

Bozeman Public Library

GENERAL POLICIES

VISION STATEMENT

The Bozeman Public Library shares the vision of the nation's founders that liberty and learning are inseparable and that a democratic people must have free, open and equal access to information.

People of all ages will:

- have access to educational, cultural, and recreational resources to enhance their employment outlook, lifelong learning, and personal growth opportunities.
- be able to choose from a variety of cultural and recreational resources to enhance their personal growth.
- have a safe and open library environment with a variety of resources to foster a tolerant and civil community.

Bozeman Public Library welcomes all, especially the young, to share in the joy of exploring the world of information and the realms of our imagination.

MISSION STATEMENT

The Bozeman Public Library provides the community with free, open and equal access to general information on a broad array of topics; resources to promote personal growth and lifelong learning; popular materials to meet cultural and recreational needs; and the training needed to find, evaluate and use information effectively.

GUIDING PRINCIPLES

The following statements describe our vision of the Library and the principles that we are striving to fulfill. Implicit in these statements is our desire to be an ideal-seeking organization, constantly attuned to providing the best public library service for the community.

Bozeman Public Library strives to build upon past experiences to improve and expand library services and programs. We are committed to meeting the needs of the community and providing the highest quality library service possible.

We are a "customer-friendly" organization. Every employee equates her or his job with

meeting Library users' needs and exceeding their expectations. A climate of excellence in customer service permeates the atmosphere of the Library. We offer personalized service to meet the unique requirements of each customer.

Bozeman Public Library is a place for staff to grow and learn; an atmosphere of cooperation, respect, and flexibility exists to enhance the staff's ability to service Library customers.

We promote intellectual freedom, the individual's right to read, open access to our collections, a free exchange of ideas, and we protect the confidentiality of each customer's reading and information needs.

We encourage a life-long interest in reading and learning in the young people of our community through innovative services and programming. We share our joy in books, reading and learning with children of all ages.

We develop collections which represent a variety of interests and diverse viewpoints to meet the educational, recreational, and informational needs of the community.

We are dedicated to bringing information from sources worldwide to our community. We strive to identify the unmet needs of the community and evaluate and pursue appropriate technologies to fill these needs.

We provide an environment where individuals can pursue independent learning throughout life.

The Library provides physical surroundings which are aesthetically pleasing and accessible to all.

We strive to build enthusiastic support and funding to provide progressive library services.

We cooperate and collaborate with other entities to the extent that these efforts forward the mission and goals of Bozeman Public Library.

The Library plays a central role in the preservation, utilization, and dissemination of knowledge. Free access to library resources is provided to all residents of the community regardless of age, race, religion, disability, national origin or social or political views.

SERVICE RESPONSES

The following service responses (formerly referred to as roles) form the foundation of the Library's long-range plan and the focus of our future action. They are what the Library provides—and offers to—the public in order to meet community needs.

GENERAL INFORMATION - Meets the need for information and answers to questions on a broad array of topics related to work, school, and personal life.

LIFELONG LEARNING – Addresses the desire for self-directed personal growth and development opportunities.

CURRENT TOPICS AND TITLES – Fulfills community residents' appetite for information about popular cultural and social trends and their desire for satisfying recreational experiences.

INFORMATION LITERACY - Addresses the need for skills related to finding, evaluating, and using information effectively.

GOALS OF THE LIBRARY

Nine goals were developed during the ReVision: Planning for Results (adopted August 26, 1999) process to understand and respond to community needs. Eighteen objectives which include what we are measuring, the change expected within the time period of the objective, and the date by which the objective will be accomplished were developed and overlap with the nine goals. Activities based on available resources comprise an internal document which is evaluated and revised annually to determine its appropriateness and effectiveness in meeting our goals and objectives. The nine goals are:

1. People will be able to search for information on any topic they need to succeed in their school, work and personal lives.
2. People will have the library resources they need to support their personal growth and learning.
3. People will have current library materials in a variety of formats and topics to fulfill their cultural, recreational and educational needs.
4. Children from birth to young adult will find services and materials designed to encourage a lifelong interest in reading and learning.
5. People will receive timely information about library resources, programs, and services.
6. Library users will have a safe and comfortable environment where resources are easily accessible.

7. All ages will be assisted by friendly, professional staff trained in determining users' needs and in locating relevant information in a timely manner.
8. All ages will have access to instruction and resources to develop the skills needed to find, evaluate, and use information effectively.
9. People will benefit from a professionally managed library which meets or exceeds public library standards and requirements.

ORGANIZATIONAL STRUCTURE

The Bozeman Public Library develops its collections, staff, and facilities in order to meet *American Library Association Standards for Public Libraries* and the *Montana Public Library Standards*. The Library is a division of the City of Bozeman's Department of Public Welfare; the Library Director is of department head rank within the governmental structure of the City of Bozeman and answerable to the City Manager who also oversees the Department of Public Welfare. There is an administrative Board of Trustees appointed by the City Commission; the Library Director serves at the pleasure of this Board which appoints the Director and sets the salary. The *Bozeman Public Library Organizational Chart* (see Appendix A) illustrates these relationships.

Personnel services are coordinated through the Bozeman Personnel Office. Bozeman Public Library supports and adheres to all laws and policies dealing with equal employment opportunity, the Civil Rights Acts, the Americans with Disabilities Act, fair employment practices, and other federal, state, and local legislation concerned with employment and hiring practices. Additional policies pertaining to library personnel practices have been implemented and are included in this policy manual.

Citizens are welcome at any open meeting of the Library Board either as observers or to present information and concerns to the board. Library board meetings will be held in compliance with state laws governing meetings of regulatory groups. Any member of the public who wishes to speak to the Board is asked to register upon arrival, indicate group affiliation (if speaking on behalf of anyone other than self), and to limit comments and general information to five minutes. Library administration and the board welcome written documentation to support or restate information and concerns, but written documents are not required. Any group or individual wishing to place a library-related item on the official agenda for action should contact the Library Director at least one week in advance.

When public information-gathering forums are planned, care will be taken to schedule forums at times that are convenient to potential participants. If necessary, several forums may be scheduled to allow maximum input into library service decisions.

Telephone calls, letters, and visits to the Library Director are encouraged, and the Director maintains an open door policy. Appointments to meet with the Director are encouraged, but not required. The Library Director or appropriate staff will respond to letters and telephone calls within ten workdays. Comments placed in the Library's suggestion box will receive a personal response, if desired. Comments of general interest may also be addressed in the Library newsletter.

CODE OF ETHICS

The Bozeman Public Library endorses the *American Library Association Code of Ethics* (see Appendix B) and expects that all staff will strive to maintain the highest levels of personal and professional integrity. Additionally, the trustees for Bozeman Public Library will follow the Code of Ethics established by the American Library Trustees Association (ALTA) in carrying out the duties and responsibilities of their office. (see Appendix B)

Staff will receive training and opportunities to discuss case studies in areas of librarianship that might present ethical dilemmas. Staff is encouraged to discuss any concerns about their own handling of potential problems with their supervisor or the Library Director before or after a situation has occurred.

STAFF DEVELOPMENT

As staff is the greatest asset of our Library, the Bozeman Public Library is committed to having a trained and educated workforce and encourages staff participation in the Montana Certification Program through the Montana State Library. During the first week on the job, every new employee will receive a general orientation to the Library. During that time, the employee and his or her supervisor will develop an individualized training time line based on the job requirements, experience, and educational needs for the particular position.

Every staff member is encouraged to have a written staff development plan prepared in consultation with his or her supervisor. All staff members are encouraged to attend job-related workshops and seminars to fulfill their staff development plan. Funds will be budgeted as equitably as possible to cover the travel expenses and registration fees for this training.

Additional work time may be given to attend training that meets the employee's staff development plan. Travel expenses and registration fees will be reimbursed if funds are available, upon approval of the Library Director.

Professional and paraprofessional staff are encouraged to attend library science and related professional association meetings, such as the ALA annual conference, state library association conferences, and regional conferences. Funds are budgeted for this purpose, and staff wishing to attend conferences should indicate their interest to the Library Director early in the budget year. If there are not sufficient funds to cover costs for all employees wishing to attend conferences, funds will be given first towards the expenses of staff members who have official responsibilities

or who are officers of the association. Remaining funds will be prorated so that as many staff members as possible have some financial support. Attendance at professional association conferences and meetings will be rotated as equitably as possible among staff members.

Professional staff is expected to stay familiar with current issues in librarianship by reading professional journals and library literature. Funds are budgeted to purchase the major professional journals and books. Requests that the Library purchase specific books, periodicals, videos, audiotapes, and other materials specifically for staff development should be made to the Library Director (or other designated staff members). Funds are budgeted to purchase items that will be useful to more than one staff member. In some cases, videos, films, and audiotapes may be borrowed or rented for limited use.

In order that training may be shared with other staff, written reports will be required within ten workdays of an employee's return from training. Employees may also be required to conduct programs, seminars, and similar activities for other staff. When necessary, one-on-one training between staff may also be required.

Adopted Feb. 19, 1985
Revised Feb. 6, 1987
Revised Sept. 9, 1988
Revised July 13, 1990
Revised Nov. 18, 1999

STAFF RELATIONS AND CELEBRATIONS

Good staff relations and the development of a cohesive work team benefit from some socializing. Therefore, the Bozeman Public Library encourages a reasonable amount of socializing and staff celebration so long as these events do not interfere with the normal flow of work. Birthdays should be celebrated one time per month with all birthdays for that month recognized at the same time. Staff parties to celebrate holidays will be scheduled at times with minimal impact to service, and all service desks must be covered during parties. Every staff member is welcome to attend any party held during work hours on Library property. Parties scheduled outside of work time and off Library property are considered personal parties but, in the interest of good staff relations, party planners are encouraged to include all staff members in the festivities.

Gifts between individual staff members are not prohibited, but group gifts should be given equitably. Solicitation for contributions for group gifts should be done anonymously by routing an envelope. Supervisors may not accept gifts, except for token, inexpensive items from the people they directly supervise.

HOURS OF OPERATION

The Bozeman Public Library will be open a minimum of 50 hours each week (excluding holiday weeks). The Library Director, with the approval of the Board of Trustees, will determine days and daily hours of operation. A summer and holiday schedule will be established to maximize staffing during periods of heavy and light library usage.

The Library will close on holidays established by the Board of Trustees and at other times deemed necessary by the Library Director with the approval of the Board of Trustees. Except in cases of emergencies, notice of closings will be posted in the Library one or two weeks in advance and will be reported to the local news media. In case of emergency and/or when deemed necessary by the Director with the approval of the Board of Trustees and the City Manager, all or some departments of the Library may be closed. The Board may make recommendations concerning special openings/closings of the Library.

Regularly scheduled hours of operation will be established to best meet the needs of Library users and will be evaluated by survey and/or public input on a regular basis.

COOPERATION WITH OTHER LIBRARIES AND AGENCIES

It is the plan of the Library to continue cooperation with other libraries, information services, networks and systems—local, state, regional, national and international. Reciprocal service agreements among area libraries will be encouraged and developed. The Library will work with education institutions and community agencies in order to provide better service to county residents.

GIFT POLICY

The library staff may accept gifts of books, periodicals, and other materials, with the understanding that they will be added to the Library collection when needed. The decision to include gift materials is based upon the following considerations:

1. Does the material meet the Library's standard of materials selection? (see *Resource Selection Policy*, pp 35-36)
2. Is the physical condition of the material satisfactory?
3. Does the Library need the material or multiple copies in its collection?

Material not added to the collection may be placed in the semi-annual book sale sponsored by the Friends of the Library.

The Library reserves the right to decide the conditions of display, housing, and access to the materials. No estimate of value of donated material will be furnished. Materials received will become the property of the Bozeman Public Library.

When gift materials are deemed no longer useful, the Library will dispose of them on the same basis it disposes of other materials.

Major gifts to the Library should be made to the Bozeman Public Library Foundation, a non-profit organization which supports the Bozeman Public Library through private gifts. In addition to monetary gifts, the Foundation may accept other gifts pursuant to its own policies.

Donors may be directed to the Foundation for additional information. Library staff may accept monetary gifts on behalf of the Foundation. Checks should be made payable to: Bozeman Public Library Foundation. Donors may be given a copy of the Foundation brochure and may complete the appropriate form.

Adopted 1991
Revised Sept. 16, 1999

SECURITY PROCEDURES

The Director shall be responsible for the management and security of the building and shall recommend appropriate public policy for the Board's approval. The Director will appoint a Safety Committee consisting of staff liaisons who will recommend and help implement appropriate policies.

LIBRARY BEHAVIOR

The Bozeman Public Library encourages people of all ages to visit the Library. Those using the Library and its resources have the right to expect a safe, comfortable environment that supports appropriate library services.

People demonstrating disruptive behavior will be required to leave the Library after one warning from Library staff; children between the ages of seven to eighteen will be asked to leave after two warnings from Library staff. Disruptive behavior includes, but is not limited to: noisy, boisterous actions; inappropriate behavior, including eating, smoking, running, or loud talking; misuse of Library property; uncooperative attitude; or actions that deliberately annoy others or prevent the legitimate use of the Library and its resources. Abusive language and behavior toward staff will not be tolerated.

Personal appliances, such as computers, cassette players, and calculators, may be used if the noise level is low and use does not interfere with others. Portable telephone and pagers should be turned off or switched to a non-audible signal and should be answered outside the Library.

Young children are not safe when left unattended in the Library. Staff cannot know if children are leaving with a parent, a friend, or a stranger. Library staff will not deliberately seek out unattended children; however, unattended children frequently become disruptive when they are bored. Parents are responsible for ensuring the appropriate behavior of their children while in the Library. If a parent or other responsible adult cannot be located, unattended children who are disruptive will be placed in the care of the police. Under no circumstances will library staff take a child out of the building or transport children to another location.

According to Animal Control Chapter 6.04.070 of the *Bozeman Municipal Code*, "A. It shall be unlawful for the owner of any animal to fail to keep such animal under restraint or to permit such animal to run at large upon the streets and public ways of the City." Staff will call Dispatch at 582-2000 to have a loose animal picked up. No animal is allowed to become a nuisance, and a chained animal on Library grounds becomes a potential nuisance due to biting, barking, intimidation, or defecation; staff will use the loudspeaker to announce to Library patrons that such a chained animal needs to be removed within fifteen (15) minutes. If the animal is still there ten (10) minutes later, a second announcement will be made. At the end of fifteen (15) minutes, Dispatch will be called to remove the animal.

UNATTENDED CHILDREN

The Bozeman Public Library is a public facility that offers services to a wide range of citizens, and children are especially welcome. The Library has the responsibility to provide an environment that is safe and comfortable for every patron who is appropriately using its services and facilities. Children and young people are expected to adhere to the same standards of patron conduct expected of adults. Parents, guardians, or assigned chaperones are responsible for the behavior of their children while in the Library. (see Appendix C for Procedures)

Children under the age of seven should never be left unsupervised in any area of the Library. If a parent cannot be located, staff will call the police to report an abandoned child.

Older children who are disruptive will be asked to leave the Library. (see Appendix D for Procedures) If the child cannot safely leave the Library to return home on his or her own, staff will permit the child to call a parent. If no parent can be contacted, Library staff will either allow the child to remain at the Library under close supervision until a parent can be contacted or contact the police, depending upon the severity of the situation.

Children who have not been picked up at closing time will be given the opportunity to call a parent. Children who have not been picked up within fifteen minutes after closing will be left in the care of the police. Under no circumstances will staff transport children in a vehicle or accompany them home.

HARASSMENT AND LEWD BEHAVIOR

Patrons and staff have the right to enjoy an environment free from harassment or lewd conduct. Anyone, including patrons, who harasses staff or another patron will be asked to leave the Library, and a report will be filed with the Director. Repeated acts of harassment or acts that may escalate into violent or illegal actions will be reported to police.

Lewd acts or sexual misconduct are not appropriate in the Library. Those who commit minor acts, such as teenagers who “make out” in the Library, will be given one warning and then asked to leave. Serious acts and acts involving minors will be reported to police. All serious acts will be reported to the Director.

THEFT OF MATERIALS

To protect the investment in library materials made by taxpayers, as patrons leave the Library, staff may conduct random examinations of bookbags, backpacks, briefcases, and other large containers brought into the Library. Any uncharged items will be returned to the Circulation Desk to be charged out. If staff believes that, due to the large volume of materials and/or value of materials, theft was intended, the police will be immediately notified. Vandalism of library materials will also be reported to the police.

Signs indicating that personal items may be examined will be posted at the entrance and inside the Library. Bedrolls, duffel bags, suitcases, and other large tote bags must be stored in lockers if available or checked at the front desk, but may not be brought into the Library. The Library will exercise caution with items stored at the desk but cannot assume responsibility for loss or theft.

FORFEITURE OF LIBRARY PRIVILEGES

Anyone violating the policies of the Library may, at the discretion of the Library Administration, be asked to leave the premises or denied borrowing privileges.

PUBLIC RELATIONS

The Library shall establish, support and participate in a planned public relations program. Each Library Trustee shares with the Library Director, the staff, and other board members in the responsibility of forming the public “image” of the Library. The staff, because of their daily contact with patrons, set the climate of the Library.

Library Trustees, through their many and varied contacts in the community, serve as an invaluable liaison between the Library and the public.

The Library’s Marketing Committee was established to make the Library a visible part of the community by promoting Library services and programs. Public relations should be a continuing, year-round program, worked out by the Board, Library Director, and Marketing Committee cooperatively and pursued every day in order to assure public interest and support of the Library program. The community will be kept informed of Library resources and activities through Library publications, the local news media, and other forms of communications. The

Library staff will endeavor in every possible way to provide the services for which the Library exists in a helpful and courteous manner. Library Trustees will interpret the Library to the community to help forge a link between the public and the Library.

EXHIBITS AND DISPLAY CASE POLICY

The Bozeman Public Library may provide a display case for Library-sponsored displays only. The general purpose of the display case is to exhibit materials and information pertaining to topics of interest to the Gallatin County community. Library staff will initiate the displays and may request individuals or groups to provide materials for such. All displays must be approved by the Marketing Committee or Library Director. The Library may also provide display space for art exhibits. The following criteria for art exhibits must be observed: The artist will be responsible for hanging and taking down the exhibit. All work will be framed, matted, or behind glass ready for hanging. Original works will be exhibited; reproductions will not be accepted. Works are not to be priced or offered for sale by the artist; however, interested persons are referred to the artist. Works will be suitable to the architecture of the building and in harmony with the environment of the library. Quarterly art exhibits are scheduled to run seasonally. **The Library will take reasonable care to ensure the safety and security of items displayed; however the Library does not assume responsibility in the event of loss, theft, or damage. Exhibitors are encouraged to insure items of value and will be required to sign a form that releases the Library from responsibility for loss damage or destruction.** (see Appendix E) All displays and exhibits will be organized in a manner consistent with the *Library Bill of Rights and Interpretations*, specifically Article 2 which states that "Libraries should provide materials and information presenting all points of view on current and historical issues." (see Appendix F) No Library space is available for unsolicited exhibits, displays, petitions, or sale of items, either within the facility or on Library grounds outside the facility.

DISTRIBUTION OF FREE MATERIALS

Display space is available to community organizations to disseminate information. Items that publicize community organizations and local events further the role of the Library as a source for non-profit, civic, cultural, educational, and recreational information.

Items for posting or distribution must be presented to Library staff for approval; items will be dated prior to being placed on the bulletin board or in the information rack. Items placed on the bulletin board may be displayed for a maximum of one month. Library staff will remove items that have expired or that have been posted for one month. Items removed will be discarded; Library staff cannot return posters and flyers that have been displayed. Distribution or posting of items by the Library does not indicate endorsement of the issues, events, or services promoted by those materials. Items left or posted without approval will be removed and discarded.

LIBRARY PROGRAMS

As part of its service responses as a center for Lifelong Learning Center and General Information, the Bozeman Public Library offers programs for citizens of all ages. Programs may be developed and presented by Library staff or may be co-sponsored by the Library and other community organizations. Preschool story time programs will be presented by Library staff on a regular schedule throughout the year. Other programs for children and young adults will be planned, staff time and budget permitting, during school holidays and summer vacations. Each year the Library Director will establish a budget for hiring performers and purchasing materials for children's programming.

Programs for adults may be scheduled throughout the year as interest warrants. Speakers from community groups and businesses may be invited to present programs on topics of general interest or of a timely nature. Presenters may not directly solicit business before, during, or following a program, although cards and brochures may be left on the display table for attendees to pick up. No fees may be charged to attend any Library sponsored or co-sponsored program.

Library programs are generally open to anyone wishing to attend. Persons attending Library-sponsored or co-sponsored programs are expected to adhere to the Library's policies on patron conduct.

By separate action, and reaffirmed herein, the Bozeman Public Library has endorsed the American Library Association's *Library Bill of Rights and Interpretations*, "Library-Initiated Programs as a Resource." (see Appendix F, page 40)

MEETING ROOM POLICY

The Bozeman Public Library shares the vision of the nation's founders that liberty and learning are inseparable and that a democratic people must have free, open, and equal access to information.

In keeping with this vision statement, the Bozeman Public Library provides meeting room space for Library-sponsored and co-sponsored programs. When not being used by the Library, the rooms are available for public meetings and programs of an informational, educational, recreational, cultural or civic nature Monday – Friday after 8 a.m., Saturday after 8:15 a.m., and Sunday after 1 p.m. (September – May). Meeting rooms are not available on holidays.

Room reservations are made with the following in mind:

- No selling, solicitation or taking of orders may occur within the meeting rooms. This includes fundraising and donations.
- Only one reservation may be made at a time. Rooms may not be reserved on a weekly or monthly basis. The only exceptions are that governmental agencies may schedule a meeting room on a continuing basis only during those periods when Library events are not scheduled, or if the Library co-sponsors an event.

- Charges are permitted in the form of a reasonable tuition fee for workshops and seminars.

The Library reserves the right to make schedule adjustments according to the following priorities:

1. Library sponsored and co-sponsored programs.
2. Local government meetings/programs.
3. Programs of an educational, cultural, or civic nature prepared for the public.
4. Workshops/seminars taught through non-profit educational institutions.
5. Business/organizational meetings of non-profit organizations.
6. For-profit, private and recreational meetings/programs.

Reservations for the meeting rooms are made in advance through the Information Desk at (406) 582-2427 or in person. *The event must be confirmed within seven days or less of making the reservation by completing the Meeting Room Confirmation Form.* The Form is available on the Library's website www.bozemanlibrary.org or at the Information Desk.

The following guidelines are applied to the use of the meeting rooms:

- Children under the age of seven are **not** to be left unattended in the Library while parents attend meetings.
- Smoking is **not** permitted.
- Alcohol is **not** permitted. Light refreshments may be served.
- Arranging and replacing chairs and tables is the responsibility of the individual groups.
- Each group is responsible for picking up refuse and for leaving the rooms tidy.
- If an event ends after the Library's regular business hours, the group is responsible for making certain the meeting rooms and restrooms are empty and that the outer doors are secured upon leaving as the staff locks the lobby doors at the end of business hours.
- Groups will be charged for damage to room, equipment, or furnishings beyond reasonable wear and tear.

Storage for the property of organizations or individuals meeting in the room is not provided. The Library is **not** responsible for materials lost or damaged. A pay phone and restrooms are available in the lobby.

Please call at least **three** days in advance to cancel a reservation. If a group does not show up for a scheduled reservation or does not restore the room to a clean and orderly state, the Library reserves the right to with-hold meeting room privileges for at least one month.

Use of the meeting room does not imply endorsement, support, or co-sponsorship by the Bozeman Public Library of the activities that take place in the meeting room or of the beliefs of the groups using the meeting room. Groups or individuals using the meeting room may not imply that the event or program is sponsored, co-sponsored, or endorsed by the Library in any advertising or publicity.

Revised Nov. 19, 1985
Revised Sept. 13, 1989
Effective Jan. 1, 1990
Revised Sept. 16, 1999
Revised Dec. 2009