

If you offer notary service in your library could you let me know the following:

What do you charge for the service?

- We do not have a set charge – just ask for a building fund donation (person's decision)
- We do offer notary services here. It is free for library patrons but \$10 for non patrons. We do encourage folks to sign up for a card if they are eligible rather than pay the \$10.
- We have two, and there is no charge.
- In our library: the notary service is free, no charge.
- The library does not charge, and As of right now we offer it as a service and if a patron would like to make a donation it is happily accepted. (Usually people who have me notarize a will or a papers for the sale of a home are the ones who offer a donation)
- We do not charge for the service and do not require appointments; we consider it a community service.
- We do not charge for the service. We only offer the service when the staff members are on duty.
- The Michigan Law for Notaries has a limit on what can be charged, here is the pertinent info from the SOS website: "The Michigan Notary Public Act provides that a notary public may charge up to \$10.00 for performing a notarial act.. Additional fees for travel may be negotiated between the notary and the client prior to the commencement of the travel."
- we do not charge for notary service
- We do not charge members in good standing, otherwise the charge is \$10 (if they're not a member but are eligible for a card and sign up, no charge).
- The library charges \$5 per document.
- Free to residents. \$10 for non-residents (we almost never have non-residents because most of the neighboring libraries also provide the service free to their residents).
- We have a notary on staff. We charge \$2 per document for non-cardholders and \$1 for cardholders.
- We do not charge for the service.
- We do not charge for the service; if someone would like to make a donation, we are always grateful
- They don't charge patrons anything
- We do not charge for the service and the library paid all associated fees and maintains supplies.
- We charge \$1 for each signature that we have to provide on a given document.
- I charge \$1 (very small fee), and it has definitely become more popular within our community.

Do you compensate the employee that is the notary for performing notary services?

- No
- The library paid for all their expenses to receive their credentials; we do not compensate employees.
- We do not get compensated by the library for being notaries. The library paid for all the expenses associated with us becoming notaries because it is a popular service that we've offered to the public for years.
- It is a part of their regular duties.
- The fees and notary supplies are paid by the library. It cost less than \$200 as an initial investment.
- I am not compensated for the service. The library paid for all the equipment that was necessary to have me notarize here
- They do it as part of their regular duties. The library is the one that carries the insurance, paid for them to complete paperwork/training, buys supplies, etc. The
- No - The employee that performs the service is not compensated specifically for that service, instead, her willingness to undertake the training and duties is considered during annual performance evaluations and raises.
- They only offer the service when working, so it just part of their job.
- Employee is not compensated as notarizing a piece of paper does NOT take that much time---the library does pay the cost of the employee being bonded and getting the notary certification.
- I'm not sure what the law is for compensating an employee, you would have to dig deeper into the information here: http://www.michigan.gov/sos/0,4670,7-127-1638_8736---,00.html There is information for employers with Notaries on staff. Be aware that Notaries have to be bonded.
- The notaries perform the service on work time, so there is no additional compensation. The library covers the cost of any supplies.
- We consider notary services as part of that employee's regular job duties. The library paid for the bond, and filing and application fees.
- The library paid all associated fees for staff to be bonded as well as for our time to go to the county clerk's office.
- We pay for the employee's notary bond, embosser, log and stamp, which obviously become theirs to keep for the 7 year duration of the certification. They need to have their equipment here when they are working, but if they choose to take it with them at the end of their shift and notarize elsewhere on their own time, that's up to them. Compensation by the library is simply their usual rate of pay since they're on the clock.
- The library paid for her training and stamp. She notarizes things during the course of her work day.
- Currently I am the only staff member who is a notary, I do not receive compensation from the library. I actually paid myself to have the bond to become a notary.
- The library paid all fees. We thought of asking the Friends group for help, but didn't need to. If we decide to invest in seals, we may ask for their help.

How many notaries do you have on staff?

- One
- We have two staff who are notaries.
- Yes, I am a Notary at my library. I was a Notary at my previous job, so decided to start offering it here.
- One
- I am the notary here.
- We have one notary on staff. We've had no problems with offering this service.
- I am the only Notary here at our Library and I work part time so we do not "advertise" this as a service. If someone is looking for a Notary and I'm here I will perform the service at no charge. If I'm not here then we recommend they go to the local bank.
- We have 3 notaries on staff
- We have one notary on staff.
- Four employees on our staff are notaries. We only notarize one or two documents per month.
- 5
- We have just started offering notary services at the library. We have two paid staff who provide it along with their other duties; one who is part-time and one who is full-time; one for each night of the week that we are open late.
- We have two notaries on staff at our main branch.
- All of our staff are notaries
- We have 3 notaries on staff at our Central Library
- We offer notary service, both myself and one of our other librarians are notaries

Have you encountered any trouble with offering this service?

- No
- We have had some issues with offering this service but have never considered not offering it. We used to offer the service anytime we were open. If one of us was here and not in a meeting, we would notarize your document for you. We switched over a couple years ago to offering the service during specific hours each day and we always recommend that people call us first to check that a notary is here before coming in. We made the change because it was too disruptive to our days and because we were having issues where people expected us to have a notary available at all times and some people were getting quite nasty with us when they found out we didn't. Having specific notary hours to give them has really helped with this problem.
- We have not had any problems with offering this service (except when someone comes in and one of the two people are not here).
- The only challenge I can think of as far as offering the service is that our notary is only part time and people come in at all hours wanting the service so folks do occasionally leave disappointed. And speaking of those sorts of problems, she is not in on Thursdays so I can't ask her for her thoughts!
- The only trouble we've encountered is minor annoyances from patrons if our notary isn't here when they come in.

- I-9s can be a problem. People who work remotely for companies out of state often bring in I-9 forms (the employer documentation of alien status). We do NOT do I-9s because they are essentially verifying that ID is authentic. People sometimes get mad because their out-of-state employer tells them to have a notary do it, but in Michigan, we don't do that. The other problem is notarizing time-consuming packages of paperwork if we're a little tight on staff, like mortgages, retirement buy-outs etc., but like any other service, the patrons like it so we make it work.
- We haven't had any problems with the service.
- The only thing I do not notarize is document from the Legal Self Help Website since I am a navigator.
- There is no problem with the service being anything but a library service that we can offer.
- In all my years of notarizing documents, I haven't run into any problems (knock on wood).
- We very occasionally run into unhappy patrons who do not bring the appropriate ID or have other issues, but other than that the service is very appreciated by our patrons.

Any advice if we are considering adding this?

- Don't advertise it as you would have to have 'set' hours. People will find out by word of mouth. We figure it is another 'service' we can provide.
- I will say that despite the occasional sad person that comes in when she is not available, by and large we have made a lot of people happy by offering the service and is, in my opinion, another valuable way to serve the public.
- I have on several occasions made house calls to patrons that I have known a long time that were unable to come to the library.
- I say it's worth getting the service as the residents really do like the convenience of the library having it as we are open evenings and Saturdays; patrons in come in after work or on weekend to have items notarized and they all like the 'part of it' (it did only cost \$50 for staff member to be notarized so it's work the budget expense).
- We have had very little demand for the service and haven't experienced any problems.
- I think if you offer this as a advertised service you will have to make sure that there is a Notary there if people expect to find one.
- It is a very popular service for us.
- We've advertised our services, but because our notary works part-time, we emphasized that people call ahead.
- Most people don't realize we offer the service even though it is listed on our website. I think people generally come to us when looking for a notary who is available in the evening and discover that we can help them.
- We started offering notary to fill a specific need. The school district requires notarization on school-of-choice documentation, and medical forms for sports and overnight fieldtrips. The banks will only notarize if you have an account there, and when the schools started to require all of this extra notarization, the local banks started to restrict to only notarizing financial paperwork. So we decided it was a valuable service

we could offer our residents. We're down the street from the high school and next door to the school administration building, so patrons love it. With 5 notaries on staff we have someone here nearly all the time the library is open (including evenings and weekends), but we do recommend to the patrons that they call ahead just to be sure.

- There are some considerations you should be aware of: You must protect the staff members who are notaries by having a policy in writing that you never travel outside the library to do a notary service. Consider this: A library trustee, staff member, major donor, or faithful volunteer asks you to go to the hospital to help them with a notary service. Or, they ask you to notarize a document without one signer being present. This puts the notary in a difficult position. You feel like you are turning down a friend or being a stickler when you should help them out but you would be violating a major requirement of your position as notary. I understand the desire to give more services, but on the whole, I think notary service should be left to the professionals. Consider this: A man comes to the library with his elderly mother. He wants her to sign a document concerning her financial affairs. The librarian is not sure the mother fully understands the implications of the document. My point is that the librarian should not be put in a position to even have to make this judgement. So, while notary service helps many patrons, I think it has hazards for the librarian/notary and it could have legal consequences also.
- We keep a notebook of date, name, document type, notary initials. We did decide to limit it to two times per month per person, since we had a patron who we thought was abusing it by coming in regularly to notarize items not needing such a service. We did not invest in seals that aren't necessary; they are costly. The Secretary of State is offering free training by webinar on April 5 for notaries or prospective notaries. We put flyers around the library announcing this service. We get about two requests were week.
- Only advice I have is make sure that patrons talk to the notary before coming in for several reasons: so the notary will be there when they are planning on coming in, so they can tell patrons what they need to bring and what not to sign on the form, whether the notary has a raised seal, etc. We are considering having several of our branch managers throughout the county become notaries.
- My suggestion is the person who is the notary, make sure they are working at least 35 hours a week, so they are available a good portion of the week. (I also work one evening a week, which works out well for those that can't get here during the day).
- I think it is a no brainer, and a great service for your community!
- We have not advertised this service, but have seen the word spread throughout the community that we offer this and we now do a steady business that keeps the 3 notaries busy and we are considering adding a 4th.
- Based on the responses you received publicly on the listserv, we seem to do a higher volume of business in this area than some other libraries do. Last year we notarized 177 documents.
- I would just definitely make sure that you are notarizing the signature of whomever...they MUST sign the document in front of you.

- This is just another service that the library can easily provide to our patrons. It was easy to do and not very expensive. We notarize maybe 2-3 documents per month. One of our mottos is that we are a YES library and offering a notary on staff is one more way we can say yes.

Clarkston Independence District Library also sent their Notary Policy:

Notary Public Services

The Clarkston Independence District Library provides Notary Services free of charge to residents. This includes residents of the Charter Township of Independence and the City of the Village of Clarkston. For non-residents, we charge a fee of \$10.

To have a document notarized, the person(s) signing the document must present valid picture ID. The document must be completed in full prior to appearing before the notary and signed in the presence of the notary.

Please note that a notary public shall not certify or notarize that a record is either of the following: an original or a true copy of another record. (see MCL 55.291[1]). This means that we are unable to notarize such items as an I-9 form or certify that a photocopy is an accurate reproduction of an original.

A notary who is not an attorney may not give legal advice. It is the responsibility of the person(s) signing to verify the requirements of the notarization prior to appearing before the notary. In the case of a will, a notary will only notarize if the instructions are clear and a notary certificate is provided.

A notary public may refuse to perform a notarial act (MCL 55.285[8]).

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