

Operations and Facilities Policy

HOURS OF OPERATION

- A. The Library will be open for public service during the following hours:
Monday-Thursday: 10:00 am - 7:00 pm; Friday: 10:00 am – 5:00 pm
Saturday: 10:00 am – 3:00 pm Sunday: Closed
- B. The Library will be closed on New Year’s Day, Memorial Day, Fourth of July, Labor Day, Thanksgiving Day, and Christmas Day. The Library may close on other days as approved by the Library Board.
- C. The Library Director will determine the hours of operation on New Year’s Eve and Christmas Eve day.
- D. The Library Director, or other designated person, will close the Library during severe weather situations; state of emergency; or other disaster situations.

*Revised July 19, 2016
Reviewed May 20, 2025*

KEY HOLDER

- A. Employees shall be given a key to the employee entrance to the building at the discretion of the Library Director.
- B. The loss of a key should be reported to the library director immediately.
- C. Keys may not be duplicated and shall be surrendered when the employee’s employment ends.
- D. The treasurer may have a key if desired.

*Reviewed: May 17, 2022
Revised May 20, 2025*

DISPLAYS

- A. The Library has two display cases to enhance interest in specific subjects.
- B. These display cases are for displaying local artwork and collections. The Library Director can authorize other displays when appropriate.

*Revised February 15, 2022
Reviewed: May 20, 2025*

LOST & FOUND POLICY

- A. Hesperia Community Library will retain lost and found items as described below.
- B. When possible, staff will contact the owner to inform him/her that a lost item has been found and note how long the library will hold the item.
- C. Valuable items including identification, debit/credit cards, electronics and jewelry will be held at the circulation desk for one week, at which time all unclaimed items will be turned over to the Newaygo County Sheriff’s Department.
- D. Loose money found at the library will be held until the close of business each day if the amount is less than \$20.00. If unclaimed, it will be donated to the Hesperia community Library Friends group.
- E. Loose money in an amount of \$20.00 or more will be retained for a period of three months and then donated to the Hesperia Community Library Friends group.
- F. If unclaimed. Non-valuable items (such as clothing) will be placed in the lost and found bin located in the library in front of the circulation desk. As needed, contents of these bins will be donated to a local charity.

Adopted: May 20, 2025

SOCIAL MEDIA AND WEBSITE

- A. Hesperia Community Library maintains a website and social media platforms to connect with its patrons by informing them of Library services and providing a forum for public feedback.
- B. The library operates and maintains social media sites as a public service to provide information regarding Library services, programs, materials, events and activities.
- C. Users should have no expectation of privacy when commenting on library posts or tagging the library.
- D. The library is not responsible for the content of posts made by third parties, including patrons, reviewers, advertisers and others who may post comments.

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- E. Public posts by third parties do not reflect the positions of the Library, its employees or any individual Board member.
- F. The library welcomes the comments, posts and messages of other social media users and recognizes and respects differences in opinion. However, these social media sites are limited public forums and are subject to review by Library staff members.
 - a. The library reserves the right to (but is not required to) remove any comment, post or message that it deems in violation of this Policy.
 - b. The library may immediately remove any of the following unauthorized content posted on a library social media forum:
 - i. Obscene, illegal, sexually harassing, threatening or abusive speech or nudity.
 - ii. Any post that affects the safety and security of the Library, its property, patrons and staff or creates a hostile work environment.
 - iii. Private or personal information, including phone numbers and addresses, or requests for personal information.
 - iv. Any statement by a user under a false name or any falsification of identity.
 - v. Comments, links or information unrelated to the purpose of the limited public forum.
 - vi. Spam or other commercial messages.
 - vii. Any postings that would violate the Michigan Campaign Finance Act, Library Privacy Act or other Michigan or federal laws.
 - viii. Solicitation of funds.
 - ix. Any comment, post or other content that violates any person's intellectual property rights, including but not limited to violations of the Copyright Act.
 - x. Any information deemed harmful to minors in violation of the Michigan Library Privacy Act.
 - xi. Any post that violates any Library policy.
 - xii. Any images, links or other content that falls into the above categories.
- G. Users are expected to abide by the terms and conditions set by third party social media platforms as well as follow appropriate federal and state laws.
 - a. The library enters into agreements with third parties to provide online services, digital collections and streaming media content, as well as to improve the website.
 - b. Third-party services may gather and disclose your information, including: Personal identifiable information you knowingly provide, information such as your IP address, search history, location-based data and device ID, non-personally identifiable information, and other data as described in the vendor's privacy policy and terms of use.

PUBLIC RELATIONS AND MEDIA

- A. Points of Contact:

The President of the Library Board of Trustees is the official spokesperson for the Board. The Library Director is the official spokesperson for the Library.

 - a. Members of the Library Board of Trustees should refer all requests for information about the Library, its policies and operations to the Library Board President.
 - b. Employees should refer all requests for information about the Library, its policies and operations to the Library Director.
- B. Whenever official media statements are required pertaining to library operations (emergencies; or policies, procedures, programs, services, positions on district-wide issues, etc.) the Library Director will coordinate with local newspapers, magazines, professional journals, radio and television stations. Staff are not to provide "off the record" comments to the media.

*Adopted: January 15, 2019
Revised: May 20, 2025*

PHOTOGRAPY IN THE LIBRARY

- A. Hesperia Community Library permits photography and other forms of recording (videography, filming, audio, etc.) under the conditions listed below to the extent that it does not interfere with the operations, programs and activities of the Library.

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- a. Amateur photography and other forms of recording are permitted for patrons and visitors provided:
 - i. Photography does not interfere with the operations of the Library or individuals using the Library
 - ii. Photos do not capture any identifiable likenesses of individuals without their permission or otherwise violate the Library Privacy Act.
- b. Photographers are responsible for securing the necessary releases.
 - i. Anyone photographing or recording with the library must respect other patrons and employees.
 - ii. Do not annoy or harass other persons, engage in loud or disruptive conduct or cause a public disturbance.
- B. No commercial, media photography or recording may occur in the library without prior written permission.
 - a. Permission may be revoked at any time if the photographer or person recording fails to comply with the terms of this policy or other rules and regulations of the Library.
- C. Those in attendance of library programs may be photographed by library staff as part of the library's promotional materials. Any patron who does not want to be photographed or have their photo shared should notify library staff.

Adopted: May 20, 2025

MEETING ROOM POLICY

- A. Hesperia Community Library has two rooms, the Community Room and the Newfield Room, that may be reserved by outside groups wishing to hold an event at the library.
- B. Below are the rules and conditions under which a room may be reserved:
 - **General Scheduling Information**
 - Reservations will be taken on a first-come, first-serve basis.
 - Events held in the meeting rooms must begin while the library is open and may not extend beyond 10:00 pm.. No keys will be issued.
 - Meeting room use must not interfere with the normal operation of the Library.
 - Library sponsored or co-sponsored programs always take priority. The Library reserves the right to change or cancel reservations to accommodate Library programs.
 - Organizations who wish to reserve the rooms on a weekly basis must be willing to relinquish it whenever there is a request for other programs and meetings. The Library Director will make every effort to accommodate as many groups as possible.
 - **Applicable Meeting Room Fees**
 - Patrons of the Hesperia Community Library and non-profit groups and organizations with demonstrable non-profit status may use the room without a fee.
 1. First time users will still need to pay a refundable \$100 deposit.
 - Business organizations, groups, or individuals that are not exempt as outlined above will pay a general public rate of \$25 per hour. This fee may be paid with a credit/debit card, but will be subject to a card processing fee.
 - There is a \$100 deposit for first-time users, which must be paid either by check or cash, and is refundable after the meeting room is inspected for damage, but no longer than three business days after the event.
 - Any time a staff member is needed outside of library hours, a \$50 fee will be charged.
 - **Reserving a Room**
 - A reservation form must be completed for each meeting room reservation.
 - Upon submission of the reservation form, groups will receive the meeting room checklist which provides the group an outline of the expected condition the meeting room will be left in after their use.

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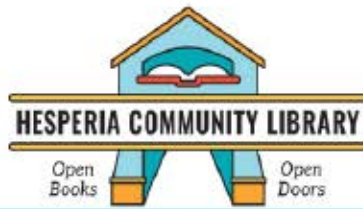
- Groups must sign indicating they received this form.
- Failure to adhere to the requirements on the checklist may result in loss of deposit or no longer being permitted to reserve a room.
- The person reserving the room will be responsible for the condition of the room and equipment used.
- All equipment requests must be made in writing on the standard Library form at the time the reservation is made, and returned after use.
- **Meeting Room Usage**
 - Groups are responsible for set-up, replacement, and clean-up. Groups may NOT set up the day before nor clean the day after the event.
 - No decorations, either hanging from the ceiling or attached to walls, may be used as they are a violation of the fire code.
 - All garbage and refuse must be removed from the library premises.
 - Light refreshments may be served.
 - The Community Room has a small adjacent kitchen equipped with a refrigerator.
 1. Alcoholic beverages and red beverages are prohibited.
 2. All food must be removed from the kitchen at the end of the event.
- **Additional Meeting Room Rules**
 - Persons attending meetings are subject to all city ordinances, state and federal laws and library policies.
 - There is no smoking or use of tobacco, including e-cigarettes, in any room in the library.
 - All rooms are subject to video surveillance.
 - Adults bringing children to meetings must keep the children in the assigned meeting room. Children may not sit or play in the corridors or be left unsupervised in the Library.
- **Legal requirements**
 - Organizations may collect ordinary annual dues or donations from attendees but may not charge an attendance entry fee.
 - Use of the public meeting rooms does not imply Library endorsement, and no announcement, press release, flyer or other promotion should state or imply Library endorsement or sponsorship of the event or the organization.
 - Groups may not use the Library's name or address as their own headquarters location or store their property at the library between meetings.
 - Groups using the public meeting rooms agree to indemnify and hold harmless the Hesperia Community Library from any suits, actions, claims, or demands of nature arising out of or brought on account of any injuries or damages sustained by any person as a consequence or result of the use of the room, its furnishings, or equipment.
 - Individual groups or organizations reserving the public meeting rooms assume full responsibility for providing and paying for special accommodations that are requested by participants in accordance with the Americans with Disabilities Act.
 - Handouts, pamphlets, or other materials may be distributed only to those attending the meeting and may not be placed outside the public meeting rooms for general distribution or left in the library at the conclusion of the meeting.
- C. The Board President may appoint two trustees to review reservations for groups and organizations whose request does not clearly fit the policy.
- D. Use of meeting rooms is subject to Library Director approval.

Reviewed April 16, 2024

Revised: May 20, 2025

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Appendix A



Meeting Room Reservation

80 S Division Ave Hesperia MI 49421
231.854.5125 - hesperialibrary.org
info@hesperialibrary.org

Community Room: Capacity 75 **Newfield Room:** Capacity 12

Organization/Group: _____

Authorized Person: _____

Address: _____

Phone: _____ Email: _____

Description of Event: _____

Specific Date(s) of Event(s)	# Of Participants	Beginning Time	Ending Time

Rooms can be reserved for 6 months from the date of the request.

Will you need to use any Library equipment? Projector Laptop

- Notes:
- ✓ You are responsible for any damages or cleaning costs that are incurred by the Library.
 - ✓ You must notify the Library staff if this event is canceled.
 - ✓ Your event must start before the Library closes and finish by 10 PM. Keys will NOT be issued.
 - ✓ Patrons and Non-profit groups/organizations may use rooms without a fee.
 - ✓ Business organizations, groups, or individuals that are not exempt will pay a general public rate of \$25 per hour. *There will be a fee for credit/debit card processing.*
 - ✓ Deposit of \$100 required for first-time and one-time users.
After room inspection deposit refundable within three business days of event.
 - ✓ Each time a Library staff member is needed outside Library hours the group will be charged a \$50 fee.
 - ✓ Chairs & tables that are removed from storage room must be returned to the storage room.
 - ✓ Room should be vacuumed and tables cleaned.

Signature: _____ Date: _____

Initial that you have received a copy of the checklist: _____

Deposit Received: _____ Staff Initials: _____ Date: _____

Rental Fee Received: _____ Staff Initials: _____ Date: _____