



Howard Miller Public Library

Library Advisory Board Meeting

September 16, 2025

4:30 p.m.

West Activity Room - Community Center

- I. Call to Order
- II. Approval of Minutes for May 20, 2025, meeting *(Motion and approval, Minutes attached)*
- III. Introduction of new staff member Pam Haan, Librarian I
- IV. Director's Report
- V. Board Comment
- VI. Old Business
 - a. Motion to approve revised Library Policies *(Motion and approval)*
 - b. Recap of Staff Development Day highlights *(Informational)*
- VII. New Business
 - a. Preview of new website
- VIII. Public Comment
- IX. Board Comment
- X. Adjournment

Next Regularly Scheduled Meeting:

Tuesday October 21, 2025

4:30 p.m.

West Activity Room – Community Center

**Howard Miller Library Advisory Board
Meeting Minutes
May 20, 2025**

Present: Terry Allen, Amanda Hanson (staff), Mary Wilkos (Chair), Kate Kraak, Barb Dannenberg, Alison Reese, Lynette Lam, MaryBeth Timmer

Meeting called to order 4:31pm.

Minutes from the April 15th meeting were approved as written.
M-Mary Wilkos, S-MaryBeth Timmer - Passed unanimously.

Director's Report:

- The library staff enjoyed an appreciation luncheon hosted by the Library Advisory Board in celebration of the Library Appreciation Week, April 6-11, 2025.
- Amy Raab started as our new Librarian I for 20 hours/week on April 21, 2025. She has previous library experience at Herrick District Library.
- Amanda Hanson and Lynel Danckaert have begun attending weekly strategy meetings with our website development team at Library Market. We are in Phase I, Discovery, of the project and are working to determine a blueprint for how to move forward with the website changes.

Old Business:

- A. Library Advisory Board officer nominations/elections
 - Mary Wilkos was elected chair, and Lynette Lam will continue as secretary for the 2025-2026 term.

New Business:

- A. Overview of Summer Programming
 - There is no current programming for the month of May as it is reserved for school tours. All of the summer programming is set in place with an exciting theme "Color Our World."
- B. Review of Library Policy Changes for inclusion on new website
 - The city attorney Jim Donkersloot is currently reviewing these changes, so no vote is needed until his approval.

Board Comment:

- Barb Dannenberg inquired about the closing of the Patmos Library in the Hudsonville area and there was a brief discussion surrounding the matter.

Meeting adjourned at 4:50pm M-MaryBeth Timmer, S-Alison Reese.

Next Regularly Scheduled Meeting: September 16th, 2025

3.0 CONFIDENTIALITY AND PRIVACY POLICY

3.1 Personal Information Collection

The Howard Miller Library is committed to protecting patron privacy and uses best practices to ensure that personally identifiable information remains confidential.

To conduct Library business and provide services, the Library may collect the following personal information:

- Name
- Address
- Telephone number
- Email address
- Date of birth
- Driver's license or state ID
- Library barcode number
- Materials currently checked out and/or requested
- Overdue materials (until returned)
- Unpaid account charges (until paid)
- Payment history

The Library complies with all applicable federal and state laws governing the privacy and confidentiality of patron records, including the Michigan Library Privacy Act (MCL Act 455 of 1982). It also adheres to the privacy recommendations of the American Library Association and the Michigan Library Association.

Patron confidentiality applies to, but is not limited to, circulation records, electronic resource usage, interlibrary loan transactions, program attendance, and all services provided. Library staff will access and use patron information only for official business purposes. The Library does not sell, lease, or disclose personally identifiable information to third parties—including vendors, presenters, or government officials—unless required by law.

3.1.1 Legal Protections

Under the Michigan Library Privacy Act, library records may not be disclosed to third parties without the written consent of the patron or a court order issued under due process (MCL 397.603).

A "library record" is defined as any document or stored data that contains personally identifying information about a patron, including their name, address, or telephone number, or that identifies materials requested or borrowed. This definition does not include non-identifying data collected for statistical purposes.

3.1.2 Authority for Policy

This policy is authorized by:

- Michigan Library Privacy Act, 1982 Public Act 455, MCL 397.605
- Public Act 7 of 1998, which amends the Michigan Library Privacy Act

Records protected under this law are exempt from disclosure under the Freedom of Information Act (MCL 397.603 and MCL 15.243[d]).

3.2 Circulation History

The Library does not retain a record of patron reading history beyond what is necessary for current transactions. Once an item is returned, it is removed from the patron's account.

Patrons may choose to activate a reading history feature in their online account. Please note that third-party vendors used by the Library may maintain their own record of borrowing history, subject to their individual privacy policies.

3.3 Website

The Library uses Google products to analyze website traffic and usage patterns. This data helps improve services, monitor trends, and prevent spam. The Library does not track or collect personally identifiable information through its website analytics.

3.4 Library App

The Lakeland Library Cooperative app allows patrons to access services on mobile devices. The app collects basic usage data, such as feature engagement and access frequency. The Library does not collect or store personal information through the app.

3.5 Public Library Computers

The Library does not retain patron browsing history or computer activity. All user data and session history are deleted when a session ends or the computer restarts.

The Library does not share cookie data or system information with third parties. Website and system data will only be disclosed under a valid court order.

3.6 Wi-Fi

The Library's public Wi-Fi network is provided for convenience and is an open network. Patrons are encouraged to take precautions, such as ensuring HTTPS connections when transmitting sensitive information over the wireless network.

3.7 Hotspots

Mobile hotspots borrowed from the Library do not store or retain any patron information or browsing history.

3.8 Email Service

The Library uses email for transactional and notification purposes. Patrons who provide an email address during registration will automatically receive notifications, such as due date reminders and account updates.

Patrons may opt out of email notices at any time by contacting the Library and requesting a change to their communication preferences.

3.9 Payments

Credit card information provided to the Library is used only for the intended transaction. Payment systems may retain the following non-sensitive information:

- Name
- Email address
- Transaction amount and date
- Service type
- Partial credit card numbers (e.g., last four digits)

The Library does not store full credit card numbers, security codes, or PINs. All payment processing is conducted in compliance with [PCI-DSS standards](#).

3.10 Using Third-Party Vendors

The Howard Miller Library enters into agreements with third parties to provide online services, digital collections, streaming media content, and more. When using some of these services, a patron may also connect with social networks and other users.

Third-party vendors may collect and share a patron's information, including:

- Personally identifiable information a patron knowingly provides. This includes when a patron registers for the site, provides feedback and suggestions, requests information, or creates shared content.
- Other information that could be used to identify a patron. This includes a patron's IP address, search history, location-based data, and device information.
- Non-personally identifiable information. This includes a patron's ad views, analytics, browser information, cookie data, date/time of a request, demographic data, hardware/software type, interaction data, serving domains, page views, and the web page a patron visited immediately prior to visiting the site.
- Other data as described in the vendor's privacy policy and terms of use.

For more information on these services and the types of data that is collected and shared, refer to the Terms of Use and Privacy Policies for these services. A patron may choose not to use these third-party vendors if a patron does not accept their terms of use and privacy policies.

The Library makes reasonable efforts to ensure that contracts and licenses reflect its policies and legal obligations concerning patron privacy and confidentiality.

3.11 Promotional Materials

The Library may take photos, videos and audio recordings at the Library and during Library events to use in its publicity materials and on its website and social media sites. The Library reserves the right to document its services and the public's use of the Library building and grounds (including on any Library website or social media site).

To ensure the privacy of all individuals, including children, images will not be identified using full names or personal identifying information without written approval from the photographed subject, parent, or legal guardian. Any individual who does not wish the Library to use a photograph or video of them or their child should inform a Library staff member prior to or while such photographs are being taken.

3.12 Video Surveillance

The Howard Miller Library has security cameras maintained by the City of Zeeland that may record activities within and outside the Library. Video recordings will be retained by the City in accordance with the Local Records Act. Video recordings may be subject to release as required by Michigan law.

3.13 Library Materials Selection and Use

It is hereby acknowledged that The Library Privacy Act in MCL 397.605 provides as follows:

- Except as otherwise provided by statute or by a regulation adopted by the governing body of the library, the selection of library materials for inclusion in a library's collection shall be determined only by an employee of the library.
- Except as otherwise provided by law or by a regulation adopted by the governing body of the library, the use of library materials shall be determined only by an employee of the library.

If any individual has a question in regard to the library materials of the Howard Miller Library, the question may be submitted confidentially to the attention of the Library Director.

Howard Miller Library Staff Development Day

Recap – August 18, 2025

Location: Renew Riding Therapy Center

Introduction

On Monday, August 18, 2025, the staff of Howard Miller Library participated in a team-building retreat at Renew Riding Therapy Center. The day's activities, centered on equine-assisted learning, provided unique opportunities to explore personal growth, strengthen communication, and enhance teamwork in a supportive environment.

We had the chance to experience several areas of the facility including the farmhouse, indoor arena, outdoor paddocks, and round pen while interacting with the horses.

Goals for the Day

- Experience the presence of these remarkable animals
- Explore and reflect on personal discomforts
- Strengthen relationships and get to know one another better
- Stay safe and mindful around the horses
- Enjoy the day and have fun
- Discover personal strengths and practice self-awareness
- Build cohesion as a team
- Improve communication and collaboration

Morning Activities

We began at the farmhouse with introductions and goal setting, followed by a walking tour of the barn and paddock areas. Soon after, we met our first two horses, Honey and Flossie, spending time grooming and familiarizing ourselves with them before beginning structured activities in the arena.



Honey



Flossie

Arena Exercise: Horse in a Box

Staff were divided into two teams and tasked with guiding the horses into outlined 'boxes' on the arena floor, using different levels of support.

Stage	What Happened	Lessons Learned
Two leads on the horse	Task was straightforward, horses easily followed direction.	Low anxiety, simple communication.
One lead on the horse	Required more teamwork and strategy adjustments.	Collaboration and role flexibility were key.
No leads (horses at liberty)	Initially confusing; horses wandered freely.	Patience, adaptability, and trust were essential.

Afternoon Activities

Following lunch, we participated in three additional horse-based challenges that required creativity, problem-solving, and cooperative effort. We closed the day with a mindfulness circle, where two horses were free to join and interact with staff in their own time, creating a calming and reflective experience.

Key Takeaways

- Success depends on teamwork, planning, creativity, and flexibility.
- Each individual contributes unique strengths and perspectives that should be recognized and valued.
- Persistence is crucial; difficult goals can be achieved through patience and determination.
- Asking for help is not only acceptable but also beneficial.
- Mistakes are part of the process; with collaboration, they can be corrected.
- Learning often requires multiple attempts, and progress is as valuable as immediate success.



Reflective Exercise

At the beginning of the day, our facilitator, Melissa, invited us to choose one of six horse images that best represented how we felt or identified ourselves. Interestingly, 8 out of 13 staff members chose horse number 6, while no one chose number 4. This sparked discussion about our team’s supportive nature: we guide one another collaboratively, without imposing direction.



Conclusion

Overall, the retreat was a success. We met our stated objectives, supported one another in facing personal fears, and strengthened our ability to work together as a cohesive, resilient team. The experience reaffirmed that with mutual encouragement and open communication, we are well equipped to face challenges both inside and outside the workplace.

