CITY OF MADISON HEIGHTS

LIBRARY - FLEX SPACE, 240 W. 13 MILE ROAD

LIBRARY ADVISORY BOARD MEETING AGENDA

JANUARY 22, 2025 AT 6:30 PM

CALL TO ORDER

ROLL CALL

ADDITIONS/DELETIONS

APPROVAL OF MINUTES

1. Motion to approve minutes of October 23, 2024.

MEETING OPEN TO THE PUBLIC

REPORTS

2. Friends of the Library Report

3. Library Director Report

WORK PLAN REVIEW

4. Work Plan Review

UNFINISHED BUSINESS

5. Policy Review: Library Behavior Policy

   Motion to recommend updating the Library Behavior Policy.

NEW BUSINESS

6. Safe Child Policy, and, Unattended Children and Disruptive Behavior Policy

ANNOUNCEMENTS

ADJOURNMENT

NOTICE: Persons with disabilities needing accommodations for effective participation through electronic means in this meeting should contact the City Clerk at (248) 583-0826 or by email: clerks@madison-heights.org at least two working days in advance of the meeting. An attempt will be made to make reasonable accommodations.

Library Advisory Board Meeting
Madison Heights, Michigan
October 23, 2024

A Library Advisory Board Meeting was held on Wednesday, October 23, 2024 at 6:30 PM at Library - 240 W. 13 Mile Road

CALL TO ORDER

at 6:00 p.m. by Chair.

ROLL CALL

PRESENT
Council Representative Alternate Bill Mier
Chair Amanda May
Vice Chair Kristina Mentzer
Becky Hill
Regina Juska-Svoba
Jennifer Nagle
Jeffrey Scott
Staff Liaison & Library Director Vanessa Verdun-Morris

EXCUSED
Council Representative David Soltis
Toya Aaron
Student Representative Zebe Pritchett
City Manager Melissa Marsh

Motion to excuse those who couldn't make the meeting.

Motion made by Juska-Svoba, Seconded by Vice Chair Mentzer. Passed unanimously.

ADDITIONS/DELETIONS

None

APPROVAL OF MINUTES

1. Meeting on July 24, 2024

   Approve minutes of July 24, 2024.

   Motion made by Nagle, Seconded by Hill. Passed unanimously.

MEETING OPEN TO THE PUBLIC

No public present.

REPORTS

2. Friends of the Library Report

Mentzer reported the Friends held a book sale and have been spending lots of money on the library, especially on candy for holiday events. They're starting to sell tote bags and will host a vendor table at the City's Tree Lighting. If you know anyone who is good at taking notes or minutes, please let them know the Friends are looking for a secretary.

3. Library Director Report

Verdun-Morris reported that while the library didn't receive this year excellence award, it applied for and received a $25,000 Library Services and Technology Act's Improving Access to Information Grant from the Library of Michigan. The grant focuses on early literacy and will see two storybook trails installed in city parks. The grant also covers the purchase of a large format printer and laminator to create early literacy materials for the storybook trails.

WORK PLAN REVIEW

4. Work Plan Review

    A. Collaborative Speaker Series - Subcommittee Chair Aaron, May, Hill

    B. Expand Tween Events - Subcommittee Chair Mentzer, Hill, Nagle.

Collaborative Speaker Series
Hill reported that the Native American Speaker series is as follows:
11/7: Corn Husk Dolls.
11/14: Native American Art & Music.
11/23: We are Still Here Storytelling.

Expand Tween Events
Nagle & Mentzer reports that books have been selected through April selected for Tween Book Club. Three to four kids have attended on average each time. Tentative events include: Creative Writing Workshop on January 18, Open Mike on January 25, and Zine Workshop on February 1.

UNFINISHED BUSINESS

NEW BUSINESS

5. Elect chair and vice-chair.

    Current officers:
    Chair: Amanda May
    Vice-chair: Krissie Mentzer

Motion for Becky Hill as Chair, Jen Nagle as Vice Chair.

Motion made by Vice Chair Mentzer, Seconded by Scott. Passed unanimously.

6. Set 2025 meeting schedule.

Suggested dates: January 22, April 23, July 23, October 22.

Motion to accept suggested meeting dates of January 22, April 23, July 23, October 22.

Motion made by Juska-Svoba, Seconded by Vice Chair Mentzer. Passed unanimously.

7. Work Plan 2025-2026

Library Policy Review with the benefit of resident input on library policies with a measure of success being the review of one policy quarterly with committee members Chair May, Mentzer, Scott, and Verdun-Morris.

Expand Tween events with the benefit of more activities for grades 5-8 in community with measure of success being participation numbers with committee members Chair Mentzer, Hill, and Nagle.

Motion made by Nagle, Seconded by Hill. Passed unanimously.

ANNOUNCEMENTS

May thanked everyone for creating a fast work plan.

On behalf of the Arts Board, Nagle thanked the Library and Friends for attending Skelebration.

ADJOURNMENT

by Chair at 6:59 p.m.

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Community Survey Results for Madison Heights Public Library

Survey Dates: March 25 - May 10, 2024
Analyzed by: Georgina (Gigi) Broyles, University of Michigan School of Information
November 17, 2024

This survey was conducted by the Post-Pandemic Public Library Project of the University of Michigan School of Information and made possible in part by the Library of Michigan and Library Services and Technology Act Funds from the Institute of Museum and Library Services.

Executive Summary

This report contains the results of a survey conducted March 25th-May 10th, with 152 responses, primarily from active patrons. Analysis was conducted by the Post-Pandemic Public Library Project at the University of Michigan School of Information. Key findings include:

- 92.6% of respondents are somewhat or very satisfied with the library.
- 97.4% have a library card.
- Respondents describe the library first as friendly, then as comfortable and clean.
- Borrowing physical and digital materials are the top uses of the library.
- Respondents were asked to rate the quality of a variety of library services and features on a scale of 1 (low) to 5 (high). Average scores rated from 4.1 for technology to 4.7 for customer service. The building and maintenance were the second-highest ranked category, with an average score of 4.6 out of 5.
- When asked to identify their community's greatest challenge, respondents pointed to markers or economic strain and concerns about local government and taxes.

- Asked to recommend one change that would make their community better, respondents told us they wanted more activities in both the library and the community, as well as places to come together and gather.
- We asked respondents to identify the best part of the library. Approximately 40% identified the staff, followed by the facility, library collection, programs, and convenience.
- When probed to suggest a change to the library, most respondents asked for more of what the library already does, with the top two themes being an increase in library programs and additions to the library collection.

A detailed analysis follows. When reviewing the analysis, keep in mind that this survey had a small number of responses and that most respondents are library patrons. This means that while the information gathered is valuable, we cannot assume that the respondents' perspectives are representative of sentiment in the broader community or service area.

For more information about this project, contact nextlevelleadership@umich.edu.

Methods

The survey was available to patrons in English or Spanish, both as an online survey via the Qualtrics.com platform and in paper format. All responses received were in English. Survey questions were designed by the University of Michigan School of Information (UMSI) team in consultation with similar surveys from other Michigan and U.S. public libraries. The survey was open from March 25th-May 10th. A total of 152 responses were received. Note that this is not a representative sample; take care not to assume that survey responses are consistent with overall community sentiment.

The library was charged with the distribution of the survey via the library's online presence and social media channels and making paper copies available to patrons visiting the physical library.

Paper survey data was manually added to Qualtrics.com platform. Analysis was conducted by the UMSI team from May to October, 2024. Analysis of quantitative data was completed automatically within the Qualtrics platform and are represented in Part I of this report. Four questions called for open-ended responses, known as qualitative data. These responses were imported into the Dedoose.com platform and analyzed first with thematic analysis to identify overarching patterns and then via content analysis to determine patterns or trends in responses and are represented in Part II of this report.
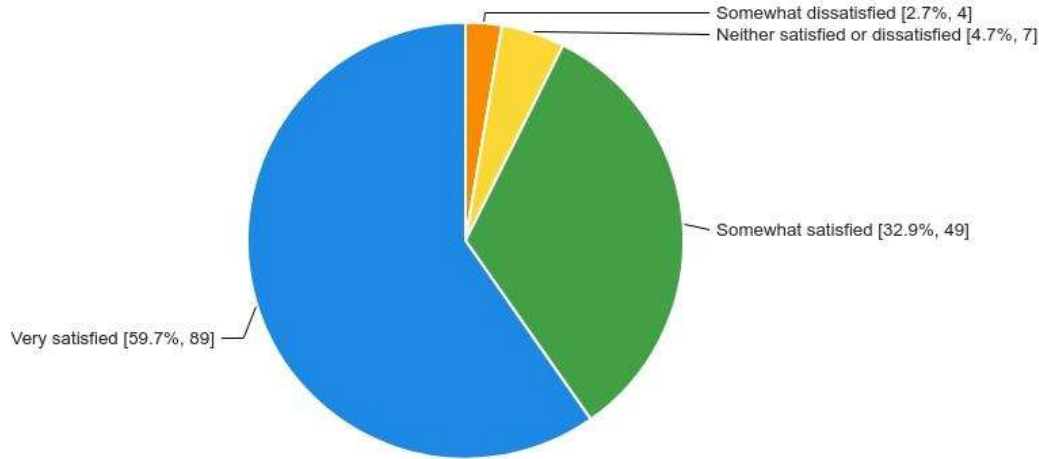
A copy of the original data is available via Google Drive.

Part I:
Quantitative Analysis

High Overall Satisfaction with the Library

Responses to the question, "On a scale of 1 (not at all satisfied) to 5 (very satisfied), how satisfied are you with the library overall?"

149 Responses

Somewhat dissatisfied [2.7%, 4]
Neither satisfied or dissatisfied [4.7%, 7]
Somewhat satisfied [32.9%, 49]
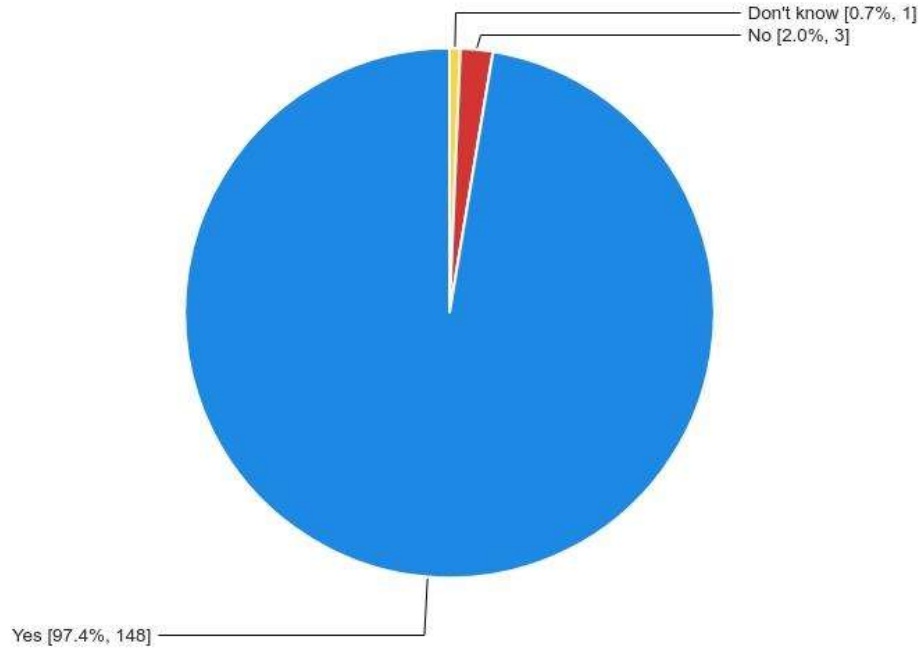Very satisfied [59.7%, 89]

Observations:

- 92.6% of respondents are somewhat or very satisfied with the library overall.

- No respondent expressed extreme dissatisfaction.

Majority of Respondents Have Library Cards

Responses to the question, "Do you have a library card?"

152 Responses

Don't know [0.7%, 1]
No [2.0%, 3]
Yes [97.4%, 148]

Observations:

- Note that over 97% of those who responded hold library cards. This means that survey data skews toward responses from those who already use the library.

- One should not assume that the responses presented here are representative of the broader community. More research is needed to uncover the views of those who do not currently use the library.

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Most Respondents Visit Weekly

Responses to the question, "How often do you visit the library, check out materials, use its online resources, or attend library events?"

151 Responses

Category	Value
Daily	12
Weekly	60
Monthly	51
Less than once a month	25
Never	3
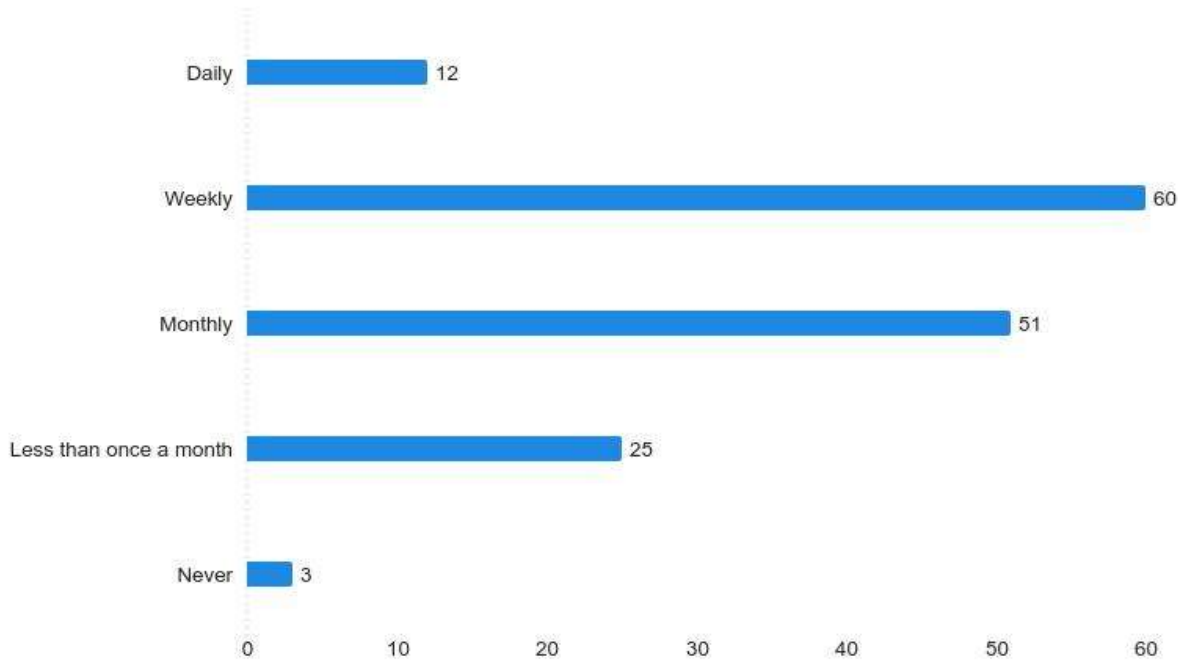
Observation:

- The perspectives of less-regular or seasonal visitors may be underrepresented in these findings.

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Respondents Are A Variety of Ages

Responses to the question, "What is your age?"

149 Responses

Age	Count
18-22 years old	2
23-29 years old	25
30-39 years old	41
40-49 years old	33
50-59 years old	14
60-69 years old	20
70 years or older	11
Prefer not to answer	3
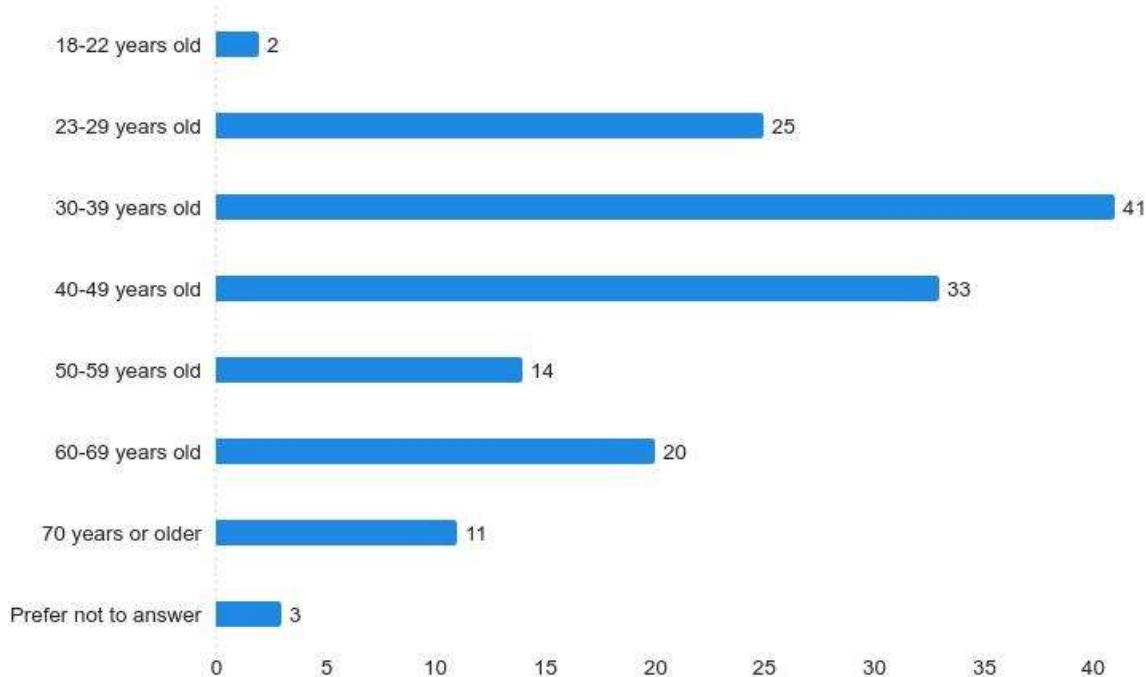
Observation:

- The survey was only to be taken by those 18 years of age or older.

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Friendly and Comfortable Atmosphere

Responses to the prompt, "Check all that describe the library's atmosphere."

149 Responses

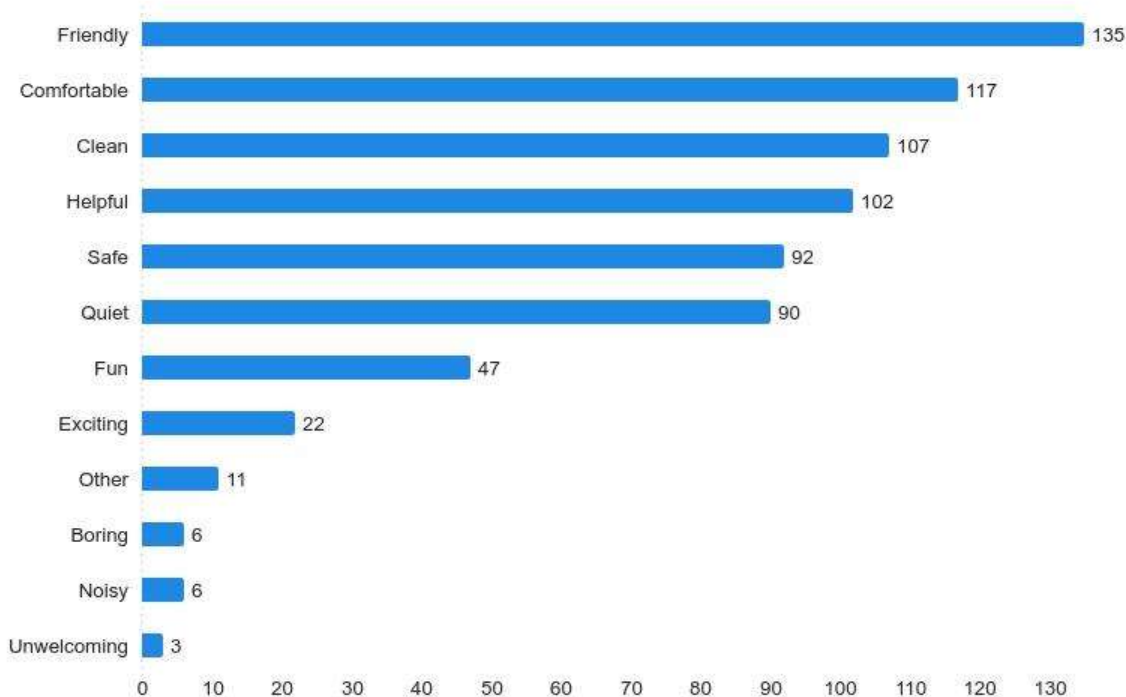| Category	Value
Friendly	135
Comfortable	117
Clean	107
Helpful	102
Safe	92
Quiet	90
Fun	47
Exciting	22
Other	11
Boring	6
Noisy	6
Unwelcoming	3

Eleven people marked "Other," adding these comments:

- "Great for little kids. We gave the librarians some feedback about the placement of some items and they listened!"
- "Love the seed library, tool rental, makerspace areas and classes"
- "Confusing"
- "Knowledgeable and welcoming staff"
- "Noisy at night"
- "I usually check out my DVD's and leave"
- "[V]ery good stuff"
- "Great kids section"
- "[K]ind, warm"
- "[V]aried & interesting"
- "[S]afe space"

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Borrowing Physical and Digital Materials Top Library Use

Responses to the question, "What do you, or would you like to, use the library for?"

147 Responses

Use	Count
Borrow physical materials	121
Borrow digital materials (ebooks, streaming movies, streaming music etc.)	96
Use photocopier, printer, and/or fax machine	60
Study, read, or do research	56
Attend adult programs	52
Attend children's programs	43
Use computers	31
Use public meeting room (if available)	27
Meet with friends	24
Other	16
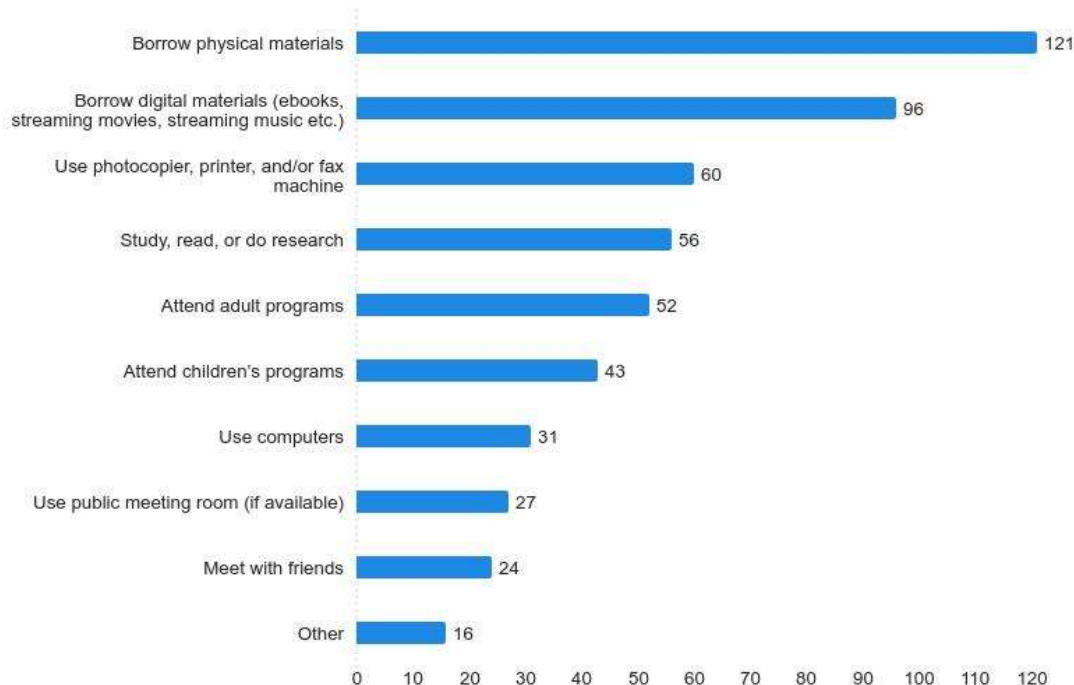
Sixteen people marked "Other," adding these comments:

- "Video games"
- Programs they offer"
- "Use the creative arts materials"
- "Use the maker space"
- "Borrow tools and use sewing machine, etc."
- "3D Printer, [C]ricket machine"
- "Work"
- "Maker's space"
- "[M]aybe have an ASL group"
- "3d printer room"
- "3D Printer!"
- "Joined the Lit Wits book club"
- "[T]o relax and read"
- "[C]reative tech, Library of Things, media conversion"
- "[V]isit with my favorite librarians"

Additional notes in margins of paper surveys:

- "If they don't have the DVD I want, it only [...] a few days to get it"
- "No TV/movie content of interest"

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Very Good Marks for the Quality of the Physical Collection

Responses to, "On a scale of 1 (poor) to 5 (excellent), how do you rate the quality of the following library services: Physical library collections (books, movies, video games, etc.)."

4.2

Average Score Out of 5

	1 = poor	2 = fair	3 = good	4 = very good	5 = excellent
Percent	0.0%	2.1%	19.4%	34.7%	43.8%
Number Count (out of 144)	0	3	27	59	63

Observations:
- 78.5% of respondents described the quality of the physical collection as "very good" or "excellent."
- 97.9% of respondents described the collection as "good" or above.
- In future research, consider learning more about how patrons' collection satisfaction could be improved.

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Digital Collection Quality Mirrors That of Physical Collection

Responses to, "On a scale of 1 (poor) to 5 (excellent), how do you rate the quality of the following library services: Digital library collections (eBooks, streaming video, streaming music, etc.)"

4.2

Average Score Out of 5

	1 = poor	2 = fair	3 = good	4 = very good	5 = excellent
Percent	1.5%	0.0%	15.9%	37.9%	44.7%
Number Count (out of 132)	2	0	21	50	59

Observations:
- 82.6% gave scores of 4 or 5 to the digital collections, whereas 78.5% gave physical collections a score of 4 or 5. It is unusual for a library's digital collection to get higher scores than the physical collection! For future research, consider asking more questions about digital materials preferences, needs, use, and barriers to adoption.

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Technology is Rated as Very Good

Responses to, "On a scale of 1 (poor) to 5 (excellent), how do you rate the quality of the following library services: Technology (computers, printers, scan, and fax)."

4.1

Average Score Out of 5

	1 = poor	2 = fair	3 = good	4 = very good	5 = excellent
Percent	1.7%	3.4%	23.5%	30.3%	41.2%
Number Count (out of 119)	2	4	28	36	49

Observations:
- 71.5% of respondents gave scores of 4 or 5 to technology. It is notable that nearly 1 in 4 respondents rated technology "good." In further surveys or patron conversations, it may be useful to further delve into how scores could be improved and satisfaction raised.

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Library Programs and Events Rated as Very Good

Responses to, "On a scale of 1 (poor) to 5 (excellent), how do you rate the quality of the following library services: Library events & programs."

4.1

Average Score Out of 5

	1 = poor	2 = fair	3 = good	4 = very good	5 = excellent
Percent	0.8%	5.0%	24.0%	28.1%	42.1%
Number Count (out of 121)	1	6	29	34	51

Observations:
- 70.2% of respondents gave scores of 4 or 5 to library programs and events, with nearly 30% rating programs as "good" or lower.
- In future research or conversations with patrons, it may be useful to gather more information about perceived programming needs, availability hours, and topics.

Staff's Customer Service is Outstanding

Responses to, "On a scale of 1 (poor) to 5 (excellent), how do you rate the quality of the following library services: Staff's customer service."

4.7

Average Score Out of 5

	1 = poor	2 = fair	3 = good	4 = very good	5 = excellent
Percent	2.1%	2.1%	2.1%	15.8%	78.1%
Number Count (out of 146)	3	3	3	23	114

Observations:
- Nearly 80% of respondents scored customer service as "excellent." this is the library's highest category. Congratulations to the staff for its superb connections with customers and to the library administration for its ongoing training and support.

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Strong Trust in Staff's Selection of Materials

Responses to, "On a scale of 1 (poor) to 5 (excellent), how do you rate the quality of the following library services: Staff's ability to select materials to include in the library collection."

4.4

Average Score Out of 5

	1 = poor	2 = fair	3 = good	4 = very good	5 = excellent
Percent	1.6%	1.6%	11.8%	24.4%	60.6%
Number Count (out of 127)	2	2	15	31	77

Observations:
- At a time when library collections have been criticized at a national level, an average score of 4.4 is a sign that the library's collection decision-making correlates strongly with community wants and needs.
- 85% of respondents reported that the staff's ability to select materials was "very good" or "excellent."

Building Facility and Maintenance Are Excellent

Responses to, "On a scale of 1 (poor) to 5 (excellent), how do you rate the quality of the following library services: Building facility and maintenance."

4.6

Average Score Out of 5

	1 = poor	2 = fair	3 = good	4 = very good	5 = excellent
Percent	0.7%	2.2%	7.2%	15.2%	74.6%
Number Count (out of 138)	1	3	10	21	103

Observations:
- 89.8% of respondents rated the building facility and its maintenance as "very good" or "excellent." This is the library's second-highest rating. Congratulations to the facilities staff!

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Part II:
Qualitative Analysis

Goals of Open-Ended Questions

The survey asked four open-ended questions (see Appendix A). The first two open-ended questions focused on community needs and desires:

- Complete the sentence: The biggest challenge my community is facing right now is…
- Complete the sentence: One thing that would make my community an even more amazing place to live would be...

These questions, while not specifically focused on the library, were designed to elicit responses to help the library inform is collections, services, and programs. The responses in the following pages should not be seen as a library's to-do list; the library leadership and board may find that some articulated needs are outside the scope, mission, budget, or capability of the institution. However, there may be some community wishes or needs that can be addressed, at least in part, by making changes to library collections, services, or programs.

The second pair of questions did focus directly on libraries:

- What is the best thing about your community's library?
- If you could change one thing about your community's library, what would it be?

These questions were intended to surface the everyday positives that occur in Michigan's libraries. Positive responses can be excerpted in social media posts, shared with staff and board at meetings to boost morale, and as an acknowledgement of the overall good work of the institution. The final question gives patrons a change to suggest a change that would improve the library for them.

Major themes are shared, with accompanying quotes, in the pages that follow. Space precludes us from listing every response in this report; thus, a complete set of all open-ended responses can be found in the full spreadsheet linked at the end of this document.

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Community Challenges: Major Themes

The survey received 90 responses to, "Complete the sentence: The biggest challenge my community is facing right now is…" The top 2 themes are listed below, with representative quotes added below.

Theme #1: Economic Strain (16 responses)

- "Lack of funds"
- "Personal economic challenges?"
- "Making ends meet financially."
- "Maintaining households with all the inflation"
- "Inflation"
- "[F]inancial difficulties/unemployment"
- "[I]solation compounded by the rising cost of living"
- "Money"
- "Poverty"
- "[B]usinesses closing"

Theme #2: Comments Regarding Local Government (10 responses)

- "Stretching their budget"
- "Taxes!"
- "Communication between gov and residents, community amongst residents"
- "Our community has a lot to offer, but it seems like there isn't great communication on any of it."
- "[N]ot many services on the South-end"
- "[C]ost of running the city"
- "[O]ur outrageous tax rate"

Wishes for the Community: Major Themes

The survey received 83 responses to, "Complete the sentence: One thing that would make my community an even more amazing place to live would be … " The top 2 themes are listed below, with representative quotes added below.

Theme #1: People are Looking for Things to Do (20 responses)

- "More activities that didn't involve drinking for adults."
- "Improved recreation options"
- "Fun events & programs"
- "More activities for families to take part in"
- "More adult education programs."
- "[A]ctivities like at the active (older) adult center that are open to younger adults."
- "A better downtown and more events to attend locally."
- "More free activities for little ones"
- "Events to bring everyone together"
- "More kid friendly activities like, I would love to have a story time or kids club where they do a craft and read a book."
- "More community events"
- "[A]ctivities for 20-30 somethings"
- "[M]ore live concerts I like they used to have before covid"

Theme #2: Desire for Gathering Spaces (13 responses)

- "More parks and recreation"
- "More walkability/public transportation/public common spaces, and inviting walking-accessible shop/dine/entertainment."
- "A community center for all ages"
- "Community gardens. Share with the neighbors"
- "To have outdoor gathering places for adults"
- "A recreation center for kid's and adult programs and sports"
- "A youth center for kids"
- "More ways to meet one another"
- "More outdoor parks/activities (ex: pickleball courts)"

Library Appreciation: Major Themes

The survey received 106 responses to, "What is the best thing about your community's library?" The top 5 themes are listed below, with representative quotes added below.

Theme #1: Love for Library Staff (43 responses)

- "The staff is warm and kind. Books are great."
- "The people. They are very nice and helpful"
- "The kind and efficient staff."
- "The amazing people who work there."
- "Friendliness of staff and their knowledge base."
- "Continuing to update to meet the current community needs, as well as the friendly helpful staff."
- "Both the relaxing atmosphere and the helpfulness of staff in finding what you need."

Theme #2: Appreciation for New Facilities (39 responses)

- "There are lots of places to sit to read. The staff is very friendly. I love the remodeled library and remodeled children's section."
- "The new renovation was great"
- "The new area for kids"
- "Friendly, comfortable, welcoming, nice collection and great internetwork with other libraries"

Theme #3: Strong Collection (30 responses)

- "I like the maker's space, but I constantly have digital books checked out."
- "Downloadable for Kindle books"
- "I love their online selection"
- "It is full of materials and resources for everyone to use."
- "I appreciate being able to watch old TV and movies for free. The librarians have always been nice and helpful."

Theme #4: Library Programs Keep People Coming (18 responses)

- "Children's programs, activities"
- "I haven't used it much since recently moving here but I love the seed library. This is such a great idea for the community"
- "The fun programs they offer"

Theme #5: Convenience and Access (12 responses)

- "Availability"
- "Accessibility"
- "It's easy to use"

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Desired Library Change: Major Themes

The survey received 106 responses to, "If you could change one thing about your community's library, what would it be?" The top 5 themes are listed below, with representative quotes added below.

Theme #1: Increase Library Programming (29 responses)

- "More children events"
- "More programs"
- "More adult activities"
- "More activities. More participation in book club and book club starting later. More authors coming to the library."
- "Add video games to check out. Also more programs/events geared to teenagers and programs/events geared towards younger adults"
- "Better variety of programs. Nothing for someone my age."
- "More actives,programs, and books for kids 13 and up."

Theme #2: Collections Suggestions (28 responses)

- "More ebook and Kindle book choices."
- "That there aren't enough newer physical books"
- "Increase in book availability so I don't have to wait as long for copies"
- "A wider variety of contemporary romance novels."
- "Add vinyl records. I go to Royal Oak to check out music."

Theme #3: Changes to Library Facilities (26 responses)

- "Larger study rooms"
- "More community space"
- "More comfy places to sit and more art"
- "Make it even bigger!"
- "Larger? Have another branch within appealing/safe/attractive walking distance?"

Theme #4: Don't Change a Thing! (11 responses)

11 respondents indicated that they would not change anything or do not know what they would change about how the library currently operates.

Theme #5: Updates to Library Technology (8 responses)

- "More computers"
- "Have a computer lab and have video game borrowing."
- "More events, more technology, and a lending library for equipment"
- "[M]ake printing easier"

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Quotables

Survey responses that might be useful to include in social media posts, newsletters, board reports, grant proposals, or other library documentation

- "It's clean, quiet, and the kids area is closed off so I feel safe letting my kindergartner play and be independent in there"
- "The staff are amazing. Friendly and always willing to help."
- "There's something for everyone"
- "So convenient! Excellent parking, hours of operation, buy books that I suggest, etc. (Much better than Clawson and Royal Oak libraries which I sometimes use)"
- "It's a nice quiet place to browse and enjoy books"
- "They are willing to meet everyone where they are at. Every time I'm there they are helping people find answers or access a necessary service."

- "It's clean, the staff is friendly and helpful, there are great resources there and while I have not necessarily had a need for these resources yet, I am happy they're available to the community. I also love the maker space opportunities there"
- "[I]t's a library! it's existence is the best thing!!"
- "It's a safe, fun place for my toddler to grow and learn."
- "The resources are great, but the absolute best thing about my library is the staff. They are priceless! ☺"
- "We just came in for the 1st time & it was an amazing experience for both me and my son."

Limitations of Study

This study describes some useful patterns and themes that can help the library celebrate its strengths and accomplishments while providing a fresh opportunity to calibrate its programs and collections to current community wants and needs.

All studies have limitations, and professional research acknowledges those limitations. That is, no single survey can answer every question about libraries. In this case, the response rate was low relative to the overall service population of the library and consisted almost completely of feedback from existing library patrons. Perspectives of seasonal residents or non-users might surface different and/or distinct results.

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Possible Next Steps

The library may find it useful to gain deeper community insight via 1:1 interviews. The University of Michigan School of Information may be able to help as part of its students' class-based real-world community needs practice. Learn more at https://www.si.umich.edu/employers/client-opportunities or email umsi.client.engagement@umich.edu.

Appendix A:
Survey Questions as Formatted for Print Survey

This survey – for adults over age 18 only - is being conducted to help your public library make better-informed decisions. Participation in this survey is voluntary. You may skip questions you do not feel comfortable answering. Return your survey to your library or mail to K. Fontichiaro, U-M School of Information, 4427 North Quad, 105 S. State St., Ann Arbor, MI 48109-1285. Questions: nextlevelleadership@umich.edu.

What library (system) do you most often use?

Some libraries have more than one location (branch). If this is the case, which branch do you visit most regularly?

How often do you visit the library, check out materials, use its online resources, or attend library events? *(Please cross one)*

○ Daily ○ Weekly ○ Monthly ○ Less than once a month ○ Never

Do you have a library card? *(Please cross one)*

○ Yes ○ No ○ Don't know

What is your age? *(Please cross one)*

○ 18-22 years old ○ 23-29 years old ○ 30-39 years old
○ 40-49 years old ○ 50-59 years old ○ 60-69 years old
○ 70 years or older ○ Prefer not to answer

On a scale of 1 (not at all satisfied) to 5 (very satisfied), how satisfied are you with the library overall? *(Please cross one)*

○ 1 ○ 2 ○ 3 ○ 4 ○ 5

Check all that describe the library's atmosphere. *(Please cross all that apply)*

☐ Friendly ☐ Noisy ☐ Safe ☐ Comfortable ☐ Unwelcoming
☐ Fun ☐ Helpful ☐ Quiet ☐ Boring ☐ Exciting
☐ Clean ☐ Other _____

What do you, or would you like to, use the library for? *(Please cross all that apply)*

☐ Borrow physical materials ☐ Borrow digital materials (ebooks, streaming movies, streaming music etc.)
☐ Use public meeting room (if available) ☐ Meet with friends
☐ Study, read, or do research ☐ Use computers
☐ Attend adult programs ☐ Attend children's programs
☐ Use photocopier, printer, and/or fax machine ☐ None of the above

Other _____

On a scale of 1 (poor) to 5 (excellent), how do you rate the quality of the following library services?

	1 (poor)	2	3	4	5 (excellent)
Physical library collections (books, movies, video games, etc.)	☐	☐	☐	☐	☐
Digital library collections (eBooks, streaming video, streaming music, etc.)	☐	☐	☐	☐	☐
Technology (computers, printers, scan, & fax)	☐	☐	☐	☐	☐
Library events & programs	☐	☐	☐	☐	☐
Staff's customer service	☐	☐	☐	☐	☐
Staff's ability to select materials to include in the library collection	☐	☐	☐	☐	☐
Building facility and maintenance	☐	☐	☐	☐	☐

Complete the sentence: The biggest challenge my community is facing right now is...

Complete the sentence: One thing that would make my community an even more amazing place to live would be...

What is the best thing about your community's library?

If you could change one thing about your community's library, what would it be?

Appendix B:
Original Dataset Is Available Online

PART I: ADMINISTRATIVE ENTITY INFORMATION

1. Report Start Period	07/01/2023
2. Report End Period	06/30/2024
3. FSCS	MI0210
4. Federal Employer Identification Number (FEIN)	38-6025685
5. UEI Number	EGY3GJKYGZ83
6. Current Legal Name of Main Library	Madison Heights Public Library
7. Legal Name of Main Library at Reporting Year End	Madison Heights Public Library
8. Street Address	240 West Thirteen Mile Road
9. City	Madison Heights
10. Zip	48071
11. Mailing Address	240 W. 13 Mile Road
12. Mailing City	Madison Heights
13. Mailing ZIP Code	48071
14. County	Oakland
15. Township	City of Madison Heights
16. Cooperative	The Library Network
17. Phone Number	2485887763
18. TDD Number	
19. Director's Name	Vanessa Verdun-Morris
20. Email Address of Library Director	vanessaverdun-morris@madison-heights.org
21. Fax	2485882470
22. Web Address	www.madison-heights.org/library
23. Has Friends Group?	Yes
24. Library Class	Class 5: Serve 26,000-49,999
25. Administrative Structure Code	Administrative Entity with a Single Direct Service Outlet
26. Library Establishment Type	City Home Rule (City Dept.) 1909 PA 279
26b. ReEstablishDate	
27. ReEstablishStatute	
28. Local Governance	Municipal Government
29. Type	City

Public Library Definition

A public library is an entity that is established under state enabling laws or regulations to serve a community, district, or region, and that meets one or more of the listed criteria. Check all that apply based on the federal definition of a public library.

Library has organized collection of printed or other library materials	Yes
Library has paid staff	Yes
Library has an established schedule in which services of the staff are available to the public	Yes
Library facilities necessary to support collection, staff, and schedule	Yes
Library is supported in whole or part with public funds	Yes
Geographic Code	CI1
Was there a legal service area boundary change during the reporting period?	No

Library Fines

Does your library collect fines for overdue materials? This does not include replacement fees for damaged or lost materials.

As of the end of the reporting period, does the library charge overdue fines to any users when they fail to return physical print materials by the date due?	No
Currently Collecting overdue fines on non-print materials. (e.g. DVDs, Audiobooks, Library of things materials)	We do not collect fines for overdue materials .

PUBLIC LIBRARY SURVEY

PART II: OUTLETS

Outlet Name

Location	State assigned identification number	Library System ID	Outlet Name
Madison Heights Public Library	MI0210-002		Madison Heights Public Library

Outlet Address

Location	Physical Street Address	City	ZIP Code	County
Madison Heights Public Library	240 West Thirteen Mile Road	Madison Heights	48071	Oakland

Outlet Phone & Codes

Location	Phone	Outlet Type Code	Metropolitan Status Code
Madison Heights Public Library	2485887763	Central Library	

Outlet Counts

Location	Area in Square Feet of outlet	Number of Bookmobiles	Public Service Hours Per Year	Number of Weeks Open
Madison Heights Public Library	16,885	0	2,659	52

Contact

Contact

Location	Fax	Email	URL
Madison Heights Public Library	2485882470	vanessaverdun-morris@madison-heights.org	madison-heights.org/library

Contact Name

Location	Director Name	Title

Current Library Schedule

Location	Open Time Monday	Closed Time Monday	Open Time Tuesday	Closed Time Tuesday	Open Time Wednesday	Closed Time Wednesday	Open Time Thursday	Closed Time Thursday	Open Time Friday	Closed Time Friday	Open Time Saturday	Closed Time Saturday	Open Time Sunday	Closed Time Sunday
Madison Heights Public Library	10 a.m.	8 p.m.	10 a.m.	8 p.m.	10 a.m.	8 p.m.	10 a.m.	8 p.m.	10 a.m.	5 p.m.	10 a.m.	5 p.m.		

Alternate Dates

Location	Alternate Start Date	Alternate End Date
Madison Heights Public Library		

Alternate Library Schedule

Location	Open Time Monday	Closed Time Monday	Open Time Tuesday	Closed Time Tuesday	Open Time Wednesday	Closed Time Wednesday	Open Time Thursday	Closed Time Thursday	Open Time Friday	Closed Time Friday	Open Time Saturday	Closed Time Saturday	Open Time Sunday	Closed Time Sunday
Madison Heights Public Library														

PART III: OPEN HOURS AND SQUARE FOOTAGE SUMMARY

The information provided here is used to verify, for State Aid purposes, that the library (or the main library and its branches) met the minimum scheduled hours during the reporting year.

1. Number of Central Libraries	1
2. Average Hours per Week, Central(s)	54
3. Annual Scheduled Public Service Hours, Central(s)	2,652
4. Actual Annual Public Service Hours, Central(s)	2,639
5. Central Library(ies) Weeks Open	52
6. Number of Branch Libraries	0
7. Unduplicated Average Hours per Week, Branch(es)	
8. Annual Scheduled Public Service Hours, Branch(es)	
9. Actual Annual Public Service Hours, Branch(es)	
10. Branch(es) Weeks Open	
11. Number of Bookmobiles	0
12. Annual Scheduled Public Service Hours, Bookmobile(s)	
13. Actual Annual Public Service Hours, Bookmobile(s)	
14. Bookmobile(s) Weeks Open	
15. Total Number of Outlets	1
16. Total Unduplicated Average Hours per Week	54
17. Total Annual Scheduled Public Service Hours	2,652
18. Total Annual Public Service Hours	2,639
19. Total Outlet Weeks Open	52
20. Central Library(ies) Square Feet	16,885
21. Branch(es) Square Feet	0
22. Total Square Feet	16,885

Legislative Districts

	District #	Name
MI Representative	8; 57	Mike McFall; Thomas Kuhn
MI Senate	3	Stephanie Chang

PART IV: PAID STAFF

Report figures as of the last day of the reporting year. Include all employees paid with library funds to do library work or to maintain the library building for the main library, all branches, bookmobiles, and other service outlets. All employees, whether or not they are certified by the Library of Michigan, are included. This should not include volunteers, since these figures may be used to determine average staff expenditures. To ensure comparable data, 40 hours per week has been set as the measure of full-time employment. The Full Time Equivalent (FTE) staff is automatically figured by adding the total number of hours worked by all employees in each category, then dividing the total staff hours by 40 and rounding to two decimal places.

1. Number of ALA-MLS Librarians [1]	10
2. Total Hours per Week worked by ALA-MLS Librarians	198.00
3. ALA-MLS FTE (40 Hours/wk)	4.95
4. Number of Other Librarians	0
5. Total Hours per Week worked by Other Librarians	0.00
6. Other Librarians FTE (40 Hours/wk)	0.00
7. Number of Total Librarians	10
8. Total Hours per Week worked by Total Librarians	200.00
9. Total Librarians FTE (40 Hours/wk)	5.00
10. Number of All Other Paid Staff [2]	13
11. Total Hours per Week worked by All Other Paid Staff	136.00
12. All Other Paid Staff FTE (40 Hours/wk)	3.40
13. Number of Total Paid Employees	23
14. Total Hours per Week worked by Total Paid Employees	336.00
15. Total Paid Employees FTE (40 Hours/wk)	8.40

PART V: OPERATING INCOME

Report income used for operating expenditures as defined below. DO NOT include capital income, contributions to endowments, income passed through to another agency, or funds unspent in the previous fiscal year. This section provides detail of local, state and federal income for your library's reporting year. Include federal, state, or other grants, except for grants for capital expenditures. It is important to keep accurate financial records for each reporting year and to be able to track local, state, and federal funds separately. Although there must be a realistic relationship between total operating income and total operating expenditures, the figures will probably not balance exactly. It is important to report accurately, since the library must be able to verify any financial information with audited figures. For purposes of this report, INCOME is defined as actual cash or a documented monetary transfer to the library fund. Do not include in-kind services, pledges and grants not received. Total Local Operating Income is used to meet the 3/10 mill match requirement for State Aid. If your library's total service area does not meet this state aid standard, revenues from the total legal service area and the individual contracted municipalities will be reviewed. For this reason, the Operating Income section provides entry for each municipality served by your library. When completing the form: - If your legal service area is comprised of more than one municipality (for example, a whole county, a school district of two or more municipalities), the legal area income can be reported with the first service area data. - If you cannot break down miscellaneous "other public local income" by municipality, report it all in the first Legal Service Area listed. - Only local income needs to be broken down by municipality.

A. Legal Service Area

LSA Municipality	LSA Local Penal Fine Revenues	LSA Income from Voted Millage	LSA Appropriated Tax Income	LSA Other Local Government Income	LSA Total Local Government Income	LSA Fines, Fees, Donations	LSA Verified Info	LSA Municipality ID	LSA Municipality County	LSA Population Served	LSA Population Percent	LSA Service Area ID
Sum 1	$38,186	$0	$855,408	$0		$8,978		1	1	28,468	100.00%	1
Madison Heights City	$38,186	$0	$855,408	$0		$8,978		659	Oakland	28,468	100.00%	447

Subtotals

1. Subtotal Legal Service Area Population Served	28,468
2. Subtotal Local Penal Fine Revenues	$38,186
3. Subtotal Income From Voted Millage	$0
4. Subtotal Appropriated Tax Income	$855,408
5. Subtotal Other Local Government Income	$0
6. Subtotal Total Local Government Income	$893,594
7. Subtotal Other Local Operating Income	$8,978

B. Contracted Municipality

Contracted Municipality	Contract Municipality Local Penal Fine Revenues	Contract Municipality Income From Voted Millage	Contract Municipality Appropriated Tax Income	Contract Municipality Contract Fee Income	Contract Municipality Total Local Government Income	Contract Municipality Other Local Operating Income	Contracted Verified Info	Contracted Municipality ID	Contracted Municipality County	Contract Municipality Population Served	Contract Population Percent	Service Area ID
Sum												

Subtotals

1. Contracted Municipality Population Served	0
2. CM Penal Fine Revenues	$0
3. CM Income From Voted Millage	$0
4. CM Appropriated Tax Income	$0
5. Contract Fee Income	$0
6. CM Total Local Government Income	$0

C. Operating Income Summary

1. Total Local Government Income	$893,594
2. Total Other Local Operating Income	$8,978
3. Total Local Operating Income	$902,572
4. State Government Operating Income	$29,053
5. Federal Government Operating Income	$0
6. Total Operating Income	$931,625

PART VI: CAPITAL INCOME

1. Federal Capital Income	$0
2. State Capital Income	$0
3. Local Capital Income	$0
4. Private Capital Income	$0
5. Total Capital Income	$0
6. Total Population Served	28,468

PART VII: OPERATING EXPENDITURES

Operating expenditures are the costs necessary to support the provision of library services. List only expenditures paid from library operating budgets for the fiscal year.

A. Staff Expenditures

1. Salaries and Wages	$470,431
2. Employee Benefits	$163,652
3. Total Staff Expenditures	$634,083

B. Collection Expenditures

4. Print Materials Expenditure	$66,468
5. Other Physical Materials Expenditure	$7,906
6. Electronic Content Expenditures	$40,814
7. Total Collection Expenditures	$115,188

C. Other Operating Expenditures

8. Other Operating Expenditures	$178,689

D. Total Operating Expenditures

9. Total Operating Expenditures	$927,960

PART VIII: CAPITAL OUTLAY

Include expenditures paid from your library capital budget for the acquisition of or additions to fixed assets such as building sites, new building additions, equipment, initial book stock, furnishings for new or expanded buildings, or vehicles, and other onetime, extraordinary projects. This excludes replacement and repair of existing furnishings and equipment, regular purchase of library materials, and investments for capital appreciation.

1. Capital Expenditures for Electronic Access	$3,665
2. Furnishings and Equipment Expenditures	
3. Building Expenditures	
4. Other Capital Expenditures	
5. Total Capital Expenditures	$3,665

PART IX: LIBRARY COLLECTION

For each category, report the number of units (items) owned at the end of the reporting year. Items which are packaged together as a unit, e.g. two compact disks, two films, or two videocassettes, and which are generally checked out as a unit, should be counted as one physical unit. Subscriptions should be counted by number of subscriptions and not the number of issues.

1. Number of Print Materials	55,908
2. Audio (Physical Units)	2,122
3. Video (Physical Units)	5,821
4. Subscriptions (Non-electronic)	27
5. Other Circulating Physical Items	143

New Library Collection Data Elements

Electronic Books

E-books are the digital equivalent of printed books that may be accessed online from an electronic device. E-books also include e-comics. Do not consider resources available for free in the public domain when answering the following questions.

1. Did the administrative entity provide access to e-books purchased solely by the administrative entity?	Yes
2. Did the administrative entity provide access to e-books purchased via a consortium, cooperative, or other similar group at the local, regional, or state level?	Yes
3. Did the administrative entity provide access to e-books provided by the state library agency or another state agency at no or minimal cost to the administrative entity?	Yes

Electronic Serials

E-serials are periodic digital publications equivalent to printed newspapers, magazines, and similar media that are viewed as entire issues rather than as single articles returned from a research query. Do not consider resources available for free in the public domain when answering the following questions.

1. Did the administrative entity provide access to e-serials purchased solely by the administrative entity?	No

2. Did the administrative entity provide access to e-serials purchased via a consortium, cooperative, or other similar group at the local, regional, or state level?	Yes
3. Did the administrative entity provide access to e-serials provided by the state library agency or another state agency at no or minimal cost to the administrative entity?	Yes

Electronic Audio

E-audio are digital files of sound only (e.g., audiobooks, music) that may be accessed online from an electronic device. Do not consider resources available for free in the public domain when answering the following questions

1. Did the administrative entity provide access to e-audio purchased solely by the administrative entity?	Yes
2. Did the administrative entity provide access to e-audio purchased via a consortium, cooperative, or other similar group at the local, regional, or state level?	Yes
3. Did the administrative entity provide access to e-audio provided by the state library agency or another state agency at no or minimal cost to the administrative entity?	Yes

Electronic Video

E-videos are digital files of moving visual images with or without sound (e.g., movies, television shows) that may be accessed online from an electronic device. Do not consider resources available for free in the public domain when answering the following questions.

1. Did the administrative entity provide access to e-video purchased solely by the administrative entity?	Yes
2. Did the administrative entity provide access to e-video purchased via a consortium, cooperative, or other similar group at the local, regional, or state level?	No
3. Did the administrative entity provide access to e-video provided by the state library agency or another state agency at no or minimal cost to the administrative entity?	Yes

Research Databases

Research databases are organized collections of electronic data or records (e.g., facts, abstracts, articles, bibliographic data, texts, photographs) that can be searched to retrieve information. Do not consider resources available for free when answering the following questions.

1. Did the administrative entity provide access to research databases purchased solely by the administrative entity?	Yes
2. Did the admin entity provide access to research databases purchased via a consortium, coop, or other similar group at the local, regional, or state level?	No
3. Did the admin entity provide access to research databases provided by the state library agency or another state agency at no or minimal cost to the admin entity?	Yes

Online Learning Platforms

Online learning platforms primarily provide instruction, tools, and resources to enhance education, lifelong learning, and skill building. Platforms may offer homework assistance, language learning, test preparation, professional development, resume assistance, hobby instruction, etc. Do not consider resources available for free when answering the following questions.

1. Did the admin entity provide access to online learning platforms purchased solely by the admin entity?	Yes
2. Did the admin entity provide access to online learning platforms purchased via a consortium, coop, or other similar group at the local, regional, or state level?	No
3. Did the admin entity provide access to online learning platforms provided by the state library agency or another state agency at no or minimal cost to the admin entity?	Yes

PART X: LIBRARY SERVICES

If exact amount is unknown, enter an estimate. If an actual count of the data element is unavailable, determine an annual estimate by an actual count during a typical week in October and multiplying the count by 52. A "Typical week" is a time that is neither unusually busy nor unusually slow. Avoid holiday times, vacation periods for key staff, or days when unusual events are taking place in the community or the library. Choose a week in which the library is open its regular hours. Include seven consecutive calendar days, from Sunday through Saturday (or whenever the library is usually open). This technique can be used to estimate library visits, circulation transactions, reference transactions, interlibrary loans and number of users of electronic resources.

A. Library Visits

1. Library Visits [3]	78,495
Are physical visits counted or estimated?	Counted

B. Summer Reading Participation

1. Do You Offer a Structured Summer Education and Enrichment Program for Children?	Yes
2. How Many Children Signed Up For This Program	85
3. How Many Children Completed This Program	25
4. Do You Offer a Structured Summer Education and Enrichment Program for Teens?	Yes
5. How Many Teens Signed Up For This Program?	19
6. How Many Teens Completed This Program	4
Total Participation	104

C(a). Summer Reading Events

Count all summer reading programs targeted at audiences from 0-18, whether held on- or off-site, that are sponsored or co-sponsored by the library. Exclude programs sponsored by other groups that use library facilities. If programs are offered as a series, count each program in the series. For example, a film series offered once a week for eight weeks should be counted as eight programs. Note: Exclude library activities delivered on a one-to-one basis, rather than to a group, such as one-to-one literacy tutoring, services to homebound, resume writing assistance, homework assistance, and mentoring activities.

	Total	Onsite	Offsite	Virtual
Number of Summer Reading Events For Children Ages 0-5	0			
Attendance at (Live: In Person or Virtual) Summer Reading Events For Children Ages 0-5	0			
Number of (Live: In Person or Virtual) Summer Reading Events For Children Ages 6-11	0			
Attendance at (Live: In Person or Virtual) Summer Reading Events For Children Ages 6-11	0			
Number of (Live: In Person or Virtual) Summer Reading Events For Teens Ages 12-18	0			

-C(b). Programming (non summer reading)

A program is any library planned event which introduces the group attending to any of the broad range of library services or activities or which directly provides information to participants. Programs may cover use of the library, library services, or library tours. Programs may also provide cultural, recreational, or educational information, often designed to meet a specific social need. Examples of these types of programs include film showings, lectures, story hours, literacy, English as a second language, citizenship classes, and book discussions.

Do not count Summer Reading Events again here.

Count all programs, whether held on- or off-site, that are sponsored or co-sponsored by the library. Exclude programs sponsored by other groups that use library facilities. If programs are offered as a series, count each program in the series. For example, a film series offered once a week for eight weeks should be counted as eight programs. Note: Exclude library activities delivered on a one-to-one basis, rather than to a group, such as one-to-one literacy tutoring, services to homebound, resume writing assistance, homework assistance, and mentoring activities.

	Total	Onsite	Offsite	Virtual
Number of (Live: In Person or Virtual) Program Sessions For Children Ages 0-5	64	64		
Attendance at (Live: In Person or Virtual) Programs For Children Ages 0-5	786	786		
Number of (Live: In Person or Virtual) Program Sessions For Children Ages 6-11	25	21	4	
Attendance at (Live: In Person or Virtual) Programs For Children Ages 6-11	789	392	397	
Teen Programs (Live: In Person or Virtual) Ages 12-18	3	3		
Teen Program Attendance (Live: In Person or Virtual) Ages 12-18	38	38		
Adult Programs (Live: In Person or Virtual)	71	60	11	
Adult Program Attendance (Live: In Person or Virtual)	669	510	159	
General Programs (Live: In Person or Virtual)	56	46	10	
General Program Attendance (Live: In Person or Virtual)	2,311	1,286	1,025	

C(c). Alternate Activities and Early Literacy

The number of Library Created Virtual Recorded On Demand Content	0
Total Views of Recorded Library Created Virtual On Demand Content (within 30 days of release date)	0
The number of self directed activities (also known as passive programming) provided	139
The Total Usage of Self Directed Activity Opportunities	3,898
Do any of your programs focus on early literacy for ages 0-5?	Yes
How many of the Children's Programs reported in the sections above were focused on Early Literacy?	64
Report Total Early Literacy Program Attendance for the programs reported in the sections above.	786

Program Totals (All)

This section consists entirely of automatically calculated fields. If totals do not appear to be correct, refresh your report using CTRL + F5 or your browser's refresh button.

Total Number of In-Person Onsite Program Sessions (A total of the programs reported above that were held at the library)	194
Total Attendance at In-Person Onsite Programs	3,012
Total Number of In-Person Offsite Program Sessions (A total of the programs reported above that were held Offsite)	25
Total Attendance at In-Person Offsite Programs	1,581
Total Number of Live Virtual Program Sessions (A total of the programs reported above that were held Live virtually)	0
Attendance at Live Virtual Program Sessions	0
Total Number of Live Program Sessions For Children Ages 0-5 [4]	64
Attendance at Live Programs For Children Ages 0-5 [5]	786
Total Number of Live Program Sessions For Children Ages 6-11	25
Attendance at Live Programs For Children Ages 6-11 [6]	789
Total Children's Programs	89
Total Children's Program Attendance	1,575
Total Teen Programs	3
Total Teen Program Attendance	38
Total Number of Live Program Sessions	219
Total Attendance at Live (Virtual or In Person) Programs	4,593

D. Circulation Transactions

Does The Library Provide "Outside Services" for the Circulation of Physical Materials at any Outlet?	Yes
Does your library circulate electronic devices capable of providing remote internet access (Hotspots, laptops with mobile broadband, etc)	Yes
Circulation of Internet Devices	488
Did your library offer automatic renewal for any physical materials during the reporting period?	
1. Circulation of Physical Children's Materials	21,788
2. Circulation of Physical Non-Children's Materials	24,770
3. Circulation of Other Physical Items	713
4. E-Book Circulation	11,340
5. E-serial Circulation	2,544
6. E-audio Circulation	18,927
7. E-video Circulation	1,780
Total Physical Circulation	47,271

E. Reference Transactions

8. Reference Transactions	4,654
Are Reference transactions Counted or Estimated?	Counted

F. Interlibrary Loans

9. Number of items loaned to other libraries	16,194
10. Number of items borrowed from other libraries	15,158
Does your library participate in MeLCAT?	Yes
Does your library offer AV borrowing through MeLCat?	Yes
Does your library participate in MeL's Visiting Patrons services?	Yes

G. Uses (Sessions) of Public Internet Computers Per Year

11. Uses (Sessions) of Public Internet Computers Per Year [7]	1,171

Reporting Method for Number of Uses of Public Internet Computers Per Year	Annual Count

H. Uses of Wireless Logins Per Year

12. Uses of Wireless Logins Per Year	7,673
Reporting Method for Wireless Sessions	Annual Count
Does the Library Intentionally Provide WI-FI Internet Access to Users Outside The Building at One or More Outlet After Normal Operating Hours?	No

I. Number of active registered borrowers

13. Number of active registered borrowers	4,886

J. Internet Terminals

Click on Outlet's name to enter internet information for each outlet. Do not include service outlets that are not administered by the library system. Use a Speed Test (Ookla https://www.speedtest.net/ Google Fiber Speedtest http://speedtest.googlefiber.net/ etc...) to complete the connection speeds portion using current data.

Sum		1		1		1		
	Library Name	Connection Download Speed		Connection Upload Speed		Connection Type	Public Terminals	Staff Terminals
		50.1-100 Mbps (Broadband Speed)		50.1 Mbps or Greater		Fiber		

Total

14. Total Staff Terminals [8]	14
15. Total Public Terminals [9]	29

PART XI: CERTIFICATION OF PUBLIC LIBRARY PERSONNEL

This section verifies that appropriate numbers and levels of staff worked at the library during the reporting year to meet the minimum standards for State Aid. Only staff that are CERTIFIED by the Library of Michigan and worked during the REPORTING YEAR need to be listed on this page. If a new CERTIFIED staff member was hired during the reporting year, please provide a hire date. If a certified staff member (including the director) left during the reporting year, please provide a departure date. For example, if the directorship changed during the reporting year, list the previous director with his or her departure date and the current director immediately below with his or her date of hire.

A. Director Certification Information

Please enter the information for your current director.

1. Director's Name	Vanessa Verdun-Morris
2. Title	Library Director
3. Director's SSN (last 4 digits)	
4. Director's Avg Hrs Worked/Week	38
5. Director's Certification Level (I, II, III, or IV)	I
6. Director's Hire Date	03/28/2022
7. Director's Departure Date	

B. Library Personnel Certification Information

Sum	3	3	2	114	3	2	2	3	2	2
	Title	Name	Last 4 Digits Social Security Number	Avg. Hours Worked Per Week	Certification Level RECEIVED from Library of Michigan	Hire Date if New in Reporting Year	Departure Date in Reporting Year	Head of Entity	Verified Information?	Certification Expiration Date
	Director	Vanessa Verdun Morris		38	I			TRUE	TRUE	
	Coordinator	Heather Hames		38	I			FALSE	TRUE	
	Community Engagement Librarian	Rae Stoloff		38	II			FALSE		

PART XII: CURRENT NONRESIDENT FEES INFORMATION

1. Non-Resident Fee	Yes
2. NR Fee Annual or One Time	Annual
3. Fee schedule or non-resident rate (Example: $35/family;$25/individual)	100
4. Full Library Service for Contracted Municipalities	NA

PART XIII: TECHNOLOGY

1. Total number of computers that the library provides for use by staff only	14
2. Total number of computers that the library provides for public use	29
3. Is your library circulation system automated?	Yes
4. Total income budgeted for the library's Integrated Library System	$32,587
5. Circulation System Vendor Name	The Library Corporation
6. Is your card catalog automated?	Yes
7. Card Catalog Vendor Name	The Library Corporation
8. Patron Initiated ILL	Yes
9. Do you offer a Remote Catalog?	Yes
10. Do you provide Self Checkout?	Yes
11. Is your Circulation System Shared?	Yes
12. Do you provide Wireless Internet Access to Patrons?	Yes

PART XIV: SALARY AND BENEFIT INFORMATION

Using the library's current pay scale for each position, indicate the average hours worked per week, the minimum and maximum salary range and the minimum and maximum hourly rate earned for one year for the classifications listed for the main library. Report salary information for filled and vacant positions. Position titles may not reflect exact titles used at your library; use the closest match.

MLS Librarians Salary Information

Please complete this section for all library employees under the categories listed if the staff members hold accredited masters degrees in library science

1. MLS Director Average Hrs/Wk	38
2. MLS Director Minimum Salary	$90,125
3. MLS Director Maximum Salary	$99,655
4. MLS Director Minimum Hourly Wage	46.22
5. MLS Director Maximum Hourly Wage	51.11
6. MLS Assistant Director Average Hrs/Wk	
7. MLS Assistant Director Minimum Salary	
8. MLS Assistant Director Maximum Salary	
9. MLS Assistant Director Minimum Hourly Wage	
10. MLS Assistant Director Maximum Hourly Wage	
11. MLS Department/Branch Head Average Hrs/Wk	38
12. MLS Department/Branch Head Minimum Salary	$60,378
13. MLS Department/Branch Head Maximum Salary	$68,541
14. MLS Department/Branch Head Minimum Hourly Wage	30.96
15. MLS Department/Branch Head Maximum Hourly Wage	35.14
16. MLS Senior Level Librarian Average Hrs/Wk	38
17. MLS Senior Level Librarian Minimum Salary	$55,634
18. MLS Senior Level Librarian Maximum Salary	$63,284
19. MLS Senior Level Librarian Minimum Hourly Wage	28.53
20. MLS Senior Level Librarian Maximum Hourly Wage	32.45
21. MLS Mid Level Librarian Average Hrs/Wk	
22. MLS Mid Level Librarian Minimum Salary	
23. MLS Mid Level Librarian Maximum Salary	
24. MLS Mid Level Librarian Minimum Hourly Wage	
25. MLS Mid Level Librarian Maximum Hourly Wage	
26. MLS Entry Level Librarian Average Hrs/Wk	20
27. MLS Entry Level Librarian Minimum Salary	
28. MLS Entry Level Librarian Maximum Salary	
29. MLS Entry Level Librarian Minimum Hourly Wage	21.00
30. MLS Entry Level Librarian Maximum Hourly Wage	

Non MLS Librarians Salary Information

Please complete this section for all library employees under the categories listed if staff members DO NOT hold accredited masters degrees in library science

1. Non MLS Director Average Hrs/Wk	
2. Non MLS Director Minimum Salary	
3. Non MLS Director Maximum Salary	
4. Non MLS Director Minimum Hourly Wage	
5. Non MLS Director Maximum Hourly Wage	
6. Non MLS Assistant Director Average Hrs/Wk	
7. Non MLS Assistant Director Minimum Salary	
8. Non MLS Assistant Director Maximum Salary	
9. Non MLS Assistant Director Minimum Hourly Wage	
10. Non MLS Assistant Director Maximum Hourly Wage	
11. Non MLS Department/Branch Head Average Hrs/Wk	
12. Non MLS Department/Branch Head Minimum Salary	
13. Non MLS Department/Branch Head Maximum Salary	
14. Non MLS Department/Branch Head Minimum Hourly Wage	
15. Non MLS Department/Branch Head Maximum Hourly Wage	
16. Non MLS Senior Level Librarian Average Hrs/Wk	
17. Non MLS Senior Level Librarian Minimum Salary	
18. Non MLS Senior Level Librarian Maximum Salary	
19. Non MLS Senior Level Librarian Minimum Hourly Wage	
20. Non MLS Senior Level Librarian Maximum Hourly Wage	
21. Non MLS Mid Level Librarian Average Hrs/Wk	
22. Non MLS Mid Level Librarian Minimum Salary	
23. Non MLS Mid Level Librarian Maximum Salary	
24. Non MLS Mid Level Librarian Minimum Hourly Wage	
25. Non MLS Mid Level Librarian Maximum Hourly Wage	
26. Non MLS Entry Level Librarian Average Hrs/Wk	

27. Non MLS Entry Level Librarian Minimum Salary	
28. Non MLS Entry Level Librarian Maximum Salary	
29. Non MLS Entry Level Librarian Minimum Hourly Wage	
30. Non MLS Entry Level Librarian Maximum Hourly Wage	

Library Support Staff Salary Information

Please complete this section for all library support staff not listed in the sections above regardless of MLS/Non MLS designation.

1 Computer/Technology Specialist Average Hrs/Wk	38
2. Computer/Technology Specialist Minimum Salary	$46,234
3. Computer/Technology Specialist Maximum Salary	$52,513
4. Computer/Technology Specialist Minimum Hourly Wage	23.71
5. Computer/Technology Specialist Maximum Hourly Wage	26.93
6. Library Clerk Average Hrs/Wk	20
7. Library Clerk Minimum Salary	
8. Library Clerk Maximum Salary	
9. Library Clerk Minimum Hourly Wage	14.75
10. Library Clerk Maximum Hourly Wage	21.00
11. Library Page Average Hrs/Wk	9
12. Library Page Minimum Salary	
13. Library Page Maximum Salary	
14. Library Page Minimum Hourly Wage	12.75
15. Library Page Maximum Hourly Wage	

Director Benefit Information

22. Director Health Insurance	Yes
23. Director Dental Insurance	Yes
24. Director Life Insurance	Yes
25. Director Pension	Yes
26. Director Vision Insurance	Yes
27. Director Paid Sick Leave	Yes
28. Director Paid Vacation	Yes
29. Director Paid Holidays	Yes
30. Director Deferred Compensation	Yes
31. Director Disability	Yes
32. Director Paid Personal Days	Yes
33. Director Longevity	No
34. Director Other Benefits	

Full Time Employee Benefits

35. FT Health Insurance	Yes
36. FT Dental Insurance	Yes
37. FT Life Insurance	Yes
38. FT Pension	Yes
39. FT Vision Insurance	Yes
40. FT Paid Sick Leave	Yes
41. FT Paid Vacation	Yes
42. FT Paid Holidays	Yes
43. FT Deferred Compensation	Yes
44. FT Disability	Yes
45. FT Paid Personal Days	Yes
46. FT Longevity	No
47. FT Other Benefits	

Part Time Employee Benefits

48. PT Health Insurance	No
49. PT Dental Insurance	No
50. PT Life Insurance	No
51. PT Pension	No
52. PT Vision Insurance	No
53. PT Paid Sick Leave	No
54. PT Paid Vacation	No
55. PT Paid Holidays	No
56. PT Deferred Compensation	No
57. PT Disability	No
58. PT Paid Personal Days	No
59. PT Longevity	No
60. PT Other Benefits	PTO based on average hours worked from April through March; Free-of-charge health center access for employee.

PART XV: CURRENT MILLAGE INFORMATION

Provide current millage information as of the date you are filing out the survey rather than by fiscal year reporting period.

1. Millage Rate	
2. Millage Authorization Date	
3. Millage Rate Levied	
4. Millage Expiration Date	
5. Millage Voted in Perpetuity	No
6. Millage is for Operating, Debt, or Both?	
7. Millage Rate (2)	
8. Millage Authorization Date (2)	
9. Millage Rate Levied (2)	
10. Millage Expiration Date (2)	
11. Millage Voted in Perpetuity (2)	No
12. Millage is for Operating, Debt, or Both? (2)	
13. Millage Rate (3)	
14. Millage Authorization Date (3)	
15. Millage Rate Levied (3)	
16. Millage Expiration Date (3)	
17. Millage Voted in Perpetuity (3)	No
18. Millage is for Operating, Debt, or Both? (3)	

PART XVI: TRUSTEES REPORT

List the names of the Trustees who are serving at the time this report is filed. Be sure to complete the "Term Expires" column. DO NOT LIST TRUSTEES WHOSE TERMS HAVE EXPIRED AT THE TIME OF FILING THIS REPORT. Library Staff Members may not be voting members of the Board of Trustees. School District Libraries organized under Public Act 451, 1976, must report both their legal School Board and their Library Advisory Board. If a Board position is vacant at the time of filing, make an entry for the vacant position to verify that your Board will have the appropriate number of Trustees. When the position is filled, contact Joseph Hamlin to report the new Board member and term at hamlinj2@michigan.gov or (517) 335-1501.

Sum 16	16	11	16	11	16	16	16	16	16	11	12	16
Trustee Title	**Trustee Name**	**Trustee Email**	**Trustee Voting Member?**	**Trustee Address 1**	**Trustee Address 2**	**Trustee City**	**Trustee State**	**Trustee Zip Code**	**Trustee Phone**	**Trustee Term Expires**	**Trustee Verified Info**
Member	Jennifer Nagle	jen42k@gmail.com	Yes	30187 Alger		Madison Heights	MI	48071	(734) 5783024	08/31/2025	Yes
Member	Kristina Mentzer	mentzerkristina743@gmail.com	Yes	25529 Miracle Dr.		Madison Heights	MI	48071	2482292288	08/31/2026	Yes
Member	Amanda May	arosemay6@gmail.com	Yes	27786 Osmun		Madison Heights	MI	48071	2487603393	08/31/2025	Yes
Member	Jeffrey Scott	beeker367@gmail.com	Yes	27037 Brettonwoods		Madison Heights	MI	48071	2488902236	08/31/2025	Yes
Member	Regina Juska-Svoba	rjuskasvoba@cs.com	Yes	1594 Beaupre		Madison Heights	MI	48071	2485472859	08/31/2026	Yes
Member	Rebecca Hill	beckyhill@gmail.com	Yes	28809 Delton St		Madison Heights	MI	48071	7342490206	08/31/2025	Yes
Member	Toya Aaron	toyaden@gmail.com	Yes	29006 Spoon		Madison Heights	MI	48071	2486773133	08/31/2026	Yes
Council Representative	Dave Soltis	davidsoltis@madison-heights.org	Yes	300 W. 13 Mile Road		Madison Heights	MI	48071	2485830829	2025-11-10	Yes
Council Alternate	Bill Mier	billmier@madison-heights.org	No	300 W. 13 Mile Road		Madison Heights	MI	48071	2485830829	2025-11-10	Yes
Ex-Officio, City Manager	Melissa Marsh	melissamarsh@madison-heights.org	No	300 W. 13 Mile Road		Madison Heights	MI	48071	2485830829	Permanent	Yes
Ex-Officio, Library Director	Vanessa Verdun-Morris	vanessaverdun-morris@madison-heights.org	No	240 W. 13 Mile Road		Madison Heights	MI	48071	2488372852	Permanent	Yes
Member	Vacant		Yes			Madison Heights	MI	48071		2026-08-31	Yes
Alternate	Vacant		No			Madison Heights	MI	48071			Yes
Student Representative	Zebediah Pritchett		No			Madison Heights	MI	48071			Yes
Student Representative	Vacant		No			Madison Heights	MI	48071			Yes
Student Representative	Vacant		No			Madison Heights	MI	48071			Yes

Select the option which describes how your library Board members are designated

The Library Trustees are:	Appointed
Is this a governing or advisory library board?	Advisory

PART XVII: CERTIFICATION OF INFORMATION

Please complete the fields below

1. Authorized Official Name	**Vanessa Verdun-Morris**
2. Authorized Official Title	**Library Director**
3. Authorized Official Phone Number	**2488372852**
4. Authorized Official Email	**vanessaverdun-morris@madison-heights.org**
5. Authorized Official Sign Date	**12/23/24**
6. Contact Person Name	**Vanessa Verdun-Morris**
7. Contact Person Title	**Library Director**
8. Contact Person Phone Number	**2488372852**
9. Contact Person Email	**vanessaverdun-morris@madison-heights.org**
10. Contact Person Sign Date	**12/23/24**
11. Director Name	**Vanessa Verdun-Morris**
12. Director Phone Number	**2488372852**
13. Director Email	**vanessaverdun-morris@madison-heights.org**
14. Director Sign Date	**12/23/24**
I certify that the information provided on this application truly represents the library's activities, that the financial information can be verified by audit and the reported information is made available to the library board.	**Yes**
I certify that state aid funds were used for expenses that are consistent with at LEAST ONE of the purposes AND ONE of the priorities of the Library Services & Technology Act (20 USC Chapter 72 Subchapter II). Click on this text to see the full list	**Yes**

[1], 1. FT: director, coordinator, community engagement PT: community services, reference, youth, 4 subs (*0-2024-11-11*)

[2], 10. 1 FT Technician, 10 PT Assistants, 2 PT Pages (*0-2024-11-11*)

[3], 1. Renovation completed in May 2023. (*0-2024-11-20*)

[4], Renovation in FY22-23 (*0-2024-11-27*)

[5], Renovation in FY22-23 (*0-2024-11-27*)

[6], Renovation in FY22-23 (*0-2024-11-27*)

[7], 11. Count may be off. Post-renovation in FY22-23, computers did not require sign-in, and this may have affected statistics. (*0-2024-11-27*)

[8], 14. 4 FT staff laptops 3 PT librarian laptops 2 circ desk PC 1 techspace PC 1 youth desk PC 2 processing PC 1 page PC (*0-2024-11-27*)

[9], 15. 4 in-library chromebooks 1 in-library surface pro 12 circulating chromebooks 4 in-library youth kindle tablets 2 ipad catalog/multi-use tablets 1 quick-print pc 1 production pc 1 production mac 2 circulating kindle fire 1 circulating youth kindle fire (*0-2024-11-27*)

Library Advisory Board Work Plan 2025

Name of Project, Goal	Library Policy Review	Expand Tween Events
Benefit	Resident input on library policies	More activities for grades 5-8 in community
Subcommittee Members	Chair May, Mentzer, Scott, Verdun-Morris	Chair Mentzer, Hill, Nagle
Resources Needed		Space, Snacks, Books
2024-2025 Measures of Success	Review of one policy quarterly	Participation Numbers
Priority	1	2
January Update		
April Update		
July Update		
October Update		

Board and Commission Work Plan Guidelines and Process

The City Council will vote on the board and commission work plans annually. Work plans are due by January each year and should consist of up to three priorities. The City Council will ask the Board or Commission Chair to present the work plan to the City Council.

- Review purpose of the Board or Commission (from Code of Ordinances)
  The board shall study and make a written recommendation to the city council concerning short and long-term improvements to the city's library system, including:
    (A) To analyze the community's library service needs including but not limited to physical space, technological requirements, staffing, and hours of operation; and
    (B) When appropriate, generate a report outlining goals and objectives and a related plan (including timelines and cost) for implementation.
  The board exists to promote an outstanding library program for the citizens of the city. In pursuit of this objective, it shall serve as:
    (A) A forum for the careful consideration of policy matters related to the operation of the library system; and
    (B) A voice for the department in the community and a voice for the community in the department; and
    (C) An advisor to the director when requested by him/her; and
    (D) A recommending body to the city council on matters of general department policy.
- Discuss any City Council priorities for the Board or Commission.
- Discuss existing and possible projects, priorities, and goals. Order from high priority to low priorities.
- Finalize work plan for City Council review.
- Use approved work plan as a guide to focus the board and commission work throughout the term of the work plan. (Initially 1 year for 2023 and 2 years after that with updates after the first year.)
- Present report to the City Council annually and include: List of priorities, projects, and goals; Status updates; If items are not complete, include why and any other additional details to share with the Council.

LIBRARY BEHAVIOR POLICY

Effective: ~~June 1, 2023.~~

Supersedes: Library Behavior Policy - June 1, 2023.
~~Code of Conduct, 2013; Food & Drink Policy, July 30, 2014. Quiet Study Room Policy.~~

PURPOSE:

Provide a safe and pleasant environment within the library that allows people to fully use library facilities during regularly scheduled hours, as well as after-hours events.

RULES & REGULATIONS:

1. ~~1.~~ **Personal identification**, including name, address, phone number, and a form of identification verification may be requested for policy enforcement.
2. ~~2.~~ **Illegal activity** is not permitted on library grounds.
3. **Not engaging in activities** commonly associated with the use of a public library may result in a person being required to leave the building, library program or approved community event. Activities commonly associated with library use includes reading, researching, studying, using technology, attending events, or borrowing materials.
4. ~~3.~~ **Unsafe or harmful behavior** is not permitted on library ground, including, but not limited to:
   a. ~~a.~~ Verbal abuse, including but not limited to profanity and swearing.
   b. ~~b.~~ Violence.
   c. ~~c.~~ Threatening behavior.
   d. ~~d.~~ Sexual harassment.
   e. ~~e.~~ Vandalism.
   f. ~~f.~~ Drug sale or use or attempted drug sale or use.
   g. ~~g.~~ Intoxication.
   h. ~~h.~~ Theft or attempted theft.
   i. ~~i.~~ Physical harassment.
   j. ~~j.~~ Sexual misconduct.
   k. Lying down.
   ~~a.~~ ~~Public restroom behavior deemed inappropriate by library staff, including but not limited to vandalism, improper disposal of waste, occupying the facilities for extended periods, trimming or cutting hair, washing body parts other than hands or face.~~
   l. ~~k.~~
   m. Any behavior threatening the safety and security of any person as determined by library staff.
5. ~~4.~~ **Interference** with library use by another person or preventing employees from accomplishing their work is not permitted. Behavior that interferes includes, but is not limited to:
   a. ~~a.~~ Noisy or boisterous activities ~~in the quiet study area~~ that are not part of an approved library event or program.
   b. ~~b.~~ Staring at another person without that person's consent.
   ~~b.~~ ~~c.~~ Following another person about the building without that person's consent.
   c.
   ~~d.~~ Playing audio equipment that is not part of a library-sponsored event at a volume other people can hear.
   d. ~~e.~~ ~~Using profanity or swearing.~~
   e. ~~.~~ Behaving in a way interpreted as disturbing others as determined by library staff.
   f. All doors, aisles, and shelves must remain free of obstacles, including but not limited to people sitting down, cords, or cables.
   ~~c.~~ Phones are for staff use only.

g.

2. **Smoking**, including vaping and marijuana, is prohibited throughout the building. Smoking is permitted outdoors by anyone over the age of 21 if the person is at least 25 feet from any entrance and smoke or scent does not enter the building.5. ~~**Smoking**, including the use of electronic cigarettes, is prohibited throughout the building.~~

6.

3. ~~Smoking is permitted outdoors by anyone over the age of 21 if the person is at least 25 feet from any entrance and smoke does not enter the building.~~

7. ~~6.~~ **Weapons**, including knives with blades longer than three inches 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. 7. **Food and beverage** that is messy, noisy, strong-smelling, as well as uncovered or alcoholic beverages are not permitted.

   a. a. ~~Snacks and covered beverages are permitted in most areas but must not disrupt another person's use of the library and must not make a mess~~Food is limited to snack or wrapped items that are consumed individually. No group meals, plates, or bowls of food permitted unless part of a library event or program.

   b. b. Non-alcoholic beverages may be consumed in the library if they are in covered containers that prevent spills.

   c. c. Alcoholic beverages are prohibited in the library unless served at a library-sponsored event under a valid liquor license.

   d. d. Crumbs, spills, packaging, or waste made from ~~their~~ snacks or beverages must be cleaned up. Please see staff for cleaning supplies if needed.
   e. Food or beverage delivery is not permitted unless ordered by library staff for library or staff usage.

9. 8. **Defacing or marking library materials**, including books, magazines, newspapers, recordings, or other items of the library collection, is prohibited.

   9. **Removing cataloged materials** from the library without check out on a valid library account is not permitted.
10.
   10. **Animals** are not allowed in the library, unless the animal:
   a. is trained to do a specific task as a service or therapy animal.
   4. b. is undergoing training to do a specific task as a service or therapy animal. c. is part of an educational event hosted by the library.
11. **Animals** are not allowed in the library, unless the animal is trained to do a specific task as a service animal, is undergoing training to do a specific task as a service animal, or is part of an educational event hosted by the library. An animal must always be under the handler's control. Any aggressive behavior, excessive barking, defecation, urination, or other disruptive actions may result in the handler being asked to remove the animal from the library. The handler is responsible for the service animal's behavior and must ensure it adheres to all library policies.
12. 11. **Appropriate clothing**, including an opaque top and bottom, and shoes covering the bottom of feet will always be worn. Determination of what constitutes appropriate clothing will be made by library staff.

13. 12. **Odors or bodily hygiene** ~~irritating~~ disturbing other people are prohibited.
    a. Odor issues include, but are not limited to, perfume or cologne that can be detected by a person standing from three feet or more away.
    b. Hygiene issues include, but are not limited to, sneezing repeatedly or coughing repeatedly.

~~a. Odor issues include, but are not limited to, perfume or cologne that can be detected by a person standing from three feet or more away.~~
~~b. Hygiene issues include, but are not limited to, sneezing repeatedly or coughing repeatedly.~~
   14. 13. **Sleeping** in the library is prohibited unless the person is under the care of an alert adult caregiver within a three-foot radius.

   15. 14. **Panhandling or soliciting** anyone for money, products, or services inside the library or on library

property is prohibited, unless approved in advance by the library director AND the sales of products or services are:

    a.   ~~a.~~ Incidental to library-sponsored programming.
    b.   Part of a library partnership.
    c.   Part of fundraising initiatives for the library.

~~b. Part of a library partnership.~~
    ~~c.   Part of fundraising initiatives for the library.~~

16. **Petitioning,** distribution of non-commercial literature or leaflets is allowed on public sidewalks surrounding the library, but not on the entrance paths to the library north or west entrances, or the patios. This activity must not interfere with building or parking lot ingress or egress or interfere with patrons' rights to be free from such activity. Campaign materials and petitions are not permitted inside the library.

17. **Photos and videos** that appear on the library's website, social media, and promotional materials, may be gathered at public programs, events, and library spaces. Attendance at library programs, events, or in library spaces constitutes consent to be photographed or filmed for use in print and/or electronic publicity of the library. If a person does not want the library to use a photo or video of them or their child, the person must notify in writing the staff member taking photos or videos on that day.

18. **Refusing to leave the building or reentering** after being told to leave by library staff is not permitted and will be reported to police as trespassing.

LIBRARY BEHAVIOR POLICY

Effective:

Supersedes: Library Behavior Policy - June 1, 2023.

PURPOSE:

Provide a safe and pleasant environment within the library that allows people to fully use library facilities during regularly scheduled hours, as well as after-hours events.

RULES & REGULATIONS:

1. **Personal identification**, including name, address, phone number, and a form of identification verification may be requested for policy enforcement.
2. **Illegal activity** is not permitted on library grounds.
3. **Not engaging in activities** commonly associated with the use of a public library may result in a person being required to leave the building, library program or approved community event. Activities commonly associated with library use includes reading, researching, studying, using technology, attending events, or borrowing materials.
4. **Unsafe or harmful behavior** is not permitted on library ground, including, but not limited to:
    a. Verbal abuse, including but not limited to profanity and swearing.
    b. Violence.
    c. Threatening behavior.
    d. Sexual harassment.
    e. Vandalism.
    f. Drug sale or use or attempted drug sale or use.
    g. Intoxication.
    h. Theft or attempted theft.
    i. Physical harassment.
    j. Sexual misconduct.
    k. Lying down.
    l. Public restroom behavior deemed inappropriate by library staff, including but not limited to vandalism, improper disposal of waste, occupying the facilities for extended periods, trimming or cutting hair, washing body parts other than hands or face.
    m. Any behavior threatening the safety and security of any person as determined by library staff.
5. **Interference** with library use by another person or preventing employees from accomplishing their work is not permitted. Behavior that interferes includes, but is not limited to:
    a. Noisy or boisterous activities that are not part of an approved library event or program.
    b. Staring at another person without that person's consent.
    c. Following another person about the building without that person's consent.
    d. Playing audio equipment that is not part of a library-sponsored event at a volume other people can hear.
    e. Behaving in a way interpreted as disturbing others as determined by library staff.
    f. All doors, aisles, and shelves must remain free of obstacles, including but not limited to people sitting down, cords, or cables.
    g. Phones are for staff use only.
6. **Smoking**, including vaping and marijuana, is prohibited throughout the building. Smoking is permitted outdoors by anyone over the age of 21 if the person is at least 25 feet from any entrance and smoke or scent does not enter the building.

7. **Weapons**, including knives with blades longer than three inches 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. **Food and beverage** that is messy, noisy, strong-smelling, as well as uncovered or alcoholic beverages are not permitted.
    a. Food is limited to snack or wrapped items that are consumed individually. No group meals, plates, or bowls of food permitted unless part of a library event or program.
    b. Non-alcoholic beverages may be consumed in the library if they are in covered containers that prevent spills.
    c. Alcoholic beverages are prohibited in the library unless served at a library-sponsored event under a valid liquor license.
    d. Crumbs, spills, packaging, or waste made from snacks or beverages must be cleaned up. Please see staff for cleaning supplies if needed.
    e. Food or beverage delivery is not permitted unless ordered by library staff for library or staff usage.
9. **Defacing or marking library materials**, including books, magazines, newspapers, recordings, or other items of the library collection, is prohibited.
10. **Removing cataloged materials** from the library without check out on a valid library account is not permitted.
11. **Animals** are not allowed in the library, unless the animal is trained to do a specific task as a service animal, is undergoing training to do a specific task as a service animal, or is part of an educational event hosted by the library. An animal must always be under the handler's control. Any aggressive behavior, excessive barking, defecation, urination, or other disruptive actions may result in the handler being asked to remove the animal from the library. The handler is responsible for the service animal's behavior and must ensure it adheres to all library policies.
12. **Appropriate clothing**, including an opaque top and bottom, and shoes covering the bottom of feet will always be worn. Determination of what constitutes appropriate clothing will be made by library staff.
13. **Odors or bodily hygiene** disturbing other people are prohibited.
    a. Odor issues include, but are not limited to, perfume or cologne that can be detected by a person standing from three feet or more away.
    b. Hygiene issues include, but are not limited to, sneezing repeatedly or coughing repeatedly.
14. **Sleeping** in the library is prohibited unless the person is under the care of an alert adult caregiver within a three-foot radius.
15. **Panhandling or soliciting** anyone for money, products, or services inside the library or on library property is prohibited, unless approved in advance by the library director AND the sales of products or services are:
    a. Incidental to library-sponsored programming.
    b. Part of a library partnership.
    c. Part of fundraising initiatives for the library.
16. **Petitioning,** distribution of non-commercial literature or leaflets is allowed on public sidewalks surrounding the library, but not on the entrance paths to the library north or west entrances, or the patios. This activity must not interfere with building or parking lot ingress or egress or interfere with patrons' rights to be free from such activity. Campaign materials and petitions are not permitted inside the library.
17. **Photos and videos** that appear on the library's website, social media, and promotional materials, may be gathered at public programs, events, and library spaces. Attendance at library programs, events, or in library spaces constitutes consent to be photographed or filmed for use in print and/or electronic publicity of the library. If a person does not want the library to use a photo or video of them or their child, the person must notify in writing the staff member taking photos or videos on that day.
18. **Refusing to leave the building or reentering** after being told to leave by library staff is not permitted and will be reported to police as trespassing.

MADISON HEIGHTS PUBLIC LIBRARY
Unattended Children and Disruptive Behavior Policy

The purpose of this policy is to enable library staff to handle unattended children whose parent or adult guardian is not in the building with them. This policy also focuses on the library's concern with the safety and protection of young patrons. Children left unattended are often frightened and should be comforted by staff. Parents may not leave children under age twelve unattended in the Library.   Parents are responsible for their children's behavior and actions while in the Library. We ask that parents supervise children in the Children's room during their visit.

Unattended Children

1) If it is determined that a child is lost or left unattended, a senior staff member should try to identify and locate the parents or responsible adults.
    a) Walk around the Library with the child looking for his/her parents.
    b) Check lavatories, study rooms, and the meeting room for the parents.
    c) When a parent is found, explain the Library policy on unattended children.
    d) If a parent is not found in the building, a senior staff member should stay with the child until the parents are located, through searching phone directories or Bressers.
    e) If the parents are not located within an hour, or if the Library is closing, the senior staff member shall call the Madison Heights Police for assistance.
    f) Library personnel will not transport or escort the child to any location off the premises under any circumstances.
    g) Staff will assist an unattended child in contacting an appropriate adult 15 minutes prior to closing.   If no responsible adult arrives before closing, the senior staff member shall call the Madison Heights Police for assistance.
2) No child will be left on library property unattended after library hours. The Police Department will be contacted to protect the interests of the child.

Disruptive Behavior

Disruptive behavior includes but is not limited to: creating a public nuisance by running, pushing, fighting, making excessive noise, climbing on furniture, improper use of computers, or littering,.

Attended children under age twelve:
    a) Children who are being disruptive will be asked by staff to behave.
    b) If the disruptive behavior continues, a staff member should inform the parents that their child is disturbing others.
    c) If the parents refuse or are unable to control the child, the family will be asked to leave.

2) *Unattended children* under age twelve:
   a) A staff member will ask the child to correct his/her behavior.
   b) If the child persists, efforts should be made to locate the parents within the building. If located in the building, explain the child's behavior and inform them of the Library policy. If cooperation is refused, the family will be asked to leave.
   c) If the parent cannot be located within the building, the staff member will try to contact the parent through the phone book or Bressers directory. When a parent is contacted he/she will be informed of the child's behavior and of the Library policy and will be told to pick up the child immediately. Indicate at the time of pick-up that the Madison Heights Police Department will be called for assistance if the conduct reoccurs.
   d) If the parent cannot be contacted within the hour, or if the library is closing the MHPD will be called for assistance.
3) Unattended children twelve years or older:
   a) A staff member will tell the young person he/she is causing a disturbance, and this is a warning. Inform that the next time he/she will be asked to leave.
   b) If the disruptive behavior continues, the staff member shall ask the youngster to leave and follow through to ensure that he/she does leave the building.
   c) If the youth indicates that they may not leave because the parent is picking them up, they will be asked to phone the parent and request immediate pickup.
   d) If the youth does not leave when the request is made, the Madison Heights Police Department may be called to assist with the ejection.

These Policies, Rules and Regulation are promulgated pursuant to Section 15-2 of the City of Madison Heights Code of Ordinances.

MADISON HEIGHTS PUBLIC LIBRARY
Safe Child Policy

The Madison Heights Public Library is dedicated to providing a warm, welcoming, exciting, and safe environment for people of all ages. It is for the safety of each child that the library has adopted this Safe Child Policy. The safety of children left alone in the library is a serious concern of the library staff. The staff, however, has many duties to perform in order to serve all the residents of Madison Heights. Library staff cannot monitor the behavior and safety of children using the library. The responsibility for the safety and behavior of children in the library rests with the parent/caregiver and not with the library staff. Therefore, the following rules have been established:

1. Children under the age of 12, who are using the library's resources or who are participating in a library program, shall at all times be accompanied and adequately supervised by a responsible adult. A responsible adult is defined as a parent, guardian, teacher, or assigned caregiver 16 years or older, who must remain with the child in the library for the duration of the visit. Needless accidents can be avoided by parental attention. Disruptive children twelve (12) or over will be asked to leave after receiving one (1) verbal warning by the Library Director or his/her designees.

2. Parents are advised that, even in their absence, they are legally responsible for their child's behavior. The library cannot and will not assume responsibility for any child, unattended or otherwise, either while he/she is in the building or after he/she has exited the premises.

3. Children 12 years and older may use the library unattended for a reasonable period of time provided they are able to follow the library's *Code of Conduct*.   Any child old enough to use the library unattended must have the telephone numbers of a parent, guardian, or other responsible adult, who may be contacted to pick up the child in case of a health emergency, or other special circumstances.

4. Children who do not adhere to the library's *Public Computers Internet Acceptable Use Policy & Guidelines* and Rules of Conduct will be subject to the terms set forth in the library's Unattended Children and Disruptive Behavior Policy.

5. Parents must be aware of the library's hours and must arrange to pick up their children before closing time. If an unattended child is still in the library at closing time, the library staff will act according to the *Unattended Children and Disruptive Behavior Policy*

6. Violation of this Safe Child Policy may result in suspension of library privileges for the family.

7. Adult and minor Internet use will be monitored according to Library policy.

These Policies, Rules and Regulation are promulgated pursuant to Section 15-2 of the City of Madison Heights Code of Ordinances on this _____ day of _____, 2013