMMUNICATIONS SERVICES	1,820.00	1,817.40	0.00	2.60	99.86
271-790-80302.AF	TELECOMMUNICATIONS SERVICES	0.00	2,853.27	400.44	(2,853.27)	100.00
271-790-80800	AUDIT SERVICES	1,630.00	1,626.80	0.00	3.20	99.80
271-790-80999	MISC FINANCIAL SERVICES	1,080.00	900.00	90.00	180.00	83.33
271-790-81201	PROPERTY & CASUALTY INSURANCE SERVICES	49,900.00	38,810.12	0.00	11,089.88	77.78
271-790-82500	MISC CONTRACTED SERVICES	35,950.00	25,397.73	0.00	10,552.27	70.65
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	37,965.00	3,699.00	15,535.00	70.96
271-790-83301	HEATING/COOLING REPAIR & MAINT SERVICES	25,000.00	11,604.43	0.00	13,395.57	46.42
271-790-83302	PLUMBING REPAIR & MAINTENANCE SERVICES	2,000.00	0.00	0.00	2,000.00	0.00
271-790-83303	ELEVATOR REPAIR & MAINTENANCE SERVICES	9,770.00	10,109.03	9,609.03	(339.03)	103.47
271-790-83399	MISC BUILDING REPAIR & MAINT SERVICES	25,000.00	20,384.72	0.00	4,615.28	81.54
271-790-85101	ELECTRIC	65,100.00	51,079.00	4,673.52	14,021.00	78.46
271-790-85103	GAS	20,000.00	16,815.53	1,838.11	3,184.47	84.08
271-790-85105	WATER	5,600.00	4,115.88	0.00	1,484.12	73.50
271-790-85300	BUILDING SECURITY SERVICES	3,100.00	2,207.07	0.00	892.93	71.20
271-790-85600	PRINTING & DOCUMENT DUPLICATING	500.00	135.01	0.00	364.99	27.00
271-790-85800	POSTAGE & MAILING SERVICES	5,000.00	1,580.00	0.00	3,420.00	31.60
271-790-86101	TRAINING & EDUCATION	6,590.00	1,921.30	0.00	4,668.70	29.15
271-790-86300	TRAVEL COSTS	4,000.00	3,811.35	3,079.14	188.65	95.28
271-790-86500	DUES & MEMBERSHIPS	6,000.00	4,723.00	0.00	1,277.00	78.72
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	5,085.00	0.00	1,695.00	75.00
271-790-92600	ADMINISTRATIVE CHARGES	91,540.00	68,654.97	0.00	22,885.03	75.00
271-790-92800	INFORMATION SYSTEMS SERVICE CHARGES	74,590.00	55,942.47	0.00	18,647.53	75.00
271-790-96400	BANK SERVICE CHARGES & FEES	2,500.00	1,935.96	0.00	564.04	77.44
271-790-96800	MISCELLANEOUS EXPENDITURES	10,000.00	6,484.65	662.61	3,515.35	64.85
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	41,793.17	0.00	206.83	99.51
271-790-99536	OPEB DEBT INTEREST	116,015.00	116,015.49	0.00	(0.49)	100.00
Total Dept 790 - LIBRARY		3,925,440.00	2,693,587.97	186,735.85	1,231,852.03	68.62
TOTAL EXPENDITURES		3,925,440.00	2,693,587.97	186,735.85	1,231,852.03	68.62
Fund 271 - LIBRARY FUND:						
TOTAL REVENUES		3,925,440.00	3,840,596.26	1,259.05		97.84
TOTAL EXPENDITURES		3,925,440.00	2,693,587.97	186,735.85		68.62
NET OF REVENUES & EXPENDITURES		0.00	1,147,008.29			100.00
BEG. FUND BALANCE		657,642.15	657,642.15			
END FUND BALANCE		657,642.15	1,804,650.44			

DIRECTOR MONTHLY REPORT

May 2024

Strategic Plan - Actions and Results

- Short Term Goal 2- Employ and retain happy, welcoming staff and provide for their ongoing professional development.
 - Staff training: 05/14 – Inclusivity in the Workplace
 - No training on 5/28 – holiday catch-up needed
- Short Term Goal 4- Capture community's attention and effectively communicate our available resources, programming, and services.
 - We get great engagement on our social media.
 - Our new calendar makes it easier to register for programs. I think it is affecting program attendance in a positive way.
 - Judy Davids (City Community Engagement Specialist) posted about the interim City Manager, and linked to the library's newspapers resources.
- 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 boiler room waterproofing should be finished by the end of May. It may already be done by the time of this meeting.
- Long Term Goal 2- Invest in and make accessible innovative technologies.
 - Once Envisionware receives the deposit check, we will work with them on the project planning for the Woodward Corner Market Branch library material vending machine.
- Long Term Goal 4- Ensure best practices in library governance, management, and curation in all areas of the library.
 - Updated policies will assist in this area.
 - We added The Oakland Press and The Macomb Daily to our NewsBank database (they were a package deal) for the new fiscal year, although they activated them once we agreed.
 - I am working with Ed on prepping for PressReader to go live July 1.

Financial Report

- We made some budget adjustments for year-end:

Library Budget Adjustments				
FY 2023/24				
Move from		Amount	Move to	
271-790-86101	TRAINING & EDUCATION	\$400	271-790-70404	SHIFT DIFFERENTIAL PAY
271-790-86101	TRAINING & EDUCATION	\$2,235	271-790-70606	OPEB - UAL
271-790-86101	TRAINING & EDUCATION	\$100	271-790-79004	LIBRARY SUBSCRIPTIONS
271-790-85600	PRINTING & DOCUMENT DUPLICATING	\$1,000	271-790-79011	MEMORIAL BOOKS & RESOURCES
271-790-86300	TRAVEL COSTS	\$1,000	271-790-79011	MEMORIAL BOOKS & RESOURCES
271-790-80302	TELECOMMUNICATIONS SERVICES	\$10,900	271-790-79102	DOWNLOADABLES - AUDIO, VIDEO, ETC.
271-790-83302	PLUMBING REPAIR & MAINTENANCE SERVICES	\$5,000	271-790-79102	DOWNLOADABLES - AUDIO, VIDEO, ETC.
271-790-83399	MISC BUILDING REPAIR & MAINT SERVICES	\$5,000	271-790-79102	DOWNLOADABLES - AUDIO, VIDEO, ETC.
271-790-86101	TRAINING & EDUCATION	\$57	271-790-80800	AUDIT SERVICES
271-790-72800	COMPUTER SUPPLIES & PARTS	\$3,700	271-790-82500	MISC CONTRACTED SERVICES
271-790-72800	COMPUTER SUPPLIES & PARTS	\$1,100	271-790-85101	ELECTRIC
271-790-73800	ELECTRICAL & LIGHTING SUPPLIES	\$1,000	271-790-85103	GAS
271-790-86101	TRAINING & EDUCATION	\$600	271-790-85105	WATER
271-790-86101	TRAINING & EDUCATION	\$16	271-790-99536	OPEB DEBT INTEREST

- I learned something about the reports that I didn't know... hence the additional information at 80302 for ARPA expenditures.
- We are looking good for year-end.

Statistics

- We are on track to surpass FY 2022/23 stats in:
 - Visits
 - Circulation
 - InterLibrary Loans
 - Computer & wireless use
 - Overall program attendance (we added the “all ages” category this year, which primarily took away from youth programs.

Programs

- I worked with Conversations on Race for the 3-week series, which was financially sponsored by the Friends of the Library. I also participated as an attendee. We had a great turnout each week.

Professional Development

- PPLD Director cohort – we discussed language and how it is used to describe libraries, and how some of that needs to shift.
 - As part of the appreciative inquiry process, I needed to interview an elected official. I interviewed City Commissioner Shar Douglas. I wanted to meet with someone who had not been on the library board.
- Attended the Detroit Suburban Libraries roundtable in Oxford. They brought in a communications expert to present to us.

Community Collaboration

- Leah Kenney and I met with Ashley Phillips, the DEI Coordinator for Royal Oak Schools to listen to some ideas from their JEDI committee about how to collaborate with the library. We definitely have ways we can work together!

City Collaboration

- Becca Russell is the primary full-time staff with the City who has worked on Family Pride.
- Danis will host a table at the City Block Party event in June.
- The Friends are providing books for the Juneteenth celebration.
- We provide chairs for, well, everything! Memorial Day, Veteran’s Day, etc.
- I met with Daniel Soloman (Downtown Manager) who spoke with me about the community pride event at the end of July and how it may affect the library. It was a great meeting.
- The new Interim City Manager Mark Wollenweber is also the President of TLN.
 - They will host their May 30 meeting here at the Library at 12pm. Please stop by if you can!

Staff News

- Thursday June 13 @2pm, we will hold a remembrance of Lori Boden on the terrace.
- Lori’s position is currently posted and closes on 5/29.
- Robert Legge, one of our part-time Library Assistants, just graduated with his Associates Degree in Accounting. Well done Robert!
- I participated in Union negotiations. The staff was voting on their contract before the Board meeting.
 - It will affect the budget.
 - We do want to provide equitable pay raises for part-time staff. Once the contract is approved, I will propose new raises for the part-timers.

- Ed, our Library Technology Specialist, worked on installing Princh, the new print management system. So far it seems to be working well.
- Stephanie and I will review some of the financial procedures we implemented this fiscal year and make adjustments as needed.
- Megan is truly transforming the Library of Things collection. She is assisting with cataloging it as well.

Security Issues/Suspensions

- April – 7 incidents, only 1 in the evening, with one suspension for odor, which had occurred with the same people on multiple occasions.
 - Two 911 calls for medical emergencies.

ACCESS SERVICES MONTHLY REPORT

April and May 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
 - Everyone in Access Services has completed the city's mandatory Ethics training course. I also watched recordings of two recent TLN webinars, and will be suggesting one of them, Rational Detachment, to my team.
 - With the loss of Lori Boden, a cornerstone of our department, I am arranging additional formal training on MelCat operations for our Municipal Clerks, as well as more in-depth cross-training for the Circulation Aides. Todd Richardson, our primary Sunday Municipal Clerk, will segue from working Sundays to working Lori's alternating Fridays and Saturdays throughout the summer to ensure smooth weekend operations during this perpetually busy season. The entire team has really stepped up to cover extra duties and longer shifts while processing our grief.

Patron Feedback

- The outpouring of sympathy from the public has been a great comfort to all of us. Lori was a fundamental part of the ROPL experience for multiple generations of Royal Oak families.

ADULT SERVICES MONTHLY REPORT

April – May 2024

Strategic Plan - Actions and Results

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

Memorial Day marks the beginning of our summer schedule. We will be closed Sundays until Labor Day. This is a problem for many of our part time staff who stand to lose hours and income during the summertime. In order to prevent that from happening as well as to retain good employees we work them into the summer schedule.

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

Our non-traditional collections continue to expand. Among the current offering is the memory kits, the library of things, McNaughton book collection, LP records, and the plant propagation collection to name a few. The adult video games are the latest (for FY 2024/25); collection distribution will change.

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

The Summer Reading Program (SRP) for adults is on track for the June 14 grand opening. A scavenger hunt, bingo, programs prizes, small giveaways and much more all designed to get grownups to read and to showcase the library and have fun in the process. This year it was based on full staffing of adult services librarians all working together.

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 vending machine for library materials is basically a done deal. There are still a great many details to be worked out but as a native Royal Oaker from the northside I readily endorse this expansion of service to the northern part of the city.

The last time we saw any attempt to address this underserviced population was back in the 70s when we had a bookmobile.

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

Printing from the mobile device of patrons is becoming the most popular technology offering. The patron can be off site when he or she prints thus saving them time and the documents can be picked up in the building at their convenience. Training is also being planned and offered.

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

The adult volunteer project is stymied at the moment, but we are still planning to develop the job. The application form and background check form are confusing to people and need to be revised by more than one staff member. In the meantime, I am formulating a list of possible tasks for them to work on.

PROFESSIONAL DEVELOPMENT

In recent weeks I have been taking a series of webinars on inclusion, diversity, communication, and sensitivity in the workplace. There are ten webinars in the series, The last one I watched was on men and women and interaction at work, For the most part the webinars are informative and thoughtful.

Blair Krueger attended the "Libraries Without Walls" Conference in Lansing, which was hosted by the Michigan Talking Books Library.

ADULT APRIL 2024 PROGRAMS

- 1 Writer's workshop
- 2 Reading
- 2 Composting
- 4 Medicare
- 4 Poetry
- 8 Arab world
- 10 Journaling
- 11 Personal essays
- 11 Community book club
- 16 ESL
- 17 Birds
- 22 Fright book club'
- 22 Butterfly garden
- 25 ESL
- 27 Chef Val
- 30 Short story book club

YOUTH SERVICES MONTHLY REPORT

April 2024 – May 2024 (4/7 – 5/11)

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.**
 - Becca shared her notes and takeaways from the Public Library Association Conference at our May department meeting. She touched on fighting censorship, fostering inclusivity, and best practices for serving teens.
 - I am working with Michigan Works staff on a Work Experience Internship for one of our volunteers, Mac Dingledey. Mac is interested in pursuing a career in library services and is enrolled in their grant-funded program. This Work Experience Internship will provide an opportunity for them to gain exposure to our profession, while the youth department will appreciate Mac's help with summer reading, programming, and desk assistance.
 - Staff appreciated spending time together on Friday, May 12th to remember our friend and colleague, Lori Boden.
 - Becca continues to attend the TLN Youth and Teen Services Committee meetings and updates the rest of the team at our department meetings.
- **Short Term Goal 3- Continually maintain and enhance our physical and digital collections.**
 - Continue to weed J Bios and YA Fiction.
 - Finished updating JE (Picture Book) item record call numbers. This collection of over 10,000 picture books now has complete item record call numbers that include the author's entire last name or series name.
 - Emily ran a report of the entire collection to locate J & YA materials with the wrong media and/or location code or inconsistent call numbers. We are working on correcting these item records.
 - Finished leveling Beginner Readers by adding spine labels and updating item record call numbers.
 - We're starting to sort our collection of over 500 vinyl into genres and will be updating their item records to reflect the new organization system.
- **Short Term Goal 4- Capture community's attention and effectively communicate our available resources, programming, and services.**
 - Sent our digital newsletters for May and June and released our June youth program flyer. We will be sending these as well as our summer reading flyer to Royal Oak Schools for distribution via Peachjar. We're currently working on our digital newsletter for July.
 - Tracy's collaboration with the Royal Oak Schools Art Department and Oakland Schools was a smashing success. We had 620 people in the building from 2 – 5:30 pm during the Opening Party and our visitor traffic count for the duration of the exhibit was 14,995. Our visitors and the staff enjoyed admiring the beautiful pieces that their very talented students created. The art transformed the library's ambience, creating an even more inviting and inspiring third space. The art show closed Saturday, May 18th, but we look forward to hosting it again next year.
 - Becca's work on the local library passport project is complete and the program will begin June 14th. The passport will be used to encourage area residents to visit neighboring TLN libraries in Berkley, Clawson, Ferndale, Hazel Park, Huntington Woods, Madison Heights, and Oak Park.

Patrons who complete the passport by visiting all eight libraries will receive a vinyl sticker provided by TLN.

- Our four summer reading challenge programs in Beanstack are complete and all summer events have been published on our online events calendar. The Summer Reading Kickoff party is on Friday, June 14th in Centennial Commons and on the Library Terrace and registration for the program, *Adventure Begins at Your Library*, starts Tuesday, June 11th.
- Emily created our Youth Summer Reading and Beanstack FAQ web pages. Ed created a landing page for the library's summer reading programs which directs patrons to the separate pages for adults and youth. All summer reading web pages have been published and are live on our site.
- **Long Term Goal 1- Continuously upgrade and maintain the physical space and functionality of the library to meet the evolving needs of the community.**
 - I purchased additional fish for our fan-favorite aquarium.
 - A patron generously donated a new play kitchen for our play area.
- **Long Term Goal 2- Invest in and make accessible innovative technologies.**
 - We migrated to a new wireless printing platform for patrons called Princh. Princh is a cloud-based printing solution that can be used from any device and staff and patrons have seamlessly adapted to it.
 - The management team is working on an implementation plan for the addition of a Library Vending Device that will be available at Woodward Corner Market later this year.

Programs

- Book Bunny Scavenger Hunt
- Teen Café – 4/8
- Mother Goose on the Loose (Family Story Time) – 4/9, 4/16 & 4/23
- Makerspace Book Club – 4/9
- Toddler Story Time – 4/10, 4/17 & 4/24
- Bugs on Wheels – 4/10
- Baby Size Special: Sign Language – 4/11
- Baby Prom – 4/13
- Smart Money Michigan Kids Read Story Time – 4/17
- Baby Size – 4/18 & 4/25
- Book Buddies Book Club – 4/18
- Royal Oak Schools Student Art Show – Opening Party – 4/20
- Read to the Dogs – 4/22
- Minecraft Block Busters – 4/23
- Ninja Turtle Party – 4/27
- Kids Book Club – 4/30
- Kids Yoga – 5/1
- Story Time with Deborah Diesen – 5/11
- Star Wars Scavenger Hunt

Outreach

- Jennifer has been visiting our local schools to promote Summer Reading and all the fun events we have planned for June and July. So far, she has presented at Upton, Oak Ridge, and St. Paul Lutheran School.
- School book bin delivery is wrapping up for the school year. We have one book bin left to pick up.

- I met with Pronoye Kapali, Watershed Program Coordinator, at Clinton River Watershed Council to schedule a family birding event as a part of their Nourished by Nature event series. We're hosting *Birding with Clinton River Watershed Council* on Thursday, May 23rd at 6pm.
- Jennifer, Emily, and I attended the Food Truck Rallies at the Farmers Market on Wednesday, April 10th and Wednesday, May 8th. We brought crafts, issued library cards, and shared information about the library's programs, resources, and services.

Professional Development

- I attended the webinar, *Rational Detachment* with Gary Atkins. The webinar was presented by Encompass EAP through collaboration with The Library Network (TLN).
- Jennifer completed Item Maintenance Training with TLN on Tuesday, April 23rd. This training covers the use of ITSi templates to create bibliographic records when there is no record in Carl.Connect Items or SkyRiver. Jennifer's ability to create these records helps reduce processing time for the Story Time Together Bags and provides cataloging support to our Tech Services team. Emily also took this training on Thursday, March 21st and has been assisting Tech Services by creating item records for the vinyl collection. Since taking the cataloging class, Emily has created original catalog records for 29 albums.

Staff News

- **Volunteers**
 - We have 7 weekly volunteers with 15 weekly hours.
 - Volunteers completed 50 shifts for a total of 99.25 hours.
 - Completed orientation for one new volunteer, Iris Bowen.



Monthly Statistics

April 2024

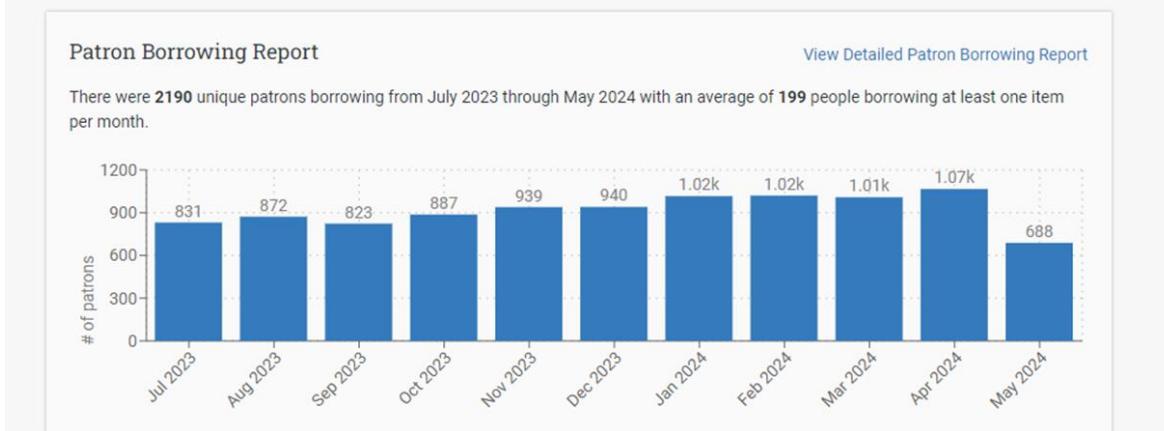
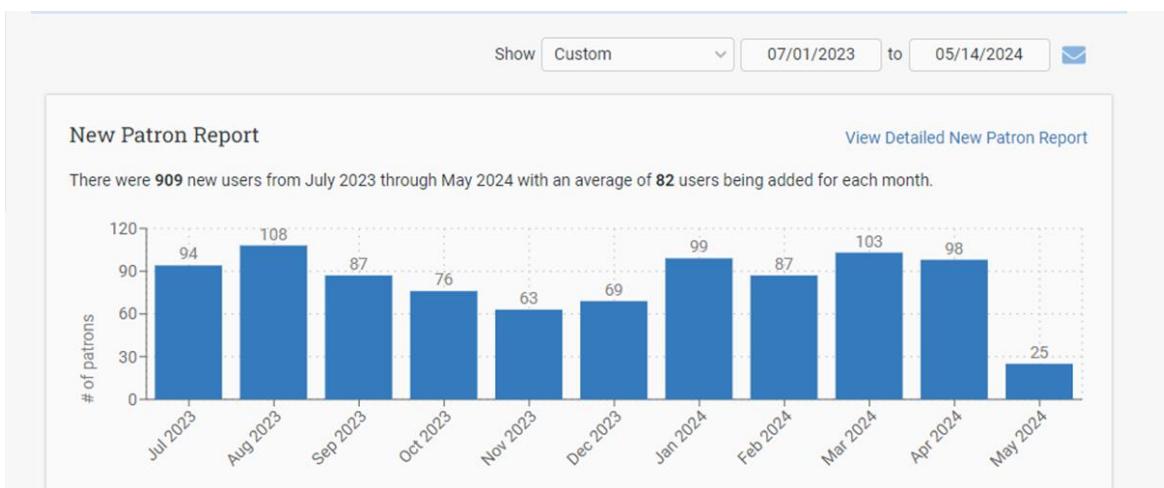
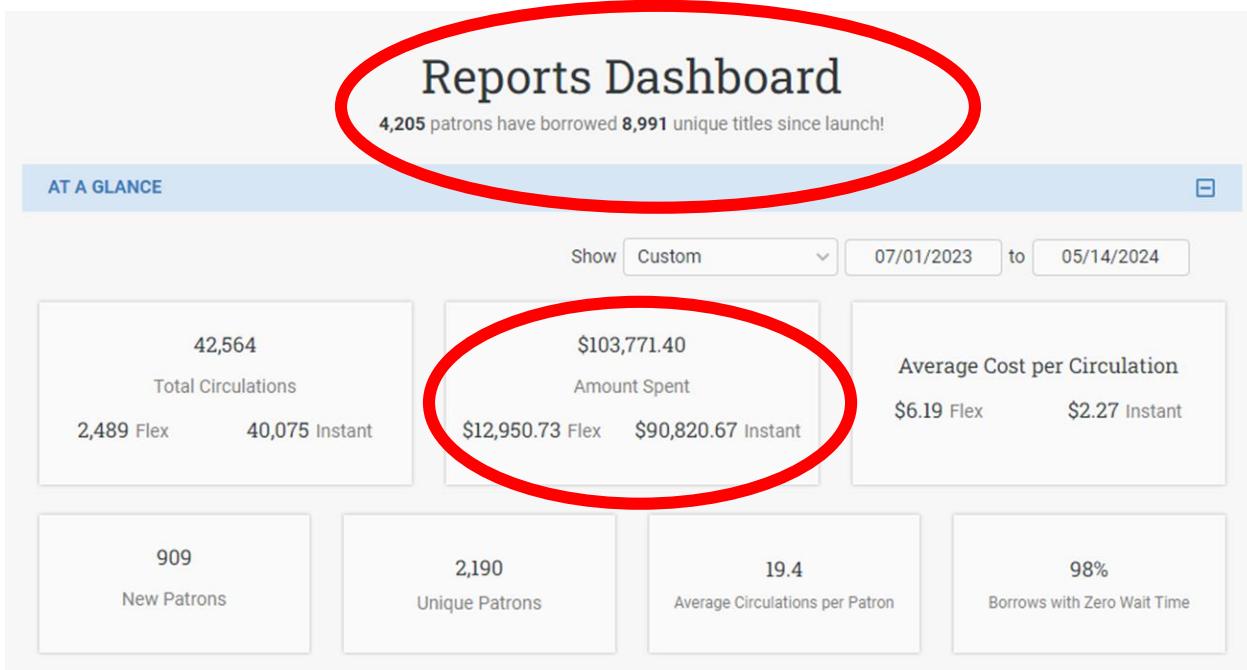
	Apr 2024	Apr 2023	% change	Year to Date	22/23 YTD	22/23 Year-End	% of total
Visits	18,480	11,621	59.0%	134,500	127,648	155,456	86.5%
# of cardholders	27,825	27,479	1.3%			27,959	
Circulation (includes renewals)							
Children	16,102	14,719	9.4%	155,314	150,721	179,455	86.5%
Teen	1,187	1,047	13.4%	12,474	11,823	14,087	88.5%
Adult	11,718	10,369	13.0%	110,977	108,961	130,248	85.2%
eMaterials	15,393	13,587	13.3%	158,225	132,656	160,792	98.4%
Total	44,400	39,722	11.8%	436,990	404,161	484,582	90.2%
Database use	2,277	2,335	-2.5%	21,363	23,154	27,762	77.0%
Inventory							
Physical Items	130,518	134,249	-2.8%			134,605	
Reference Transactions	1,745	1,615	8.0%	14,739	16,888	20,386	72.3%
InterLibrary Loans							
Lending	2,351	2,251	4.4%	21,961	25,209	29,621	74.1%
Borrowing	5,226	4,879	7.1%	48,574	44,959	54,097	89.8%
Public Internet, Wireless & Website							
Uses (sessions) of public PCs	1,491	1,068	39.6%	15,504	12,500	14,802	104.7%
Uses of wireless logins	1,809	1,100	64.5%	16,573	12,282	14,954	110.8%
Website hits	11,238	11,120	1.1%	115,664	122,209	145,877	79.3%
Library App							
# of new devices	123	n/a		1,525	n/a	n/a	
Launches	5,823	n/a		37,366	n/a	n/a	
Programs & Outreach							
# of Programs & Outreach Ages 0-5	11	13	-15.4%	112	116	124	90.3%
Attendance Ages 0-5	414	528	-21.6%	4,032	4,234	4,550	88.6%
# of Programs & Outreach Ages 6-11	4	7	-42.9%	41	86	100	41.0%
Attendance Ages 6-11	23	199	-88.4%	546	2,039	5,545	9.8%
# of Programs & Outreach Teen	2	4	-50.0%	26	32	35	74.3%
Attendance Teen	13	16	-18.8%	412	517	594	69.4%
# of Programs & Outreach Adults	15	22	-31.8%	154	136	175	88.0%
Attendance Adults	197	392	-49.7%	1,580	1,735	2,213	71.4%
# of Programs & Outreach All Ages	6	n/a		48	n/a		
Attendance All Ages	794	n/a		5,062	n/a		
# of Volunteers	46	40	15.0%	425	449	543	78.3%
# of Volunteer Hours	322	222	45.0%	2,875	2,689	3,250	88.5%

Electronic Collections Analysis – hoopla and MCLS Consortium

hoopla Analysis

While Flex titles are more expensive, it is the Instant titles that are having the major impact on our budget.

The screenshots below are reports I ran for the current fiscal year.



Total Circulations

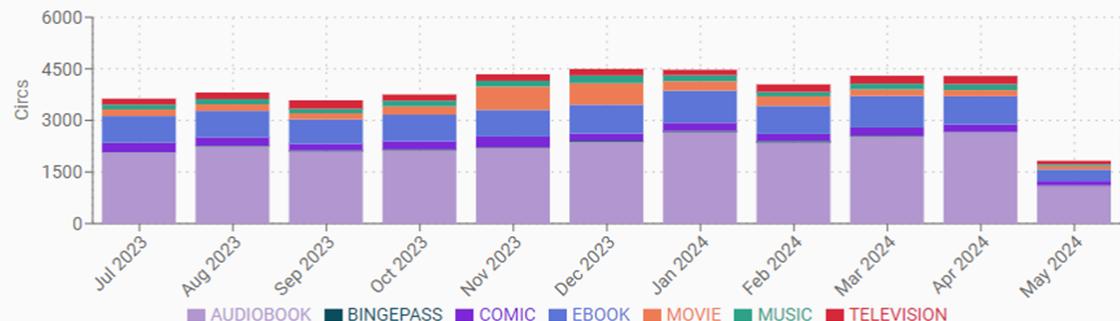
[View Detailed Total Circulations Report](#)

There were **42782** circulations from July 2023 through May 2024 with an average of **3,889** circulations per month.



Circulations by Format

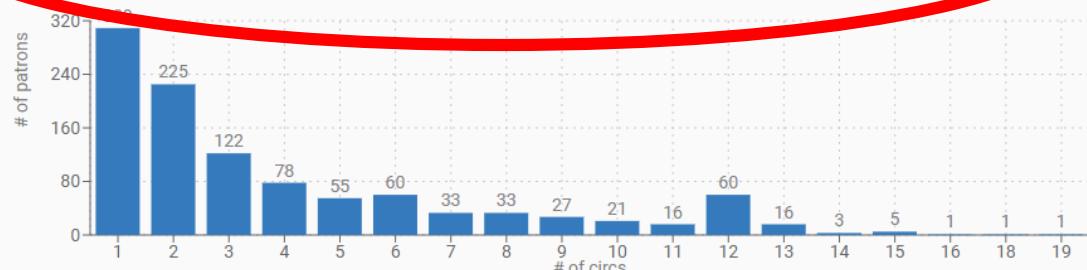
[View Detailed Circulations by Format Report](#)



Patrons and Borrows

[View Detailed Patron and Borrows Report](#)

There were **4,294** total circs in April 2024 borrowed by **1,066** patrons. The average number of circs was **4.03** circs per patron.



Circulations by Format

[View Detailed Circulations by Format Report](#)

Audiobook was the most borrowed format for the month of April 2024, accounting for **62%** of all circs.



I reviewed each monthly report, and 73% of all patrons borrow 5 or less titles per month.

- Most patrons borrow 1 item. There is a significant drop-off once you go above 5 borrows per month.

Current Borrowing Limits:

12 instant; 8 flex

On 5/15/24, the Management Team discussed hoopla at length. We analyzed the reports from hoopla and discussed being proper stewards of taxpayer dollars. We considered reducing the borrowing to either 8 flex and 8 instant or 5 flex and 5 instant. Consensus is to reduce to 5 of each type as of 7/1/24.

MCLC Consortium vs TLN/Download Destination (Overdrive/Libby)

Background: The Midwest Collaborative for Library Services, or MCLS, is the original eMaterial sharing consortiums in the State of Michigan. It dates back to the mid-2000s. I searched for any agreements, and the only one I could find was from 2007, which is when I will assume we joined.

The Library Network (TLN), which is our library cooperative, supports Download Destination.

In April 2024, Salem-South Lyon decided to leave the MCLS Consortium and join Download Destination (DD). The MCLS group held a meeting on 5/8/24 to discuss. SSL gave them 90 days notice (more on this below),

In the meantime, I contacted TLN with some questions about DD. TLN contacted me to let me know that we are the only shared system library not in DD. It affects how people can borrow electronic items from the catalog since they include our MCLS holdings. I asked them for a quote. I also contacted the Director from SSL to ask some questions about why they left.

Things to know:

- Of the 132,602 items Royal Oak users borrowed in 2023, only 4,479 were from other consortiums
 - We've been in the consortium since at least 2007.
 - One person selects for MCLS; libraries share duties and switch annually for DD
 - Holdings of DD & MCLS
 - DD=53,459
 - MCLS=91,762
 - All consortiums pale in comparison to MCLS
 - Our patrons, along with the other libraries in MCLS, get priority holds over people from other consortiums
- Cost
 - MCLS 2024/25 = \$42,125
 - DD (estimate) = \$22,000

Info from Salem-South Lyon

- DD has a better hold ratio
- MCLS will purchase a max of 6 copies for the whole group; DD will purchase 20
- The MCLS members are quite reluctant to up the hold ratio.
- Ex. for The Women:
 - e-book
 - MCLS 6 consortium
 - CADL 43 shared units
 - DD 20
 - e-audiobook
 - MCLS 6 consortium
 - CADL 32 shared units
 - DD 20

5/8/24 MCLS meeting: At this meeting, we discussed how the MCLS group does not have any bylaws or any operating agreements. I had searched for some and never found anything.

I shared that we were considering moving to DD in the next fiscal year.

- It seemed too late to move this fiscal year
- Our leaving will negatively/significantly affect their reciprocal borrowing agreement to share with other libraries in the state since we are a Class VI Library.

I suggested that any library considering leaving the consortium should give at least 90 days notice ahead of the annual meeting in March, when we vote on the budget. Other libraries suggested 1 year. No decision was made.

Notes on MCLS

- Although they have over 91,000 items in the collection, many of them are unusable. They do not have a method for weeding expired titles, and the directions they share for us are unclear.
 - They just formed a team in March to write up the instructions.
 - We are still waiting.

On 5/15/24, the Management Team discussed MCLS vs DD at length.

- Over the past 2 decades, we have invested a lot of money in the MCLS collection.
 - If we leave MCLS, it is only that our patrons will lose their priority status with holds.
 - We keep any titles we purchased through Overdrive Advantage.
- DD has a much more responsive model.
- DD provides more local control; MCLS is a large consortium spread across the state.

For the 2025/26 Fiscal Year, we are recommending we move to DD. However, since the MCLS consortium will need sufficient notice – as some have suggested 1 year – then I am seeking your input now.

3.40 – Unattended Children

Caregivers (parents, guardians, or assigned caregivers) are responsible for the welfare and the behavior of children using the library. Though staff will always respond with care and concern, the library is not responsible for the safety, comfort, and behavior of unattended children. The library does not have the right to act in loco parentis (in place of the parent). “Caregiver” is defined as a person aged 13 years or older.

I. Guidelines for Supervision

- a.** No child under the age of 11 shall be left unattended without the supervision of their caregivers.
 - i.** Children under age 6 must be accompanied and supervised by their caregiver.
 - ii.** Children between the ages of 6 and 8 must have a caregiver on the same level of the library.
 - iii.** Children between the ages of 9 and 10 years must have a caregiver in the library building.
 - iv.** Children aged 11 and 12 years do not need a caregiver in the building, but cannot act as a caregiver.

II. Programs: Scheduled library programs will specify when an adult must accompany a child to a program. Caregivers under the age of 18 are not considered adults and cannot accompany the child in lieu of an adult.

- a.** If the adult is not required to remain with the child in the program, the above stated Guidelines for Supervision apply.

III. When a child is discovered to be unattended, library staff on duty are instructed to:

- a.** Attempt to locate the caregiver in the library and explain the Unattended Children Policy.
- b.** Attempt to contact a caregiver to retrieve the child if they are not on-site.
- c.** Call the Royal Oak Police to take charge of the child if a caregiver cannot be located within 30 minutes.
- d.** Assist any unattended child in contacting their caregivers at least 15 minutes before closing time.
- e.** Notify Royal Oak Police if a child is unattended at closing. Two library employees must remain until the police have retrieved the child.
- f.** Document the above with an Incident Report.

IV. Library staff cannot transport or otherwise accompany any unattended child outside of the building.

V. Library Violations and Appeal: Repeated violations of the Policy may result in the suspension of library privileges. The provisions of Policy 3.70 Library Violations and Appeal will apply.

Adopted 10/24/06. Reaffirmed 05/27/08; reaffirmed 05/24/11; revised 05/27/24; revised 05/24/16; revised 05/28/24.

4.10 Materials Selection

I. **Introduction:** The Royal Oak Public Library, as stewards of taxpayer funds, selects and purchases collections to meet the educational and leisure needs of the community. The resources of Royal Oak Public Library include but are not limited to money, space and personnel. These resources are finite.

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

II. **Definitions:** The term “library materials” means books, magazines, DVDs, CDs, programs, items in the Library of Things, or other synonyms as they may occur in the Policy having the widest possible meaning. This statement of policy applies to all library materials in the collection, including adult, teen and juvenile. However, this policy and the term “library materials” does not apply to internet sites available through the Library's computers or internet collection. The Library has no control over the content of the internet. Please see Policy 5.40 Internet Use for any issues related to computer or internet use.

The term “selection” refers to the decision to add, retain or withdraw material in the collection. It does not refer to reader guidance or to how the Library materials are displayed within the Library.

III. **Goal and Objectives of Selection:** The materials selection goal of the Royal Oak Public Library is to select, organize, preserve, and make freely and easily available resources which will aid in the pursuit of education, enlightenment, information, and recreation. Objectives of selection include:

- a. To meet informational needs through maintenance of a well-balanced and broad collection of materials for knowledge, reference, and research;
- b. To encourage life-long intellectual and cultural growth;
- c. To support the democratic process by providing materials for the education and enlightenment of the community;
- d. To provide a diverse and inclusive collection which contains content by and about a wide array of people and cultures to authentically reflect a variety of ideas, information, stories, and experiences;
- e. To maintain a local history collection, with materials of significance to the City of Royal Oak and Oakland County, Michigan.

IV. **Responsibility for Selection:** Library materials selection is vested in the Director of the Library, with the assistance of members of the professional staff of librarians who select resources in accordance

with this Materials Selection Policy. Both the public and staff members may recommend materials for consideration, but suggested materials cannot be more than two years old. The ultimate responsibility for selection, however, rests with the Library Director who operates within the framework of policies determined by the Library Board of Trustees. The Director shall be responsible for ensuring that the funds budgeted for collection development are allocated appropriately, depending upon the needs of the Library and the fulfillment of the above Goal and Objectives of Material Selection. The Director is also ultimately responsible for decisions regarding in what collection or location library materials will be located.

V. General Principles:

- a. The library is a forum for ideas and information. The primary goal of selection shall be to collect materials of contemporary significance and/or of enduring value which will enrich the collections and maintain an overall balance, representing varied points of view with respect to a given subject. In addition, the library, recognizing that demand is a valid and important factor in selection, shall make available some materials which may be in widespread and persistent demand, such as books on various bestseller lists.
- b. The policy of this library shall be to select materials in accordance with the above stated Goal and Objectives for all people of the community. Materials shall not be excluded because of the origin, background, or the personal views of the author. Basic to this policy is the Library Bill of Rights of the American Library Association, to which this library subscribes.
- c. Selection is not made based on anticipated approval or disapproval by patrons or library users, but solely on the merits of a work, without regard to the race, nationality, political or religious views, or sexual orientation or gender identity of the writer.
- d. Responsibility for the reading material of children rests with their parents or legal guardians. Selection shall not be inhibited solely by the possibility that books may inadvertently come into the possession of children.
The library respects each individual parent's or guardian's right to supervise their children's choice of reading materials. However, the library does not have the right to act in loco parentis (in place of the parent). Therefore, a parent or guardian who chooses to restrict the materials their children select must accompany those children when they use the collection to impose those restrictions.
- e. Further, library materials will not be marked or identified to show approval or disapproval of contents, and no catalogued book or other item will be sequestered, except for the express purpose of protecting it from injury or theft. The use of rare and scholarly items of great value may be controlled to the extent required to preserve them from harm, but no further.
- f. It is the responsibility of the library to provide circulating, reference, and research materials for the public based on the services it is expected to perform.

VI. Principles for Selection: The following principles, individually or collectively, will prevail in the selection of all library materials. The total collection will attempt to represent opposing points of view. Certain exceptions to these guidelines are likely to occur. Some titles, which might otherwise

be objectionable, are primary sources or documents in the study of historical or contemporary political movements and organizations and may be made available.

- a. Contemporary significance or permanent value.
- b. Accuracy.
- c. Lack of bias, factual.
- d. Diversity of viewpoint.
- e. Portrays issues sensitively.
- f. Authority of author.
- g. Relation of work to existing collection.
- h. Price, format, and ease of use.
- i. Scarcity of information in subject area.
- j. Available shelf or storage space.
- k. Availability of material through inter-library loan.
- l. Popular demand: The Library will make an effort to have materials available which are in high demand by the public; however, selections by popular demand will still be guided by consideration of merit, use and the specific principles for selection.
- m. Duplication of materials already in the collection; i.e., purchase of additional copies of materials, shall be governed by intrinsic or historical value, or immediate need.
- n. Collection objectives.
- o. Community relevance.
- p. Audience for material.

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

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

Gifts other than books and related materials shall be governed by Royal Oak Public Library Policy 2.10 Monetary and Other Non-Book Gifts.

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

IX. **Challenges to Materials:** No material shall be removed from the library's collection until all steps in the following process have been completed:

- a. Patrons ("Requester") who object to library materials will be sent to the Director.
- b. The Director will discuss the library materials in question with the Requester, attempting to resolve the concern to both the Requester's and library's satisfaction.
- c. If the Requester wishes to carry the request further, the Director will provide the Requester with a copy of the Materials Selection Policy, including the Request for Reconsideration of Library Materials form.
- d. Once a completed, signed copy of the Request for Reconsideration form is received, the Library Director shall decide the Request for Reconsideration, taking into consideration the Library's Materials Selection Policy and any other relevant information to reach a decision. The Director may consult with any other staff or consultants when making this decision.
- e. The Library Director shall send the decision in writing to the complainant within seventy-five (75) days of the receipt of the completed Request for Reconsideration form. If the decision is that the questioned material should be removed from the collection, the Requester will be notified in writing by the Library Director and all copies of the item will be withdrawn. If the decision is that the questioned material is to be retained, the Requester will be notified in writing by the Library Director that the material will be retained.
- f. A written appeal of the Library Director's decision may be made by the Requester to the President of the Library Board within ten (10) business days after the written decision is made by the Library Director. The Library Board will review any documentation it deems necessary to decide within sixty (60) days of receipt of the appeal.
- g. The Library Board serves as the final authority in cases involving retention or withdrawal of Library materials.

X. **Revision of this Policy:** This Policy shall be reviewed and revised to be consistent with the objectives of the Library

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.

Adopted: 01/27/98; rev. 02/27/01; rev. 07/27/04; reviewed 06/25/06; revised 09/26/06; revised 07/24/07; rev. 09/23/08; reviewed 07/27/10; reaffirmed 7/26/11; reaffirmed 06/24/14, revised 07/26/16; revised 01/26/21; revised 06/28/22; revised 05/28/24.

Request for Reconsideration of Library Materials Form

Request for Reconsideration of Library Materials

If a patron objects to the presence of material on the library's shelves or in a library program, they may request reconsideration of an item by filling out this form after meeting with the Library Director. The procedure for reconsideration is outlined in Policy 4.10 Materials Selection, which will be provided to the requestor.

Resource on which you are commenting:

Book (e-book) Movie Magazine Audio Recording Digital Resource Game Newspaper

Other: _____

Title: _____

Author/Producer: _____

Request Initiated by: _____ Date: _____

Telephone: _____ Email: _____

Address: _____

Did you read/view/listen to the entire work? Yes No

What concerns you about this material? (Please be specific – cite pages, audio clips, etc.)

Are there resource(s) you suggest to provide additional information and/or other viewpoints on this topic?

What action are you requesting the Director consider?

6.10 Public Relations, Media, and Photography Policy

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

I. Points of Contact: The Library Director is the designated point of contact and the official spokesperson for the Library. Employees and individual members of the Royal Oak Public Library Board (“Library Board”) should (1) refer all requests for information about the Library, its policies and operations to the Library Director; and (2) may not speak or represent they are speaking (either verbally or in writing) on behalf of the Library unless otherwise authorized.

II. Press Releases, Promotional Materials and Media Appearances: The Library Director approves all press releases or statements to the press and all promotional materials prior to being issued from the Library. All requests for interviews by the media should be directed to the Library Director and the Library Director shall have the authority to determine if an interview is conducted.

III. Crisis Management: If there is a crisis or incident in the Library that requires police or emergency services intervention, the Library Director or the Person-in-Charge (PIC) of the Library at the time of the incident shall call 911, if possible. Depending upon the situation and acting in compliance with the Open Meetings Act, the Library Board of Trustees shall be contacted if necessary and as timely as the situation will allow. If an emergency Library Board meeting is required, the Library shall convene such a meeting in compliance with the Open Meetings Act.

IV. Photography

a. Photography -- Other than Library Staff, Employees, Board Members or Agents.

i. **Casual Photography:** The Library will not regulate visitors and patrons who engage in casual filming and photography while present in public areas of the Library building and grounds, subject to the provisions of this policy.

For purposes of the photography policy, “public areas” are defined as areas available to the public where individuals do not have a reasonable expectation of privacy from being viewed by other patrons. These areas can include, but may not be limited to, lobbies, vestibules, or meeting rooms. Areas in the library where there is a reasonable expectation of privacy for individuals include restrooms, private offices, staff areas not in view of the public, study rooms, stacks, exhibition areas, or other areas and/or event areas where photography is prohibited by signage. For all other areas, other than “public areas,” the person must obtain permission from the Library Director or designee to photograph or video.

Only handheld cameras may be used. Because of safety, liability and other concerns, the use of additional equipment, such as tripods or lighting, is not permitted.

ii. **Commercial Photography:** The Library permits commercial photography on or in its buildings and grounds if a written request is submitted and approved by the Library’s Director or designee. Commercial use includes taking portraits, filming, movie-making, and similar activities for profit.

iii. **Liability:** Persons involved in taking photographs or videos of any kind are solely liable for any damages, lawsuits, or other claims that result from their activities on Library property. They also have sole responsibility for obtaining all necessary releases and permissions required by law from persons who can be identified in any photograph or video or for copyrighted materials. The Library has no responsibility to obtain these releases or permissions. Persons involved in taking photographs and videos are also solely responsible for any copyright, intellectual property, criminal, or other violations of law.

iv. **No Endorsement:** The Library does not endorse any content of photographs or videos taken in the Library or on Library property.

v. **Violations and Appeal:** Library staff members shall enforce any violations of Library policy, including Policy 3.30 Patron Behavior. Library staff members will intervene if filming or photography appears to potentially compromise public safety or security. This policy does not give photographers the right to violate Library policy, including the harassment provisions contained more fully in the Patron Behavior Policy.

If a person has violated Library policy or has been denied the right to take pictures, videos or capture images, Policy 3.70 Library Violations and Appeal applies. This provision does not apply to any meeting that is open to the public pursuant to the Michigan Open Meetings Act.

b. **Photography – By Library Staff, Employees, Board Members or Agents:** If Library employees or personnel take videos or obtain images and such videos or images contain pictures or videos of visitors to or patrons of the Library, Library must obtain prior written permission and release for use of the photo or video by the proposed subject of the photo or video. This includes photos taken and/or used by the Library. Copies of these permission slips and releases are to be provided to the Library. Requests for permission to photograph or video minors under the age of eighteen (18) must be signed by the minor's parent or legal guardian.

V. Open Meetings Act Exception: This Policy does not apply to recording or taking pictures of any meeting that is open to the public pursuant to the Michigan Open Meetings Act.

Adopted by Library Board: 04/22/08; reaffirmed 2/22/11; reaffirmed 4/26/16; reaffirmed 4/25/17; revised 12/14/2021; revised 10/25/22; revised 05/28/24.

6.20 Social Media Policy for the Public

- I. **Purpose.** The purpose of the Social Media Policy is to ensure effective promotion and discussion of the Royal Oak Public Library (“Library”) services, resources, and events, and to ensure a reputation for outstanding community engagement and customer service on social media. The purpose of the social media accounts is to discuss library programs, events, and materials.
- II. **Definition of Social Media.** Social media is defined as electronic communication through which users create online communities to share information, ideas, personal messages, and other content. Social media would include any webpage or app through which the Library has an account and interacts with other users.
- III. **Authority over Social Media Accounts.** The Library Director has the authority to determine whether a particular social media account is used by the Library. This Policy only applies to official Library social media accounts. The social media accounts of individual employees or Board members are not subject to this Policy.
- IV. **Usage Rules.** The Library operates and maintains social media sites as a public service to provide information regarding Library services, programs, materials, events, and activities. Although the Library welcomes the comments, posts, and messages of other social media users that relate to the Library and recognizes and respects differences in opinion, the social media sites are limited public forums and are subject to review by Library staff members. The Library reserves the right to (but is not required to) remove any comment, post, or message that it deems in violation of the Policy. The Rules are as follows:
 - a. **Privacy:** Users should have no expectation of privacy when commenting on Library posts or tagging the Library. Comments and posts may be read by anyone once posted, regardless of one’s friends, followers, or subscribers list. The Library advises users against posting their personal information or contact information on social media sites. Comments and posts may also be subject to disclosure under the Freedom of Information Act.
 - b. **Library’s Rights:** The Library reserves the right to reproduce comments and posts tagging the Library in other public venues (ex: testimonials). Reproductions of this nature may be edited for space or content, but the original intent of the comment or post will be maintained.
 - c. **No Endorsement:** The Library is not responsible for the content of posts made by third parties, including patrons, reviewers, advertisers, and others who may post comments. Public posts by third parties do not reflect the positions of the Library, its employees, or any individual Board member.
 - d. **Unauthorized Content:** To ensure a healthy, safe space to discuss Library services, resources, and events, content containing any of the following may be removed immediately from any Library social media forum:
 - i. Obscene, illegal, sexually harassing, threatening or abusive speech or nudity in profile pictures.

- ii. Any post that affects the safety and security of the Library, its property, patrons and staff, or creates a hostile work environment.
- iii. Private or personal information, including phone numbers and addresses, or requests for personal information.
- iv. Any statement by a user under a false name or any falsification of identity.
- v. Comments, links, or information unrelated to the purpose of the limited public forum.
- vi. Spam or other commercial messages.
- vii. Any postings that would violate the Michigan Campaign Finance Act, the Library Privacy Act or other Michigan or federal laws.
- viii. Solicitation of funds.
- ix. Any comment, post or other content that violates any person's intellectual property rights, including but not limited to violations of the Copyright Act.
- x. Any information deemed harmful to minors in violation of the Michigan Library Privacy Act.
- xi. Any post that violates any Library policy.
- xii. Any images, links, or other content that falls into the above categories.
- xiii. Any post that requires immediate action because the Library does not monitor its social media 24 hours a day.
- xiv. Any document, information, or image that would be considered a Library record that is posted without permission of the patron or person identified in that record. For example, no picture of a Library program shall be posted without permission of every person in that picture.

e. Third Party Usage Rules: In addition, users are expected to abide by the terms and conditions set by third party social media platforms as well as follow appropriate federal and state law.

V. **Violations and Appeals.** The Library reserves the right to ban or block users who have posted in violation of this Policy or to delete posts or comments. To the extent the Library has sufficient contact information, the Library will message users who have been blocked or whose content is deleted to explain the issue and notify the person of the action. Any person who has been blocked or whose post or comment has been deleted has the right to appeal that decision to the Library Board. The appeal should be sent to the Library Director within 10 business days of the (1) decision to block or ban, or (2) deletion of the post or comment, whichever is applicable. The Library Board shall decide the appeal.

VI. **General Complaints.** The Library asks that individual user complaints be sent directly to the Director or their designee so that they can be addressed efficiently. Social media is not the mechanism used by the Library to document or address Library user problems and concerns, or influence Library policy, procedures, or programs.

Adopted: 07/28/15; reaffirmed 10/25/22; revised 05/28/24.

6.21 - Social Media Policy for Library Board Trustees, Employees, and Volunteers

- I. Use of Library Accounts:** Only library personnel designated by the library administration are entitled to post to library social media accounts. Library personnel who use the library's social media accounts are bound to observe the following guidelines:
 - a. Library personnel who use the library's social media accounts must follow the Library's Social Media Policy, Patron Behavior Policy, Public Relations Policy, and all other applicable policies.
 - b. Library personnel cannot use the library's social media account to advocate for or against any issue, position, or cause, especially but not limited to those of a political or religious nature.
 - c. Library personnel without access to the library's social media accounts, but who are interested in adding content to them, are encouraged to submit their suggestions to the Library Director or their designee.
- II. Use of Personal Social Media Accounts:** When using a personal social media account, library personnel, Library Board Trustees, and volunteers are bound by the following guidelines:
 - a. You cannot speak on behalf of or represent the library in any way.
 - b. You cannot disclose patron information that would violate Michigan's Library Privacy Act, as amended, MCL 397.601, et seq. or any other law.
 - c. You cannot use the library's logo or other trademarked or copyrighted material.
 - d. You cannot take pictures of patrons while working or volunteering without consent of said patrons. This does not include photographing/videotaping library events in your capacity as an employee.
- III. Penalties:**
 - a. Library personnel found to have violated this policy may be subject to disciplinary action up to and including dismissal from employment, and if applicable, may be subject to prosecution under federal or state laws.
 - b. Volunteers will no longer have the ability to volunteer for the library in any capacity.

Adopted: 07/28/15; reaffirmed 10/25/22; separated into a new policy from Policy 6.20 Social Media 05/28/24.