

CAPITAL AREA DISTRICT LIBRARIES
COMMITTEE OF THE WHOLE
5:30 PM, WEDNESDAY, APRIL 14, 2021
GALLERY SPACES A, B, & C
401 S CAPITOL AVE., LANSING, MI 48933
517-367-6300

Mission Statement:

Empowering our diverse communities to learn, imagine and connect.

AGENDA

1. Call to Order
2. Roll Call
3. Public Comments on Agenda Items
4. Agenda
5. Memorandum for March 10, 2021 (enc)
6. Old Business
7. General
 - a. Fine Free Recommendation (enc)
8. Finance
 - a. March 2021 Financial Report (enc)
 - b. Delivery Vehicle Purchase Recommendation (enc)
 - c. IT Renovation Architect Recommendation (enc)
9. Policies – No changes, for review only (enc)
 - a. HUM 102 Technology Policy
 - b. SER 104 Privacy Policy
 - c. SER 104A Privacy Statement
 - d. SER 105 Internet Access
 - e. SER 105A Computer Use Policy
 - f. SER 105B Wireless Access Policy
 - g. SER 205 Social Media Policy
10. Rise and Report

For mobility, visual, hearing, or other assistance, please call 367-6312. Requests need to be made at least two weeks before a scheduled event.

CAPITAL AREA DISTRICT LIBRARIES COMMITTEE OF THE WHOLE

March 10, 2021

Members Present: Debora Bloomquist, Margaret Bossenbery, Jeff Croff, Sandy Drake, Vern Johnson, DeYeya Jones, Sally Trout

Members Absent:

Staff Present: Scott Duimstra, Jolee Hamlin, Sheryl Knox, Chelsea Koenigsknecht, Julie Laxton, Michael Moore, Thais Rousseau, Trent Smiley, Pat Taylor

Others Present: Lindsay Dangl

CALL TO ORDER

The Chairperson called the meeting to order at 5:30 p.m.

ROLL CALL

Bloomquist – Present, Dialing in from Okemos, Meridian Township, Ingham County, Michigan

Bossenbery – Present, Dialing in from City of Lansing, Ingham County, Michigan

Croff – Present, Dialing in from City of Lansing, Ingham County, Michigan

Drake – Present, Dialing in from Haslett, Meridian Township, Ingham County, Michigan

Johnson – Present, Dialing in from City of Lansing, Ingham County, Michigan

Jones – Present, Dialing in from City of Lansing, Ingham County, Michigan

Trout – Present, Dialing in from Mason, Alaiedon Township, Ingham County, Michigan

Comments on Agenda Items

There were no public comments on agenda items.

Memorandum for February 10, 2021

The minutes for February 10, 2021 were received.

Old Business

General

a. Levels of Service: In-Person Browsing

Executive Director Scott Duimstra discussed in person browsing with the Board.

Contactless pickup will continue to be available as some people are not comfortable entering the library.

b. SER 201 Library Programs

Associate Director of Public Service Jolee Hamlin's position was added to the SER 201 Library Programs Policy.

Finance**a. February 2021 Financial Report**

Pat Taylor, Finance Director, presented the February 2021 Financial Report.

Policies – No changes, for review only (enc)

- a. HUM 241 Substitute Employees
- b. HUM 251 Temporary Employees
- c. HUM 301 Student Intern Policy
- d. REL 105 Volunteers
- e. REL 107 Gifts and Donations
- f. REL 107A Art Collection
- g. SER 301 Forest Parke Library

Rise and Report

The meeting was adjourned at 6:20 p.m.

Proposal for Changes to Circulation Policy and Procedures – Fine Free

April 21, 2021

Recommendation

- Beginning May 20, 2021, no longer charge overdue fines.
- Continue to bill for items that are lost, damaged or not returned past 30 days.
- Waive current fines except for charges related to billed items and collection agency referral fees.
- Set accounts to be blocked from checking out items after an item is overdue for 10 days.

Background

In October 2011, we came to the Board with the recommendation to charge overdue fines for all items primarily based on the three reasons below:

- 1) Fines are a way to provide an incentive for members to return their materials on time.
- 2) Fines are a way to generate revenue for CADL.
- 3) A majority of other Class 6 libraries in Michigan were charging overdue fines.

Many things have changed in the almost 10 years since that proposal. Below are how each of the three reasons above have changed and why CADL should become fine free:

- 1) For creating an incentive to return items in a timely manner, we now have a better way to get items back on time that doesn't monetarily penalize individuals who are already paying for library services through their tax dollars. We can change settings in our circulation system so that an account is "blocked" from checking items out if an item is 10 days or more overdue. Libraries like Kalamazoo Public Library and San Francisco Public Library have found that this change has led to items being returned more quickly than when fines were charged.
- 2) In 2013, our first full year of charging overdue fines, our members paid \$245,365 in fines. Since that time, we've also seen a shift in how our members use our collections. Our digital collections have grown in size and use, which has led to a steady decline in fine revenue. In 2016, the amount of fines paid decreased to \$222,150 and then to \$157,454 in 2019. This erosion shows the shift in the use of our collections.

Along with the continued loss in revenue, we have seen that, for some, fines are a minor inconvenience, but for others, fines lock them out of checking out items due to their inability to pay the charges on their account. Currently, about 17% of our regular members are blocked from using their library cards due to fines of \$10 or more. We have lost these patrons due to charges on their accounts for items they've already returned. Yet, they continue to pay for library services through their tax dollars. Past programs like "Read Off Fines" were very popular with children getting their fine amounts lowered. But, in looking at accounts with fines, only 23% of those are children's accounts. In most families, the parent checks out the materials for the family and, in turn, incurs the overdue fines on their account. We've also matched Social Vulnerability Index data with maps of households with over \$10 in fines (p.6). The areas with the highest vulnerability are also

the areas with very high numbers of households with fines. By going fine free, we could ensure that children, adults and families in these households can use the library without fear of losing their access to our collections.

Along with moving to no longer charging overdue fines, we would like to recommend the waiving of past fines that are not billed items or collection agency referral fees. This will allow us to reengage with those individuals and families that have left the library due to fines. For our 2021 budget and beyond, we have reduced our expenses to cover the loss in revenue from fines and will continue to do so because we feel so strongly that equitable access to library services is what our communities pay for and what they need.

One area related to revenues and expenses that wasn't known at the time of the original recommendation was the staff time needed for handling fines and payments. The average time for discussing fines and payments with our members is around 5 minutes. In 2019, there were 24,399 in-person transactions for fine payments at our libraries. Based on the average pay of clerks or library assistants who handled these transactions, the cost was \$1.24 per transaction. So, the total cost for handling fines in 2019 was \$30,255 in staff time. If we were to free up that staff time by not having fine negotiations and payments with our members, we could focus on more positive services like the continuation and expansion of curbside pickup and Grab & Go.

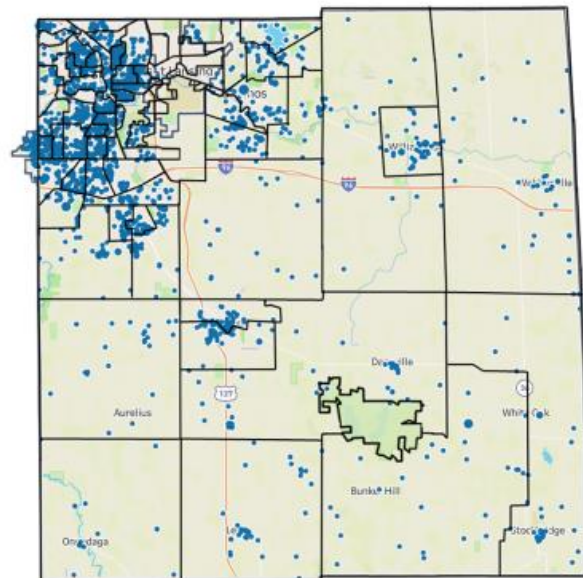
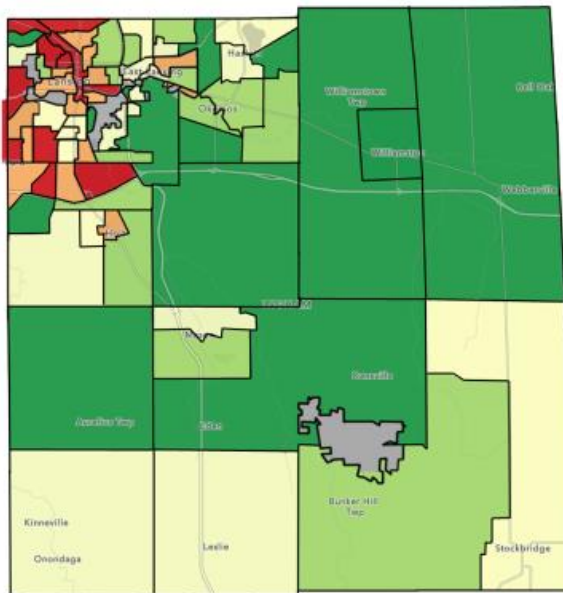
- 3) About 15% of libraries in Michigan have moved to fine free and many others are in the process of doing so. In the original fine proposal, we cited other Class 6 libraries in Michigan, like Grand Rapids Public Library, Kent District Library, Kalamazoo Public Library and Detroit Public Library as charging overdue fines. Each of these Class 6 libraries are now fine free. Along with this, the American Library Association passed a "Resolution on Monetary Library Fines as a Form of Social Inequality" (p.7-8) encouraging public libraries to stop charging overdue fines and look at more equitable ways to get items returned.

Our public service staff and Management Team feel strongly that we should join other Michigan libraries and go fine free as a library system. By doing so, we can follow our organizational values of open access and empowering our communities and our Strategic Plan objective of developing CADL as a place of inclusion and social equity. Fines tend to penalize more vulnerable individuals and families because it turns library service into being available for those who can afford to pay their fines. By going fine free and waiving past fines, we can ensure, going forward, that our libraries will be accessible for all members regardless of income. As we've shown, we have the tools to get items returned in a timely manner that doesn't involve fines and we will plan in the future for how to decrease our expenses to account for this loss in revenue.

Timeline

April 14 & 21, 2021 – Present Fine Free Proposal to the Board. Board votes on the proposal at the April 21 meeting.

May 12 & 19, 2021 – If Fine Free Proposal is approved, present changes to SER 102 Circulation Policy.



Legend

CDC Social Vulnerability Index 2018 - USA - Overall SVI - Tracts

RPL_THEMES





Resolution on Monetary Library Fines as a Form of Social Inequity

Whereas monetary fines present an economic barrier to access of library materials and services;

Whereas there is mounting evidence that indicates eliminating fines increases library card adoption and library usage;

Whereas monetary fines create a barrier in public relations, and absorb valuable staff time applying, collecting, and managing dues;

Whereas the first policy objective listed in ALA Policy B.8.10 (Library Services to the Poor) as approved by ALA Council on January 28, 2019, states that the American Library Association shall implement these objectives by "Promoting the removal of barriers to library and information services, particularly fees, and overdue charges";

Whereas ALA Policy B.4.2 (Free Access to Information) "asserts that the charging of fees and levies for information services, including those services utilizing the latest information technology, is discriminatory in publicly supported institutions providing library and information services";

Whereas in Economic Barriers to Information Access, An Interpretation of the Library Bill of Rights, ALA states "All library policies and procedures, particularly those involving fines, fees, or other user charges, should be scrutinized for potential barriers to access;

Whereas libraries will need to take determined and pragmatic action to dismantle practices of collecting monetary fines

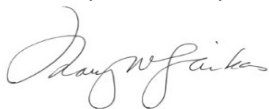
Whereas libraries of all types are responsive to bodies, be they school districts, boards of trustees, college and university administration, or government entities and therefore need to be able to make the case to those bodies about eliminating fines; and

Whereas monetary fines ultimately do not serve the core mission of the modern library; now, therefore, be it

Resolved, that the American Library Association (ALA), on behalf of its members

1. adds a statement to the Policy Manual that establishes that “The American Library Association asserts that imposition of monetary library fines creates a barrier to the provision of library and information services.”;
2. urges libraries to scrutinize their practices of imposing fines on library patrons and actively move towards eliminating them; and
3. urges governing bodies of libraries to strengthen funding support for libraries so they are not dependent on monetary fines as a necessary source of revenue.
4. establish a working group to develop information resources, including strategies and tips, for libraries interested in abolishing fines, with a report due to Council at the 2019 Annual Conference

Adopted by the Council of the American Library Association
Monday, January 28, 2019, in Seattle, WA

A handwritten signature in cursive script, appearing to read "Mary W. Ghikas".

Mary W. Ghikas, Executive Director
and Secretary of the ALA Council

4/9/2021

Capital Area District Library
Balance Sheet
3/31/2021
UNAUDITED

ASSETS

	Current Year	Previous Year
Current Assets:		
Cash	12,454,663.00	11,592,394.97
Imprest Cash	2,612.00	2,612.00
Investments	5,497,831.81	5,681,029.91
Prepaid Expenses	22,025.78	37,317.93
Accounts Receivable	17,067.54	6,154.53
Taxes Receivable	1,597,156.00	1,171,886.25
Total Current Assets	19,591,356.13	18,491,395.59
Total Assets	19,591,356.13	18,491,395.59

LIABILITIES AND FUND BALANCE

Current Liabilities:		
Accounts Payable	3,347.02	66,282.38
Accrued Salaries Payable	0.00	0.00
Accrued Employee Benefits Payable	37,355.93	43,841.38
Deferred Revenue	1,597,156.00	1,178,097.49
Total Current Liabilities	1,637,858.95	1,288,221.25
Fund Balance:		
Fund Balance Undesignated	83,999.60	1,588,673.46
Fund Balance Donations Restricted	425,395.07	415,898.83
Fund Balance Donations Unrestricted	196,061.25	170,914.39
Fund Balance Capital Projects	999,999.66	499,999.66
Fund Balance Contingency	6,249,833.10	5,190,687.10
Fund Balance Automation	1,000,000.00	500,000.00
Fund Balance Operations	499,000.00	983,000.00
Fund Balance Pension Reserve	1,080,000.00	426,120.00
Profit (loss) for period	7,419,208.50	7,427,880.90
Total Unapplied Fund Balance	(17,953,497.18)	(17,203,174.34)
Total Liabilities and Fund Balance	19,591,356.13	18,491,395.59

4/9/2021

Capital Area District Library
Statement of Revenue and Expenditures
Fiscal Year Ending December 31, 2021
3/31/2021
Unaudited

Revenues

	Current Month	Year to Date	2021 Budget	%
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Millage Income				

Property Tax Revenue	2,405,244.55	9,712,166.27	11,225,000.00	86.52
Renaissance Zone Reimbursment	0.00	0.00	62,000.00	0.00
Industrial Facilities Tax	29,539.03	40,677.70	63,000.00	64.57
Total Tax Revenue	2,434,783.58	9,752,843.97	11,350,000.00	85.93
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Penal Fines				

Penal Fines Ingham County	0.00	0.00	360,000.00	0.00
Penal Fines Eaton County	0.00	0.00	10,000.00	0.00
Total Penal Fines	0.00	0.00	370,000.00	0.00
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State Aid				

State Aid Direct	0.00	0.00	102,500.00	0.00
State Aid Indirect	0.00	0.00	102,500.00	0.00
PPT Reimbursement	162,581.31	162,581.31	173,000.00	93.98
Total State Aid	162,581.31	162,581.31	378,000.00	43.01
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Library Fees				

Overdue Fines	895.93	2,323.03	0.00	0.00
Non Resident Fees	375.00	1,000.00	25,000.00	4.00
Printing Revenue	778.00	1,743.53	14,000.00	12.45
Total Library Fees	2,048.93	5,066.56	39,000.00	12.99
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Donations / Grants:				

Donation Income Restricted	3,421.75	3,721.75	60,000.00	6.20
Donation Income Unrestricted	857.93	13,855.08	16,000.00	86.59
Grants	0.00	15,685.02	33,000.00	47.53
Total Donations	4,279.68	33,261.85	109,000.00	30.52
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Other Income				

Interest Income	11,783.41	15,094.91	60,000.00	25.16

MMLC Reimbursement	0.00	0.00	102,500.00	0.00
Lost and Paid Books	1,715.58	4,360.02	18,000.00	24.22
Sponsorship Revenue	0.00	0.00	0.00	0.00
Misc Income	82.30	210.20	2,500.00	8.41
Universal Service Fund Income	0.00	0.00	9,055.00	0.00
Total Miscellaneous Income	13,581.29	19,665.13	192,055.00	10.24
Due From Fund Balances				

Due from Pension Reserve	0.00	0.00	120,000.00	0.00
Due From Undesignated Fund Balan	0.00	0.00	84,000.00	0.00
Due From Automation Fund	0.00	0.00	133,000.00	0.00
Due From Operations Fund	0.00	0.00	405,000.00	0.00
Due from Donation Balance	0.00	0.00	105,000.00	0.00
Total Due From Funds	0.00	0.00	847,000.00	0.00
TOTAL OPERATING REVENUE	2,617,274.79	9,973,418.82	13,285,055.00	75.07

Expenditures

	Current Month	Year to Date	2021 Budget	%
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Salaries and Benefits				
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Salaries	442,055.10	1,182,639.40	6,284,000.00	18.82
Unemployment Insurance	0.00	0.00	5,150.00	0.00
FICA Employer Share	26,005.38	74,584.99	480,500.00	15.52
Health Insurance	39,623.20	161,117.23	667,250.00	24.15
Prescription Expense	13,082.27	27,597.36	195,000.00	14.15
Dental Insurance	6,766.92	7,054.52	59,000.00	11.96
Vision Insurance	834.48	2,503.44	12,802.00	19.56
Life & Disability Insurance	279.06	837.18	4,654.00	17.99
Retirement	44,484.65	76,636.90	563,000.00	13.61
Workers Comp Insurance	4,293.75	12,881.25	18,500.00	69.63
Parking Main Library	3,362.00	13,448.00	41,000.00	32.80
Total Salaries and Benefits	580,786.81	1,559,300.27	8,330,856.00	18.72
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Materials				
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Books	77,072.35	190,504.75	901,955.00	21.12
Periodicals	0.00	29,342.78	61,587.00	47.64
DVD	13,037.95	60,918.41	276,113.00	22.06
Library of Things	677.84	5,700.81	47,350.00	12.04
Audiobooks	29,845.98	80,837.35	417,574.00	19.36
Music	2,315.52	5,458.12	56,044.00	9.74
Processing Supplies	1,418.04	2,374.89	24,250.00	9.79
Processing Fees	4,669.44	11,904.26	61,650.00	19.31
Subscription Services	0.00	73,366.11	91,358.00	80.31
Databases	0.00	91,808.91	99,479.00	92.29
Total Materials	129,037.12	552,216.39	2,037,360.00	27.10
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Supplies				
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Office Supplies	4,608.87	15,740.20	106,000.00	14.85
Postage Expense	1,028.24	1,184.24	11,200.00	10.57
Gas Delivery Vehicles	1,163.64	1,971.09	16,000.00	12.32
Gas Bookmobile	337.25	627.90	6,400.00	9.81
Janitorial Supplies	170.61	170.61	21,102.00	0.81
Total Supplies	7,308.61	19,694.04	160,702.00	12.26

Professional Services

Membership Fees	1,299.00	2,401.50	21,500.00	11.17
Collection Agency Fees	0.00	0.00	2,425.00	0.00
Web Chat Service	895.00	1,790.00	11,070.00	16.17
Payroll & Print Service	2,373.38	9,425.93	37,875.00	24.89
Melcat Delivery Charges	0.00	18,780.12	37,000.00	50.76
Tutoring Services	0.00	11,441.25	15,500.00	73.81
Marketing	13,882.29	41,835.23	228,000.00	18.35
Bank Fees & Services	899.69	2,618.06	13,000.00	20.14
Cooperative Membership Fee	0.00	0.00	102,500.00	0.00
Total Professional Services	19,349.36	88,292.09	468,870.00	18.83

Governance

Per Diem	270.00	270.00	10,000.00	2.70
Memberships	0.00	0.00	1,190.00	0.00
Conferences	0.00	0.00	10,250.00	0.00
Legal Services	1,188.00	1,562.00	50,430.00	3.10
Audit	0.00	9,800.00	13,000.00	75.38
Total Governance	1,458.00	11,632.00	84,870.00	13.71

Staff Development

Recruiting Expense	0.00	0.00	1,050.00	0.00
Staff Training	652.00	1,076.00	30,500.00	3.53
Hospitality	0.00	82.20	3,428.00	2.40
Employee Recognition	0.00	211.90	8,051.00	2.63
Total Staff Development	652.00	1,370.10	43,029.00	3.18

Maintenance and Utilities

Telephone	2,682.91	5,859.38	32,500.00	18.03
Steam and Gas	25,270.91	37,144.80	96,375.00	38.54
Electricity	11,119.82	18,939.04	190,969.00	9.92
Water and Sewer	3,143.75	4,822.76	25,000.00	19.29
Trash	515.51	1,089.30	7,200.00	15.13
Custodial Services	7,850.35	15,118.65	202,372.00	7.47
Security Services	10,260.12	18,607.59	123,000.00	15.13
Building Maintenance	7,086.42	14,962.33	69,672.00	21.48
Vehicle Maintenance	990.91	1,064.60	18,500.00	5.75
Total Maint. and Utilities	68,920.70	117,608.45	765,588.00	15.36

Other Expenses

Millage Income Refund	88.96	1,215.57	34,000.00	3.58
Property & Liability Insurance	12,540.00	33,519.75	70,000.00	47.89
Donation Expense Restricted	130.71	396.46	165,000.00	0.24
Donation Expense Unrestricted	300.00	775.00	16,000.00	4.84
Miscellaneous	48.75	562.54	6,060.00	9.28
Sales/Use Tax	69.44	69.44	1,157.00	6.00
Local Travel	113.79	338.09	10,558.00	3.20
Total Other Expenses	13,291.65	36,876.85	302,775.00	12.18

Technology Expenses

Internet Access	3,278.33	20,317.56	71,995.00	28.22
Computer Software	1,929.90	24,986.44	78,138.00	31.98
Computer Hardware	81.00	887.05	39,305.00	2.26
III Software & Hardware Maint	0.00	101,938.63	106,827.00	95.42
Computer System Services	421.65	5,371.64	39,640.00	13.55
Member Experience Improvements	0.00	0.00	12,400.00	0.00
VOIP Phone Project	0.00	0.00	85,000.00	0.00
Wired LAN Upgrade	0.00	0.00	15,000.00	0.00
Digital Signage Upgrade	0.00	0.00	10,000.00	0.00
People Counter Replacements	0.00	0.00	15,000.00	0.00
Offsite Backup Refresh	0.00	0.00	30,000.00	0.00
Staff Laptop Computers	0.00	0.00	45,000.00	0.00
Total Technology Expenses	5,710.88	153,501.32	548,305.00	28.00

Capital Outlay

Staff Furn & Equipment	708.36	1,698.83	47,500.00	3.58
Building Upgrades	0.00	839.53	23,000.00	3.65
Public Service Grant Projects	0.00	6,168.00	6,200.00	99.48
Outreach Projects	2,078.35	5,012.45	51,000.00	9.83
HVAC Upgrades	0.00	0.00	30,000.00	0.00
New Delivery Vehicle	0.00	0.00	60,000.00	0.00
Chiller Roof Replacement	0.00	0.00	150,000.00	0.00
IT Renovation Project	0.00	0.00	100,000.00	0.00
Mason Renovation Project	0.00	0.00	75,000.00	0.00
Total Capital Outlay	2,786.71	13,718.81	542,700.00	2.53

Total Operating Expenditures	829,301.84	2,554,210.32	13,285,055.00	19.23
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Unapplied Fund Balance-Budget
Net Income(Loss)

1,787,972.95	7,419,208.50	0.00
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Delivery Vehicle Purchase
April 21, 2021

Recommendation:

Approve the purchase of a new delivery vehicle for \$58,303.42 from Lafontaine Ford of Lansing. Pricing for this vehicle will be provided through State of Michigan contract number 071B7700183. There is currently \$60,000 in the budget to fund this purchase. This new vehicle will be like our bread truck style inner-city delivery truck, allowing for greater delivery flexibility and more space as the Library of Things collection grows.

Background:

This vehicle is being custom-built on a 2022 Ford E-450 stripped chassis. It is replacing the 2014 Ford E-350 cutaway vehicle purchased in 2014 with over 136,000 miles and will be used to run our outer-city delivery route. Some of the other features are listed below:

- It has a new premium rated 7.3 L, V-8 engine with a six-speed automatic transmission with overdrive.
- Dual rear wheels for added stability.
- Custom-designed body to accommodate our delivery needs, including shelving, interior lighting, and ventilation.
- Safety features include a backup camera, non-skid aluminum tread plate overlay, and electronic backup alarm.
- The manufacturer's warranty for the powertrain and roadside assistance is 60 months or 60,000 miles.

Lafontaine Ford is a local dealer located on Cedar Street in Lansing. This dealer is being recommended for the following reasons:

- 1) They can obtain pricing based on State of Michigan program pricing. This pricing is estimated to be \$4,700 lower than retail.
- 2) They can provide local service on the vehicle and have facilities to accommodate heavy trucks.
- 3) Ford has an excellent reputation for providing dependable commercial vehicles, the vehicle body manufacturer Morgan/Olson has many satisfied customers using their body on a Ford E-450 chassis. The Capital Area District Libraries has been using this manufacturer's body on several of its delivery vehicles and has proven highly durable.

**Downtown Lansing 3rd Floor IT Renovation Recommendation
April 21, 2021**

RECOMMENDATION:

Approve Roger L. Donaldson as the selected architect to provide architectural and engineering services required to generate construction bid documents for the renovation of the IT workspace and update lighting and replacement of the ceiling in the 3rd Floor hallway, stock room, and workroom. The total proposed cost for all work included in the bid document was \$10,152.

BACKGROUND:

This renovation project was budgeted for the spring of 2020, but due to Covid-19 restrictions and the library closure, the project was moved to the 2021 budget year. Roger L. Donaldson is a local architect who came highly recommended by the previous architect, Pete Holz, with Rockwood Design, who provided similar services for the past 10-years. In reviewing received documents from the three bidders, Roger L. Donaldson provides all requested services at the lowest bid.

They are being recommended for the following reasons:

- 1) They were the low bidder on this project.
- 2) They are a local architect.
- 3) They were personally recommended by the retiring architect that has worked with Admin Floor remodels.

The bid tabulations are below:

Vendor	Total
Roger L Donaldson, AIA P.L.C. Architect	\$10,152
Dangerous Architects	\$12,885
RAM Construction DLZ Architecture	\$25,200

HUM 102 TECHNOLOGY POLICY

September 19, 2018

1. Purpose

Capital Area District Libraries (CADL) provides technology (computing devices, software, and accounts) for its employees for authorized business purposes. These technologies include, but are not limited to, computers, laptops, and mobile devices that provide email, instant messaging, calendar functions, file creation, storage and sharing, web browsing, timekeeping, library management systems, and numerous specialized functions relevant to specific job duties.

2. Expectations

All library employees receive CADL accounts and access to devices and software relevant to their job duties as part of their employment at CADL. CADL considers email an official communication medium and, as such, relies on it to deliver important information in a timely and efficient manner. Employees are expected to read their e-mail each day they are scheduled to work. Other software use may be required in procedures developed for various job duties.

3. Use Outside Work Hours, Off Site, and/or On Personal Devices

Some library technologies are available for use outside work hours, off library property, and/or on devices not owned by CADL. Such use is allowed for convenience and efficiency in enabling library business and subject to limitations defined in specific procedures. The provisions of this policy apply to such use.

4. Personal Use

Occasional personal use of library technology is allowed, provided such use occurs on the employees' own time, does not interfere or compromise normal business or network operations, and complies with all other aspects of this policy.

5. Privacy

E-mail and other electronic communications such as instant messaging are public records subject to the provisions of the Freedom of Information Act. CADL provides no assurances of privacy for electronic correspondence, whether business or personal in nature. As government employees we need to be mindful of the responsibility imposed by public scrutiny and public accountability.

6. Security

Controlled access is important to the integrity of our technology environment. Users shall not leave logged-in devices unattended. Users shall not share passwords with others nor write them down nor display them. Users will observe rules for password creation and change them when requested.

7. Restrictions

- 7.1. CADL's technology systems may not be used to transmit any form of discriminatory actions, words, jokes, or comments based on an individual's gender identity or expression, sexual orientation, race, ethnicity, age, religion, weight or any other legally protected characteristic. Infractions must be reported to one's supervisor or the Human Resources Director.
- 7.2. CADL's technology systems may not be used to transmit any content which would be in violation of federal, state, or local law, ordinance or regulation; or in violation of the terms of the collective bargaining agreement.
- 7.3. Limits on system functions such as individual message and mailbox sizes may be imposed to maintain system efficiency.

7.4. All accounts and access to the CADL technology environment will be de-activated when an employee leaves.

8. Inappropriate Use

In accordance with this policy CADL reserves the right to examine the content associated with any CADL account upon allegations of abuse being reported to the Executive Director. Employees who violate this policy will be subject to disciplinary action.

SER 104 PRIVACY POLICY

January 20, 2021

I. Background

The American Library Association's Code of Ethics states, "Librarians must protect each user's right to privacy with respect to information sought or received, and materials consulted, borrowed, or acquired."

The Library Privacy Act, PA 455 of 1982 as last amended, says that "a library or an employee or agent of a library shall not release or disclose a library record or portion of a library record to a person without the written consent of the person liable for payment for or return of the materials identified in that library record, unless 1 of the following exceptions applies":

- 1) "A court has ordered the release or disclosure after giving the affected library notice of the request and an opportunity to be heard on the request."
- 2) "The library or an employee or agent of the library may report information about the delinquent account of a patron who obtains materials from the library to a collection agency under contract with the library."
- 3) "The library or an employee or agent of the library may disclose library records to another library or library cooperative for the purpose of conducting interlibrary loans".

A library record is defined as "a document, record, or other method of storing information retained by a library that contains information that personally identifies a library patron, including the patron's name, address, or telephone number or that identifies a person as having requested or obtained specific materials from a library."

A library record specifically does not include nonidentifying material that may be retained for the purpose of studying or evaluating the circulation of library materials in general or recorded video surveillance images made solely for security purposes that do not include images of any activity or any other document or record that identifies a person as having requested or lawfully obtained specific services, materials, or information resources from a library.

2. Basic Policy

It is the policy of Capital Area District Libraries to preserve the confidentiality of the registration, circulation and other library usage records of its patrons to the fullest extent reasonably possible under the law. Library staff members and staff of library vendors may only access library patron records when needed for work related purposes. Any personal use of such information is expressly prohibited.

Library staff and staff of library vendors will not release any library records to any person other than the person named on the record unless either i) the library has received written permission of the patron, (ii) the written permission of the person liable for payment for or return of the materials identified in that library record, or (iii) the disclosure is permitted by law.

For patrons with amounts due of \$40 or more and exceeding 60 days, contact information will be released to a collection agency for follow-up within the sole discretion of CADL.

3. Radio Frequency Identification Privacy Policy

Capital Area District Libraries supports the following privacy principles for the use of Radio Frequency Identification (RFID).

- a. Notice and full disclosure as to the use, terms of use, and any change in the terms of use for data collected via RFID will be given to library patrons.
- b. No personal information will be encoded on RFID tags. These tags will only contain the 14 digit barcode for library materials.
- c. Only library staff members will have access to the database needed to interpret the RFID tag.
- d. Capital Area District Libraries will comply with relevant federal, state, and local laws as well as industry best practices and policies in the use of RFID tags.
- e. CADL will ensure that these four principles are verifiable by an independent audit.

4. Freedom of Information Act

Library records are exempt from disclosure under the Michigan Freedom of Information Act, 1976 Public Act 442, MCL 15.231-15.246.

5. Subpoenas and Court Orders

Any library staff member receiving a verbal request, a subpoena or court order to release any library records should refer the request to the Executive Director or designee immediately.

The Executive Director or designee will review the request and consult with the library's attorney to determine if such process, order, or subpoena is allowable in accordance with applicable law.

6. Search Warrants

A search warrant is a court order issued by a judge or magistrate. It can be federal, state or local. Unlike subpoenas, in which there is always time to contact an attorney, search warrants are immediately executable. Library staff will request a brief delay to call the Executive director and library attorney.

7. Gag Orders

A gag order may accompany a search warrant. A gag order means that no person or institution served with the warrant can disclose (except to their supervisor, department head, or other person in the chain of command) that the warrant has been served or that records have been produced pursuant to the warrant. The library and its staff must comply with this order. No information can be disclosed to any other party, including the patron whose records are the subject of the search warrant.

The gag order does not change a Library's right to legal representation during the search. Staff members will still contact their supervisors, department heads, or Executive Director, or other necessary person in the chain of command. The Library will still seek legal advice concerning the warrant and request that the library's legal counsel be present during the actual search and execution of the warrant. The officer may or may not agree to the request because, legally, the search may begin immediately.

SER 104a PRIVACY STATEMENT

January 20, 2021

Capital Area District Libraries is committed to protecting its patrons' privacy to the maximum extent reasonably possible and in accordance with all applicable laws. For additional information, please consult our Privacy Policy, SER 104.

1. WHAT KIND OF INFORMATION DOES THE LIBRARY KEEP ABOUT ITS PATRONS?

The library keeps the mailing addresses, telephone numbers, drivers' license numbers, and e-mail address of its patrons for purposes including, but not limited to, sending them hold notices, overdue notices, bills for lost materials, notices about library events and services, and library programs. If the patron is under age 18, the library also keeps the same information about the parent or legal guardian. DEPENDING ON THE LOCATION, THE LIBRARY MAY ALSO HAVE VIDEO SURVEILLANCE IMAGES.

2. HOW DOES THE LIBRARY PROTECT PATRON CONFIDENTIALITY?

Unless authorized by law, statute or court order, or as necessary for interlibrary loan or collections, the library does not give out information about patron records, including any records which would personally identify a library patron, what titles a library patron has checked out or put on hold or about the number or the titles of overdue items in the patron's account, except to the cardholder and to those for whom the cardholder has signed a prior release. The library may disclose or use documents or other information (including video surveillance) only if there is no specific information from which a patron could be personally identified as having obtained specific services, materials, or information resources from the library.

3. IN WHAT OTHER WAYS DOES THE LIBRARY PROTECT ITS PATRONS' PRIVACY?

A patron's library record contains information on items currently checked out or on hold for that patron, overdue or lost materials, unpaid fines or fees, and paid fines and fees. Except for Books by Mail, the library does not keep a history of what a patron has checked out after the books and materials are returned, unless specifically requested by the patron via the "Reading History" feature of the patron's online account. However, the nature of computerized systems means that it is possible to determine who last checked out a particular item and titles of items for which a library user has paid charges or fines. The library will not disclose this information to third parties except as stated above.

Patrons may choose to use "Reading History," which maintains a list of titles checked out by a patron. This feature is voluntary and cannot be enabled by anyone other than the patron using his/her personal sign-in. Staff members do

not have access to the patron's reading history. The patron can delete any or all items from the reading history at any time and can turn off the feature at any time.

4. WHAT ABOUT THIRD-PARTY VENDORS AND CONTENT PROVIDERS?

CADL partners with a variety of companies to provide services and content (for example, ebooks through Overdrive). Library users are encouraged to read the privacy policies of the individual companies as CADL cannot be responsible for the privacy policies of third-party vendors. CADL maintains [links to those privacy policies](#) on its website.

5. HOW ABOUT RADIO FREQUENCY IDENTIFICATION?

Capital Area District Libraries complies with relevant federal, state, and local laws as well as industry best practices and policies in the use of RFID tags. No personal information is encoded on RFID tags. These tags only contain the 14 digit barcode used for library materials. Only library staff members have access to the database needed to interpret the RFID tag.

6. WHAT ABOUT COMPUTER USE?

The library's computers are programmed to delete the history of a patron's Internet use and information searches when a patron completes a session by logging off the computer, although, like any other information deleted from a computer, it remains on the library's hard drives until that data is overwritten by another user at some future time. This information is not disclosed to third parties, except as stated above.

7. WHAT ABOUT VIDEO SURVEILLANCE CAMERAS?

Video surveillance cameras are used at some branches of Capital Area District Libraries to enhance the safety and security of library users, staff and property. The Michigan Library Privacy Acts states that a library record does not include "Recorded video surveillance images made solely for security purposes that do not include images of any activity or any other document or record that identifies a person as having requested or lawfully obtained specific services, materials, or information resources from a library." The video surveillance cameras at CADL are not kept private and may be disclosed to third parties, such as law enforcement, if necessary.

8. WHAT HAPPENS TO PAPER LIBRARY CARD APPLICATIONS?

Library card applications completed and submitted prior to January 1, 2011 are retained for a period of seven (7) years and then destroyed. They are stored in an area accessible only to authorized CADL staff members.

Library card applications completed and submitted after January 1, 2011 are digitized and the paper applications are destroyed after three (3) months. Paper applications are stored in an area accessible only to authorized CADL staff members. Digital files are stored on a secure server and are accessible to a limited number of authorized CADL staff members.

9. WHAT HAPPENS TO OTHER PAPER RECORDS?

Paper records containing personal identifying information related to holds, computer use, and reference questions are shredded daily.

10. HOW DOES THE LIBRARY PROTECT ELECTRONICALLY STORED PATRON INFORMATION?

CADL has numerous safeguards in place to prevent anyone except authorized staff from accessing patron information. These include network security with appropriate firewall protections, system logins and individual staff authorizations with passwords that are changed on a regular schedule, and policies and training to educate staff about their roles and responsibilities.

11. WHAT ABOUT E-MAIL?

The Library has no way of ensuring the privacy of the patron's e-mail to others while using library computers or networks. However, e-mails that patrons send to the library are treated in a confidential manner with the same safeguards as other electronically stored information.

12. DOES THE LIBRARY EVER RELEASE INFORMATION ABOUT PATRONS?

The kind of information that the library maintains is limited as described in the previous answers. That limited information will be released to the following persons after they show proper identification:

- The library card holder will always be able to access his or her own information, and can authorize others to access it.
- Law enforcement personnel and/or public safety personnel with a court order, subpoena or search warrant can obtain that information. In such cases the Executive Director or other designated staff member will be contacted, and legal counsel consulted when possible.
- Parents who have signed their child's library card application, and who have listed themselves on library release forms can access information about their children.
- For patrons with amounts due of \$40 or more and exceeding 60 days, contact information will be released to a collection agency for follow-up within the sole discretion of CADL.

SER 105 INTERNET ACCESS POLICY

FEBRUARY 17, 2021

1. Philosophy

In keeping with the library's mission of providing user-friendly technology linking its libraries and communities to the world, Capital Area District Libraries makes the Internet available to the public in all of its libraries as an informational, educational and recreational resource.

2. Internet Content

The Internet, as an information resource, enables libraries to provide information beyond the confines of their own collections. It allows access to ideas, information, and commentary from around the globe. Currently, however, the Internet is an unregulated medium. As such, while it offers access to a wealth of material that is personally, professionally and culturally enriching to individuals of all ages, it also enables access to some material that may be out of date, inaccurate and offensive. Capital Area District Libraries is not responsible for the content of information accessed or selected.

The Library strives to maintain a computing environment that promotes access to a wide variety of electronic information in an array of formats; however, the Library makes no guarantee that all Internet content and services will function on its equipment.

The Library may limit customer access to Internet functions, which it determines to be inconsistent with its mission and goals or consume more resources than the benefit derived in support of the mission and goals.

3. Privacy

It is the policy of Capital Area District Libraries to preserve the confidentiality of library usage records of its patrons in accordance with the Library Privacy Act as last amended. See the SER 104 Privacy Policy.

The Library makes no representations regarding the privacy of information sent over the Internet including e-mail, chat, or instant messenger. Those transmissions are not secure against interception and may be monitored by a third party.

4. Technology Protection Measure

It is Capital Area District Libraries' policy to comply with the requirements of the Children's Internet Protection Act (CIPA) (47 USC § 254 and 20 USC § 9134) and the June 23, 2003 United States Supreme Court decision relating thereto, as well as provisions in the Michigan Library Privacy Act regarding restriction of Internet access to minors (MCL 397.606).

CADL uses a technology protection measure (or “Internet filter”) to restrict access to Internet sites that contain adult content (nudity and graphical depictions of sexual activity). The filter is designed to not block sex education or health sites.

Reservation software is used to restrict minors under the age of 18 to filtered Internet access only. The same software also allows adults to turn off filters without staff intervention.

In some libraries, groups of computers that are primarily used by children have been designated as always filtered.

5. Filtering Guidelines

CADL uses the requirements of CIPA and Michigan law to determine what the filter should block. CADL uses the least restrictive blocking categories provided by the filter vendor that by their definitions appear to include prohibited content. Content to be blocked includes obscenity as defined in 18 USC § 1460, child pornography as defined in 18 USC § 2256, and sexual content harmful to minors as defined in 47 USC § 254 and 20 USC § 9134.

It is CADL’s intent not to block sites that address sexuality and the human body in an educational, historical, or medical context.

6. Parental Guidance

Parents and guardians need to be aware that the filter is not totally effective and the Library cannot assure that a child will not purposefully or inadvertently access inappropriate materials. Although the Library blocks access to unmoderated chat web sites, it does not filter the content of email, chat rooms, or other forms of direct electronic communication and cannot therefore assure the safety and security of minors using these functions. The Library also cannot protect against their children’s unauthorized access to computer resources, including “hacking,” and other unlawful online activities, nor can it protect against unauthorized disclosure, use, and dissemination of personal identification information regarding their children if their children provide it while using the Internet.

Parents need to be actively interested in and responsible for supervision of their children’s use of the Internet and other electronic resources. Parents are encouraged to discuss the use of the Internet and family values with their children.

7. Complaints and Penalties

If a user feels that a web site is being blocked or allowed inappropriately by the filter, s/he may request that it be reviewed by library staff. A decision and any necessary action will be made by the Executive Director or designee.

Inappropriate use of library computers may result in the loss of library computer network privileges and suspension of library services.

8. Obscenity / Child Pornography, and Related Issues

All of the above shall be defined and governed by reference to applicable local, state, and federal statutes, regulations, ordinances, and case law, as amended.

SER 105A COMPUTER USE POLICY

March 14, 2018

This Computer Use Policy is designed to provide all members of the public with fair, equitable access to computer services at all locations.

1. Sign Up - Patrons may sign up for an available computer either at the computer or at a Computer Sign up Station. If all computers are busy, patrons may reserve the next available computer at a Computer Sign up Station or seek staff assistance at a Service Desk.
2. Library Cards - A current, unexpired CADL library card is required to sign up for or use a computer. Temporary trial cards do not allow computer access. Patrons who have been referred to the collection agency will have computer access suspended until all charges related to the collection agency referral have been paid in full.

Library patrons must use their own library card to sign up for or reserve a computer. Patrons using another person's library card (with or without permission) will be suspended according to SER 103 Code of Conduct guidelines. Library cards are used to verify the age of the individual for filtering purposes and to track an individual's daily computer time.

In order to protect the owner's rights, cards that are used by persons other than the owner will be invalidated until the owner is able to show identification.

3. People without Library Cards - People without library cards may use an Express Computer or obtain a guest pass from a service desk.
4. Time Limits – Library cardholders receive up to 180 minutes per day across all CADL locations. The initial time limit may be either 30 or 60 minutes depending on the location. If no one is waiting, computer time may be extended up to the user's daily maximum. Those without eligible library cards may request a guest pass. Guest passes are allotted 30 minutes per day. The Library does not guarantee a specific amount of time for computer use.
5. Express Computers - Some libraries have computers that are designated as Express Computers. These computers are available on a walk-up basis for people who want to use the Internet for a brief period of time. These computers have a time limit of 15 minutes and may not be reserved. Library cards are not needed for these computers. Repeat use of Express Computers may be limited to ensure equitable access.

6. Specific Use Computers - Some libraries have computers that are designated for specific purposes such as microfilm viewing. Time limits on these computers vary from location to location.
7. Filtering - Some computers, those in children's areas for example, may be designated as always filtered. Other computers may be filtered or not depending on the age of the library cardholder. See SER 105 Internet Access Policy.
8. Privacy - The Computer Signup System tracks the amount of computer time that an individual uses during the day. It does not track the sites that a person visits. All personally identifiable reservation information is removed from the Computer Signup System at the end of each day.
9. Closing - Computers and printers shut down 10 minutes before the library closes.
10. Library Use - Library staff may reserve computers for classes, staff training, or special programs.
11. Headphones - Personal headphones are permitted but the volume must be kept low so as not to disturb others.
12. Multiple Users - Only one person may use a workstation except where parents or caregivers assist their child. Staff members, at their discretion, may approve or disapprove requests for multiple users.
13. Printing - The printing charge is 15 cents per page for black and white printing and 50 cents per page for color printing. Patrons are responsible for using print preview to determine the number of pages in the file before printing. Patrons will be charged for all pages printed whether they take them or not. Patrons may not use their own paper.
14. Saving Files and Documents - Patrons who wish to keep a permanent record of their work need to save files and documents on their own portable media. Library computers do not allow users to permanently save documents or personal files to the hard drive.
15. Disclaimer - Patrons use library computer hardware and software at their own risk. The Library is not responsible for equipment malfunction, loss of data, any damages to the user's disks, data, or electronic transactions of any type. The Library is not responsible for the loss of any portable media.
16. Staff Assistance – Staff members are available to provide limited assistance with the library's digital collections, library software and library equipment. Users who need comprehensive training on library software or digital collections should

attend the Library's free computer classes or request an appointment at a particular branch.

17. Illegal and Unacceptable Uses - Patrons may use library computers only for legal uses. Examples of unacceptable uses include but are not limited to the following:
 - Attempting to crash, degrade performance, or gain unauthorized access to computer systems and networks.
 - Damaging equipment, software, or data belonging to the Library or other users.
 - Using the Internet for malicious purposes such as intentionally propagating a virus.
 - Sending unsolicited advertising.
 - Attempting to gain or gaining access to another person's files or authorization codes.
 - Using another person's identification, bar code or pin number, with or without permission.
 - Using, disclosing, or disseminating personal identification information regarding minors without parental permission.
 - Displaying obscene material, child pornography, or sexual content that might be harmful to minors.
 - Harassing other users with messages, prints, or images.
 - Libeling, slandering, or maliciously offending other users.
 - Violating copyright laws or software licensing agreements.
 - Violating federal, state, or local laws, regulations, or ordinances.
18. Exceptions - Staff members may make exceptions to this policy for unusual circumstances.
19. Obscenity/Child Pornography, and Related Issues - All of the above shall be defined and governed by reference to applicable local, state, and federal statutes, regulations, ordinances, and case law, as amended.
20. Compliance - Failure to comply with this policy or with library staff directions may result in restriction or termination of the user's library privileges and may result in prosecution under local, state, or federal laws.

Any person denied access to the Library or its services may appeal the denial to the Executive Director. If the appeal is not resolved by the Executive Director, it may be submitted in writing to the Library Board.

The Library Board will provide the person with an opportunity to be heard before deciding the appeal.

SER 105B WIRELESS ACCESS POLICY

September 21, 2016

Capital Area District Libraries provides wireless access to the Internet in various ways. This policy explains the scope of and governs those various modes.

A. Policy Applicable to All Modes of Wireless Access

1. Disclaimer – Users access the wireless Internet at their own risk. The Library is not responsible for equipment malfunction, loss of data, or for any damages to the user's equipment, disks, data, or electronic transactions of any type. Users are responsible for and strongly encouraged to use appropriate and up-to-date security software on their equipment to prevent the infection and spread of computer viruses, Trojans, and other malware.
2. Illegal and Unacceptable Uses – Patrons may access the wireless Internet only for legal uses. Examples of unacceptable uses include but are not limited to the following:
 - Attempting to crash, degrade performance, or gain unauthorized access to computer systems and networks.
 - Damaging equipment, software, or data belonging to the Library or other users.
 - Using the Internet for malicious purposes such as intentionally propagating a virus.
 - Sending unsolicited advertising.
 - Attempting to gain or gaining access to another person's files or authorization codes.
 - Using another person's identification, bar code or pin number, with or without permission.
 - Using, disclosing, or disseminating personal identification information regarding minors without parental permission.
 - Displaying obscene material, child pornography, or sexual content that might be harmful to minors.
 - Harassing other users with messages, prints, or images.
 - Libeling, slandering, or maliciously offending other users.
 - Violating copyright laws or software licensing agreements.
 - Violating federal, state, or local laws, regulations, or ordinances.
3. Staff Assistance – The wireless service has been designed to be easily accessed by a wide range of equipment. Staff will provide the information necessary for users to access the wireless network, and provide assistance in searching and using the library's online information resources.
4. Compliance – Failure to comply with this policy or with library staff directions may result in restriction or termination of the user's library privileges and may result in prosecution under local, state, or federal laws.

Any person denied access to the Library or its services may appeal the denial to the

Executive Director. If the appeal is not resolved by the Executive Director, it may be submitted in writing to the Library Board. The Library Board will provide the person with an opportunity to be heard before deciding the appeal.

B. Policy Applicable to CADL Wireless Service at Library Facilities

The Library makes wireless Internet available to visitors at each of its facilities on the following terms.

1. Authentication – A library card is not required. Users must agree to the Terms of Use outlined in this policy before being authenticated to use the wireless network.
2. Encryption -- The Library's wireless network services do not encrypt or secure data transfers beyond whatever encryption is provided by the web site or network service accessed by the user. The user accepts the risks and implications of the privacy and security measures employed (or not employed) by the web sites and network services s/he uses.
3. Available Network Services – The wireless service is designed to allow access to standard Internet functions—web sites, email, and FTP. At the sole discretion of the library, software that uses non-standard ports or that poses security risks may be blocked.
4. Devices – The wireless service is designed for use with devices that use standard 802.11 b, g or n protocols and have a standard web browser. Not all equipment will be compatible. Other devices may or may not work and are not explicitly supported.
5. Sound – Users may not play sound through speakers on their equipment. Personal headphones are permitted, but the volume must be kept low so as not to disturb others. Headphones may be purchased at the library.
6. Bandwidth Limitations – Network bandwidth is shared among many functions and the level of bandwidth available for wireless service is limited. The library does not guarantee any particular level of service.
7. Content Filtering – The wireless service is always filtered in accordance with SER 105 Internet Access Policy. If a user of the wireless service over the age of 18 wants to access content blocked by the filter, s/he may instead use one of the library's unfiltered computers.
8. Location of Service – The wireless service originates within the library building, but may not be evenly available everywhere within the library. It may also extend beyond the walls of the library. The Library does not guarantee any particular signal level inside or outside the library. Accessing the service beyond the library walls and property is acceptable, as long as the user agrees to and abides by the Terms of Use outlined in this policy.

9. Electrical Power – The library does not guarantee convenient access to electrical power plugs, so users should plan to use battery power with their devices. To the extent that electrical power plugs are available, users may connect their computer equipment to them, provided they do so in a safe manner that does not interfere with the ability of others to use the library. Users may not unplug any existing equipment, stretch cords across walkways, nor may they move furniture or sit on floors in such a way as to block or impede aisles or walkways.
10. Privacy – The Library does not track personally identifiable information in connection with the use of its wireless network, nor does it record the web sites visited by users. However, certain information necessary to provide the service (which might include, but is not limited to, the MAC address of the user's equipment's network interface, the IP address assigned to the user's equipment, and dates and times of use) is retained in various system logs for several weeks. This information is available only to a few staff and is not shared unless required by law.

C. Policy Applicable to Borrowed Mobile Hotspot Use

The Library loans devices (mobile hotspots) that provide wireless Internet access to WiFi capable devices.

1. Authentication – Hotspots are loaned to adult Library patrons in good standing. The person who checks out the hotspot is responsible for all uses of the device.
2. Available Network Services – The Internet service on the hotspots is provided by a third party cellular network provider. The Library does not restrict what services or ports are available as part of the vendor's standard service, nor does the Library guarantee any particular services or ports will be available.
3. Devices – The wireless service is designed for use with devices that use standard 802.11 b, g or n protocols. Not all equipment will be compatible. Other devices may or may not work and are not explicitly supported. The hotspot can support up to 10 device connections at a time.
4. Bandwidth Limitations – The speed and performance of Internet service on the hotspots will vary based on the strength and quality of the cellular signal available on the vendor's network at the time and location of use. The hotspots are provisioned with 4G service and there is no cap on total bandwidth. The cellular network provider actively manages its network resources and may slow down an individual connection when network congestion is present. Network service on the loaned device will be suspended when it becomes overdue.
5. Content Filtering – The Internet service on the hotspots is not filtered. Adults are advised to supervise minors whom they allow to connect to the hotspot. CADL is not responsible for the content accessed.

6. Location of Service – The Internet service on the hotspots is provided by a third party cellular network provider with coverage and availability throughout Ingham County. However, coverage is not guaranteed. An up to date coverage map is available via the library's web site.
7. Privacy – The Library does not track the use of the Internet on the hotspots. A link to the privacy policy of the cellular network provider is available on the library's web site.

SER 205 Social Media Policy

April 19, 2017

Philosophy & Purpose

Capital Area District Libraries (CADL) wish to encourage dialogue and new learning opportunities with the community it serves while remaining a relevant information source for the community through the use of various web tools. To this end, CADL has established social media sites to inform library users about library programs, events (including those co-sponsored with other organizations), and materials, and to encourage dialogue and the exchange of information and knowledge between users and library staff about these programs, events and materials. The library's social media sites may also be used to notify the general public of library employment opportunities or other library announcements.

The library's social media sites are not intended to be traditional public forums for the general exchange of ideas and viewpoints, but instead a limited forum for discussing library programs, events and materials.

Courts have recognized that libraries are limited public forums and as such, are only obligated to allow the public to exercise rights that fit with the purposes of the library. All postings related to library programs, events and materials are permitted, except as otherwise stated in this policy.

This policy governs the use of social media in three areas: 1.) public use 2.) employee use and 3.) publication of comments on social media. For the purposes of this policy, professional use constitutes an employee who has been given the authority to use the official CADL social media accounts to post content and/or comments using the CADL name and logo. Social media means any forum for online publication and commentary, including blogs, wikis, and social networking sites such as Facebook, Twitter, LinkedIn, Flickr, YouTube and Pinterest.

I. Public Use

The Library is not responsible for or liable for the content of postings by third parties on any Library sponsored social media site, and all postings, unless specifically designated otherwise, do not reflect opinions or positions of Capital Area District Libraries, its employees, or Board of Trustees.

By posting on the Library's social media sites, users give the Library permission to use their name, profile picture, and the content of any posting or comment they make without any compensation to the individual who made the post or liability on the part of the Library. This permission ends only if the user who made the post deletes his or her post.

II. Employee Use

Employees who engage in social networking including sites such as Facebook, Twitter, blogs or wikis for personal use must do so on their own time. If an employee is speaking about a Library related issue on his or her personal social networking site, the employee must identify that he

or she is speaking as an individual and not on behalf of CADL. Employees may be subject to discipline if their comments are determined to be inappropriate by CADL, as allowed by law.

The Library recognizes that the First Amendment protects a public employee's right, in some circumstances. However, when a public employee makes a statement on a social media site, the employee may not be speaking about a matter protected by the First Amendment. In some cases it may be difficult to distinguish between protected and unprotected speech, so each situation must be evaluated on a case by case basis.

Employees may participate in social media sites while on work time if they have an authorized business need and it is approved by the Executive Director or designee (in this case, the Marketing & Communications Director) in advance. Employees must be aware that information they display or comments they make on library social media sites may be viewed by other users as representing official library sponsored information or comments.

Authority to Post using CADL Name and Logo

CADL's Online Content Coordinator or Marketing & Communications Director can directly publish or comment via social media using the CADL name and logo, as outlined in the job descriptions for these positions. Any other employee must obtain the permission of the Marketing & Communications Director and their supervisor before engaging in work related social media. Only with permission of the Marketing Director can other staff publish or comment using the CADL name and logo.

Staff members who wish to contribute content (i.e. writing blog posts, tweets, Facebook posts, etc.) should initially contact the Marketing & Communications Director. A discussion about objectives and goals will determine whether 1.) The situation is appropriate for authorizing the staff member to post using the CADL name and logo or 2.) The situation is best suited to create a submission schedule and have the Online Content Coordinator post on behalf of the staff member.

III. Comments on Social Media

Publication and commentary on social media carries similar obligations to any other kind of publication or commentary. Comments that are received on blogs and other social networks will be reviewed prior to posting. CADL wishes to encourage engaging dialogue with our fans/followers/likers and will post any comment that is appropriate. However, CADL reserves the right to delete comments at any time, within the organization's discretion. The Library also reserves the right to ban or block users who have posted in violation of this policy. This would only be done in good faith to protect our readers from comments that include, but are not limited to, the following:

- Advertisements
- Spam
- Postings which contain obscene matter
- Postings which are disparaging, harassing, abusive, profane or offensive

- Hateful, threatening, or pornographic postings which contain graphic or gratuitous violence
- Potentially libelous or defamatory postings
- Postings which contain privileged, proprietary, or confidential information about any person, business, or entity, including, without limitation, patrons, vendors, the Library or Library partners
- Postings which violate or potentially violate local, state or federal laws, including, without limitation, intellectual property and copyright laws
- Postings which discriminate on the basis of race, color, religion, national origin, sex, handicap, age, sexual orientation, creed or ancestry
- Postings which are sexually harassing including, without limitation, epithets, slurs, negative stereotyping, sexual rumors that show hostility toward individuals based on gender, derogatory comments about individuals' body or appearance, unwelcome sexual compliments, innuendos, suggestions or jokes

As appropriate, comments will be professionally, respectfully and promptly addressed by the Online Content/Social Media & PR Coordinator. If the Online Content/Social Media & PR Coordinator is unable to provide an independent answer, the necessary parties will be consulted as soon as possible to aid in providing an accurate and timely answer.