Belleville Area District Library Board
Regular Meeting Agenda
October 8, 2024 at 7:30 PM

The Belleville Area District Library Board will meet in person in the library's 2nd floor Conference Room.

Agenda:

1. Pledge of Allegiance
2. Roll Call: Cichewicz, Fleming, Hughes-Grubbs, Juriga, Peters, Priest, Stoudemire
3. Approve Agenda
4. Approve September 10, 2024, Regular Meeting Minutes
5. Public Comments
6. Committee Reports
    A. Building-Cichewicz
    B. Bylaws-Juriga
    C. Finance-Stoudemire
    D. Marketing-Hughes-Grubbs
    E. Personnel-Priest
        a. Personnel Policy
        b. Parental Leave Policy
        c. Telecommuting Policy
    F. Policy-Fleming
    G. Art
7. Approve Accounts Payable
8. Director's Report/Comments/Communications
9. Trustee Comments
10. Chair Comments
11. Adjournment

Any citizen wishing to provide input or ask questions about any agenda item may speak during the meeting's Public Comments section or forward comments to the Library Director in advance by leaving a message at 734-699-3291 or via the Contact Information found at www.belleville.lib.mi.us. Any citizen requesting accommodation to attend this meeting may contact the library at least 24 hours prior to the meeting, using the above contact information.

Next Regular BADL Board Meeting: November 12, 2024, at 7:30 PM

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Belleville Area District Library
Meeting Minutes
September 10, 2024

1. **Call to Order:** Chair Sharon Peters called the meeting to order at 7:31 pm.

2. **Roll Call:** The following board members were present: Joy Cichewicz, Dan Fleming, Alma Hughes-Grubbs, John Juriga, Sharon Peters, Linda Priest, and Tanya Stoudemire. Also present: Library Director Mary Jo Suchy.

3. **Approve Agenda:**
   Motion by Juriga, seconded by Priest, to approve the agenda as presented. The motion carried unanimously.

4. **Approve July 9, Regular Meeting Minutes**: Motion by Priest, seconded by Juriga, to approve the July 9, 2024, minutes as presented. The motion carried unanimously.

5. **Public Comments:** Dr. Maria Jackson-Smith formally introduced herself to announce that she was running for the BADL Board of Trustees.

6. **Approve Resolutions Authorizing Millages to the December 2024 Tax Bill:**
   Motion by Juriga, seconded by Cichewicz, to approve Resolution 2024-1, Winter Tax Levy #1. A roll call vote was taken. Ayes: Cichewicz, Fleming, Hughes-Grubbs, Juriga, Peters, Priest, and Stoudemire. Nays: None. The motion carried unanimously.

   Motion by Stoudemire, seconded by Priest, to approve Resolution 2024-2, Winter Tax Levy #2. A roll call vote was taken. Ayes: Cichewicz, Fleming, Hughes-Grubbs, Juriga, Peters, Priest, and Stoudemire. Nays: None. The motion carried unanimously.

   Motion by Stoudemire, seconded by Priest, to approve Resolution 2024-3, Winter Tax Levy #3. A roll call vote was taken. Ayes: Cichewicz, Fleming, Hughes-Grubbs, Juriga, Peters, Priest, and Stoudemire. Nays: None. The motion carried unanimously.

7. **Committee Reports**
   A. **Building:** The estimate for getting automatic door openers for all of the public restrooms is approximately $50,000.
   B. **Bylaws:** No report.
   C. **Finance:** No report.
   D. **Marketing:** No report.
   E. **Personnel:** In consultation with the attorney, further revisions to the personnel policy are being made based upon the need to implement the Employee Sick Leave Act recently mandated by the Michigan Supreme Court. The committee will meet for a final review and the policy will be presented at the next board meeting.
   F. **Policy:** No report.
   G. **Art:** No report.

8. **Approve Accounts Payable:** Motion by Cichewicz, seconded by Stoudemire, to approve the accounts payable as presented. The motion carried unanimously.

9. **Director's Report:** See attached.

10. **Trustee Comments**:
    Juriga – No comment.
    Fleming – Looks forward to the jazz program at the library tomorrow.
    Stoudemire – Noted that it is good to see everyone after not having met last month.
    Hughes-Grubbs – Hopes everyone had a good summer and encourages everyone to vote in the upcoming election.
    Cichewicz – Announced that her library (Michigan Avenue Branch of the Ypsilanti District Library) will reopen on October 12 after extensive renovations due to water damage. She plans to retire from her Branch Head position at YDL in February and to go down to part time.
    Priest – Asked how the library's bees are doing and if there will be honey. (The bees are doing well and there should be honey this fall).

11. **Chair Comments:**
    Peters – Welcomes the library's new fall programs.

12. **Adjournment:**
    Motion by Juriga, seconded by Priest, to adjourn. The meeting adjourned at 8:07 pm.

Personnel Policies Manual of the Belleville Area District Library

The Belleville Area District Library is happy to have you as a member of our staff and we are confident that your employment here has been or will be both challenging and rewarding.

We strive to give our patrons high quality service in a friendly and professional manner, which requires that each of us cooperate with fellow employees and perform our duties cheerfully, faithfully, and diligently.

This manual has been prepared to help answer many questions employees may have. Please feel free to ask the library director if you have any specific questions that are not addressed in this manual.

We are proud of our library's success, and we are certain that you will share this pride and do your part to ensure continued success. We want to make your job as pleasant and efficient as possible, so your ideas and suggestions are always welcome.

The Belleville Area District Library's personnel policies as set forth in this manual exist to provide guidance and consistency in personnel matters. It is the intention of the library to administer the personnel policies in a manner which complies with the letter and spirit of all applicable federal, state, and local regulations. This manual is designed to provide guidance to staff and is not meant as an exhaustive list that will address every situation that may arise. The library board and director reserve the right to address any situation as they determine appropriate, regardless of whether covered in this manual.

This policy manual is not a part of any contract between the Belleville Area District Library and its employees. Its purpose is to assist employees of the library in understanding the terms and conditions of their employment. Notwithstanding the provisions of the personnel policies, all employees are "at will employees" which means that they may be terminated at any time, with or without cause.

The personnel policies contained in this manual may be amended at any time by the Belleville Area District Library Board. You will be notified of any changes. Amendments or new policies will be effective on dates determined by the library board, and you may not rely on policies that have been amended or deleted. No one other than the library board has any authority to change any policy.

This document supersedes all previous personnel policies and management memos which may have been issued on subjects covered herein. No manual can anticipate every situation or answer every question about employment. If you have any questions about a policy or procedure, contact the director or your supervisor for clarification. After having read this manual, promptly return the signed acknowledgement to your supervisor.

Employment Policies

Equal Employment: The Belleville Area District Library is an equal opportunity employer and does not discriminate on the basis of race, color, religion, political affiliation, marital status, familial status, family responsibilities, veteran status, age, sex, sexual orientation, gender identity or expression, height, weight, national origin, disability, or other classification protected under federal, state or local law. The library will make reasonable accommodations that do not pose an undue hardship for qualified individuals to perform the essential functions of their jobs.

Under Michigan law, disabled employees who feel accommodation is needed to perform a job must notify the director in writing of the need for accommodation within one hundred eighty-two (182) calendar days after the date the employee knew or reasonably should have known that an accommodation was needed.

Immigration Law Compliance: All persons hired by the library must be eligible to work in the United States pursuant to the Immigration Reform and Control Act of 1986. In compliance with this act each new employee, as a condition of employment, must complete the Employment Eligibility Verification Form I-9 and present documentation establishing identity and employment eligibility. Former employees who are rehired must also complete the form.

Recruitment: The library intends to recruit, hire, and place applicants on the basis of the applicant's relative knowledge, skills, abilities, attitude, and availability. The decision to employ an applicant will be based solely on the individual's qualification for the particular position along with other requisite job skills. Minimum qualifications shall be specified in the job description.

Employee Classifications: Job descriptions for all positions are maintained by the director. Duties listed on the job description are meant as a general guide and are not all inclusive. An employee may be required to perform tasks not specifically listed on the job description. The library board is responsible for hiring the director, and the director is responsible for hiring the remaining staff.

Employees who are scheduled to work at least 40 hours per week are considered full-time and are eligible to receive the full-time fringe benefits as described in this manual.

Employees who average 29 or fewer hours per week are considered to be part-time. All employees who are regularly scheduled to work 20 or more hours per week earn vacation time and leave time proportionate to the hours they work. All employees (full and part-time) will be paid for any holiday for which they would have been regularly scheduled.

New employees are given an initial period of six months, which is designed as an opportunity to demonstrate their ability to achieve satisfactory performance levels on the job, and to determine if the position meets their expectations. The director and

supervisors use this period to assess employee capabilities, work habits, and overall performance. Upon completion of the initial employment period, an employee shall receive a written performance evaluation which will become part of the employee's personnel file. Successful completion of the initial employment period does not alter the at-will status of the employee's employment with the library.

Performance Review: Each employee shall meet annually with their supervisor for a written performance review. The review is intended to provide feedback to the employee in how well goals and tasks have been accomplished as well as to set goals for the coming year. It is also an opportunity for employees to give input to their supervisors in ways that work processes can be improved.

Employee Compensation: Unless otherwise notified, all employees are considered non-exempt from the "Fair Labor Standards Act" and are paid on an hourly basis. Employees are to work no longer than 40 hours per week unless overtime is approved by the director or director's designee. Overtime is to be paid at time and one half of the employee's regular rate of pay (per the Fair Labor Standards Act). Sunday hours are also paid at a rate of time and one half. (To maintain a budgeted 40-hour workweek, full time staff work 5.33 hours if they are scheduled on Sundays).

Work Schedule: The work week begins at 12:01 am Sunday and ends at Midnight Saturday. All work schedules are established at the discretion of the director or the director's designee. Staff will be scheduled to accommodate the widest access possible to library service, without sacrificing quality of service to the public. Employees may be required to work some evenings and weekends. While every effort will be made to provide each employee with a schedule in advance, an employee may be rescheduled to cover vacations and emergencies. Schedules, including vacation time, personal business time, lunch/dinner, and breaks, are developed to ensure continuous service to the public. Schedules are posted in advance, and any schedule changes need to be requested well in advance. Flex time and/or remote work arrangements may be considered on a case-by-case basis by the director or director's designee. Approval will be based upon the nature of the employee's duties and the needs of the library. Not all positions are appropriate or feasible for remote work. The library's Telecommuting Policy is attached to this manual.

Time Records: The library uses a payroll services company for timesheet and payroll management. Each employee has a unique login and inputs their hours worked for the pay period. The system automatically calculates accrued time off, and employees may request time off through the portal. Submission of a completed time card through the online portal is considered the employee's signature.

Pay Periods: Employees are paid bi-weekly. Pay period is from Sunday to Saturday. When a payday falls on a holiday, employees will be paid on the workday preceding the normal payday.

Meal/Break Periods: All employees working an 8-hour day have one hour off for lunch/dinner, one-half of which is paid. Part time staff will receive the equivalent paid break time prorated according to daily hours worked:

7.0 hours...30 minutes
6.5 hours...25 minutes
6.0 hours...25 minutes
5.5 hours...20 minutes
5.0 hours...20 minutes
4.5 hours...15 minutes
4.0 hours...15 minutes

Employees may leave the premises for their breaks. All employees are requested to ensure there is proper coverage for meal periods. The library may request that you change your meal period to meet the workload or even forego in rare circumstances. In addition, an employee will be provided reasonable break time to express breast milk for her nursing child during the first year of the child's life. If the break is for less than 20 minutes, it will be paid. The library will provide a private area in which the employee may express breast milk.

Vacation Time: Employees may make vacation requests to their supervisors at least one month in advance. (Nonscheduled vacation time will be approved if the work schedule allows).

Vacation accrual is calculated for full-time employees as follows:

One to four years of service...8 hours per month
Five to nine years of service...10 hours per month
Ten to fifteen years of service...12 hours per month
Fifteen to nineteen years of service...14 hours per month
Twenty or more years of service...16 hours per month

Pro-rated vacation hours will be calculated for part-time employees who work 20 or more hours per week.

No employee shall be permitted to accrue vacation time beyond that which could be earned in two years. Upon reaching the maximum allowable accumulation, an employee shall not earn additional vacation hours.

An employee who leaves the employment of the library for any reason is entitled to payment of up to one year's unused, earned vacation time. Any additional accrued vacation time is forfeited.

Holidays are not counted as vacation days, even though the holiday may fall within an employee's vacation period.

Holiday Time: All full-time employees are granted time off with pay for scheduled holidays. Part-time employees are granted paid time off for holidays that fall on days they would normally be scheduled to work. The library will be closed for the following holidays:

New Year's Day
Martin Luther King Jr. Day
Memorial Day
Fourth of July
Labor Day
Veteran's Day
Thanksgiving Day
Friday after Thanksgiving
Christmas Eve
Christmas Day
New Year's Eve

If a holiday falls on a Sunday, the following Monday shall be designated as the official holiday. Full time employees shall receive one day off during the week for holidays falling on Friday, Saturday, or Sunday.

Other days or parts of days may be designated as holidays with pay. No holiday pay will be paid to an employee who is on an unpaid status, or any leave, or absent due to workers' compensation.

Once a year, the library will publish a list of dates that the holidays will be celebrated.

If employees must work on a holiday, they will receive holiday pay and be compensated at their regular rate of pay for all hours worked.

All employees working twenty hours a week or more may take a paid day off for their Birthday. Employees must arrange with their supervisors to take a day off if it does not fall on their actual birthdate, and Birthday time must be taken during the same pay period.

Three swing holidays will be granted to all employees working 20 or more hours per week (swing holiday hours are prorated for part-time employees). Swing holidays will not be carried over into the following year, so if not taken during the year in which they are earned will be forfeited. The scheduling of swing holidays is subject to the approval of a supervisor.

Sick Time: All employees shall accrue one hour of earned sick time for every 30 hours they have worked. Sick time may be carried over from one employment year to the next, however no more than 480 hours can be used in a 12-month period for full time staff (and pro-rated for part time employees). Compensation for 50% of any unused sick time at an amount not to exceed 288 hours will be made to a full-time employee

who is leaving employment (and pro-rated for part time employees who work 20 or more hours per week).

Sick leave may be used for employees' personal or family physical or mental health conditions, preventative care, if they or their family members are a victim of domestic violence or sexual assault, or any other purposes recognized under the Michigan Earned Sick Time Act.

Employees are encouraged to stay home if they are sick, and the library may send sick employees home if they show up for work. Available paid time off, if any, can be used for any hours missed due to sickness.

Each staff person should call the library each day they will be absent from work due to illness. If possible, the employee should speak with the supervisor in charge. If the library is closed and no one is available to take the call the employee should leave a message on the staff voicemail extension. An employee who has been absent from work for 3 or more consecutive days without contacting the library shall be considered to have voluntarily left the library's employment.

Documentation from the employee's treating physician may be required if the absence is longer than 5 consecutive days or 12 days in aggregate in any one year.

Personal Business: Full-time employees who have completed one month of service shall be granted 4 personal business days per year. Personal leave hours will be prorated for part time employees working 20 or more hours per week. Unused personal leave hours are not carried over from year to year and will not be included in compensation calculations for an employee who is leaving employment.

Bereavement Leave: All employees shall be granted up to three working days with pay due to a death in their immediate family (parent, sibling, spouse/partner, children, in-laws, grandparent, and grandchildren). Leave may be extended up to five days in the event that arrangements are to take place at a distance of over three hundred miles from the employee's address. Due to the death of a relative other than a member of the immediate family, an employee may take up to three available sick or vacation leave days. The term "relative" in this case is defined as aunts, uncles, nephews, nieces, and first cousins of the employee or the employee's spouse. It shall also include any member of the employee's household. The director will consider special cases on an individual basis.

Parental Leave: The library will provide up to eight weeks of paid parental leave to employees following the birth of an employee's child or the placement of a child with an employee in connection with adoption or foster care. Eligible employees must have been employed by the library for one year and have worked at least 20 hours per week. The library's Parental Leave Policy is attached to this manual.

Family Medical Leave Act: The library offers family and medical leave as provided by the Family and Medical leave Act of 1993 (FMLA) to eligible employees. Employees are eligible for FMLA leave if they have been employed by the library for at least 12 months, have worked 1,250 hours during the most recent 12-month period, and are employed at a location in which the library employees at least 50 employees within 75 miles. Eligible employees can take up to 12 weeks of FMLA leave in a 12-month period of time for:

- The birth of a child and to bond with the newborn child within one year of birth,
- The placement with the employee of a child for adoption or foster care and to bond with the newly-placed child within one year of placement,
- A serious health condition that makes the employee unable to perform the functions of his or her job, including incapacity due to pregnancy and for prenatal medical care,
- To care for the employee's spouse, child, or parent who has a serious health condition, including incapacity due to pregnancy and for prenatal medical care;
- Any qualifying exigency arising out of the fact that the employee's spouse, son, daughter, or parent is a military member on covered active duty or call to covered active-duty status.

In addition, eligible employees may take up to 26 workweeks of leave in a single 12-month period to care for a covered servicemember with a serious injury or illness if the employee is the spouse, child, parent, or next of kin of the servicemember (referred to as military caregiver leave). An eligible employee is limited to a *combined* total of 26 workweeks of leave for any FMLA-qualifying reasons during the single 12-month period.

FMLA leave usually will be taken for a period of consecutive days, weeks, or months. However, employees also are entitled to take FMLA leave intermittently or on a reduced leave schedule when medically necessary due to a serious health condition of the employee or covered family member or the serious injury or illness of a covered service member.

Requests for medical leave should be made to the director at least 30 days prior to foreseeable events and as soon as possible for unforeseeable events. An employee does not have to share a medical diagnosis but must provide enough information to the library to determine whether the leave qualifies for FMLA protection. Employees must inform the library if FMLA was previously taken or approved for the same reason when requesting additional leave. The library may request certification from a health care provider to verify medical leave and may request certification of a qualifying exigency. When planning medical treatment, the employee must consult with the employer and make a reasonable effort to schedule the leave so as not to unduly disrupt the employer's operations.

Any used accrued paid leave time will run concurrently with FMLA leave.

Employees who sustain work-related injuries are eligible for a medical leave of absence for the period of the disability in accordance with all applicable laws covering occupational disabilities.

Benefits such as vacation, sick leave, and holiday benefits will not continue during a medical leave period.

Jury Duty: The library will pay an employee their normal pay for up to two weeks of jury duty.

Military Leave: In an effort to encourage and assist employees in the performance of their military obligations, employees who are ordered to perform inactive duty for training, active duty for training, or extended active duty with the Armed Forces of the United States shall be granted a military leave of absence. Upon completion of this leave the employee shall be entitled to receive re-employment rights and other benefits as required by law.

Employees may elect to use time from their vacation and sick banks while on leave. Accrual of vacation and sick time hours will be suspended during leaves of longer than one month and will resume upon the employee's return to active employment.

Workers' Compensation Insurance: The cost of workers' compensation insurance is paid entirely by the library. If an employee is injured on the job, they must report the injury immediately to their supervisor. All accidents and injuries should be reported, no matter how small. Failure to notify the library of an on-the-job accident could result in loss of Workers' Compensation benefits.

Benefits: A summary of benefits for full-time employees is maintained by the director and includes health, vision, and dental insurance, a retirement plan, short- and long-term disability insurance, and a group life insurance policy. The summary of benefits is provided to full time employees upon hire or when there is a material change to the plan. Benefits are subject to change as the library deems necessary.

The library provides an Employee Assistance Program (EAP) for all employees. Among the services included are mental health counseling, financial and legal consultations, and work-life resources and referrals.

Electronic Communications: The library provides electronic resources to employees for business use, including, but not limited to computer hardware, software, and storage systems, telephone, fax, and e-mail systems.

The library provides access to these electronic resources to assist employees in the performance of their jobs, and employees should have no expectation of privacy in their use of these systems. The library reserves the right to access and disclose at the library's discretion all communications over any library communications system, without regard to content. Excessive personal use of the library's electronic resources should

be avoided. Occasional personal use of these resources may be permitted at the discretion of supervising staff. Employees must remember that all activities from a library communications system will be regarded as activities authorized by the library. Employees may not send, make, or post communications that contain abusive or objectionable language, that defame or libel others, or that infringe on the privacy rights of others.

Employees may not delete, alter, or re-configure computer hardware or software in any way. Employees are prohibited from the unauthorized use of the passwords and encryption keys of other employees to gain access to other employee's communications systems.

Social Media Use: Employees who engage in social media networking for personal use must do so on their own time. If an employee is speaking about a library related issue on his or her personal social media site, the employee must identify that they are speaking as an individual and not on behalf of the library. Employees may be subject to discipline if their comments are determined to be inappropriate by the library, as allowed by law.

Some library employees may have the responsibility to or may be encouraged to contribute to the various library-sponsored social media activities. The library's social media sites are intended to educate and inform the public of library programs, services, and activities, and employees using the library's social media sites must only post accurate and truthful information and not personal messages or opinions. Employees who participate in social media on behalf of the library, must be aware that information they display or comments they make on social media sites will be viewed by other users as representing official library sponsored information or comments.

Safety: The Belleville Area District Library is committed to protecting the safety and health of every employee. But the responsibility for maintaining a safe and healthy working environment is not just that of the library. To be totally effective, every employee also has a responsibility to comply with all safety rules and programs established by the library.

Every employee is responsible to assist the library in establishing and maintaining a safe working environment. Employees are also expected to report to the library director any condition that may be unsafe or unhealthy.

Conduct: Each employee represents the library and their interactions with the public should be courteous and professional. A friendliness and willingness to help should be exhibited. An employee shall not represent their personal opinion as that of the library or its administration or speak on behalf of the library or library board in an official capacity unless directed to do so by the library director.

In the course of their employment, staff members may have access to information about the library, library patrons, and other employees that must be kept confidential under the Library Privacy Act, Michigan Act 455 of 1982. Employees are prohibited from obtaining

any personal information of a patron, such as address or telephone numbers, through the shared automation system for any use other than library operations.

Employees are expected to establish and maintain harmonious and effective working relationships with coworkers.

Work attire should reflect positively on the organization. Attire should be consistent with job responsibilities and should not jeopardize the safety of the employee or others. Employees are expected to be well groomed and their personal hygiene should not be offensive. Supervisors may offer direction on the appropriateness of dress.

The library prohibits solicitation of staff during working time. Working time does not include periods when employees are not expected to perform job duties, such as break and lunch periods. The distribution of literature in any working area at any time is not permitted.

Employees are prohibited from directing any type of solicitation or distribution to patrons. Likewise, employees should not solicit requests for personal favors of any kind from patrons. Employees are prohibited from accepting valuable gifts or any form of currency from patrons, visitors, vendors, or salespersons. This policy is not intended to interfere with courtesies which are extended to the library or library employees as a whole and which have the knowledge and approval of the director.

Employees are prohibited from actively campaigning for a political candidate or issue while on duty during work hours for the library. Employees shall not use any library equipment or materials of the library to support a political candidate or issue.

Substance Abuse: The Belleville Area District Library prohibits the unlawful manufacture, distribution, dispensing, possession, sale, or use of a controlled substance in the workplace. The term "controlled substance" refers to all illegal drugs, marijuana, alcohol, and prescription drugs used without a physician's order.

All employees must report to work able to fully perform their job duties free from such substance abuse. Employees whose actions suggest they are under the influence of alcohol and/or drugs will not be allowed to remain in the workplace.

Employees must report any conviction under a criminal drug statute for violations occurring on or off library premises while conducting library business.

All staff members must abide by the above policy as a condition of employment. Any staff member who violates these rules will be subject to discipline up to and including termination.

The library reserves the right to require employees to submit to tests, which may include urinalysis, hair follicle, and/or a blood test, to determine the presence of illegal drugs or alcohol, in connection with investigations of work rule violations and other instances where there is a reasonable suspicion to believe that the library's substance abuse

policy has been violated. Reasonable suspicion is a belief based on specific observations about the appearance, behavior, speech, or body odors of the employee.

The library desires to help employees be free from drug and alcohol abuse and will offer information on substance abuse and assistance through its Employee Assistance Program (EAP).

Harassment: The library is committed to providing a workplace free from harassment because of any characteristic covered by the Equal Employment Policy.

By definition, harassment is any unwanted attention or action prohibited by law by someone in the workplace that creates an intimidating, hostile, or offensive work environment, including sexual harassment. Examples include:

- Unwelcome sexual advances and requests for sexual favors
- Threatening reprisals for an employee's refusal to requests for sexual favors
- Offensive physical contact
- Display of offensive pictures, drawings, or photographs
- Offensive remarks, comments, jokes, or slurs pertaining to an individual's protected characteristic.

The procedure for reporting and dealing with this sensitive issue is as follows:

- The employee has a right to firmly and promptly notify the offender that their behavior is unwelcome. The employee should report the incident immediately to their supervisor.
- If, for whatever reason, the employee does not feel that the supervisor is a suitable person to whom to report the incident, the employee should contact the director or, if appropriate, the library board chairperson. While there is no requirement that the incident be reported in writing, a written report that details the nature of the harassment, dates, times and other persons present when the harassment occurred will enable the director and/or library board chairperson to take effective, timely, and constructive action.

In all instances, a prompt, thorough, and fair investigation will take place, protecting the rights and dignity of all people involved. The Belleville Area District Library will take those steps it feels necessary to resolve the problem, which may include verbal or written reprimand, suspension or termination; or, in the case of a non-employee perpetrator, civil or criminal remedies as appropriate.

No retaliation of any kind will occur to the employee who has in good faith reported an incident of suspected harassment. The supervisor, or other person to whom the complaint was made, will work to establish mutually agreed upon safeguards against retaliation while attempting to mediate any harassment complaint.

Disciplinary Action: Orderly and efficient operation of the library requires that employees maintain proper standards of conduct and observe certain procedures. These guidelines are provided for informational purposes only and are not intended to be all-inclusive. Nothing herein is intended or shall be construed to change or replace, in any manner, the "at-will" employment relationship between the library and the employee.

The following activities require corrective measures:

- Excessive tardiness and absences
- Insubordination
- Unacceptable job performance
- Alcohol or drug abuse
- Harassment
- Being convicted of a serious criminal offense
- Stealing or misappropriating library property
- Safety violations
- Conduct deemed by the director to be unacceptable in a library workplace
- Disregard for library policies and procedures
- Rude or discourteous conduct with the public or staff
- Theft or other illegal activity on the library's premises
- Falsification of one's timesheet, employment application, medical, or employment history.

Since employment is at will, termination may occur at any time, with or without reason or notice. The library does not utilize a progressive disciplinary procedure, but rather will review each disciplinary case individually and issue disciplinary action as is deemed necessary and appropriate. The director or director's designee may work with an employee to correct deficient work performance or problem behavior. The degree of discipline will vary according to the magnitude and severity of the offenses. The library may use any of the following corrective measures:

- Counseling.
- Oral reprimand.
- Written warning. A copy will be signed by the employee and placed in the employee's personnel file.
- Probation. During this period the employee will be expected to achieve certain goals or meet certain performance expectations.
- Demotion.
- Dismissal.

Conflict Resolution: Employees who have concerns or complaints concerning their employment shall first discuss this matter personally with their supervisor within 7 calendar days of the incident. It shall be the objective of both parties to resolve this

matter. If the incident cannot be resolved it shall be forwarded to the director. The incident will be forwarded to the library board if there is still no resolution.

Employment Records: Employee personnel files are kept under lock and key. Employee medical records will be kept separately from the employee's personnel file. These files are confidential and access will be limited and in accordance with appropriate federal and state laws.

Employees have a right to examine their personnel files or to obtain copies of their files upon request to the library director.

The library respects the personal privacy of each library employee. Generally, the library will not disclose any detail of an individual staff member's personal situation to anyone outside the library, and will restrict disclosure of their files to authorized personnel only. If the library is required to disclose any personnel file information pursuant to subpoena, court order, or otherwise, the library will give employees notice of that disclosure, as required by law.

Complete and accurate information is critical to proper administration. It is the responsibility of employees to inform the library director of any change of name, address or telephone number.

Social Security Numbers: The library's goal is to ensure, to the largest extent possible, that employee's social security numbers are maintained confidentially. Employees' social security numbers will not be released to anyone, except as required by law. Employees' social security numbers will be made available internally on a "need-to-know" basis.

More than four sequential digits of a social security number will not be included on any external correspondence, except as required by law, nor will it be publicly displayed in any manner. Social security numbers are not to be used as passwords or identifiers for any library computer system. The social security number will not be used in the ordinary course of business except as the library may determine that it is necessary to verify an individual's identity. Any documents that include social security numbers that are discarded are to be shredded.

Any violation of this policy may result in discipline, up to and including termination from employment with the library. In addition, violations may result in misdemeanor charges, civil fines, or civil actions.

Acknowledgement

I have read and understand the Personnel Policies Manual of the Belleville Area District Library.

I agree to follow these policies as long as I am employed by the Belleville Area District Library.

I understand that the manual is for informational purposes only and is neither a contract nor a legal document.

I have entered into this relationship voluntarily and acknowledge that there is no specified length of employment. Either I or the Belleville Area District Library can terminate the relationship at will, with or without cause, at any time, so long as there is no violation of applicable state or federal laws.

I understand that the policies herein are subject to change, and that I may have input toward changing any policies with which I disagree by presenting alternatives to the director for use in developing ever better policies. My input does not automatically mean a change will take place, but it will be considered.

I agree not to commence any action or suit relating to my employment relationship with the library more than 182 days from the date of the event giving rise to the suit or claim or in the time prescribed by the applicable statute, whichever is less. I agree to waive any statute of limitations exceeding 182 days.

It is my responsibility to read and comply with the policies contained within, and any revisions or changes passed by the library board and distributed to me.

I understand that if I do not follow these policies, or amended policies as passed by the library board, I may be summarily terminated from employment with the library.

Signed:_____ Date:_____

Printed Name:_____

Proposed 10-8-2024

Belleville Area District Library
Telecommuting Policy

Telecommuting allows employees to work at home, on the road or in a satellite location for all or part of their workweek. The Belleville Area District Library considers telecommuting to be a viable, flexible work option when both the employee and the job are suited to such an arrangement. Telecommuting may be appropriate for some employees and jobs but not for others. Telecommuting is not an entitlement, and it in no way changes the terms and conditions of employment with library.

Employees will be advised of the opportunity or requirement to telecommute by the library director. Preparations should be made by employees and their department manager well in advance to allow remote work under specific circumstances, including emergencies. This includes appropriate equipment needs, such as hardware, software, phone and data lines. IT personnel will be available to review these equipment needs with employees and to provide support to employees in advance of telework situations.

For voluntary telework arrangements, either the employee or their department manager, with approval of the library director, can initiate a temporary telecommuting agreement during specific circumstances. The employee and manager will discuss the job responsibilities and determine if the job is appropriate for a telecommuting arrangement, including equipment needs, workspace design considerations, and scheduling issues.

The employee must establish an appropriate work environment within their home for work purposes. The library will not be responsible for costs associated with the setup of the employee's home office, such as remodeling, furniture or lighting, nor for repairs or modifications to the home office space.

The library director will determine the equipment needs for each employee on a case-by-case basis. Equipment supplied by the library is to be used for business purposes only.

Consistent with the library's expectations of information security for employees working at the library, teleworking employees will be expected to ensure the protection of confidential library and patron information accessible from their home office.

Employees should not assume any specified period of time for telework arrangements, and the library may require employees to return to regular, in-person work at any time.

Proposed 10-8-2024

Belleville Area District Library
Paid Parental Leave Policy

The Belleville Area District Library will provide up to 8 weeks of paid parental leave to employees following the birth of an employee's child or the placement of a child with an employee in connection with adoption or foster care. The purpose of paid parental leave is to enable the employee to care for and bond with a newborn or a newly adopted or newly placed child. This policy will run concurrently with Family and Medical Leave Act (FMLA) leave, as applicable.

Eligibility

Eligible employees must meet the following criteria:

- Have been employed with the library for at least 12 months (the 12 months do not need to be consecutive).
- Have worked at least 1,250 hours during the 12 consecutive months immediately preceding the date the leave would begin.
- Be a full- or part-time (working 20 or more hours per week), regular employee (temporary employees and interns are not eligible for this benefit).

In addition, employees must meet one of the following criteria:

- Have given birth to a child.
- Be a spouse or committed partner of a woman who has given birth to a child.
- Have adopted a child or been placed with a foster child (in either case, the child must be age 17 or younger). The adoption of a new spouse's child is excluded from this policy.

Amount, Time Frame and Duration of Paid Parental Leave

- Eligible employees will receive a maximum of eight weeks of paid parental leave per birth, adoption or placement of a child/children. The fact that a multiple birth, adoption or placement occurs (e.g., the birth of twins or adoption of siblings) does not increase the 8-week total amount of paid parental leave granted for that event. In addition, in no case will an employee receive more than 8 weeks of paid parental leave in a rolling 12-month period, regardless of whether more than one birth, adoption, or foster care placement event occurs within that 12-month time frame.
- Each week of paid parental leave is compensated at 100 percent of the employee's regular, straight-time weekly pay. Paid parental leave will be paid on a biweekly basis on regularly scheduled pay dates.
- Approved paid parental leave may be taken at any time during the 12-month period immediately following the birth, adoption, or placement of a child with the employee. Paid parental leave may not be used or extended beyond this 12-month time frame.

- The employee must provide the library director with notice of the request for leave at least 30 days prior to the proposed date of the leave (or if the leave was not foreseeable, as soon as possible).
- Employees must take paid parental leave in a minimum of one-week increments. Employees must provide the requested weeks desired to be taken at the time the request for paid parental leave is made. All paid parental leave must be taken during the 12-month time frame indicated above. Any unused paid parental leave will be forfeited at the end of the 12-month time frame.
- Upon termination of employment at the library, employees will not be paid for any unused paid parental leave for which they were eligible.

Coordination with Other Policies

- Paid parental leave taken under this policy will run concurrently with leave under the FMLA; thus, any leave taken under this policy that falls under the definition of circumstances qualifying for leave due to the birth or placement of a child due to adoption or foster care, the leave will be counted toward the 12 weeks of available FMLA leave per a 12-month period. All other requirements and provisions under the FMLA will apply. In no case will the total amount of leave—whether paid or unpaid—granted to the employee under the FMLA exceed 12 weeks during the 12-month FMLA period. Please refer to the Family and Medical Leave Policy for further guidance on the FMLA.
- After the paid parental leave is exhausted, the balance of FMLA leave (if applicable) will be compensated through employees' accrued sick, vacation and personal time. Upon exhaustion of accrued sick, vacation and personal time, any remaining leave will be unpaid leave. Please refer to the Family and Medical Leave Policy for further guidance on the FMLA.
- The library will maintain all benefits for employees during the paid parental leave period.
- If a holiday occurs while the employee is on paid parental leave, the day will be charged to holiday pay, but will not extend the total paid parental leave entitlement.
- An employee who takes paid parental leave that does not qualify for FMLA leave will be afforded the same level of job protection for the period of time that the employee is on paid parental leave as if the employee was on FMLA-qualifying leave.

Belleville Area District Library

Date: 10/01/2024
Time: 5:08 PM
Page: 1

Operating:

Check Date	Vendor Namne	Check Description	Amount
09/17/2024	A PRODUCTION BUILDING SOLUTION	Sept Month;y Cleaning	3,565.00
09/17/2024	AMAZON CAPITAL SERVICES	Supplies & Books	936.69
09/17/2024	ARIFA K. JAVED	DVD	100.00
09/17/2024	BELLEVILLE AREA INDEPENDENT	Advertising 9/5, 9/12	648.00
09/17/2024	BLUE CROSS BLUE SHIELD OF MICH	Dental	1,013.20
09/17/2024	BRANDON TOWNSHIP LIBRARY	Lost DVD	50.00
09/17/2024	CLEAR RATE COMMUNICATIONS	Fax Service	297.94
09/17/2024	DC LAWN & SNOW	August Lawn Service	280.00
09/17/2024	DTE ENERGY	Gas/Electric Sumpter	176.71
09/17/2024	FRIENDS OF THE BELLEVILLE AREA	August Payout	796.62
09/17/2024	GA BUSINESS PURCHASER LLC	Alarm Service Sumpter	56.96
09/17/2024	ODP BUSINESS SOLULTIONS LLC	Office & Bldg. Supplies	628.03
09/17/2024	SECURITY PEST CONTROL	Yellow Jacket Control	250.00
09/17/2024	SHARON DUCKWORTH, CPA	Sept Accounting Service	1,025.00
09/17/2024	THE LIBRARY NETWORK	Phone Service	509.17
09/17/2024	UNIFIRST CORP	Maintenance/Mats	157.57
09/17/2024	UNIQUE MANAGEMENT SERVICES INC	August Placements	121.50
09/17/2024	ZOOBEAN, INC.	Beanstack Plus Subscription	1,473.00
09/17/2024	AMAZON CAPITAL SERVICES	Supplies & Books	509.27
10/01/2024	AMAZON CAPITAL SERVICES	Supplies & Books	679.59
10/01/2024	BELLEVILLE AREA INDEPENDENT	Advertising 9/19/24	324.00
10/01/2024	CHASE CARDMEMBER SERVICE	Software, Program Supplies, Books	867.95
10/01/2024	DTE ENERGY	Gas 4th Street	442.56
10/01/2024	DTE ENERGY	Electric 4th Street	4,055.86
10/01/2024	FOSTER, SWIFT, COLLINS & SMITH	Legal Services	73.50
10/01/2024	GA BUSINESS PURCHASER LLC	Service Sumpter Alarm	148.00
10/01/2024	LONG MECHANICAL SERVICE	Testing of backflow devices	715.00
10/01/2024	MAGDALENA NAWROCKA-WEEKES	Seed Program 9/21/24	170.00
10/01/2024	ODP BUSINESS SOLULTIONS LLC	Bldg Supplies	268.39
10/01/2024	SPRINGFIELD TOWNSHIP LIBRARY	Lost Book	25.00
10/01/2024	STANDARD INSURANCE COMPANY	Insurance	698.87
10/01/2024	THE LIBRARY NETWORK	August Bookbilling	17,890.54
10/01/2024	TOBIN T BUHK	Library Program Oct 16	250.00
10/01/2024	UNITED HEALTHCARE	Health Insurance	16,580.35
10/01/2024	AMAZON CAPITAL SERVICES	Books & Office Supplies	795.00

35	**Checks Total:**	**56,579.27**
35	**Bank Total:**	**56,579.27**
35	**Grand Total:**	**56,579.27**

DIRECTOR'S REPORT

October 2024

LIBRARY PROGRAMS **September: Adults: 14 Youth: 16**

LIBRARY VISITS	2024/25	2023/24	% change
September	12,348	11,487	7.50%
Fiscal Year	36,045	34,974	3.06%

TOTAL CIRC	2024/25	2023/24	% change
September	20,982	21,044	-0.29%
Fiscal Year	66,255	67,219	-1.43%

ADULT PROGRAMMING	2024/25	2023/24	% change
September	209	115	81.74%
Fiscal Year	491	216	127.31%

YOUTH/TEEN PROGRAMMING	2024/25	2023/24	% change
September	425	330	28.79%
Fiscal Year	1,234	1,253	-1.52%

ALL AGES PROGRAMMING: Sept.: 0 Fiscal Year: 0

REF. QUESTIONS	2024/25	2023/24	% change
September	1,584	1,634	-3.06%
Fiscal Year	5,144	4,940	4.13%

INTERNET USE	2024/25	2023/24	% change
September	972	1,049	-7.34%
Fiscal Year	3,172	3,388	-6.38%

YOUTH/TEEN INTERNET	2024/25	2023/24	% change
September	219	245	-10.61%
Fiscal Year	798	858	-6.99%

BUILDING: The Sumpter Media Center was closed for a week and a half due to the reconstruction of the parking lot. The new lot looks great!

PENAL FINES: The Library of Michigan has received final data from Wayne County and is calculating which libraries were underpaid and overpaid. The data appears inconsistent from year to year, so it is possible that our library was both underpaid and overpaid over the past several years. As of this writing I am still waiting for the 2024 penal fine payment from the County.

PROGRAMMING: We have expanded our "Game Day Game Day" programming to include the Thursday junior varsity home football games in addition to the Friday home games. We continue adjusting our procedures for game days, but this program has definitely made a difference.

The next Classic Movie Night is Thursday, October 10 and features *Dial M for Murder.* Due to a scheduling conflict with our presenter, the November movie has been rescheduled to December 5. The library is partnering with Oakwoods Metropark on Saturday October 19 for "A Seed Walk in the Park". Attendees can help collect native seeds and learn what to look for while saving seeds. The park entry fee will be waived for participants.

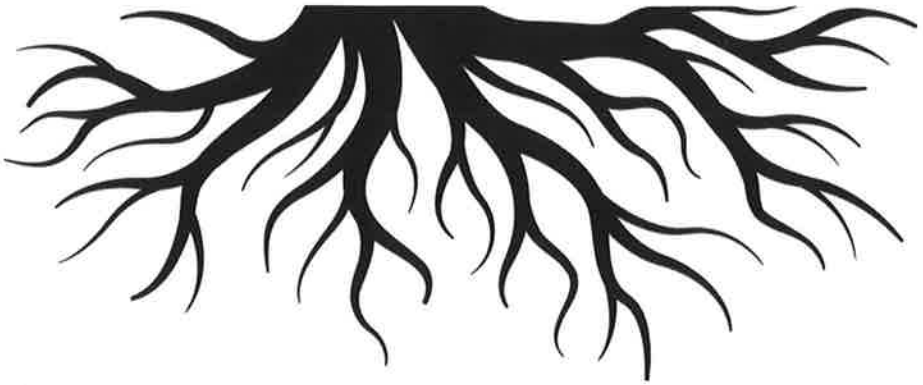
Harvest Fest is Saturday, October 12! I have placed my order for good weather for that day.

PERSONNEL POLICIES: I appreciate all of the work put in by the personnel policy committee, Hilary Savage, and the library's department heads in reviewing and updating the library's personnel policies. All of the standard policies (e.g. Equal Employment, Family Medical Leave Act, etc.) have been updated. Other policies have been added (e.g. Social Media Use, Safety, etc.). The sick leave policy was adjusted to reflect changes brought about by the Michigan Supreme Court's ruling on the Employee Sick Time Act. A separate Paid Parental Leave Policy and Telecommuting Policy are also included in your board pack.

STAFF: Incoming staff: Library monitor Gwen Fuller, library assistant James Tabatowski-Bush, and library assistant Amber Kelly. Outgoing staff: Justin Villa and Lisa Sievert.

A Publication of the Public Library Association
PUBLIC LIBRARIES ONLINE

Spreading Joy at the Public Library



by Catherine Hollerbach *on* September 25, 2024

Public libraries have always been about more than books, programs, or technology. They are about creating a welcoming, comforting, and safe space where people can gather and connect. They are a place where connections are made and where anyone can visit without spending money or placing expectations upon them. Library workers are there to help. They know their regular customers, many of whom visit frequently. People who work in public libraries are committed to providing personal and impactful customer service. There are challenges, to be sure, but library staff are committed to making a difference in their communities through building relationships and providing access to tools and resources that will support and enrich the lives of their customers.

When the Covid pandemic hit in early 2020, the realization that staff and customers could not gather safely hit hard. In short, customers and staff were afraid of each other, and unsure of the future. How would public libraries continue to serve our communities when people couldn't even be together? Virtual programs and services, curbside, and digital books sufficed for a while, but it wasn't the same.

The US Surgeon General's 2023 report An Epidemic of Loneliness and Isolation detailed a crisis of separation that started even before the pandemic but was exacerbated by the crisis. It states that one remedy is looking for "physical elements of a community (such as libraries, parks, green spaces, and playgrounds) that support the development of social connection." As the pandemic receded and libraries opened fully, library workers started to feel more comfortable being with people, and, with relief, customers gradually returned to the library.

Library workers are finding the joy in library work they have missed over the past few years. What is more joyous than finding that book you read as a child and sharing it with your kids? Or finding just the right story that pulls on your heartstrings or takes you on an adventure? Sometimes, it's a song in storytime that brings on a smile or a chance to learn about a fantastic wine or how to fix a car. Not to mention getting help with a resume to get a great new job or talking to a social worker who can help a person get back on their feet when times are tough. Sometimes, it's as simple as finding a warm place

on a cold night or a respite from the heat and humidity.

Librarian Mychal Threets of Fairfield, California became an internet and social media sensation when he began spreading the word about joy in libraries. He celebrated "library kids" and told stories about his days welcoming everyone to his library and making them feel happy to be there. His unconventional approach and enthusiasm were hard to resist. Library joy was contagious, and his many social media followers, even those outside the library community, were attracted to his positive message and kind approach. Mychal the Librarian, as he is known, also talks a lot about his own mental health and how important it is to take care of ourselves when doing public service work. His approach of focusing on the joy in everyday occurrences and letting people know they are noticed and appreciated is a much-needed message in the library community.

Librarian Rebecca Hass, Programming and Outreach Manager at Anne Arundel County Public Library in Maryland, has embraced the library joy concept by documenting how joy can impact a person's day. In her soon-to-be-published book *101 Seeds for Library Joy (2024, ALA Editions),* she gives readers many examples of where to find joy at the library. When asked about her reasons for writing the book, she says, "I started my company, 'Joy Work', during the pandemic. I recognized that the positive psychology approaches I had been studying, practicing, and sharing at work significantly impacted our resilience during that very difficult time. These weren't big things – they were the little things helping build our connection and increase our individual and collective joy."

At Hass's presentation at the 2023 ALA Conference, "Building Joy-Centric Libraries," she shared some of the tips that have helped bring joy back to her library days.

Here are some examples:

- Feeling burned out, dispirited, or just plain blah? Plant a whole lot of joy at your library, looking for sparks of color, fun or inspiration.
- Reminisce about a book that you've enjoyed and why. Post a book recommendation in a workroom or share it with a coworker.
- Encourage someone new to libraries today – a library student, new library user, coworker, or community partner.

Hass quickly realized that the tips she was sharing were impactful. Her colleagues were eager to hear the message of positivity and get the tools to embrace and share the library joy. She started bringing joy to team and library leadership meetings. Encouraging staff to talk to each other about how they

find joy at work led to new connections between colleagues and improved morale. Staff started doing small things like putting up sparkle lights around their workstations, adding a favorite superhero figurine or fun screen saver, or finding other ways to brighten their work environment. These personal touches lifted their spirits and helped them center themselves, especially if work was extra challenging that day. Staff also started sending memes to each other when they saw something inspiring, interesting, or just fun. Having an intentional conversation about adding joy to their library work allowed them to do it as part of their daily routine. She also started receiving requests from outside partners, which led to a 'Joy Seeds' presentation for the media specials at the local school system before classes started and to other libraries in Maryland and beyond.

Hass says, "Library joy is more than a feeling; it is a choice and call to everyday practices of connection, empowerment, and wellbeing. And it isn't a heavy lift—in fact, it can all start with a few tiny seeds." The reminders to embrace joy in public library work, and work in general, is a welcome perspective that has been greeted with enthusiasm. There are many opportunities to find joy and let the seeds grow by just taking a few minutes to look for it and share it!

Tags: libraryjoy

Public Library Association

2023 Public Library Technology Survey

SUMMARY REPORT

Acknowledgments

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Public Library Association

A division of the American Library Association

Chicago, Illinois

2024

Contents

2023 Public Library Technology Survey: Summary Report

Executive Summary *1*

About the Survey Data *2*

Public Access Technology *2*

Results for Action: Hotspot Lending 5

Digital Literacy and Training *7*

Spotlight: Digital Navigators *9*

Infrastructure *11*

Spotlight: Data in Action *14*

Staff Support and Budget for Technology *15*

Results for Action: Upskilling Staff *17*

Conclusion *19*

Notes *19*

Detailed Results *21*

Appendix A: Methodology *31*

Appendix B: Survey Reference Copy *35*

Appendix C: Survey Instructions and Glossary *49*

Executive Summary

Public libraries have long played a critical role in providing access to information to facilitate learning and civic engagement. As information mediums have evolved, so too have libraries. The 2023 Public Library Technology Survey results shed light on the current state of technology resources, services, infrastructure, and staff in U.S. public libraries. Key findings include:

Almost half of libraries (47%) offer hotspots for checkout, an increase from 2020.

About a quarter of libraries (25%) have digital media production equipment and over one-third (40%) have maker production equipment.

95% of public libraries offer some kind of formal or informal digital literacy training.

95% of libraries offer e-books and/ or e-audiobooks and 58% offer streaming and downloadable media for patrons.

Federal funding is critical to supporting library technology needs: more than half (52%) of libraries applied for the E-rate program either individually or as part of a consortium.

Subscription costs or payment terms are the top factor influencing libraries' ability to offer digital content (selected by 86% of libraries overall).

A variety of data collection efforts have tracked the evolution of library technology services over time. The American Library Association's (ALA) first survey on public libraries and technology access was administered in 1994. The federal Public Libraries Survey (PLS) added questions about electronic technology and internet access in FY 1995. The Public Library Association's (PLA) Public Library Technology Survey took its current form in 2020, drawing inspiration from earlier studies and complementing the questions now asked on the PLS.[1]

The 2020 survey took place during the COVID-19 pandemic, though that was neither its original intent nor focus. It highlighted the ways libraries used technology services to extend their reach beyond physical buildings, such as by offering streaming online programs and hotspots for checkout. The 2023 results shed light on changes wrought by the pandemic and emergence from it. Across the board, the technology resources and services libraries offer have expanded in the last three years.

This was facilitated at least in part by legislation responding to the COVID-19 pandemic, including the Coronavirus Aid, Relief, and Economic Security Act (CARES Act) and American Rescue Plan Act (ARPA), both of which provided federal funding to public libraries via the Institute of Museum and Library Services (IMLS) and state library administrative agencies, as well as local government entities. Future iterations of this survey in 2026 and beyond will continue to document changing needs and emerging technology trends in public libraries.

About the Survey Data

PLA fielded the Public Library Technology Survey in fall 2023. It is one of a set of three topical surveys administered on a rotating annual basis. The Measurement, Evaluation, and Assessment Committee decided to make minor changes in 2023 to reduce survey burden and ensure the data collected meet current needs in the field. See Appendix C for a reference copy of the survey.

The survey methodology changed between 2020 and 2023. In 2020, the American Institutes for Research administered the survey on PLA's behalf and used a nationally representative sample. Starting in 2021, PLA has administered its annual surveys in-house via the Benchmark platform (**librarybenchmark.org**), opening them to all public libraries nationwide and weighting the results in post-processing to ensure they are representative. In 2023, PLA invited all U.S. public libraries (at the administrative entity level as defined by IMLS) to participate in the Technology Survey. In total, 1,511 libraries completed the survey, a response rate of 16.4%. The results presented below are weighted to account for differences between the responding libraries and the universe of all U.S. public libraries. All questions on the survey were optional, and the tables in the Detailed Results section include the number of respondents for each question. The percentage estimates reflect the percentage of respondents for a particular question, rather than the percentage of the full sample. See Appendix A for further details of the methodology.

The charts and tables below highlight responses for public libraries overall and by locale type. Locale indicates the level of urbanization of a given location, with libraries divided into the categories of city, suburban, and town/rural. While city libraries are a small proportion (6%) of all administrative entities (AEs), they serve a large share of the U.S. population (37%). Suburban libraries are 25% of AEs and serve 41% of the population. Town/rural libraries make up the majority of AEs (69%) but serve only 22% of the population.[2]

Public Access Technology

Public libraries provide patrons with access to a wide range of technology devices both in their buildings and for use off-site, and they facilitate access to online resources. While older technologies like copy machines, color printers, and scanners are almost universally available, newer technologies are less so (**Figure 1**), particularly in town/rural libraries compared to their city and suburban

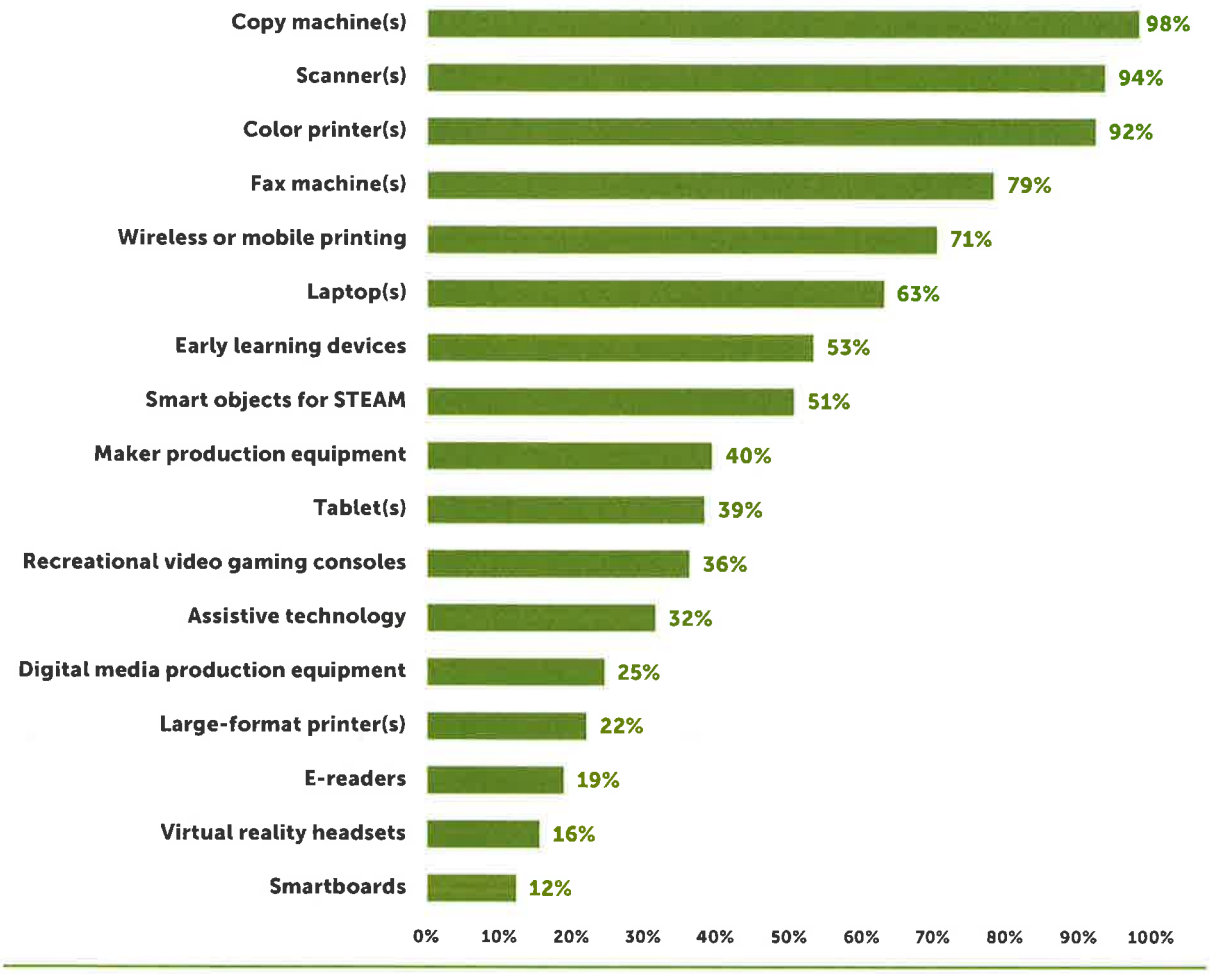

Figure 1: On-Site Technology (overall). See Table 1 for detailed results by locale.

counterparts (details in Table 1). Maker production equipment (including 3D printers, carving or engraving tools, or sewing machines) is available in 39.5% of libraries overall, but in 74.8% of city libraries compared to about half (50.8%) of suburban libraries and one-third (33.5%) of town/rural libraries. Digital media production equipment (including hardware and software for audio or visual creation or editing) is available in 24.6% of libraries overall, 58.9% of city, 38.2% of suburban, and 18% of town/rural libraries. Since 2020, the proportion of libraries offering laptops, early learning devices, recreational video gaming consoles, and smart objects for STEAM has increased by more than 10%.

PLA's surveys focus on the types of resources and services libraries offer, complementing data captured in the annual IMLS Public Libraries Survey (PLS). The PLS includes counts of the number of public internet computers libraries have and their total annual uses, as well as Wi-Fi sessions and website visits. In FY 2022, the most recent year for which PLS data is available, on average libraries had 31 public computers each and those computers were used an average of 9,230 times per year. These

figures are much higher in city and suburban libraries than town/rural libraries, commensurate with their larger populations. However, per person in the library's service area, the average rates of usage are higher among town/rural libraries.[3]

Technology lending garnered much attention during the pandemic. In the last three years the proportion of libraries circulating internet hotspots and laptops has increased (**Figure 2**). 46.9% of libraries overall now offer hotspots, compared to 32.6% in 2020. One respondent commented that hotspots are both "a wonderful thing and a difficult service to manage." They can get lost or damaged and may be subject to data limits. Nonetheless, they can have a transformational impact for patrons, particularly in areas with limited broadband service or for households that struggle to afford the service.

24.8% of libraries circulate laptops for off-site use, compared to 16.7% in 2020. The proportion circulating tablets and e-readers has decreased slightly. PLA added three new items to this question about devices for off-site use, based on open-ended responses to the "other" option on the last survey. In 2023, 28.9% of libraries circulate early learning devices, 22.3% circulate recreational technology (e.g., action camera kits, gaming consoles, and coding robots), and 6.9% circulate streaming devices. In three areas—e-readers, recreational technology, and streaming devices—suburban libraries stand out as being the most likely to circulate these technologies for off-site use.

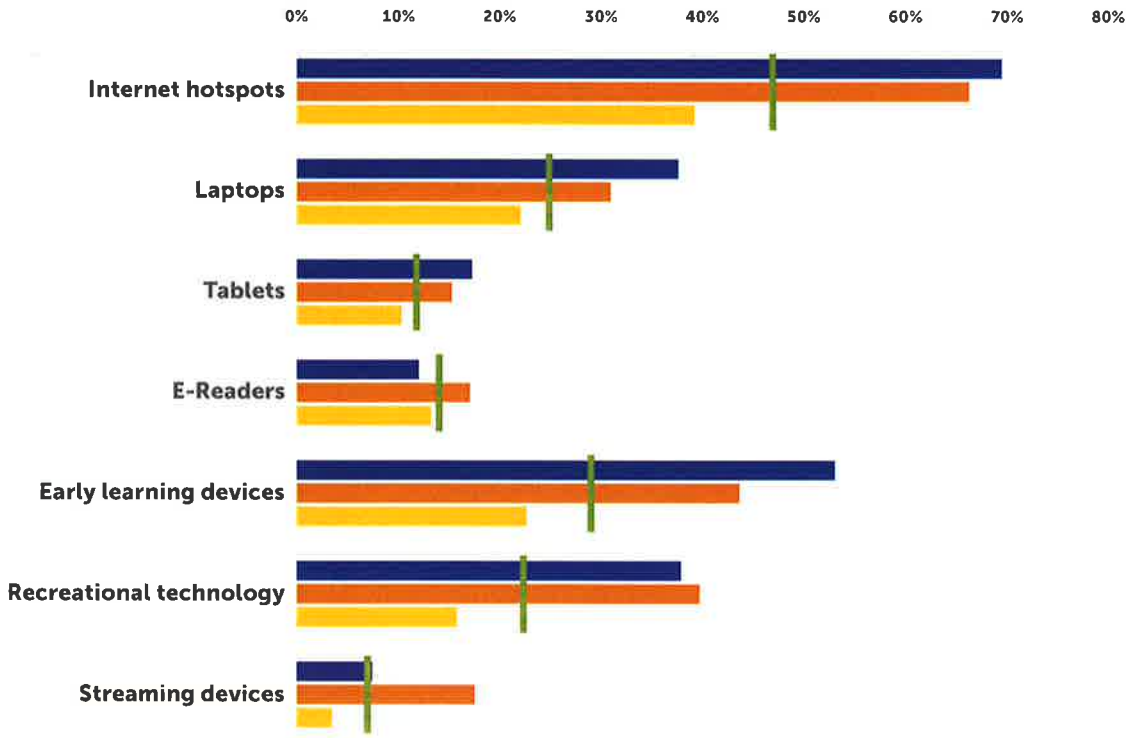

Figure 2: Off-Site Technology. See Table 2 for detailed results.

City Suburban Town/Rural Overall

Hotspot Lending

Result: 46.9% of public libraries circulate internet hotspots for offsite use by patrons.

Why it matters: Reliable access to the internet is increasingly important for daily life, from paying bills to completing schoolwork, applying for jobs, reading the news, or simply browsing. Based on the most recent data available from the Census Bureau's American Community Survey, 8.8% of U.S. households have no internet subscription, and among the 91% that do, 11.2% rely on a cellular data plan, with only 75.9% having broadband such as cable, fiber optic, or DSL. Low-income households are more likely to lack an internet subscription: as of 2022, 24.7% of households with annual incomes under $20,000 are without an internet subscription, compared to only 3.3% of households with annual incomes over $75,000.[4] According to a recent Federal Communications Commission (FCC) report, fixed broadband has not been deployed to approximately 7% of the population, with people in rural and Tribal areas more likely to lack access.[5]

In practice: Libraries are leaders in providing internet access for their communities and empowering patrons to participate more fully in the digital world. That includes everything from public computers and Wi-Fi connections in library buildings, to training in digital skills, assisting patrons with getting connected at home, and hotspot lending. Research has shown that hotpots can make a difference in the lives of patrons, particularly those who cannot afford home broadband subscriptions or who live in areas where physical broadband is unavailable.[6]

To learn more about starting a mobile hotspot lending program, check out the "**How to Hotspot**" guide for libraries produced by an IMLS-funded Rural Hotspots grant project at the University of Texas at Austin. PLA has also created a "**Hotspot Playbook**" with guidance on implementing new hotspot lending programs. Find out more about federal funding for digital equity initiatives in libraries **from ALA**.[7]

Challenges: Prohibitive costs, waiting lists for checkout, and damaged, lost, or defective devices can make hotspot lending programs a challenge. An anticipated July 2024 FCC ruling will address whether libraries can use E-rate funding for hotspots, which may help with the cost issue. Over half (63%) of state library administrative agencies also fund or facilitate library access to Wi-Fi hotspots, according to the most recent SLAA Survey.[8]

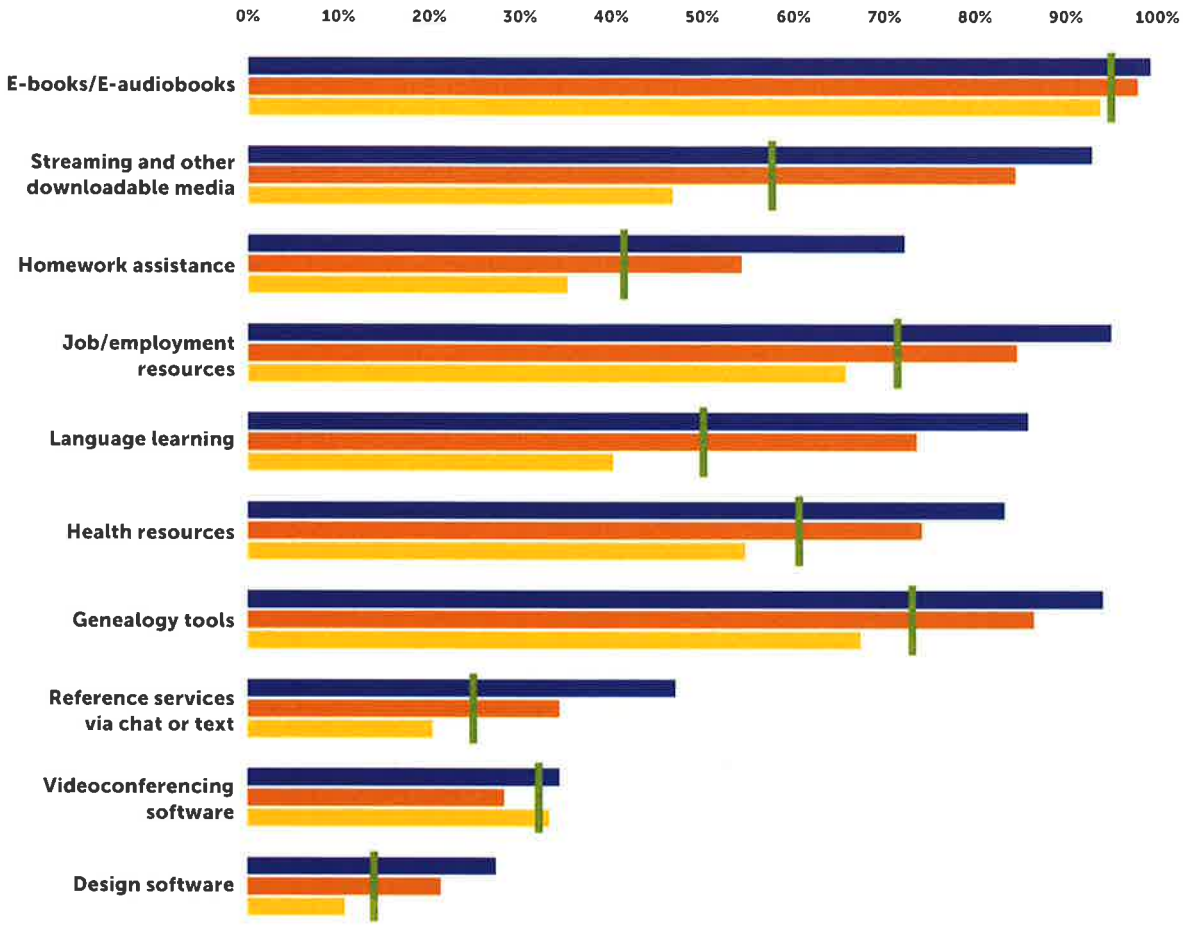

Figure 3: Technology-Enabled Services and Online Resources. See Table 3 for detailed results.

City Suburban Town/Rural Overall

As well as devices, libraries provide patrons with access to online resources and services (**Figure 3**). The most common are e-books and e-audiobooks, which 95% of public libraries offer. Almost three-quarters of libraries provide job or employment resources (71.5%) and genealogy tools (73.1%). While at least half offer streaming or other downloadable media services and language learning, the largest disparities by locale show up in these areas: 92.9% of city libraries offer streaming or downloadable media, compared to 46.7% of town/rural libraries, and language learning resources are available to patrons in 85.9% of city libraries, compared to 40.2% of town/rural libraries.

The survey also asked about mobile access to library services. 85.1% offer vendor-delivered apps for patrons to access library services. These include apps like Libby, Hoopla, and Beanstack. A much smaller proportion (28%) have mobile apps created specifically for the library. 83.3% of libraries overall say their website is optimized for mobile devices, with a relatively small difference by locale (details in Table 4).

17.3% of libraries overall conduct technology-based mobile outreach in their communities (including 43.3% of city, 27.6% of suburban, and 12.3% of town/rural libraries). On the 2022 Services for Strong Communities Survey, only 2.7% of libraries reported that they have a dedicated cybermobile or mobile technology lab, suggesting that outreach may primarily rely on less formal facilities, such as staff carrying devices with them or using technology available at the outreach location.[9]

Digital Literacy and Training

Digital inclusion encompasses not only access to devices and the internet, but education and digital literacy skills. Public libraries are well-positioned to help their community members learn to use technology and the internet effectively. 95.3% of libraries provide at least one type of digital literacy training. The survey asked about training in five areas:

- **General computer hardware/software** (e.g., how to use a mouse and keyboard, word processing, streaming devices);
- **Internet use** (e.g., web searching, online databases, social media, privacy and safety online);
- **Web development and digital content creation** (e.g., website creation, audio/visual content creation);
- **Coding and maker technology** (e.g., programming, robotics, 3D printing); and
- Other, including assistive technology, video conferencing, or other types of training.

Training can mean formal programs, classes, or appointments, or informal, point-of use training, and libraries may offer both types. **Figure 4** shows the prevalence of formal and informal digital literacy training overall. In general, the basic types of training (general computer skills and internet use) are common among libraries of all locale types, while specialized topics (web development and coding) are found more in city and suburban libraries than in their town/rural counterparts (see detailed results in Table 6). Informal training is more common, except in the case of coding and maker technology training, which is more likely to be formal.

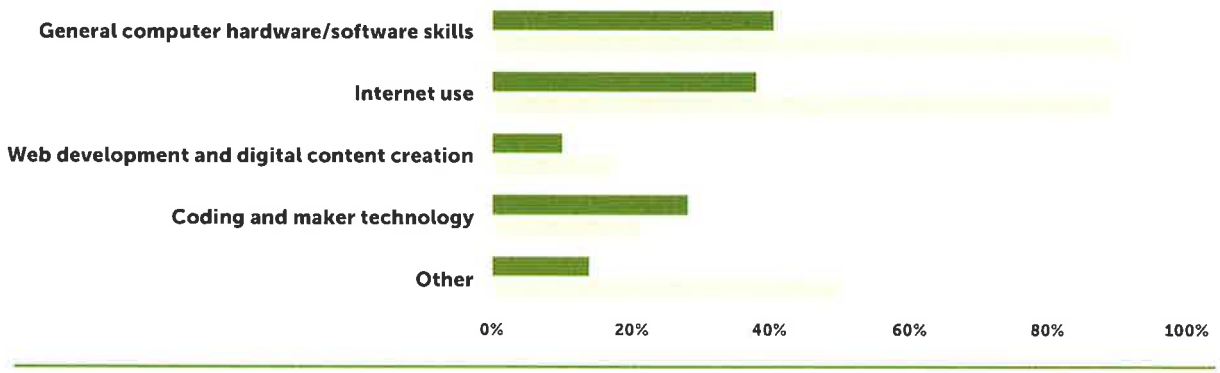

Figure 4: Digital Literacy Training. See Table 6 for detailed results.

Formal Informal

In 2020, the survey question about technology-enabled or online programs or services highlighted the impact of the pandemic. At the time, almost half (48.7%) of libraries offered streaming programs and 42.6% offered online discussion forums. In 2023, 41.1% of libraries offered streaming programs and/or online discussion forums (**Figure 5**). While many libraries continue to offer virtual programming, the slight decline suggests a renewed focus on in-person programming. Specialized online programs and services are less common overall: 15.7% of libraries have live online classes or job training, 12.3% hold individual online consultation appointments, and less than 10% offer telehealth sessions, virtual reality, or home broadband adoption services.

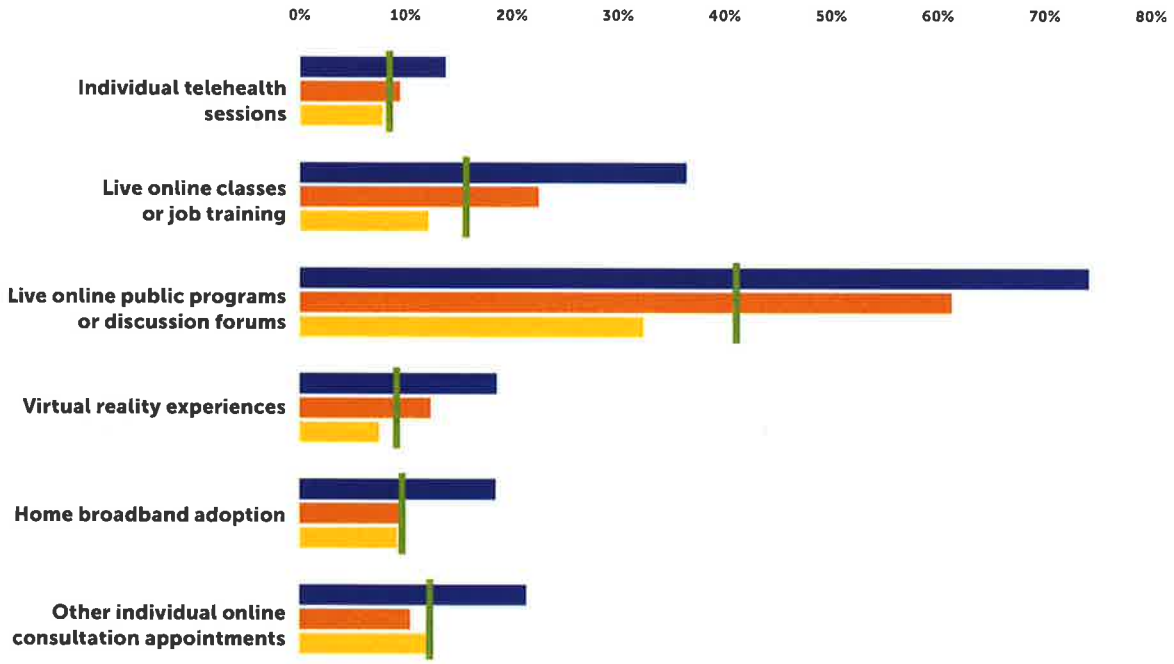

Figure 5: Formal Technology-Enabled Programs and Services. See Table 7 for detailed results.

City Suburban Town/Rural Overall

The 2023 survey included a new question about whether libraries have a digital navigator program. The National Digital Inclusion Alliance (NDIA) defines **digital navigators** as "individuals who address the whole digital inclusion process—home connectivity, devices, and digital skills—with community members through repeated interactions."[10] Overall, 29.7% of libraries indicate they have a digital navigator program, including 42.1% of city, 34.4% of suburban, and 27.3% of town/rural libraries. However, a follow-up question asked respondents to provide details of their program and those comments suggest the percentages may be overestimates. Respondents describe services to provide technology assistance to patrons, but not all those services meet the definition of digital navigation. In some states, including **California** and **Arizona**, the state library administrative agency provides or manages digital navigator services.[11]

SPOTLIGHT

Digital Navigators

29.7% of libraries report that they offer a digital navigator program, though only 12.1% indicate that they have staff dedicated as digital navigators. The examples below—included with the respondents' permission—illustrate how libraries of all types and sizes work to meet their communities' digital inclusion needs. If your library is interested in starting a digital navigator program, resources from the **National Digital Inclusion Alliance** and **Urban Libraries Council** can help you learn more.[12]

Columbus Metropolitan Library in Ohio is a city library with 23 outlets serving a population of almost one million. The guiding principles the library developed for its Digital Navigators program are: "In order to get tech help, customers needed to feel safe, not judged; to be seen and not rushed; and to feel help is abundant, not scarce." As the program has evolved, all adult services staff have received training in digital inclusion support and a dedicated Community Support Center focuses on more in-depth questions. To assess patron access, connectivity, and skills, staff consider: What does the patron say their need or goal is? What barriers get in the way of accomplishing that goal? What other needs might the patron have that are related, but unexpressed? What doesn't the patron know that it would help them to know?[13]

Manchester-by-the-Sea Public Library in Massachusetts is a single-outlet suburban library serving a population of over 5,000, of which a large proportion (22%) is over age 65. The library's staff regularly assist patrons with digital inclusion needs in one-on-one appointments or at designated drop-in sessions. Patrons using these services frequently ask for assistance with new devices or apps. A challenge the library has faced is that "people want help in the moment and that need cannot always be met" at that time or for that specific issue. However, this valuable service has enabled the library to "build rapport with repeat patrons who continue to increase their digital knowledge bank as time goes on."

Smyth County Public Library in Virginia is a town/rural library with three outlets serving a population of about 30,000. In summer 2023 the library received a grant from the state's Office of Broadband in the Department of Housing and Community Development to pilot a digital navigator program in rural, underserved areas. Promoting it through word-of-mouth advertising and one-on-one assistance worked best for their community. They found that "developing a relationship of trust through repeated appointments is the key to unlocking patrons' eagerness to learn and explore." The digital navigator model worked well, but the final report on the pilot program notes, "achieving digital equity in Smyth County will require a sustained, in-depth educational effort."[14] The library continues to offer digital navigation services with one staff member and intends to seek funding for additional staff to grow the program and its outreach to areas where transportation is a barrier to accessing library services.

Another new question on the 2023 survey asked about libraries' involvement in digital equity planning. 14% of libraries overall indicate they are involved in their state's digital equity planning and 19.7% are involved in other digital equity or inclusion coalitions at the local, state, or regional level (see Table 9 for detailed results).[15] With $2.75 billion in federal funding available for state planning and implementation, as well as competitive grants through Digital Equity Act programs, this data informs PLA and ALA advocacy and resource development to support the role of libraries as digital equity hubs.

An open-ended question on the survey asked about new or emerging technologies for which libraries are developing or considering developing digital literacy assistance or training in the coming year. Of the 336 libraries that responded (excluding those who entered none or N/A), themes that emerge include:

- **artificial intelligence** (61%, n=204),
- **virtual reality, particularly for job training** (17%, n=58),
- **content creation and maker technologies**, including 3D printing, and digital media (10.7%, n=36), as well as
- **seeking partnerships and grant funding**, particularly related to telehealth, open data and job training efforts (15%, n = 50).

In the case of AI, overall, the comments suggest active engagement with the topic. Many respondents are planning or already offer programs and classes aimed at educating patrons about AI, covering the basics, implications, and practical uses in daily life or professional settings. Some libraries are exploring AI's potential applications within library services, including operations and digital literacy training.

Another open-ended question asked respondents to identify the greatest challenges their libraries face in providing digital literacy assistance or training. Of the 1,011 libraries that responded (excluding those who entered N/A), the five overarching challenges identified are:

- **Limited staff capacity** (54%, n=550), including not having enough staff or staff time, restricts libraries' ability to assist and train patrons.
- **Insufficient funding or resources** (39%, n=392) can hinder libraries' ability to invest in and sustain digital literacy programs, to purchase technology, and to hire qualified staff.
- **It can be difficult to reach underserved populations** (29%, n=300), including non-English speakers, low-income individuals, patrons with disabilities, seniors, or rural residents. Disparities in access present a persistent challenge as libraries try to meet digital equity needs.
- **Lack of staff expertise or training** (27%, n=276) can hinder libraries' ability to offer technology programs and services to meet patron needs. Rapid advancements in areas like AI can make it challenging to keep up and provide up-to-date programs and assistance.
- **Technological and spatial barriers** (17%, n=169) include outdated equipment, old buildings, and limited internet connectivity.

These issues range from financial constraints to community engagement barriers and addressing them will not be easy. Nonetheless, the survey results demonstrate how libraries already work to advance digital equity in their communities. The open-ended responses suggest active interest in continuing and expanding that work even in the face of challenges.

Infrastructure

The questions in the infrastructure section of the survey focus on the libraries' internet connections, factors affecting connectivity, and recent improvements to the network and physical devices. Overall, 74.8% of public libraries have a fiber optic internet connection, though this is more common in city (86.6%) and suburban (78.6%) libraries than town/rural libraries (72.8%). This represents a ten percent increase from 2020. Almost all public libraries (99.4%) offer Wi-Fi internet access to patrons.

A set of three questions asked respondents to report the download and upload speeds at which the library subscribes for its public access Internet connection, as well as the results of tests of the download and upload speeds on wired connections and Wi-Fi. The results show that the average speeds city libraries subscribe to are over three times that of town/rural libraries and about twice that of suburban libraries. More concerning is the proportion of public libraries whose connection speeds do not meet minimum federal standards for broadband. Until March 2024, FCC's standard was a minimum speed of 25 Mbps download and 3 Mbps upload. 5.6% of libraries overall (and 7.1% of town/rural libraries) report a subscribed download and/or upload speed that falls below that threshold. In March 2024 the standard changed to 100 Mbps download and 20 Mbps upload.[16] 28.4% of libraries overall (and 35.4% of town/rural libraries) subscribe to internet connections that do not meet the new federal definition of broadband. While subscribed speeds represent an ideal maximum, speed tests provide a snapshot of a user's experience of the connection. The survey instructions recommended that respondents run the tests at their central library (if the library has multiple branches) during regular service hours. The results would vary depending on the time of day, the number of people using the network at the time, or the distance from a router for Wi-Fi. The results of the speed tests are considerably lower on average than the subscribed speeds (see Table 12).

28.4% of libraries overall subscribe to internet connections that do not meet the new federal definition of broadband.

To complement this information, another question asked respondents to report their perception of how often the internet connection speed meets patron needs (Figure 6): rarely (pages are consistently delayed in loading), sometimes (pages may be delayed loading during busy times of day), or often (patrons can consistently access the content they want when they need it). 90.4% of libraries report that connections on public computers and 86.2% of Wi-Fi connections often meet patron needs.[17]

The responses to this question reflect staff perceptions based on anecdotal evidence, such as patron complaints about slow speeds. The open-ended comments explaining the selected rating highlight how experiences vary depending on the number of users, and the library may not be able to control the internet contract or speeds available.

Asked about factors affecting the library's ability to increase its broadband connectivity, the top reason selected by 40.1% of respondents is that the library is locked into a contract for a particular speed (**Figure 6**). 34.9% of respondents indicate that an entity other than the library (including city or county government) makes decisions about the library's bandwidth. 30.5% of libraries cannot afford the cost of increasing bandwidth and 30.4% do not have access to faster speeds in their area. The latter two factors are much more significant for town/rural libraries, compared to city and suburban libraries, and these challenges have persisted over time as bandwidth needs and standards have evolved.

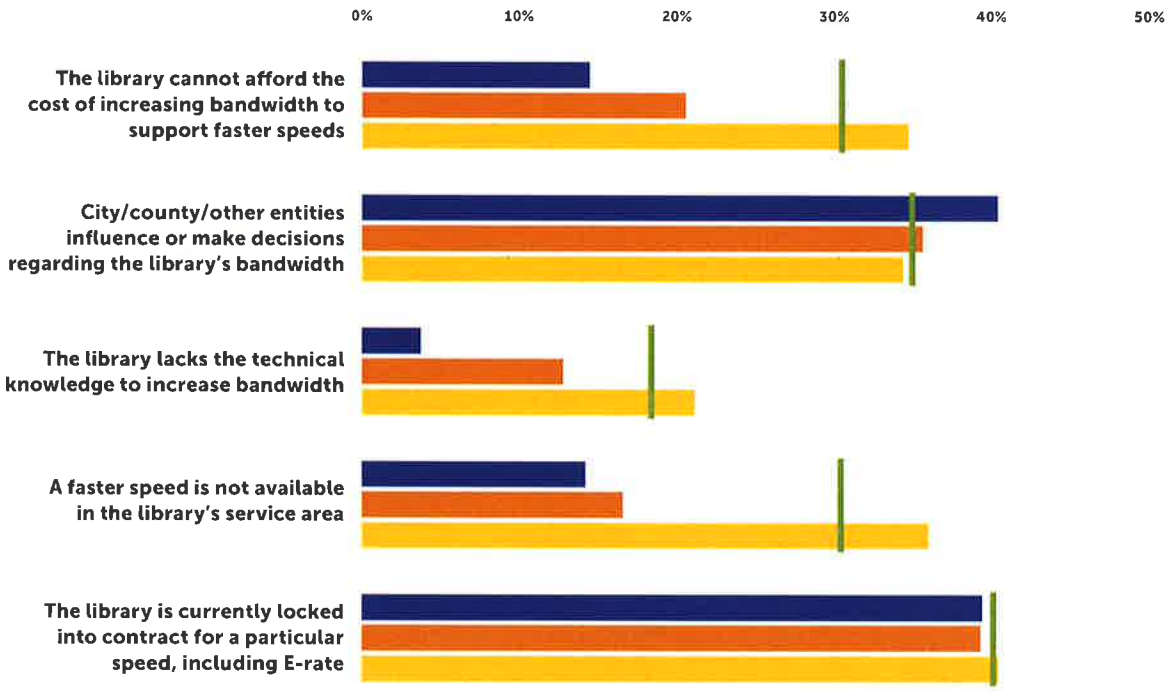

Figure 6: Factors Affecting Broadband Connectivity. See Table 15 for detailed results.

City Suburban Town/Rural Overall

Technology requires continual improvement. In terms of infrastructure, compared to 2020 more libraries have added, replaced, or upgraded their public access laptops and digital signage in the last two years. Overall differences in other areas are minimal. However, one of the encouraging changes visible in comparing the results from 2020 to those in 2023 is a narrowing gap between libraries by locale. In all areas except one, the gap between city and town/rural libraries has decreased

by more than 10%. The only area where the gap has widened is public access laptops: overall, more libraries have added, replaced, or upgraded their laptops in 2023, but where in 2020 the difference between city and town/rural was 20.1%, now it is 24.6%. Staff computers, laptops, and tablets was a new item added to this survey question in 2023; overall, three-quarters (75.5%) of libraries have added, replaced, or upgraded staff devices recently. **Figure 7** shows the areas in which libraries have made recent infrastructure improvements and where gaps remain between town/rural, suburban, and city libraries.

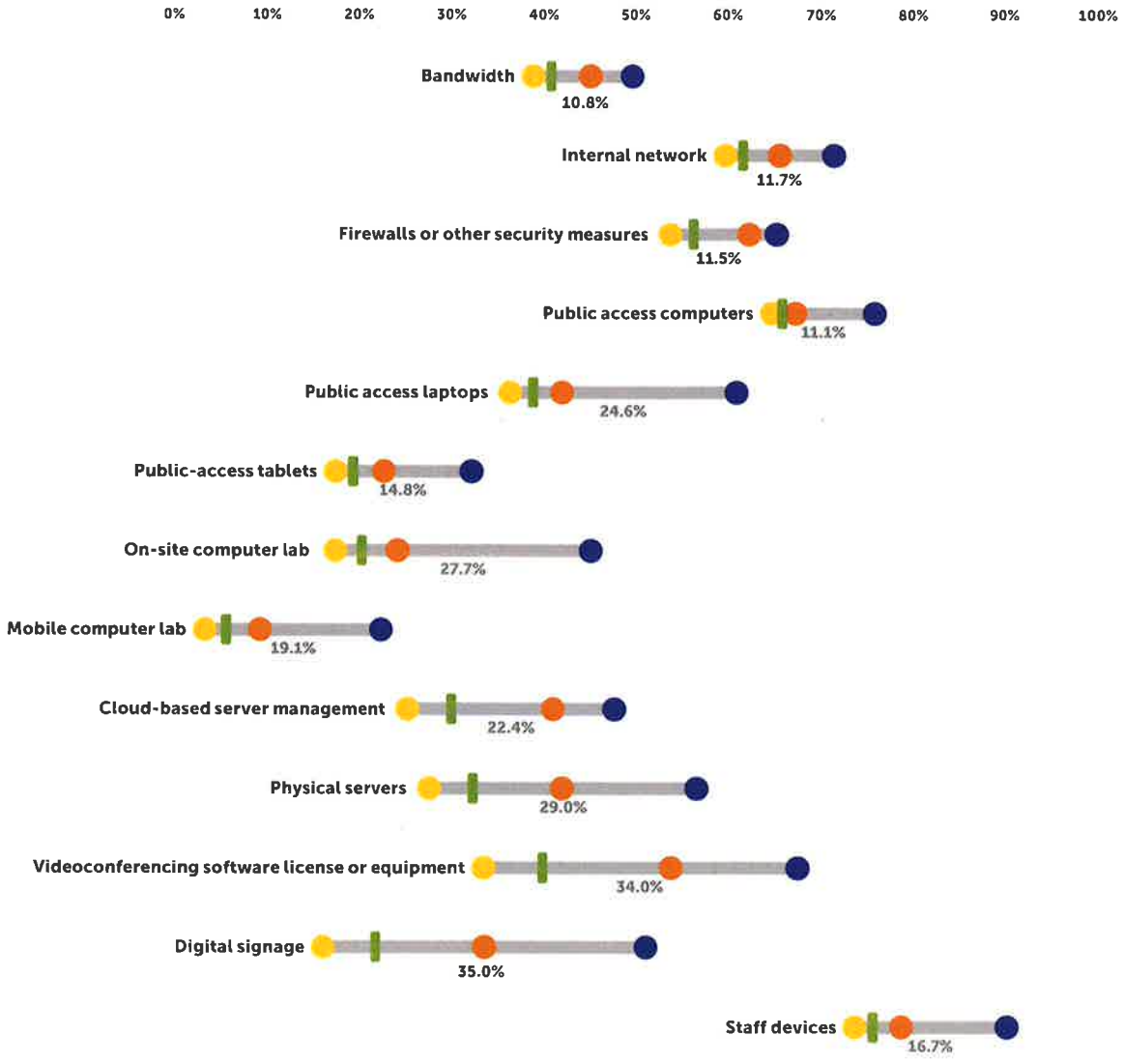

Figure 7: Infrastructure Added, Replaced, or Upgraded within Last Two Years. The gray line with percentage labels indicates the difference between city and town/rural libraries. See Table 16 for detailed results.

City Suburban Town/Rural Overall Difference between City and Town/Rural

SPOTLIGHT

Data in Action

Research on the evolution of technology services has always been closely tied to policymaking, public awareness, and advocacy, particularly since the beginning of the Schools and Libraries program (E-rate) at the Federal Communications Commission (FCC) in 1996.

ALA and PLA have consistently engaged in the data collection, analysis, and reporting to draw an accurate and detailed picture of our communities' provision of public internet, public computers, and digital skill building. As long as the digital divide continues, this research remains essential for recognizing and positioning public libraries as digital equity hubs. Most significantly, ALA, PLA, and other advocates have used the data to advance public policy and awareness with three primary audiences:

Congress and other legislators: The digital divide was more visible than ever before during the pandemic, while most library buildings closed to the public for some period. In a series of pandemic relief and recovery bills, Congress awarded the **single largest increase in IMLS funding** and other funding for which libraries could apply directly and via state and local governments. This was due in large part to effective ALA lobbying, swift activation of library advocates, and effective use of **library data and examples**. Technology access data also has been used to advocate for federal Library Services Technology Act funding and recognizing libraries and their **digital literacy and workforce roles** in advocating for reauthorization of the Workforce Innovation and Opportunity Act (WIOA).[18]

Federal agencies and other policymakers: Every year for decades the ALA and PLA have advocated with the FCC on behalf of public libraries as part of the **E-rate program**. Most recently this has focused on the Learn Without Limits initiative, and our ability to show the gaps that exist between urban and rural libraries has focused attention on the impacts of and barriers to library participation. Data also have helped us demonstrate why net neutrality protections are important for libraries, advocate for libraries as Affordable Connectivity Program outreach grantees, and amplify the need for E-rate to include cybersecurity costs. With billions of dollars in new funding from the **National Telecommunications & Information Administration**, ALA and PLA have positioned libraries as vital **hubs for digital equity**.[19]

Media: Every week ALA and PLA field inquiries and pitch reporters on **library issues**. Technology trend stories range from 3D printers to **digital literacy** to hotspot lending, allowing us to provide national benchmarks and context for local media, as well as give both quantitative data and qualitative examples of public library innovation and leadership.[20]

Staff Support and Budget for Technology

Technology access, training, and infrastructure in public libraries all depend on staff and budgets to support that work. As **Figure 8** illustrates, while most libraries have some type of IT support staff, only 20.7% have full-time IT staff and 11.4% have part-time IT staff. City and suburban libraries are more likely than town/rural libraries to have dedicated IT support staff. Almost half (47.5%) of libraries get IT support from a consortium, system, or another administrative entity. 46.9% contract for IT support. Suburban and town/rural libraries are more likely than their city counterparts to have IT support through a consortium or system or to contract for that support. About a quarter of libraries (24.7%) get IT support from their city or county. Only a small proportion (10.9% overall) use volunteers. 3.3% of libraries, and 5.8% of town/rural libraries, indicated that they have no IT support staff of any type (selecting "no" for all options in the question).

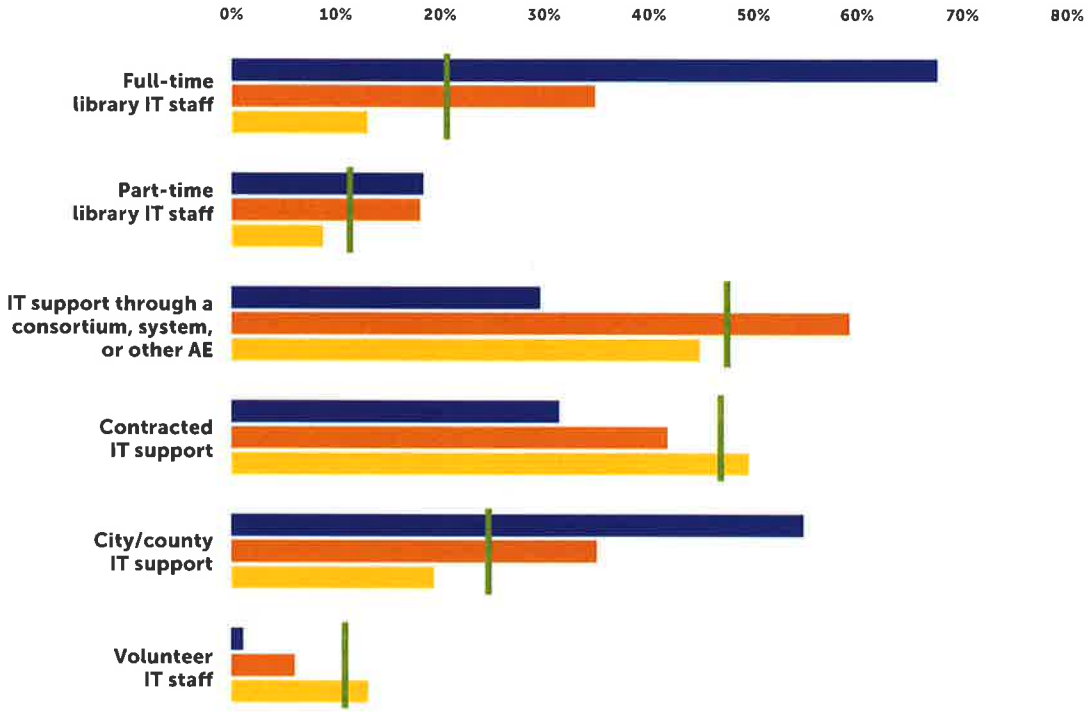

Figure 8: IT Support Staff. See Table 17 for detailed results.

City Suburban Town/Rural Overall

Staff may fulfill several types of technology-related roles. As an indicator of the importance of marketing and outreach in libraries, 58.5% report that they have staff dedicated to social media account management. Almost half of libraries (44.6%) have staff for website development and management. 28.3% have staff dedicated to technology programming and 27.9% have staff for digital literacy training. Only 12.1% indicate that they have dedicated Digital Navigators.

For staff to assist patrons and provide relevant programming, it's important that they themselves receive training to stay up to date. A new question added to the survey in 2023 asked how library staff receive technology training (**Figure 9**). Most common in libraries of all types are self-paced, web-based courses (73.3%). Local, consortium, regional, or state training is a close second (68.9%). Far fewer town/rural or suburban libraries have dedicated library staff to deliver in-house training or are able to participate in national conference sessions or webinars.

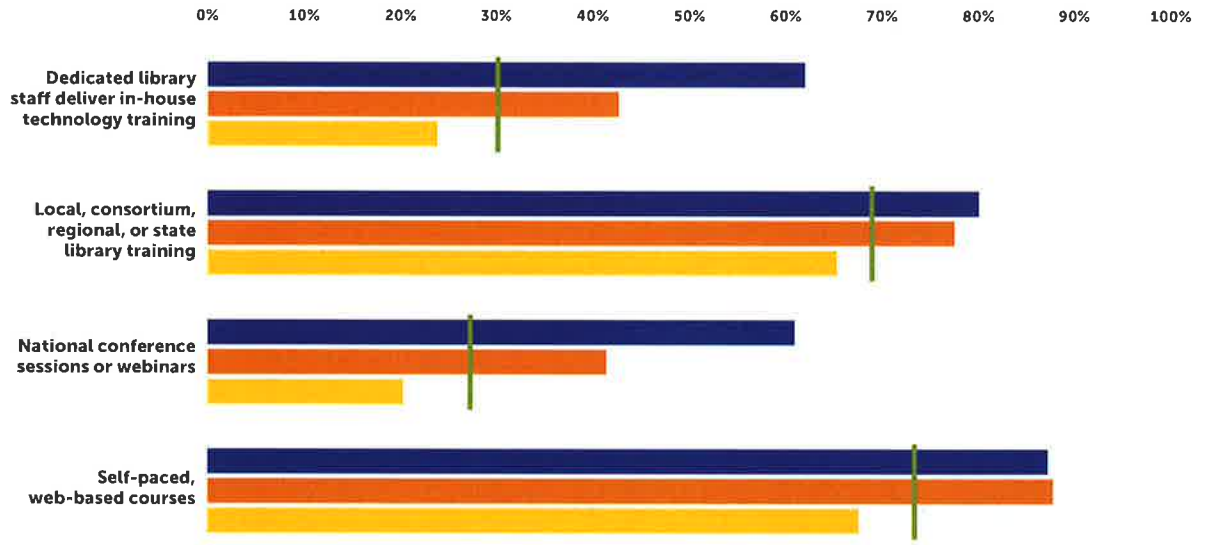

Figure 9: Staff Technology Training. See Table 19 for detailed results.

City Suburban Town/Rural Overall

While most libraries now offer electronic materials and nationwide electronic circulation has increased every year,[22] managing and funding that content involves many complex local decisions. Asked about the factors that influence the ability to offer digital content, the top choice for all types of libraries (selected by 85.7% overall) was the subscription cost or payment terms. For libraries to provide digital access to books is much more costly than the print equivalents.[23] 82.7% of libraries report that their digital content is curated by a consortia, regional system, or state, which also impacts the content they offer. About half of libraries overall (52.3%)—and 83.8% of city libraries—identify vendor licensing terms or restrictions as a primary factor. Town/rural libraries are more likely to report broadband limitations within the library's service area as a factor influencing their digital content offerings. See Table 20 for detailed results.

Overall, 60.8% of libraries have a budget line or funding designated specifically for public access technology, including hardware, programming, training, or online services. City libraries are more likely to have this dedicated funding (84.7%) relative to their suburban (69.1%) or town/rural (56.5%) counterparts. The libraries that responded affirmatively were asked in a follow-up question how much control library leadership has over technology expenditures: 63.2% say they have full control, 35%

RESULTS FOR ACTION

Upskilling Staff

Result: 27% of respondents identify staff training as a primary challenge they face in response to an open-ended question.

Why it matters: The survey respondents comment on the struggle to keep pace with new technologies and devices—knowledge that is necessary to assist patrons. This often intersects with other challenges, including capacity (having time to learn new skills) and funding (being able to hire staff with more specialized skills or pay for professional development).

In practice: The most common resources to support staff technology upskilling come from library support organizations and online, self-paced learning. A **review of the 2023-2027 plans** for state library agencies found that staff professional development and training is a nearly universal component.[21] The annual **Tech Boot Camp** organized by the Georgia Public Library Service (GPLS), for instance, brings together library IT professionals from across the state to share experiences and ideas related to emerging technology. GPLS also offers online technology training and cybersecurity resources for Georgia library staff.

A wide range of online tools and training also support continuing education and facilitate skill building for patrons through public libraries. PLA's free **DigitalLearn.org** toolkit provides self-directed courses for building digital literacy skills and confidence using technology. While primarily used with patrons, the modules can also help staff learn about devices or software that may be unfamiliar to them. In addition to the online courses with videos, libraries have access to facilitator materials to help them conduct digital literacy workshops.

Many technology companies and other organizations have created their own suites of free, on-demand training materials that both patrons and staff may find useful. These include **Applied Digital Skills** from Google, **Skill Forward** from Verizon, and **EveryoneOn**, a non-profit organization that aggregates and links to other resources.

Challenges: The technology landscape is changing rapidly with advances in areas like generative AI. It may be more meaningful for libraries to foster a culture of learning around technology than to approach skills as a checklist.

have some control, and 1.8% have no control over decision-making. When it comes to managing budgets, one respondent observed that their library struggles to balance core services with new needs for digital equity and access "while not always having the necessary budgets or resources (including funding and staffing) to meet these range of needs in an ideal or optimum level or be proactive in responding to trends in the way we'd ideally be able to respond." The many similar comments on the survey suggest theirs is not a unique experience.

Funding for technology can come from many different sources (**Figure 10**). The top sources are grants (61.9%), city/county government (48.9%), and federal E-rate funding (48.1%). 44.5% of libraries use donations or fundraisers, including those from Friends groups, and 24.5% get funds from a library foundation or endowment. Only 35% of libraries report using Library Services and Technology Act (LSTA) funds, and 14.8% use universal service funds distributed by their state. While public libraries may not receive direct funding from LSTA, all benefit from statewide resource sharing and training enabled by the federal program through formula grants to state library agencies.[24]

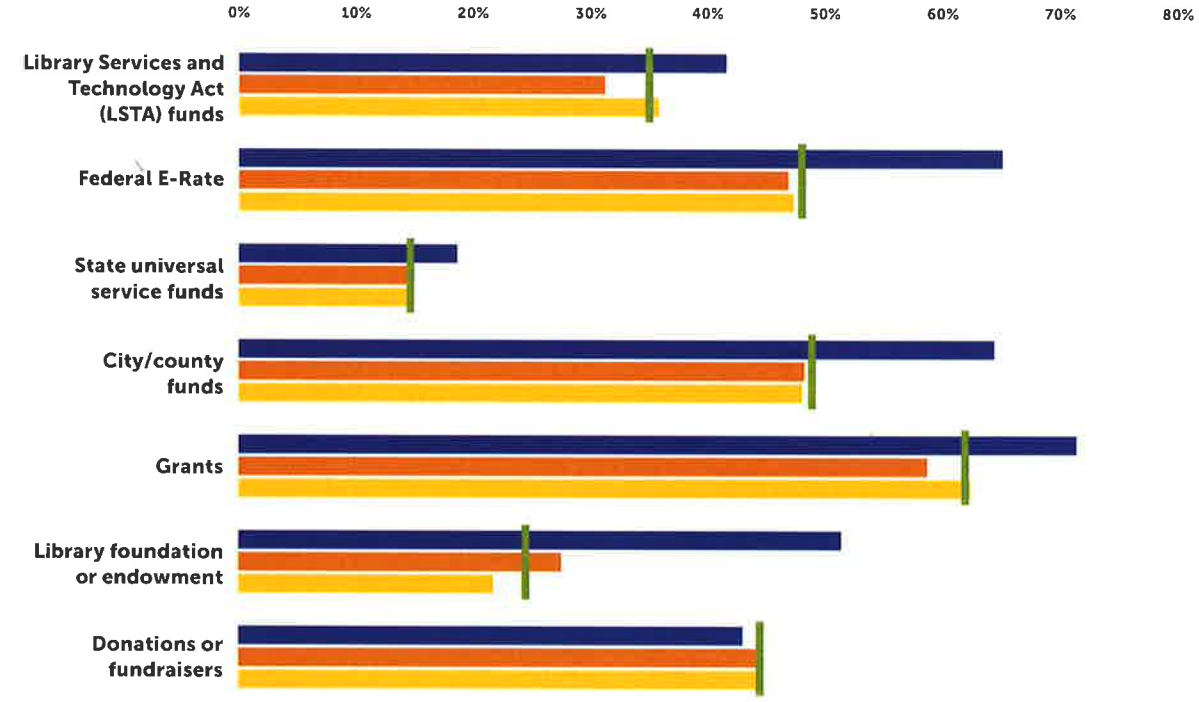

Figure 10: Funding Sources for Technology. See Table 23 for detailed results.

The FCC's E-rate program provides funding for schools and libraries to help them obtain affordable internet access and related services. On the 2023 survey, 52.3% of libraries report that they applied for E-rate funding either individually or as part of a consortium, a slight increase from 2020 when 49.9% applied. Category One E-rate funding includes internet/broadband access and Category Two includes internal network connections and maintenance. Most libraries applied for Category One (56.1%) or both categories (37.7%). 6.2% report applying for only Category Two funding. Among the 47.7% of libraries that did not apply for E-rate funding, about half (51.2%) report that it was not necessary for them to apply because they had sufficient funding or access from another source. More than 40% of libraries that did not apply cite their lack of staff capacity or the limited discount they would receive as a reason.

Conclusion

As the digital environment has evolved, libraries have grown and adapted with it. One respondent reflected, "We have responded and pivoted since COVID by changing service models to meet patron needs," including offering online library cards and technology assistance, though "the everchanging technology landscape" and adoption of a diverse suite of offerings can be "challenging for both staff and community." The role of the public library as a trusted institution is critical for patrons, who may be apprehensive or intimidated by new technologies in everyday life, from online applications for jobs or government services to generative AI. Despite persistent funding and staffing challenges, public libraries provide vital services that help communities of all types and sizes connect and engage online.

PLA's Technology Survey provides essential information about how library technology resources, services, training, and infrastructure meet the needs of communities nationwide. The 2023 results will continue to inform everything from planning technology services at the local library level to digital equity planning in states and advocacy for library funding at the national level.

Notes

1. The Institute of Museum and Library Services (IMLS) has managed the PLS since FY 2006; the National Center for Education Statistics administered earlier surveys. American Library Association, "Digital Inclusion Survey," **ala.org/tools/research/digitalinclusion**; Institute of Museum and Library Services, Public Libraries Survey, **imls.gov/research-evaluation/data-collection/public-libraries-survey**; Public Library Association, *2020 Public Library Technology Survey Summary Report* (Chicago: Public Library Association, 2021), **hdl.handle.net/11213/20982**;
2. IMLS, Public Libraries Survey (FY 2022): **imls.gov/research-evaluation/data-collection/public-libraries-survey**.
3. Ibid.
4. U.S. Census Bureau. "Types of Computers and Internet Subscriptions." American Community Survey, ACS 1-Year Estimates Subject Tables, Table S2801 (2022), **data.census.gov/table/ACSST1Y2022.S2801?q=broadband&g=010XX00US**. Accessed on April 30, 2024.
5. Federal Communications Commission, *2024 Section 706 Report* (March 18, 2024), p.2–3, **docs.fcc.gov/public/attachments/FCC-24-27A1.pdf**.
6. Sharon Strover, Brian Whitacre, Colin Rhinesmith & Alexis Schrubbe, "The Digital Inclusion Role of Rural Libraries: Social Inequalities through Space and Place," *Media, Culture & Society* 42, no.2 (2020): 242–59; Samantha Schartman-Cycyk & Katherine Messier, "Creating Opportunity through Connectivity: How Mobile Broadband for Anchor Institutions Impacts Communities," Mobile Beacon (2017), **mobilebeacon.org/wp-content/uploads/2017/06/MB_CreatingOpportunitiesResearchPaper_Web.pdf**.
7. University of Texas at Austin Technology & Policy Institute, "IMLS Rural Hotspots," **texastipi.org/project/imls-rural-hotspots-2/**; PLA, "Hotspot Playbook," **ala.org/pla/initiatives/digitallead/hotspot-playbook**; ALA, "Digital Equity Resources for Libraries," **ala.org/advocacy/broadband/digital-equity-resources**.
8. IMLS, State Library Administrative Agencies Survey (FY 2022), **imls.gov/research-evaluation/data-collection/state-library-administrative-agency-survey**.
9. PLA, *Public Library Services for Strong Communities Report: Results from the 2022 PLA Annual Survey* (Chicago: Public Library Association, 2023), p.16: **hdl.handle.net/11213/20984**
10. National Digital Inclusion Alliance, "The Digital Navigator Model," **digitalinclusion.org/digital-navigator-model.**

11. 71% (n=36) of SLAAs support digital literacy programs and 69% (n=35) have a "statewide coordinated digital program or service" that covers public libraries. The SLAA survey does not have detail on how many states have formal digital navigator programs or services. Institute of Museum and Library Services, State Library Administrative Agency Survey (FY 2022), **imls.gov/research-evaluation/data-collection/state-library-administrative-agency-survey**.
12. National Digital Inclusion Alliance, "The Digital Navigator Model,"**digitalinclusion.org/digital-navigator-model/**; Urban Libraries Council, "Digital Navigators Toolkit," **urbanlibraries.org/initiatives/racial-equity/digital-navigators**.
13. Lo Smith, Luis Delos Santos, and Benjamin Reid, "Digital Navigators: Digital Inclusion in Action," PLA 2024 Conference (April 4, 2024).
14. "Digital Opportunity Case Study: Smyth County Public Library Digital Inclusion Pilot Grant 2023" (Aug. 21, 2023), **dhcd.virginia.gov/sites/default/files/Docx/vati/dop-appendix-files/digital-opportunity-case-studies/symthcolibraries_case_study.pdf.**
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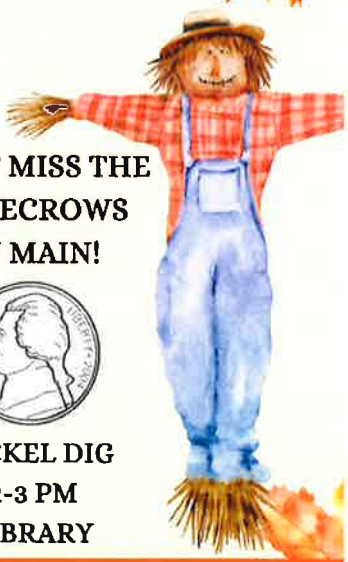
Belleville HARVEST FEST 2024

Saturday, October 12
11am – 3pm
At the Library and Museum, and along 4th St Place

4TH STREET PLACE

- Harvest Market
- Belleville Fire Auxiliary Truck
- Amaizeing Dawgs & Kona Ice
- Face Painting & Chalk Art
- Crafts & Books with Kiwanis Club
- FMAR Pet Adoption



DON'T MISS THE SCARECROWS ON MAIN!

NICKEL DIG
2-3 PM
LIBRARY

REGIS & FRIENDS
1-3 PM
LIBRARY

PUMPKIN CARVING
THE ART FACTORY

BELLEVILLE AREA DISTRICT LIBARY

- Harvest Crafts
- Community Recipe Sharing
- EMU 4-H Project
- Western Wayne County Quilting Guild Craft!

BELLEVILLE AREA MUSEUM

- Games of Graces
- Hopscotch Challenge
- Museum Object Hunt

TRACTOR PARADE ON MAIN ST.

11 AM
WITH MUSICAL GUEST
UNLIMITED DJ

THANK YOU SPONSORS

Belleville Area District Library
Friends of the Library
Western Wayne County Quilting Guild
KSpringer Media Mgmt.
Atchinson Ford
Van Buren DDA
Belleville DDA
City of Belleville
Belleville CBC
WCCCD Ted Scott Campus
Jack Demmer Ford

Tractor Parade Suponsored By:
Wayne County Farm Bureau
Brad & Bradley Traskos

October 12, 2024

11 am - 3 pm

BELLEVILLE AREA DISTRICT LIBRARY

Harvest Fest

What's New This Year?

Harvest Fest Pumpkin Decorating Contest

All Ages Welcome to Participate!
Sign up when you drop off your entry.

Pumpkins will be on display and voted on at Harvest Fest on October 12, 2024 from 11am - 2pm.

Pumpkin drop off dates are October 10th - 11th at the Belleville Area District Library.

Recipe Sharing Community Project!

September 2nd to October 6th

1. Share your favorite recipe with us!
(Fall themed recipes preferred, but not required.)

- **Pick up a recipe card from us and fill it out.**

OR

- **Bring in a recipe and make a complimentary copy of it.**

2. Come see our recipe display at Harvest Fest on October 12 and take home a new recipe to try.

Chill Zone!

Enjoy a little break from the festivities in our new Chill Zone.

Two fall favorite movies playing and a puzzle to help you charge your social battery.

Adult & Children's Crafts!

Special Guests!

Western Wayne County Quilt Guild

Regis & Friends!

Plus More! See You October 12th!

Looking for a

- word processing,
- slide presentation,
- spreadsheet,
- form
- and cloud storage solution

that is

- free,
- easy, and
- available anywhere with internet access?

Attend our **Google Drive 101 Class** to learn if it is just what you need!

BELLEVILLE AREA DISTRICT LIBRARY

Thursday, October 10 @ 1pm

at the Sumpter Media Center 23465 Sumpter Rd.

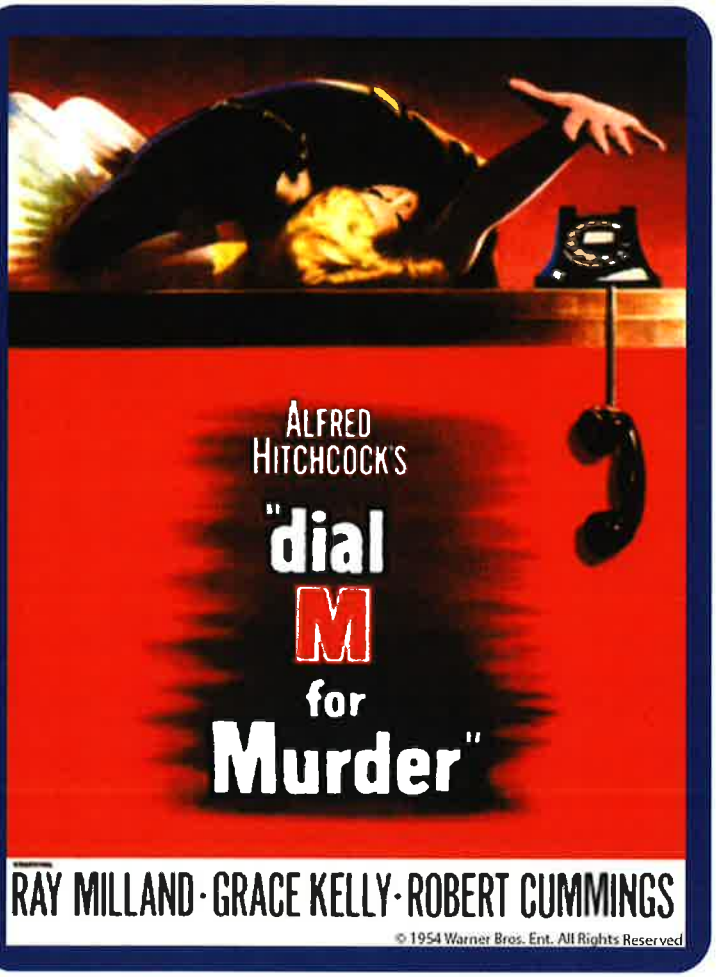
Scan

Call **734-699-3291**

or visit **bit.ly/BADLdrive1**

for more information or to register.

Classic Movies Series



Thursday, October 10 @ 6:30 at the Belleville Area District Library

Brought to you by the Friends of the Belleville Area District Library and the Belleville Area Council for the Arts

Friends of the BELLEVILLE AREA DISTRICT LIBRARY

A FAMILY BLUDGEONED TO DEATH IN DOWAGIAC. A TRUNK FULL OF SKULLS FOUND IN AN ATTIC IN FERNDALE. A DETROIT CULT LEADER FOUND WITH HIS HEAD NEXT TO HIS CHAIR. A TYPIST LEFT TO DIE IN A WAREHOUSE. A MIDDLE SCHOOL KID WHO NEVER CAME HOME. THESE ARE THE CASES THAT HAUNT MICHIGAN RESIDENTS. PLUNGE INTO THE WORLD OF UNSOLVED HOMICIDE. EXAMINE THE EVIDENCE, PONDER THE FORENSICS, AND CONSIDER THE SUSPECTS IN SOME OF THE MOST VEXING MURDER MYSTERIES IN MICHIGAN HISTORY.

WEDNESDAY, OCTOBER 16 @ 7 PM

Cold Case Michigan

A True Crime Adventure
by Tobin T. Buhk

BELLEVILLE AREA DISTRICT LIBRARY | BELLEVILLE.LIB.MI.US | 734-699-3291

BADL SEED LIBRARY
PRESENTS:

A Seed Walk in the Park

Oct. 19, 2024 | 10:00 AM
to 12:00 PM
Oakwoods Metropark
32901 Willow Rd, New
Boston, MI 48164

JOIN US FOR A SEED COLLECTING JOURNEY!

We are partnering with the Huron-Clinton Metroparks to bring our community the opportunity to go out and help collect native seeds at the Oakwoods Metropark. Learn what to look for while saving seeds and put your knowledge into practice! Park entry fee is waived for participants.

Register at https://belleville.libcal.com/event/13259118.

PRESENTATION BY ALZHEIMER'S ASSOCIATION OF MICHIGAN.

10 WARNING SIGNS OF ALZHEIMER'S

Alzheimer's and other dementias cause changes in memory, thinking and behavior that interfere with daily life.

Join us to learn 10 common warning signs and what to watch for in yourself and others.

OCTOBER 21

7-8 PM

BELLEVILLE AREA DISTRICT LIBRARY

MAIN LIBRARY
167 4th St.
Belleville, MI 48101
(734) 699-3291

BELLEVILLE AREA DISTRICT LIBRARY

www.belleville.lib.mi.us

SUMPTER MEDIA CENTER
23465 Sumpter Rd.
Belleville, MI 48101
(734) 699-3291

MEMORY CAFE

WEDNESDAY, OCTOBER 23RD

@ 11 AM

YOU DON'T WANT TO MISS this relaxed, informal, social gathering for people with memory difficulties and their caregivers.

Connect with others,remember times past, enjoy some goodies,and make a craft!

A diagnosis is not required to attend.

Registration APPRECIATED, but **NOT REQUIRED**

SCAN or Call **734-699-3291** for info or to register.

BELLEVILLE AREA DISTRICT LIBRARY

Services and resources for those living with Alzheimer's, dementia, and other memory issues, and their loved ones.

Informational Programs Presented by Alzheimer's Association of Michigan:

- 10 Warning Signs of Alzheimer's
  Monday, October 21, 7pm
- Understanding Alzheimer's and Dementia
  Wednesday, November 13, 11 am

Memory Cafés

Held monthly (usually the 3rd Wednesday) from 11 am - 12:30 pm:

- Wednesday, September 12
- Wednesday, October 23 (4th Wednesday)
- Wednesday, November 20
- Wednesday, December 1

Come chat, reminisce, enjoy good snacks, and have time!

Memory Kits,

containing photos, DVDs, conversation starters and hands-on activities designed to encourage reminiscence and discussion,
Now available for checkout.

Memory Collection

filled with books for those with memory difficulties
Now Available for checkout!

Call 734-699-3291
or email jrichardson@belleville.lib.mi.us
for more information

BELLEVILLE AREA DISTRICT LIBRARY