

# Taylor Community Library Policies

<b>Section 1: Customer Service Policies</b>	<b>1</b>
Code of Conduct Policy	2
Unattended Child Policy	4
Appeals Process for Disciplinary Action Policy	5
Exam Proctoring Policy	6
<b>Section 2: Circulation Policies</b>	<b>8</b>
Library Card Policy	9
Loans and Renewals Policy	11
Lost, Missing, or Damaged Items Policy	12
<b>Section 3: Information Policies</b>	<b>13</b>
Materials Selection/Collection Development	14
Internet Use Policy	17
<b>Section 4: Governmental &amp; Management Policies</b>	<b>19</b>
Philosophical Principles Policy	20
Confidentiality of Library Customer Records Policy	21
Hours of Service and Temporary Closures	23
Displays and Distribution of Non-Library Materials Policy	24
Gifts and Donations Policy	26
Media Relations Policy	28
Volunteer Policy	29
Records Retention Policy	30
Pandemic Policy	31
<i>Pandemic Response Plan</i>	34

# Taylor Community Library Policies

## Section 1: Customer Service Policies

# Code of Conduct Policy

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## Policy Statement

In order to provide a safe and appropriate environment within the library that allows all customers to use library facilities to the fullest extent during regularly scheduled hours, the library board of trustees has adopted the following rules and regulations.

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## Regulations

1. Customers shall not engage in any illegal activity while in the library building. Persons whose actions violate state or local law will be prosecuted.
2. Persons entering or refusing to leave the building after being evicted or banned will be charged with trespassing. Customers shall respect the rights of other customers.
3. Customers shall not assault, harass, or annoy others in the library. This includes, but is not limited to:
  - a. Noisy or boisterous activities.
  - b. Staring at another person with the intent to annoy that person.
  - c. Following another person about the building with the intent to annoy that person.
  - d. Playing audio equipment so others can hear it.
  - e. Singing. Exceptions are made for some library events.
  - f. Talking loudly to others or in monologues.
  - g. Using profanity.
  - h. Displaying print or nonprint materials of an offensive nature to others.
  - i. Behaving in a manner that can be reasonably expected to disturb others.
4. Customers shall not deface or mar library materials, including books, magazines, newspapers, recordings, or other items of the library collection. Nor shall they deface, mar, or in any way destroy or damage library furnishings, walls, machines, or other library property. Any materials removed from the library must be checked out on a valid library card or through other standard library procedures such as interlibrary loan. Unauthorized use of the library's computer network or failure to comply with the library's Internet Access and Use policy may result in suspension of library privileges.
5. Smoking, including the use of electronic cigarettes, is prohibited throughout the library's facilities. Smoking is permitted on library grounds by anyone over the age of 18 so long as they are at least 25 feet from any entrance and smoke does not enter the building.
6. Customers may not utilize the library while under the influence of alcohol or drugs.
7. Weapons, including knives with blades longer than 3" and guard dogs, are not allowed in the library or on library property, except as specifically permitted and exempt from local regulation by law.
8. Snacks and covered beverages are permitted in most areas so long as they are not disruptive to other customers' use of library. Non-alcoholic beverages may be consumed in the library if they are in closed containers. Alcoholic beverages are prohibited in the

library unless previously approved by the library board. Meals or messy, noisy or strong-smelling foods are not permitted. Customers must properly dispose of all food, trash, compostables, and recycling. Customers may not have food delivered to the library. Unattended food and/or beverages are subject to being disposed of by staff.

9. The library requires all individuals to set their cell phones to no-ring (vibrate) mode upon entering the library. Individuals needing to use a cell phone should end the call before interacting with library staff. Voices must be kept at a reasonable level so as not to disturb other library customers.
10. Customers shall not bring pets or animals into the library, other than service dogs trained to do specific tasks. Please note that emotional support or therapy animals are not considered service animals.
11. Customers shall not enter the building without appropriate clothing, including a shirt and shoes. Customers whose bodily hygiene is offensive so as to constitute a nuisance to other customers or library staff may be required to leave the building.
12. Customers may not sleep in the library. Exceptions are made for infants and toddlers.
13. Customers shall not interfere with the use of the library by other customers or with library employees' performance of their duties.
14. Any customer not abiding by these or other regulations of the library may be required to leave the library premises and may forfeit his or her library privileges. Library employees will contact the police if deemed advisable. The library board of trustees authorizes library staff and law enforcement officers to enforce the library's published code of conduct policy, up to and including long-term suspension of library privileges, permanent banning from the library, or prosecution. Customer identification including name, address and phone number, may be requested. A customer whose privileges have been suspended or revoked may have the decision reviewed by the board of trustees.

*Taylor Community Library Board. Adopted: July 11, 2019.*

# Unattended Child Policy

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## **Policy Statement**

The goal of the library is to maintain a welcoming environment that encourages families to explore library resources and share learning opportunities. The library wants people of all ages to have a safe, positive experience. Unattended children may act in a manner not in compliance with the library's code of conduct thus adversely affecting other customers' library experience and diverting staff from providing service to other customers. Since the library is a public place, parents are encouraged to take the same safety precautions they use in other public areas, like shopping malls or parks.

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## **Regulations**

1. For their own protection, children under the age of 12 must be accompanied and adequately supervised by an adult, age 18 or older, while in the library. The library is a public place, and as such, cannot be responsible for unattended children.
2. If an unattended child acts in a manner not in compliance with the library's code of conduct, staff members will take appropriate actions that may include contacting the police.
3. If unattended children, under the age of 16, are in the library at closing, two staff members will stay with the child and will take appropriate actions that may include contacting the police.
4. If the parents or police do not pick up the child within one half hour of closing after appropriate notification attempts by library staff, the parents may be charged \$50 per hour for each employee remaining with the child. The fee will be attached to the parent's library card.
5. When a parent or caregiver reports a lost child in the library, staff will immediately respond and follow established guidelines that may include contacting the police.
6. First offenses will be provided a copy of the Unattended Child Policy. Second offenses may result in restricted or suspended library privileges.

*Taylor Community Library Board. Adopted: July 11, 2019.*

# Appeals Process for Disciplinary Action Policy

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## Policy Statement

In order to maintain a welcoming and business-like atmosphere, the Library Board has adopted a Code of Conduct policy, which includes disciplinary action for persons not complying with the policy. In the interest of fairness, customers whose privileges have been suspended or revoked may have the decision reviewed by the Board of Trustees.

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## Regulations

1. The senior staff member in charge at the time of the incident giving rise to the imposition of a penalty under the Code of Conduct Policy shall be vested with the sole discretion, within the guidelines established by the library, to impose such discipline as deemed necessary and appropriate under the circumstances at the time of the infraction.
2. A customer may appeal the discipline imposed by the senior staff member in charge to the library director. The appeal must be in writing and received within 30 days of the imposition of penalty.
3. A meeting with the library director shall be scheduled within 10 business days from receipt of the request for such meeting. The person who is the subject of the discipline and, in the case of a minor, one of the minor's parents or a legal guardian must attend the meeting personally.
4. The library director shall review the facts as found by the staff member in charge at the time of the incident, any statements or reports from the police or any other agency conducting an investigation regarding the incident, as well as the oral and written statements provided by the person subject to the discipline.
5. The library director shall issue a written statement including findings of fact and a statement that upholds, rescinds, or modifies the discipline imposed by the staff member in charge at the time of the incident within 5 days of the meeting.
6. The findings of fact by the library director shall be conclusive for the purpose of any further review.
7. Following receipt of the library director's written statement, the subject of discipline and, in the case of a minor, one of the minor's parents or a legal guardian may appeal to the library Board of Trustees by requesting a hearing as follows:
  - a. The appeal must be in writing, state the grounds upon which the appeal is based and be received within 10 days of the mailing date of the director's decision.
  - b. The Board of Trustees shall consider the request at the next regularly scheduled board meeting immediately following receipt of the request.

*Taylor Community Library Board. Adopted: July 11, 2019.*

# Exam Proctoring Policy

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## Policy Statement

Taylor Community Library provides examination proctoring services for written and online examinations as a service to the community.

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## Regulations

1. Proctoring is limited to Taylor Community Library card holders.
2. Proctoring will not be provided if staff is required to be with the student during the entire examination.
3. The student must complete a registration form when requesting proctoring services.
4. Proctoring will be scheduled by appointment only during regular library hours, and will be subject to the availability of authorized staff and necessary equipment.
5. The student is responsible for having examinations and instructions sent to the library and to confirm that they have arrived at the Library.
6. Regular library activities will take precedence over proctoring services.
7. Appointment must be scheduled so students have sufficient time to complete all examination requirements at least one hour before library closing.
8. Examinations may be cancelled or postponed if the testing materials are not received in time, require clarification, incur expense, or otherwise exceed the Library's ability to comply with the institution's requirements.
9. Students are not guaranteed private space/area for the exam.
10. Students must supply materials necessary for the examinations.
11. Students may bring their own laptop for online examinations, or may use a Library computer, provided they adhere to library policies regarding computer and internet.
12. Staff cannot provide computer training for taking the examination. Students are responsible for providing the testing institution's web address and contact information, as well as how to login for the exam. Students must arrange for passwords to be delivered to the library prior to the proctoring appointment.
13. Faxing, printing, and scanning services are available at the library's standard fees. Fees for these services must be paid at the time the examination is taken. Fees are nonrefundable. Payment for fees must be made by cash or check. A pre-paid envelope is required to send completed examinations and other paperwork to the testing institution. Envelopes will be collected with the Library's mail the next business day after the examination is taken. The library is unable to honor requests requiring special mail services.
14. Printed examinations received without advance notice, received and not taken within one month, or taken without providing proper submission envelope, will be shredded.
15. Provided the library's proctoring conditions are acceptable, staff will follow the instructions provided for administration of exams, including identity verification, time

limits, login, and restrictions on personal belongings. Students are responsible for verifying that the proctoring conditions provided by the library meet the requirements of the institution administering the exam.

*Taylor Community Library Board. Adopted: January 14, 2016. Revised July 11, 2019.*



# Taylor Community Library Policies

## Section 2: Circulation Policies

# Library Card Policy

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## Policy Statement

Library cards are issued in order to identify eligible users and to determine the level of access to services and resources.

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## Regulations

1. Taylor Community Library offers a variety of memberships based on eligibility and service needs. Library privileges are restricted to the individual only. Family members do not qualify for library privileges.
  - a. General user card holders have access to all library services. The following people are eligible for general user library cards:
    - i. Individuals who live or own property in Taylor, Michigan.
    - ii. Students who attend Wayne County Community College District or a K–12 school in Taylor, Michigan.
    - iii. Upon proof of employment, an individual who works in Taylor, Michigan.
  - b. Guest card holders may borrow materials, and are able to place holds and interlibrary loans, but are not eligible for online collections. The following people are eligible for guest cards:
    - i. Individuals who have a library card from a library that is a member of The Library Network (TLN), but is not part of TLN's Shared Automation System.
  - c. Temporary card holders may borrow materials, but are not able to place materials on hold, request interlibrary loans, or use online collections. The following people are eligible for temporary library cards:
    - i. Individuals who live in a TLN member library's service area, but are not eligible for a general user or guest card.
  - d. MiLibrary card holders may borrow print materials only. The following people are eligible for MiLibrary cards:
    - i. Individual who provide their local library card with a MiLibrary sticker obtained from their local library.
2. An individual may only have one card of any type from a TLN member library.
3. Applicants must present valid identification and proof of eligibility to obtain a library card.
  - a. Acceptable forms of identification include:
    - i. State of Michigan Driver's License
    - ii. State of Michigan ID card
    - iii. Passport or passport card.
    - iv. Department of Defense Identification Card.
  - b. Acceptable forms of proof of eligibility include:

- i. State of Michigan Driver's License or State of Michigan ID with a residential Taylor address. Post office box addresses are not acceptable.
    - ii. School photo ID for current school year
    - iii. Tax statement or receipt for the current year
    - iv. Utility bill not older than three months that lists the applicant's name
  - c. In addition to the above, Guest card and MiLibrary card applicants must present their home library card and show proof of good standing from their home library by logging into their library account online and showing staff their status.
    - i. "Good standing" is defined by not having more than four overdue items and owing less than \$15 in fees.
  - d. Minors need a parent or guardian's signature on The Library Network's printed library card application. Signers must present proper ID and proof of eligibility for the minor.
4. To renew a card, card holders must provide the same type of documentation used to apply for new cards.
  - a. General cards must be renewed every three years.
  - b. Minors must renew their cards upon turning 18 years of age to assume legal responsibility for items checked out.
  - c. Guest cards must be renewed every three years.
  - d. Temporary cards expire after 30 days and are not eligible for renewal.
  - e. MiLibrary cards must be renewed annually.
5. Card holders are responsible for all materials borrowed using their card and agree to abide by library lending rules and all policies and regulations.
6. Fees are charged for replacement cards according to current fee schedule. Lost or stolen cards should be reported immediately to prevent unauthorized use. The card holder is responsible for any unauthorized use of card prior to reporting.

*Taylor Community Library Board. Adopted: July 11, 2019.*

# Loans and Renewals Policy

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## Policy Statement

To make materials available to all customers on an equal basis, Taylor Community Library sets limits on loan periods and on the number of renewals allowed. Some library materials may have shorter loan periods or fewer numbers of renewals due to high demand, limited collection size, material type or lending source.

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## Regulations

1. The loan or renewal of library materials may be done in person, by telephone, or online.
2. Most materials may be renewed twice, as long as no one else is waiting.
  - a. Current circulation rules, including loan periods and amount of renewals, allowed may be obtained from the Shared Automation Service department web page on The Library Network's website.
3. Extended loan periods may be available upon request at the time of checkout. Items from other libraries are not eligible for extended loan periods.
4. Any item that is on a holds or request list cannot be renewed or have an extended loan period granted.
5. Library card holders with a hard blocked status may not check out or renew materials.
  - a. Taylor Community Library uses The Library Network's General Low threshold for hard blocking. The current thresholds may be found on The Library Network's website.
6. The library reserves the right to make some materials non-circulating and only available for in-library use.
7. The library reserves the right to limit the number of items being checked out based on the material type.
  - a. Example: Users may check out up to 100 items, but only ten of these items may be DVDs, and only one item may be a tackle box.
8. When an item is more than three weeks overdue, the item will be considered lost, and the card holder will be charged the list price of the item plus a processing fee.
9. In compliance with the Library Privacy Act, only authorized users responsible for payment of lost or damaged materials will be provided detailed information on a minor's library account.

*Taylor Community Library Board. Adopted: July 11, 2019.*

# Lost, Missing, or Damaged Items Policy

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## Policy Statement

Library card holders are responsible for all materials checked out on their library card. Replacement costs and processing fees are the responsibility of any customer who loses or damages library materials. In the case of children under the age of 18, it is the responsibility of the parent or guardian who signed the minor's library card application to pay for lost or damaged items.

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## Regulations

1. Regulations apply only to materials owned by Taylor Community Library. Items borrowed through interlibrary loan are subject to the rules and regulations of library that owns the borrowed item or items.
2. Items three weeks or more overdue will be considered lost, and the card holder will be charged list price for the item plus a nonrefundable processing fee.
3. Items returned damaged will be charged list price for the entire item or replacement cost for a portion of the item damaged if that part of the item is available for separate replacement. All damaged items will be charged a nonrefundable processing fee.
  - a. Example 1: A book with mold damage will need complete replacement and be charged list price.
  - b. Example 2: A multiple-CD audiobook with one cracked CD would be charged replacement cost for the one damaged CD if the damaged CD can be replaced by itself, but the full list price if the damaged CD is not available for separate purchase.
4. When borrowers claim they have returned Taylor Community Library materials that appear on their record, the library staff will check the shelf. If not located on the shelf, the materials may be renewed so the library and the patron can continue to search for the materials. If extended efforts to locate the item or items prove unsuccessful, the materials may be given the status "claimed returned" and the borrower may be excused from fines and fees for those items. Borrowers are limited to one "claims returned" date with a maximum of three items per year.
5. Accounts with a balance of \$50 or more will be sent to a collection agency and an administrative fee will be charged according to the library's current fee schedule.
6. At its discretion, the library may waive some fees for customers who have experienced extreme hardship, such as long-term hospitalization, imprisonment, eviction, fire or theft. The card holder must provide proof of hardship to the library director or the director's designee.
7. Card holders should resolve disputed fees before paying for them. Once payment for library fees has been accepted, monetary refunds will not be issued.

*Taylor Community Library Board. Adopted: July 11, 2019.*

# Taylor Community Library Policies

## Section 3: Information Policies

# Materials Selection/Collection Development

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## Policy Statement

This policy informs the community of the principles in accordance with the library's mission and identified roles that guide collection development and establish the criteria for the selection of library materials.

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## Regulations

1. The goal of selection is to provide collections that meet the informational, educational and recreational needs of the customers in the library's service area.
2. The library upholds the following principles of service:
  - a. Provide open, free, non-judgmental access to collections and services regardless of age, gender, sexual orientation, race, ethnicity, disability, language proficiency, and social or economic status.
  - b. Support intellectual freedom and promote the dissemination of a wide range of ideas and information representing a variety of viewpoints.
  - c. Create an inviting environment with a broad selection of timely materials that encourages customers to encounter the rich diversity of ideas on which our democratic society depends.
3. The primary scope of the Taylor Community Library collection is to serve the citizens of Taylor by providing a broad choice of materials to meet their informational, educational, technological, cultural, and recreational needs. Materials are selected to aid individuals, groups and organizations in an effort to attain practical solutions to daily problems, and to enrich the quality of life for all community members.
4. Budget and space limitations, as well as local needs, preclude the library from duplicating the specialized and comprehensive collections that exist elsewhere in Michigan. Access to these collections is provided through cooperative networking, interlibrary loan, and direct referral. Emphasis is placed on shared access and ease of use through the online catalog and MelCat statewide resource sharing.
5. Collection focus areas:
  - a. General collection
    - i. The library collects and serves as a central resource center for research resources and backlist titles.
    - ii. The library also collects materials for specialized subject areas, including but not limited to, literacy materials, technology instruction, "Science, Technology, Engineering, Art, Math (STEAM)" materials, and local history.
  - b. Fiction and popular materials

- i. The fiction collection focuses on popular materials. The emphasis is on collecting current, timely materials to satisfy popular demand rather than creating comprehensive collections intended for in-depth research.
      - ii. Special collections of community interest based on demographics and customer requests may supplement the fiction and popular materials collection.
    - c. Braille & Talking Books
      - i. The library acts as the Advisory and Outreach Center for the National Library Service to the Blind and Physically Handicapped (NLS). As such, it collects special materials that may be of interest to supplement the NLS collection.
    - d. Library of Things
      - i. Non-traditional materials being put on loan by the library. Materials may include fishing poles, kitchen appliances, tools, gardening equipment and seeds, electronics, toys and games, art, science kits, craft supplies, musical instruments, recreational equipment, and more.
  6. Selection of all materials shall be the responsibility of the library director. Under the director's guidance, a staff of librarians with professional education and training selects materials in accordance with state law and the principles and practices of collection development.
  7. There are general criteria of quality of content, and suitability and sustainability of format, taken into consideration for selection; however, each item within the collection is given individual consideration for selection in terms of its own merit, demand, popularity and the audience for whom it is intended.
  8. The library monitors advances in print and digital publishing, as well as future trends and the emergence of new formats, and adjusts the emphasis within collections to reflect the changing times.
  9. The library identifies and acquires materials in a number of ways.
    - a. Librarians identify materials for potential purchase through print and digital selections and reviewed titles in professional journals.
    - b. Librarians elect to automatically purchase periodic new editions of specific titles and the newly published titles from authors with perennial appeal.
    - c. The library accepts gift donations of materials which meet the same criteria as purchased materials. See Gifts and Donations policy.
    - d. The library accepts commemorative requests that are identified with a commemorative bookplate, and integrated into the appropriate collection. See Gifts and Donations Policy.
    - e. The library provides the opportunity for resident customers with a valid Taylor Community Library card to request purchase of materials not owned by the library through one of the Contact forms available on the library's web site.
      - i. Librarians can purchase a requested item of popular interest under \$50.
      - ii. Requests for items over \$50 should be considered only if they fit within collection development guidelines for the specific area.



10. The library attempts to collect materials on a wide range of subjects but may be unable to meet every need with on-site materials.
  - a. Duplication of titles is essential in meeting the public demand for best-sellers and other heavily used materials. The library does not duplicate every title, however, nor can it duplicate specific popular titles in sufficient quantities to fill every request immediately given budget constraints and the necessity of meeting other collections needs. As a general rule, librarians purchase one copy of in-demand print titles for every five demands for that title.
  - b. For school assignments which cannot be satisfied with the library's collection, a librarian can provide a written note to the teacher that indicates the reason for the unfulfilled request.
  - c. The library participates in consortia and networks to obtain access to information sources and services it cannot provide on its own. As part of these services, customers can borrow print materials from other libraries to fulfill their information needs.
11. The library does not purchase academic textbooks because, generally, students need textbooks for a lengthy period of time that would exceed the library's loan and renewal periods. Textbooks are also often outdated quickly.
12. The library keeps its collection vital and useful by retaining and replacing essential materials, and by removing on a systematic and continuous basis works that are worn, outdated, of little historical significance, or no longer in demand.
13. The library selects materials and organizes its collection to facilitate customers in making choices about the materials that are appropriate for them.
  - a. The library purchases rated feature films whenever possible.
  - b. The library distinguishes its youth collections by age appropriate levels.
14. Any resident who objects to the presence or absence of a work may present their objections to the library board during the Open Business portion of any regularly scheduled library board meeting.
  - a. The library director and library board will review these challenges.
  - b. The challenged material will remain in the collection as assigned while the challenged material is being reviewed.
  - c. The board's decision regarding the challenged material will be made at the following regularly scheduled board meeting.
  - d. The decision of the library board is final.

*Taylor Community Library Board. Adopted: July 11, 2019.*

# Internet Use Policy

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## Policy Statement

Internet access and the provision for public computing at the Taylor Community Library are an extension of the library's commitment to meeting the community's information and technology needs.

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## Regulations

1. Internet access, computing resources and online resources accessible through the library are provided to all library customers regardless of age, gender, sexual orientation, race, ethnicity, disability, language proficiency, or social or economic status.
2. The library neither monitors nor controls Internet information and cannot be held responsible for its content, quality, accuracy or currency. The Internet is a worldwide community with a highly diverse user population, and its use is at the customer's discretion.
3. Internet access is free to all visitors.
4. Workstations are available on a first come, first served basis.
5. The library offers the capability to print from its computers. The library charges for the use of its printers according to its current fee schedule.
6. Librarians have developed a variety of web pages with recommended links in order to facilitate public use of the Internet. Customers should recognize, however, that the library is not responsible for changes to the content of linked sites, nor for the content of sources accessed through subsequent links.
7. Staff will provide assistance to Internet customers to the extent that time and customer demands allow. The library also offers scheduled computer classes.
8. The workstations must be used in a responsible manner, respecting the rights of others and taking care with the use of the equipment. Changing workstation and/or Internet settings is prohibited. Unauthorized use of others' passwords or identity is prohibited.
9. The workstations cannot be used for any fraudulent or unlawful purpose, including activities prohibited under any applicable federal, Michigan or local laws.
10. Customers should be aware that material on the Internet and the World Wide Web is copyrighted. It is the customer's responsibility to be aware of the display of any notices concerning the copyright of information on the Internet, and to respect copyright laws.
11. While respecting intellectual freedom and customers' First Amendment rights, the library is committed to providing an environment free from sexual and other forms of harassment and hate. As defined by federal and state law, users shall not access, send, receive or print materials that can be classified as child pornography. Minors may not access, send, receive, print, or be exposed to materials that can be classified as obscene or harmful to minors. Since staff cannot consistently and effectively monitor the public's use of the Internet, customers are asked to be sensitive of others' values and

beliefs. Users have a right to privacy without the close scrutiny of library staff or other customers, but should use machines in less visible areas when accessing potentially controversial information and images.

12. Recognizing that graphic images on computer screens may be seen easily by passersby of all ages, the library has designated that computers in open areas shall be minimally filtered for sexual content. Customers requiring unfiltered access should notify library staff.
13. The library has implemented public access management software to manage the daily access for Internet customers including the provision of low filtering for minors in compliance with state law. The Internet, even on the library's filtered workstations, may contain information that is controversial, sexually explicit or offensive to some users. Parents or guardians, not the library or its staff, are ultimately responsible for monitoring their children's access to Internet information.
14. Staff is authorized to terminate any customer's session if the customer has failed to comply with the library's Internet Use policy. The library director may impose longer or permanent restrictions for violations of the library's policies. Internet customers whose session has been terminated or whose access to the library has been prohibited may request the decision be reviewed by the board of trustees. See Code of Conduct policy.
15. Internet access may be unavailable at times due to technical difficulties or maintenance of equipment.

*Taylor Community Library Board. Adopted: July 11, 2019.*

# Taylor Community Library Policies

## Section 4: Governmental & Management Policies

# Philosophical Principles Policy

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## Policy Statement

Public libraries are cornerstones of the communities they serve. Free access to the books, ideas, resources and information in libraries is imperative for informing, educating, enlightening and entertaining the people of our community. The library board recognizes the importance of codifying and making known to the public the ethical principles that guide the work of the profession, library trustees, and employees.

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## Regulations

1. The foundation of modern librarianship rests on an essential set of core values that define, inform and guide our professional practice. These values reflect the history and ongoing development of the profession. The values of the Taylor Community Library are:
  - a. Access
  - b. Confidentiality/Privacy
  - c. Democracy
  - d. Diversity
  - e. Education and Lifelong Learning
  - f. Intellectual Freedom
  - g. Preservation
  - h. The Public Good
  - i. Professionalism
  - j. Service
  - k. Social Responsibility
2. The library board and staff will discharge their duties in compliance with the ALA's Code of Ethics.
3. The library supports intellectual freedom and has adopted the ALA's *Library Bill of Rights* and its interpretations including the statements on privacy, meeting rooms, exhibit spaces and bulletin boards.
4. Recognizing that free communication is essential to the preservation of a free society and a creative culture and is guaranteed by the Constitution, the library endorses the ALA's *Freedom to Read* Statement and the *Freedom to View* Statement.
5. Recognizing that the library is a public institution, its operation shall be open and transparent to the public which it serves.

*Taylor Community Library Board. Adopted: July 11, 2019.*

# Confidentiality of Library Customer Records Policy

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## Policy Statement

To protect customers' rights of free speech, free thought and free association, the library will maintain confidentiality of library customer records to the fullest extent permitted by law.

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## Regulations

1. Customers have the right to be informed about the policies governing the amount and retention period of personally identifiable information and about why that information is necessary for the provision of library services.
2. Customer registration information is exempted from disclosure in the Michigan Freedom of Information Act
3. The library will avoid collecting and retaining information not needed for the fulfillment of its mission and will engage in practices to prevent placing records on public view.
4. Information the library may gather and retain about current and valid library users may include the following:
  - a. Library circulation system
    - i. Information is collected in order to maintain an accurate record of items borrowed, to provide a means of notification and contact and to record outstanding fines and fees.
    - ii. Information that may be collected includes: name, address, phone number, e-mail address, drivers license number, sex, date of birth, items currently checked out, fines owed, fines paid or waived, current holds, requests and informational notes related to library card account matters.
    - iii. Library cards contain the following information: barcode number, PIN number and monetary balance
  - b. Internet access
    - i. Information is collected to allow management of the library's public computer resources.
    - ii. Information collected may include: barcode number, age, computer time, and monetary balance.
  - c. Web-based events application
    - i. Information is collected to manage library program and event registration. It may include name, phone number, address, email address, grade, age and library card number.
  - d. Web-based summer reading application
    - i. Information may be collected to manage summer reading logs. It may include name, phone number, email address, grade, library card number, PIN and total books read.

- e. Surveillance recordings
    - i. The library may implement the recording of people using the library in order to increase security and to provide a means of identification should an incident occur.
  - f. Meeting room use
    - i. The library may institute an application for the use of its meeting rooms in order to verify eligibility, designate a responsible party and to provide a point of contact. It may include name, organization, phone number and library card number.
  - g. Credit card transactions
    - i. In order to process credit card transactions the library will collect the following information: credit card holder's name, address, credit card number, credit card security code, credit card type and credit card expiration date.
5. Access to records shall be restricted as much as possible and treated as confidential:
- a. Staff shall only access records required to complete library work as assigned and appropriate to job duties.
  - b. Staff shall only provide account information to the library cardholder, unless the person inquiring is listed as a parent, legal guardian or authorized user. This includes questions about whether or not a person has a library card.
  - c. Records may be shared with designated agents of the library if required for the conduct of the library's activities, e.g., a collection agency.
  - d. The library may use records to distribute library-related information to registered borrowers.
  - e. The library may use information collected in aggregate for statistical analysis and planning purposes.
  - f. The library director is the designated custodian of records.
  - g. If the library requests the assistance of a law enforcement officer, and the library director or their designee determines that records produced by a surveillance device or other records may assist the law enforcement officer to render the requested assistance, the library may disclose the records to the law enforcement officer upon request.
  - h. Any other disclosure of library records is prohibited unless required by law.

*Taylor Community Library Board. Adopted: July 11, 2019.*

# Hours of Service and Temporary Closures

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## **Policy Statement**

In order to be accessible to as many customers as possible and to comply with state regulations, Taylor Community Library maintains regular service hours. In order to protect the safety of the staff and public, the library may periodically close due to inclement weather or major building problems.

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## **Regulations**

1. Hours are established by the Taylor Community Library Board and posted for public view.
2. The library closes according to the City of Taylor's annual holiday schedule, as released by the City Clerk's office.
3. As part of the Heritage Park campus, the library may be closed for special city events.
4. Decisions to close will be made by the library based on the following:
  - a. Requests from local, county, state or federal officials or law enforcement agencies.
  - b. General conditions of roads in Taylor, including the library's parking lots and sidewalks.
  - c. Availability of at least one librarian, and two paraprofessionals or circulation clerks, to staff the building.
  - d. Safe and reasonably comfortable environment for staff and public.
5. In the case of a tornado warning, the library will automatically close for business. Designated areas of the library's facility will remain open to serve as shelter only. Staff will notify the public, assist people in taking cover, and then wait in the shelter area until the warning is cleared.
6. In all other cases, decisions to close the library will be made by the library director, or most senior staff member on duty, who will notify the library board president and mayor's office.

*Taylor Community Library Board. Adopted: July 11, 2019.*



# Displays and Distribution of Non-Library Materials Policy

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## Policy Statement

As an educational and cultural institution and as part of its public service, Taylor Community Library provides designated areas for displays, handouts, and announcements of interest.

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## Regulations

1. General
  - a. The library or other nonprofit organizations, community groups, or governmental agencies may provide materials.
  - b. Displays, handouts and announcements must be approved by the library director or appointed designee before being set up or posted.
2. Displays and Exhibits
  - a. The library retains priority rights to all display space for library purposes.
  - b. Display space is available on an equitable basis, regardless of the beliefs or affiliations of an individual or group.
  - c. Displays must support the mission of the library and not cause disruption of the regular flow of library work and service.
  - d. The library may limit the size of the display, number of items, schedule and the frequency an individual or group has a display.
  - e. Setup and removal of displays are the responsibility of the owner.
  - f. The library assumes no liability in the event of damage, destruction, or theft of a display.
  - g. A sign stating the sponsorship of the display may be included. Values of displayed items shall not be included.
3. Handouts, Announcements and Signs
  - a. Distribution or posting of materials by the library does not indicate the library's endorsement of the issues or events promoted by those materials.
  - b. The library does not accept promotional campaign materials about individuals running for political office or other ballot issues.
  - c. The library will not post a subpoena or other material from a process server unless it is an order of the court signed by a judge.
  - d. Unapproved materials will be disposed of at the library's discretion.
  - e. The library, Friends of Taylor Community Library, and Library Access Friends retain priority rights to space for handouts and announcements. Materials from other eligible organizations will be posted as space permits and may be removed at any time.
  - f. Signs shall only be posted on library property with prior permission from the library director and in compliance with local ordinances.
4. Petitioning and Protests

- a. The library allows petitioning, distribution of literature or leaflets and canvassing or similar types of appeals by members of the public no closer than fifty feet either side of the exterior doors of the public entrances.
  - b. Protests and other similar activities must take place west of the parking lot, on the property between the parking lot and Pardee Road. These activities must also occur 10 feet from the bus shelter so as not to interfere with riders.
  - c. Activities must not interfere with building or parking lot ingress or egress and must not take place in the parking lots.
  - d. Activities must not be so loud as to be considered a breach of the peace or disrupt library programs and services.
5. Panhandling, Sales and Fundraising
- a. The library does not allow panhandling or the sale or promotion of goods, services or fundraising events in the public areas of the library building, on the grounds or in the parking lot. The only merchandising activities permitted are library, Friends of Taylor Community Library-sponsored, or Library Access Friends-sponsored sales or activities approved by the director.

*Taylor Community Library Board. Adopted: July 11, 2019.*

# Gifts and Donations Policy

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## Policy Statement

Taylor Community Library welcomes gifts and donations that will promote the library's mission, programs and services. Through donors the library has been able to acquire materials and art work which could not have been purchased otherwise.

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## Regulations

1. The library makes the final decision on acceptance, use or disposition of all materials, donations or gifts and retains unconditional ownership of same.
2. Checks shall be made payable to the Taylor Community Library. In no event shall a check be made payable to an individual who represents the library in any capacity.
3. Appraisal of non-cash donations are the responsibility of the donor.
4. Gifts to the library, a governmental unit, may qualify as a federal tax deduction and as a Michigan tax credit; the donor will have to consider his or her particular circumstances for the specific effect and should consult with his or her tax advisor.
5. Library Materials
  - a. When the library receives a cash gift for the purchase of materials, whether as a memorial or for any other purpose, the general nature or subject area of the materials to be purchased will be guided by the wishes of the donor. The library staff, however, will choose specific titles and retain the right of final decision.
  - b. The staff will consider donated materials for possible addition to the library's collection using the same selection criteria as purchased materials.
  - c. Materials not added to the collection may be given to the Friends of the Library for their used book sale. Proceeds from Friends' book sales support the library.
  - d. Assistive technology donations or items of interest to people with disabilities that are not added to the collection may be given to Library Access Friends for redistribution or sale. Library Access Friends activities support the Braille and Talking Books program.
  - e. Special collections and memorial collections will not be shelved as separate physical entities. Such collections will be considered only with the understanding that, if accepted, they will be integrated into the general collection. The only form of commemorative identification will be a bookplate.
6. Donor Recognition
  - a. The library will provide written acknowledgment to the donor which clearly describes the nature of the gift and when it was received.
  - b. Unless anonymity is specifically requested and with full respect for donor privacy:
    - i. Donor names for items other than book sale materials may be published in reports to the board, press, library newsletters or via bookplates.

- ii. Donors contributing \$1,000 or more will have their names listed in the library's annual report
- iii. Donors contributing \$5,000 or more will have their names or logo located on a gift plate or sign near the item their contribution purchased.
- iv. The library may choose to recognize significant contributions of time, talent or money in other ways.

*Taylor Community Library Board. Adopted: July 11, 2019.*

# Media Relations Policy

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## **Policy Statement**

To ensure that the public receives consistent and accurate information about library policies, procedures, programs and services, and to ensure that the best possible image of Taylor Community Library is presented to the public, the following media relations policy has been developed.

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## **Regulations**

1. The terms of this policy apply to the media, as well as to amateur photographers and videographers.
2. Library grounds and all public areas of the library are open to the media during the library's regular hours of operation.
3. All meetings occurring in the library are considered open and thus accessible to the media unless in closed session as allowed by state law.
4. Media are subject to the provisions of the Code of Conduct policy and may not disturb the normal operations of the library.
5. The library's primary point of media contact shall be the Assistant Director of Education and Cultural Opportunities.
6. In general, credentials are not required to cover day-to-day activities. The library may require media to be credentialed for events of high interest or limited capacity.
7. In the event of a critical incident or emergency requiring police or fire response, access to areas usually open to media may be limited to allow emergency personnel to ensure safety and security.
8. Video and/or photographic use of library facilities and employees for production of partisan political products must have prior approval of the library director and must not imply or infer any institutional endorsement through the use of identifiable logos or logotypes, marks, symbols or music.
9. Attendance at Library programs, events, or library spaces constitutes consent to be photographed or filmed for use in publicity of the library. Such photos, images, and videos submitted by users for online galleries or contests may also be used by the library for promotional purposes.
10. State law prohibits the disclosure of customer records including whether or not an individual is a customer of the library.

*Taylor Community Library Board. Adopted: July 11, 2019.*

# Volunteer Policy

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## **Policy Statement**

The library has established a volunteer program that strives to reach a maximum level of public service to the community. Volunteers give support services to paid staff and provide assistance with special, unusual or supplemental services and tasks that further the library's mission.

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## **Regulations**

1. Priority will be given to residents or property owners of Taylor for volunteer opportunities.
2. A volunteer or his/her parent or legal guardian must have a library card in good standing as defined in the Library Card policy.
3. Volunteers must be at least twelve (12) years of age. Written permission from a parent or legal guardian to serve is required for volunteers under the age of eighteen (18).
4. Volunteers serve without compensation or benefits.
5. A completed application is required based on the level of service a volunteer wishes to offer. Application forms can be found on the library's website.
6. A background check may be completed as part of the application process.
7. Applicants will be approved to become volunteers at the discretion of the library.
8. If the library does not have projects that match a volunteer's interests at the time of application, the applicant will be notified and the application will be kept on file for one (1) year.
9. Volunteers are recognized by the public as representatives of the library and shall follow guidelines posted on the volunteer page of the library website.
10. Volunteers serve at will and may be discharged with or without cause or notice by the library director or volunteer coordinator at any time.
11. Unique volunteer partnerships may be made at the discretion of the library director and the volunteer coordinator.
12. Friends of the Taylor Community Library and Library Access Friends volunteers are governed by their own policies and bylaws and, as such, are not regulated by Taylor Community Library policies and procedures. Any conflicts between the policies or practices of the Friends and the library will be resolved by the library director and the Friends Board.

*Taylor Community Library Board. Adopted: July 11, 2019.*

# Records Retention Policy

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## **Policy Statement**

To satisfy administrative, legal, fiscal and historical needs, library records will be retained.

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## **Regulations**

1. Records will be retained in accordance with state law.
2. Access to retained records shall be in accordance with the library's *Confidentiality of Library Customer Records* policy.

*Taylor Community Library Board. Adopted: July 11, 2019.*

# Pandemic Policy

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## Policy Statement

This Policy establishes the steps the Library may take and the protocols the Library may put in place to protect the Library, staff, and patrons during a pandemic.

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## Regulations

**I. Library Service.** Before opening to the public or non-essential staff, and during the term of the Pandemic Response Plan, the Library will establish regulations and implement the following:

A. *Cleaning Protocols.* The Library Director will establish and follow reasonable cleaning protocols, including the regular cleaning of objects and areas that are frequently used, such as bathrooms, public computers, breakrooms, community rooms, door handles. This may include removing objects and material from public areas and wiping down surfaces. The cleaning protocols may change as the health and safety issues evolve or as the Library moves through the stages of reopening.

B. *Returned Material.* The Library Director will also develop a protocol for addressing returned material. This may include quarantining returned materials for specific periods of time.

C. *Assess Needs.* The Library Director and Assistant Director(s) will meet to assess the condition of the Library and the tasks that need to occur prior to opening the Library to the public. This includes making sure the Library has the proper protection equipment such as hand sanitizer, gloves, masks or other similar equipment.

D. *Social Distancing.* The Library Director will take steps to implement social distancing protocols as required by law or the Library's Pandemic Response Plan. This may include removing or rearranging chairs and computer terminals, blocking areas/furniture, installing plastic screens, marking waiting areas to show the six (6) foot spacing, or providing "traffic control" designations, such as arrows showing one way travel in certain areas of the Library in order to maintain social distancing. The Social Distancing protocols will be established in the Pandemic Response Plan for each stage.

E. *Notice to Patrons.* The Library Director shall ensure notices are posted on the door of the Library and on the website to inform patrons of the particular regulations of patron conduct for the current stage of the Pandemic Response Plan.

**II. Reopening Stages.** The Library Board adopts the pandemic response plan attached as Exhibit A ("Pandemic Response Plan") to this Policy as the basic structure for the reopening stages for public library service. Pursuant to Section IV, the Library Director has authority to modify the Pandemic Response Plan. The Pandemic Response Plan, including any modification by the Library Director, shall govern the use of the Library. Violations of the Pandemic Response Plan may result in suspension of library privileges.



**III. Director's Role; Authority.** The Library Director (or other person appointed by the Library Board) will monitor and coordinate events surrounding the reopening. The Library Director has the authority over the following:

A. *Modifications; Reopening Stages.* The Library Director may modify in writing any services, safety protocols or other part of the Pandemic Response Plan. The Library Director also may determine when it is an appropriate time to move on to the next stage either in whole or in part.

B. *Staffing Levels.* The Library Director has the authority to address and determine appropriate staffing levels for each stage and whether staff can work from home or must work in-person.

C. *Cancel or Limit Services.* Even after the Library reopens and the Library Board approves a Pandemic Response Plan, the Library Director may cancel or limit programs or services to ensure the safety and security of staff and patrons. This includes cancelling scheduled meetings held in any part of the Library. The Library Director will use reasonable efforts to post notices of the program changes and cancellations, including posting notices at the Library and on the Library's website.

D. *Library Closure.* Until an emergency meeting of the Library Board can be scheduled, the Library Director has the authority to close the Library temporarily without prior Library Board approval. The Library Director will inform the Board of the determination to close and the proposed duration of the closure. In the emergency meeting, the Library Board will determine whether the Library Director's decision to close will be extended or whether the Library will be reopened before the time set forth in the Library Director's determination. This closure may be due to a specific incident or reoccurrence of an infectious disease in the Library's Service Area. The Library Director will use reasonable efforts to post notices of the closure, including posting notices at the Library and on the Library's website. This Policy assumes the staff will be paid based on their "normal" schedule during the Library's closure under this paragraph.

E. *Consultation.* The decision to cancel or limit services, move through the stages of the Pandemic Response Plan, close the Library, or adopt additional protocols may be based on recommendations made regarding the outbreak by the Centers for Disease Control ("CDC"), local health officials, the Library Board, Michigan Library Association, American Library Association, or other reputable sources.

**IV. Enforcement.** Patrons may not enter the Library or may be required to leave if they are not in compliance with any safety protocols or requirements in the Policy, Pandemic Response Plan, or any condition or modification established in writing by the Library Director pursuant to this Policy. Only the Library Director or his/her designee has the authority to suspend or limit privileges pursuant to this Policy. If any patron receives a warning or has privileges suspended or limited, the Library shall fill out an incident report and shall provide written notice of the violation when possible. If the Library does not have the ability to provide written notice, the Incident Report shall identify when verbal notice was provided. The Library may provide

additional suspension periods for subsequent violations of the same rule or requirement.

**V. Right of Appeal.** Patrons may appeal a decision to remove a patron or deny entry to the Library by sending a written appeal to the Library Board within ten (10) business days after the date the privileges were revoked, denied or limited. The appeal must be sent to the President of the Library Board. The decision of the Library Board is final.

**VI. Applicability.** Unless specifically addressed by this Policy, this Policy is not intended to govern or regulate specific employment issues or policies involved with staff returning to work. All existing Library policies remain in effect unless in conflict with this Policy. In case of a conflict, this Policy shall govern.

*Taylor Community Library Board. Adopted: July 9, 2020.*

## EXHIBIT A

### **Pandemic Response Plan**

The following is the Pandemic Response Plan approved by the Library Board ("Pandemic Response Plan"). If an executive order is in effect, all elements of the executive order will be followed and the executive order will control if there is a conflict. The Pandemic Response Plan only applies if permitted by law or executive order. This Pandemic Response Plan is not intended to supersede or change any Library employment policies.

#### ***Requirements During All Stages.***

A. Per the CDC guidelines, patrons with an infectious illness such as the flu must not enter the Library until at least twenty-four (24) hours after they are free of fever (100 degrees F or 37.8 degrees C) or signs of a fever without the use of fever-reducing medications.

B. Patrons should not enter the Library with symptoms of an infectious disease.

C. The Library shall provide notice on the Library doors of the patron responsibility requirements currently in effect. The Library Director has authority to approve the requirements and notices.

D. Any requirements for staff safety precautions will be adopted separately and the staff will be informed.

E. The Library Director shall determine the cleaning protocols for all stages.

#### ***Stage 1. Closed to the Public. Essential staff only.***

During this stage, the Library will be closed to the public either by executive order, by motion of the Library Board, or by the Library Director pursuant to the Pandemic Policy.

A. Employees. Only essential staff may report to the Library building according to the schedule adopted by the Library Director. The Library Director will make the determination of whether individual staff members will report on-site, remotely, or in a combination of on-site and remotely.

B. Activities Permitted:

1. Outside maintenance activities.
2. Inside maintenance activities.
3. Review upcoming events that may need to be cancelled or modified and review any contracts related to such programs.
4. Provide WIFI in the parking lot areas.
5. Essential functions.

C. Social Distancing and Safety Protocols.

1. The Library Director will take steps to implement social distancing protocols.

2. The staff workspace shall be configured to maintain social distancing requirements of six (6) feet if possible.
3. The Library will begin to implement social distancing protocols in the Library in anticipation of patrons returning which may include:
  - a. Removing or rearranging chairs and tables.
  - b. Assessing what computer terminals may be used.
  - c. Blocking off areas/furniture.
  - d. Adding plastic screens.
  - e. Mark waiting areas to show the six (6) foot spacing.
  - f. Provide "traffic control" designations, such as arrows showing one way travel in certain areas of the Library in order to maintain social distancing.

D. Hours of Operation. The Library building will not have any public hours of operation. Virtual services will be provided to the fullest extent possible.

***Stage 2. Closed to the Public. Non-essential staff permitted to report.***

A. Employees. All staff are authorized to return to work according to the schedule adopted by the Library Director. Library Director will make the determination of whether individual staff members will report on-site, remotely, or in a combination of on-site and remotely.

B. Activities Permitted. In addition to previously authorized activities, the Library may include the following activities:

1. Updating collections.
2. Updating patron databases.
3. Patrons are permitted to return Library materials. The Library Director will establish the quarantine protocols for returned material.
4. Shelving books.
5. Transferring materials to Library databases to the extent they were stored separately while at remote locations.
6. Answer phones and respond to patrons' reference questions.
7. Resume the interlibrary loan process (if practical or possible).
8. Assess whether the Library has adequate masks, gloves, and hand sanitizer to serve the public and staff.

C. Social Distancing and Safety Protocols. The protocols for Stage 1 will remain in place.

D. Hours of Operation. The Library building will not have any public hours of operation. Virtual services will be provided to the fullest extent possible.

**Stage 3: Curbside Pick Up. Library Building Closed to the Public.**

- A. Employees. Authorization remains the same as Stage 2.
- B. Activities Permitted. In addition to previously authorized activities, the Library may include the following activities:
  - 1. Curbside delivery and pick up is permitted.
  - 2. The Library will address any policy or temporary measures involving fee forgiveness or suspension.
- C. Social Distancing and Safety Protocols. The protocols for Stage 1 will remain in place. In addition:
  - 1. Patrons and staff shall remain six (6) feet apart.
  - 2. The Library shall mark waiting areas for cars and other curbside pickup issues.
- D. Hours of Operation. The Library Board establishes the following as the hours for curbside pickup, but this may be modified by the Library Director:

Monday – Thursday, 10 AM – 6 PM  
Friday & Saturday, 10 AM – 5 PM  
Closed for Cleaning, 1 PM - 2 PM

Virtual services will be provided to the fullest extent possible.

**Stage 4: Curbside Pickup and Temporary Computer Lab. Remainder of Building Closed to Public.**

- A. Employees. Authorization remains the same as Stage 2.
- B. Activities Permitted. In addition to previously authorized activities, the Library may include the following activities:
  - 1. Patrons may enter the Library for computer use only in a specific area in the Library.
  - 2. Patrons may have in-person conversations with Library staff, provided that social distancing and Safety Protocols are followed.
  - 3. The Library will have access to computers for research or to look up and request library material.
- C. Social Distancing and Safety Protocols. The protocols for the prior stages will remain in place. In addition:
  - 1. Patrons will be requested to wear masks; the Library will provide masks if supplies are available.
  - 2. Patrons must stay six (6) feet away from all staff and other patrons. Social distancing rules apply. The Library will provide a barrier for in-person discussions if a barrier can be obtained.

3. The Library will mark places where people are likely to gather in line to identify the proper social distancing.
4. The Library's Temporary Computer Lab will be limited to 25% occupancy. Once at capacity, people will need to wait outside to enter.
5. Patrons will use their best efforts to come to the Library with the least number of people.
6. Computer terminals will be located six (6) feet from any other computer or workstation. The Library will use its best efforts to clean computer terminals between uses.
7. Food and beverage is not permitted unless necessary for medical reasons.

D. Hours of Operation. Remain the same as Stage 3.

**Stage 5: Library Open to Public With Conditions.**

A. Employees. Authorization remains the same as Stage 2.

B. Activities Permitted. In addition to previously authorized activities, the Library may open for additional activities:

1. The Library Director may open up additional parts of the library building for public use.

C. Social Distancing and Safety Protocols. The protocols for the prior stages will remain in place. In addition:

1. The building, and each area of the building with a specific occupancy limit, will be limited to 25% occupancy. Once at capacity, people will need to wait outside to enter.
2. Areas may be designated as one way only for "traffic control."

D. Hours of Operation. The Library Board establishes the following as the hours but this may be modified by the Library Director:

Monday – Thursday, 10 AM – 6 PM

Friday & Saturday, 10 AM – 5 PM

Virtual services will be provided to the fullest extent possible.

**Stage 6: Library Open for Regular Business.** At this stage, the Library can reopen with the same services as normal. All Library service can resume without restrictions.