Library Services Policy

ONLINE CATALOG AND LAKELAND LIBRARY APP

A. The Hesperia Community Library participates in the combined catalog of the member libraries of the Lakeland Library Cooperative.
B. Cardholders may access the catalog at the Library, from the library's website or by downloading the Lakeland Library Coop App.

Reviewed February 15, 2022
Revised: November 18, 2025

INTERLIBRARY LOAN

A. The Hesperia Community Library participates in the Lakeland Library Cooperative inter-loan service and the Library of Michigan's MelCat service.
B. The Hesperia Community Library does not guarantee the availability of materials owned by other member libraries.
C. The Hesperia Community Library reserves the right to restrict the use of interloan services.

Revised July 19, 2016
Reviewed November 18, 2025

PROGRAMS

A. Responsibility for library program development is vested in the Library Director, and such members of the staff whose job descriptions include program responsibilities.
B. Library programs may utilize volunteers and may be developed cooperatively with Friends groups, governmental units, community organizations, and individuals.
C. A program is any presentation given in or out of the Library (in person or by technological means) by a Library staff member or other presenter and sponsored by the Library, the Friends, or a partnership including the Library.
D. Library programs support the Hesperia Community Library mission and strategic plan.
E. No individual or organization who presents a program at the library will be permitted to sell their product or services during their presentation or during their time at the library (with the exception of authors who come to speak about their books or performers who have recordings of their music).
F. Those in attendance of a program may be photographed as part of the library's promotional outreach.

Reviewed February 15, 2022
Revised: November 18, 2025

REFERENCE QUESTIONS & INFORMATION

A. The Library does not have professional staff whose specific responsibility is to assist Library users with reference questions.

Revised August 14, 2012
Reviewed November 18, 2025

OUTREACH INFORMATION

A. The Library will provide each new cardholder with information describing Library services and operations.
B. The Library Director will submit news releases to local papers, online resources and social media to inform residents of services, programs, and administrative news.
C. The Library Director will publish a newsletter quarterly.

Reviewed: May 15, 2018
Reviewed November 18, 2025

ACCESS SUPPORT & ENHANCEMENTS

A. The Library will provide announcements and publications in alternate formats whenever requested and given adequate notice.
B. The Library will provide devices, formats, and services for people with disabilities whenever possible based on availability and cost.

C. People needing devices or services to access materials and programs should discuss their needs with the Library director at least two weeks in advance.

Revised July 19, 2016
Reviewed November 18, 2025

NOTICES OF COMMUNITY INTEREST

A. Library information will be posted on the digital powerpoint in the library, as well as on the library's website and the library's Facebook account.
B. Organizations may place handouts in the designated area of the Library with the permission of the Library Director.

Reviewed: May 15, 2018
Revised: November 18, 2025

WEBSITE AND SOCIAL MEDIA PRESENCE

A. The library's website is: https://hesperialibrary.org/
B. The library has a Facebook account and an Instagram account used to share library information.
C. Only authorized staff have access to the library's social media accounts and may post on behalf of the library.

Reviewed February 15, 2022
Revised: November 18, 2025

LOCAL HISTORY COLLECTION AND ACTIVITIES

A. The purpose of the Local History Room is to preserve historical information related to the greater Hesperia area and to provide reasonable access to those collected materials.
B. The Library Board may appoint a Local History Committee consisting of two trustees and other interested community members to assist the Library Director with projects and activities associated with preserving and sharing the history of the greater Hesperia area.
C. The Committee may recommend items and materials for acquisition that are appropriate and significant in preserving historical information.
D. Items may not be removed from the Local History Room without the permission of the Library Director or authorized staff.
E. Materials in the Local History collection may be copied unless copyright law would be violated.

Reviewed September 16, 2014
Revised February 15, 2022
Revised: November 18, 2025

HONOR ITEMS

A. Hesperia Community Library does not accept items purchased and donated in someone's honor, such as artwork, furniture or other items with the expectation that the item will become a part of the Library's property.
B. The Library participates in the Fremont Area Community Foundation's Memorial Program and will place an honor book in the Library for donations over $25.
C. The Library will recognize individuals who have made major financial donations to the Library.

Reviewed February 15, 2022
Revised: November 18, 2025

TOURS AND CLASS VISITS

A. Hesperia Community Library welcomes the opportunity to engage the school community and will periodically reach out to teachers and administrators for that purpose.
B. Teachers are encouraged to promote the Library as an important community resource available to all residents by scheduling a tour during the school year.

Reviewed February 15, 2022
Revised: November 18, 2025

FAX AND PUBLIC TELEPHONE SERVICE

A. The Library does not provide fax service or public telephone service for the public.
B. The Library staff may authorize short calls when justified.
C. Library staff does not take messages for or page patrons.

Reviewed November 18, 2025

Library Services Policy

COPY SERVICE

A. The Library staff will make copies for the public.
B. Charges for copies are:
   a. One sided black and white – 15 cents per page
   b. Two sided black and white - 25 cents per page
   c. Color - $1 per page
C. Library staff will not copy items or material that is prohibited. There may be an exception for materials provided for under the "fair use" of the U.S. Copyright Law.
   a. When there is a clearly identified copyright holder, individuals must assume full responsibility for clearing reproduction rights with the holder of the copyright. A copy of the written permission will be provided for the Library.
   b. If there are questions about whether photocopying a particular work would violate federal copyright law, the Library Director should be consulted.
D. The Library reserves the right to refuse a request for copies when, in the opinion of the professional staff, filling the request would risk damage to Library equipment and/or to the item(s) being copied.
E. The Library will not make copies by using the copier to directly access a patron's usb device. Patrons may either use the public computers to access their files for printing; use the wireless printer access point to print from their mobile device; or email their file to the library's hes@hesperialibrary.org email address for staff to print.

Reviewed: August 14, 2012
Revised: November 18, 2025

PATRON COMPUTER ACCESS:

A. The library has 8 regular and 2 children's computer terminals available for patrons to use.
   a. The computers are available for public use unless they are needed for Library purposes, such as classes, staff training or special programs. The Library reserves the right to have first priority of use of Library computers for sponsored events or co-sponsored events.
   b. Computers are available on a first come, first served basis.
   c. Use of the computer is limited to 60 minutes. If no users are waiting for a machine, computer use may be extended by 30 minutes.
B. To use a computer:
   a. Sign-in at the podium in front of the computer area.
      i. Patrons should only use their first name and the time when signing in.
      ii. If requested by the Library, a patron must show a library card in good standing, driver's license, Michigan ID, school ID or workplace ID.
   b. Users should keep track of their 60 minute allotment.
   c. A waiting list will be created at the Circulation Desk of all computers that are in use.
C. All computers and printers are shut down ten (10) minutes before the Library closes.
D. The Library staff does not generally provide instruction and may provide assistance only as time and other duties permit.
   a. Tech-help Tuesday, at 1:30 PM every Tuesday, is available for patrons who need staff assistance with computers or other technology.
E. The library also has laptops and tablets that may be used in the library, and can be reserved by arrangement with staff.

Adopted: May 10, 2005
Reviewed February 15, 2022
Revised: November 18, 2025

INTERNET ACCESS

A. Hesperia Community Library provides patrons and community members access to the Internet through public use terminals and public access Wi-Fi.

a. Users may access the Internet in the library or the library parking lot using their own properly equipped mobile device, laptop, or similar Wi-Fi enabled device via the public wireless access network.
b. The Library considers Internet use to be private and confidential within the limits of the public environment, the technology of the equipment, and the requirements of the law.

B. Wireless Network Access
a. Wi-Fi is available 24/7 both inside the library and in the parking lot.
b. Access to this wireless network is ~~completely~~ at the sole discretion of the Hesperia Community Library and said access may be suspended or terminated at any time for any reason.

C. Patrons use the Internet and related library technological equipment including Wi-Fi access at their own risk.
a. Internet security is not guaranteed by the library. All transactions, files and communications are vulnerable to unauthorized access and use. Patrons are therefore responsible for protecting their personal data.
b. The Library is not responsible for any personal equipment malfunction; loss of data; or damage to a user's portable media; including damage that occurs while interacting with library-provided equipment.
c. Users of the patron computers and the public Wi-Fi are responsible for taking necessary precautions to guard against unauthorized access, damage from viruses or other intrusive malware, and other similar risks that arise from connecting a device to the Internet.

Adopted: May 10, 2005
Reviewed February 15, 2022
Revised: November 18, 2025

INTERNET USE BY MINORS

A. Parents or guardians of minor children are responsible for their child's use of the Internet through the Library's connection.
a. The Library does not filter e-mail or other direct electronic communications. It is the responsibility of the parent or guardian to educate the minor on safety and security and monitor the use of these communications.
b. Parents or legal guardians are responsible for deciding which Library resources are appropriate for their children. The Library urges parents and guardians to discuss Internet use with their children and to monitor their use.
c. Parents or guardians should be aware that social networking sites (Facebook, Instagram, X, etc.) are available through filtered access.

B. Internet Filtering
a. The Library is required to comply with the requirements of the Children's Internet Protection Act ("CIPA") and Michigan's Public Act 212 of 2000 ("PA 212"). Accordingly, all computer terminals and the Library's public Wi-Fi access have filters applied, meaning that there is a program installed restricting access to Internet content deemed harmful to minors as identified in PA 212.
i. Patrons 18 years of age or older may request to have the filters disabled for bona fide research or other lawful purposes by completing the appropriate form, located in Appendix A of this policy.
ii. Individuals 18 years of age or older who believe an internet site has been improperly blocked can request that the site be "unblocked" by completing the appropriate form, located in Appendix A of this policy.
1. A decision on the site's status will be made by the Director, who will prepare a written reply to the individual submitting the form.
iii. Minors who are 17 years old may have the filters disabled by:
1. Completing the appropriate library form and

2. Demonstrating the site is for research or other lawful purposes and
3. If a parent or legal guardian is sitting at the computer station or terminal at all times.

iv. Patrons under the age of 17 will not be granted access to any unfiltered websites pursuant to the requirements of CIPA.

Adopted: May 10, 2005
Reviewed February 15, 2022
Revised: November 18, 2025

INTERNET AND TECHNOLOGY ACCEPTABLE USE

A. All users of the Library's Internet connection and workstations are expected to use this resource in a responsible and courteous manner, and to follow all rules and procedures as established in this policy, including those outlined below:
   a. The Library Internet connection and workstations will be used in a lawful manner. Workstations cannot be used for any fraudulent or unlawful purpose prohibited under any applicable federal, Michigan or local law, including but not limited to accessing material that can be classified as obscene or child pornography. This also includes but is not limited to unauthorized access or "hacking."
   b. Users must respect intellectual property rights and obey the copyright laws of the United States and all other intellectual property rights. Responsibility for any consequences of copyright infringement lies with the user. The Library expressly disclaims any liability or responsibility resulting from such use.
   c. Internet use Must Not Be Harmful to Minors.
      i. Michigan law prohibits users from allowing minors access to sexually explicit materials harmful to minors.
      ii. No patron will permit the unauthorized disclosure, use or dissemination of personal information regarding minors.
      iii. Users will not participate in any online activity or site (including but not limited to e-mail, chat rooms, social networking sites, or instant messaging) that uses information that is obscene, child pornography or considered harmful to minors under PA 212 or CIPA.
      iv. No user will compromise or threaten the safety and security of minors when using email, chat rooms, and other forms of direct electronic communications.
   d. Users will remain in compliance with library's Patron Conduct Policy
   e. Users are not allowed to use personal software, or add equipment to the Library's computers or networks or modify any operating system or network configuration.
      i. Users may not damage or gain unauthorized access to the computer or network or repeatedly or intentionally visit websites that introduce spyware, malware, virus or other damaging programs.
      ii. Users may download material onto an external device.

Adopted: May 10, 2005
Reviewed February 15, 2022
Revised: November 18, 2025

VIOLATIONS OF INTERNET USE POLICY

A. In response to patron's violation of Internet policy, the Library Director or the Director's designee may take the following action:
   a. Suspension of Privileges.
      i. Initial Violation: Staff or Director will instruct patrons to cease the violating action verbally.
         1. If the patron does not comply with the request, or is observed violating the policy again on the same day, he or she will be asked to get off the computer for the day.

a. If the patron refuses, they will then be instructed to leave for the day.
b. If the patron continues to refuse, police may be called.

2. Separate violations of the same policy may be considered an additional violation and does not need a warning before removal.

b. Subsequent Violations:

i. The Director or the Director's authorized designee may further limit or revoke the patron's Library privileges if infractions continue, including:

1. Terminating or limiting access to computers, Internet access or Library equipment and facilities:
2. Immediately dismissing the patron from the premises;
3. Suspending the patron's access to Library facilities for a set period of time; or
4. Denying access to specific services and/or programs pursuant to this Policy.

ii. Such limitation or revocation will be in writing specifying the nature of the violation.

iii. Subsequent violations of the same rule will result in additional suspensions.

B. Violations that Affect Safety and Security.

a. Actions involving violations of law (including child pornography and allowing minors to view sexually explicit or other material deemed harmful to minors), violence, threatening behaviors, sexual harassment, vandalism, theft or attempted theft, sexual misconduct or any behavior that threatens the safety and security of staff and/or patrons will be handled as follows:

i. Initial Violation: The police will be called immediately. If the conduct constitutes a violation of local, state, or federal law, arrest or criminal prosecution may ensue.

1. Violations of this nature will result in an immediate minimum two-week suspension of Library privileges.
2. The Incident Report will specify the nature of the violation.

ii. Subsequent Violations: The police will be called immediately. If the conduct constitutes a violation of local, state, or federal law, arrest or criminal prosecution may ensue.

1. The Director or the Director's authorized designee, may further limit or revoke the patron's Library privileges, which will be documented in writing.
2. Subsequent violations of the same rule will result in additional suspensions.

C. Library Staff will complete an incident form prior to the end of their shift regarding any violation of this Policy that resulted in a verbal warning or a suspension of Library privileges.

a. Incident forms should be submitted to the Director.

D. The patron whose privileges have been limited or revoked may be required to meet with the Director or the Director's designee to review the Library Patron Behavior Policy before the reinstatement of their privileges will be considered.

E. Patrons may appeal a decision to limit or revoke privileges by sending a written appeal to the Library Board within 10 working days of the date the privileges were revoked or limited.

a. The appeal should be sent to the President of the Library Board.
b. The decision of the Library Board is final.

Adopted: May 10, 2005
Reviewed February 15, 2022
Revised: November 18, 2025

Library Services Policy
Appendix A

HESPERIA COMMUNITY LIBRARY

Open Books Open Doors

Request To Disable Filters From a Library Computer

Date: _____

Your Name: _____

I am over 18 years of age:_____ (Driver's license or State ID may be required)
OR
I am 17 years of age and my guardian will be supervising me:_____

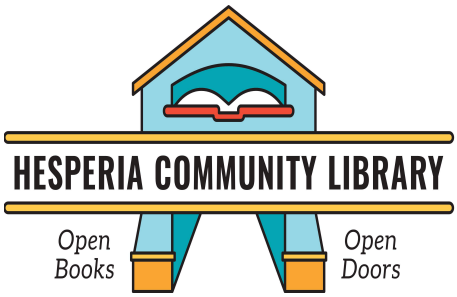
Guardian's signature:_____

Phone #: _____

Please state the research topic or other lawful use for which you need to disable the filter:

Approve/Do Not Approve _____Date _____ Director's signature

Library Services Policy
Appendix A



Request To "Unblock" a website From a Library Computer

Date: _____

Your Name: _____

I am over 18 years of age:_____ (Driver's license or State ID may be required)
OR
I am 17 years of age and my guardian will be supervising me:_____

Guardian's signature:_____

Phone #: _____

Name of website: _____

URL of website: _____

Why do you think this site should not be blocked through the Library's filters?

Approve/Do Not Approve _____Date _____ Director's signature