

# Billings Public Library Policy Manual 2013-2014

## Governance and Organizational Structure

### GOV-1 Locations and hours

The downtown library is located at 510 N Broadway, Billings MT 59101

Hours are:

Monday-Thursday	10 am – 9 pm
Friday	10 am – 6 pm
Saturday	10 am – 5 pm
Sunday	1 pm – 5 pm

The Library is closed on Sundays between Memorial Day and Labor Day

Bookmobile stop locations and hours are posted at:

<http://ci.billings.mt.us/bookmobile>

Senior/Homebound stop locations and hours are posted at:

<http://ci.billings.mt.us/hmbcal>

The Community Library is located at 3803 Central Avenue on the campus of City College of MSU-Billings.

Hours are typically:

Monday-Thursday	7:30 am - 6:00 pm
Fridays	7:30 am - 5:00 pm

These hours may be changed based on the semester schedule.

### GOV-2 Library Board bylaws

Library Board bylaws are posted at:

<http://ci.billings.mt.us/libraryboardbylaws>

## Management Policies

### MNG-1 Confidentiality of library records

Recognizing the Library's position of special trust with its patrons, and to ensure that information regarding patrons and their use of Library resources and services remains confidential, the Library adheres to all personal privacy provisions of the Constitution of Montana, the Montana Library Records Confidentiality Act (MCA 22-1-1101 through 22-1-1111), and the American Library Association's Policy on Confidentiality of Library Records.

In compliance with the constitutional, legal, and policy requirements cited above, the Library will:

1. Release information regarding overdue items and fines owed by a patron to any individual who requested it who may be able to assist the Library in recovery of the materials, e.g. the patron, a member of the patron's family or household, a collection agency or a law enforcement official.
2. Release information regarding items currently checked out to a patron pursuant to the completion of a written authorization.
3. Release any other personally identifiable information regarding patrons and/or their use of Library resources or services only by written directive of the Library Director, who shall issue such a directive only upon the advice of the City Attorney, following receipt of a legal court order, subpoena, or similar legal directive.

## **MNG-2      Paging Library Patrons**

Library staff will not confirm the presence of any person in the Library, at the request of a telephone caller or otherwise. Upon a telephone request to page a person in the Library, the staff member taking the call will indicate that, if the caller desires, the staff member will take a message for the person sought and will attempt to pass along the message as time permits. No guarantee will be made that the message will be delivered.

## **MNG-3      Copyright**

It is the intent of the Board of Trustees and Staff of Billings Public Library to adhere to the provisions of the current copyright laws and Congressional guidelines.

The Board and Staff recognize that unlawful copying and use of copyrighted materials contributes to higher costs for materials, lessens the incentives for development of new materials, and fosters an attitude of disrespect for law which is inconsistent with the goals of the Library.

The Board directs that Library staff adhere to all provisions of Title 17 of the United States Code and other relevant federal legislation and guidelines related to the duplication, retention, and use of copyrighted materials.

Employees who make and/or use copies of copyrighted materials in their jobs are expected to be familiar with published provisions regarding fair use and public display, and are further expected to be able to provide their supervisor, upon request, the justification under Section 107 or 110 of the USC 17 for copies that have been made or used.

The Library will take necessary measures to provide information to the public concerning copyright laws.

Though there continues to be controversy regarding interpretation of the copyright laws, this policy represents a sincere effort to operate legally. All library employees will be provided with copies of this policy and accompanying guidelines.

## **MNG-4      Meeting room use**

General: Meetings must be free of charge to those attending and may be held only during the time from one hour after the Library opens until one hour before the Library closes. Private, commercial activities are prohibited and City Code prohibits alcoholic beverages in public buildings. Meeting room space will not be available on Sundays, due to staffing limitations. These provisions may be waived for Library-sponsored, Library-related, or City and County meetings and events. To the extent possible, meeting room users will return tables and chairs to their original configuration. Reserving a room and not showing up to use it without cancelling the reservation may result in restrictions on future reservations.

### **LARGE MEETING ROOM**

Meeting room space will be booked for one meeting at a time, dependent on availability, no more than three months in advance; only one meeting or event at a time will be held in the room. Prior to the meeting, the booking must be confirmed by completion of a meeting room reservation form at the Library or through the Library's website.

### **COMPUTER CLASSROOM**

The Billings Public Library Computer Classroom is intended for library-sponsored, library-related, or City or County education use. This use includes staff and patron training, as well

as other library-related training. When not scheduled for this purpose, organizations may reserve the classroom for training purposes.

#### CONFERENCE ROOM

When not in use for programs or meetings, it can provide for quiet reading and study space for groups and individuals. It is intended for the use of up to 15 persons. The conference room may be booked, subject to availability, for: 1) the same time of day and day of the month on a regular basis, 2) for the same time of day on the same day of the week for a series of up to four weeks, or for 3) the same time of day for a series of days not to exceed a week.

Individuals and small groups may use this room for quiet reading and study. It may be reserved for no more than four hours at one time. If the room is vacated for any reason during that time, it will be assumed to be available for others to use.

#### STUDY ROOMS

Individuals and small groups may use this room for quiet reading and study. It may be reserved for no more than four hours at one time. If the room is vacated for any reason during that time, it will be assumed to be available for others to use.

### **MNG-5 Exhibits and displays**

The Library maintains limited exhibit space to be used to promote Library resources, services, and programs and the programs of the Library Foundation and the Friends of the Library. The Library may also participate in cooperative programs or exhibits with other agencies, organizations, institutions, or individuals to co-sponsor exhibits and displays that are consistent with the purposes described above.

### **MNG-6 Bulletin Boards**

The Library may provide a bulletin board for promotion of Library collections, services, and programs first, and, on a "first-come, first-served, as space is available" basis, for use by members of the community. This space may be used to advertise local and regional events of an educational, cultural, intellectual and charitable nature, whether these events are free or not. The bulletin board is not to be used for advertising private, commercial activities. The Library will make no guarantee regarding the length of time an item will remain posted on the bulletin board.

### **MNG-7 Distribution of non-library materials**

As a community service, the Library permits the distribution of brochures and other non-Library materials, of reasonable dimensions, in designated spaces, and for limited periods of time. The Library does not guarantee a period of time for distribution, a specific placement, nor will its staff re-stock supplies of such materials.

## **Customer Services**

### **CUS-1 Customer behavior**

It is the responsibility of all staff members to maintain a pleasant, appropriate, and safe library atmosphere. It is important that behavior which interferes with the ability of others to enjoy the Library in such an atmosphere not be permitted and equally important that behavior which does not interfere with this ability be tolerated.

According to Billings Montana City Code (BMCC) Sec. 16-106. "Exclusion of Patrons".

"All persons who willfully violate the rules of the library or the ordinances of this city may be excluded from the library and the use of its facilities."

Billings Public Library is committed to providing a secure, clean and supportive environment for use of its resources and services. To achieve this, the Library has established the following standards of behavior:

1. Conversations shall be conducted at a normal conversational level.
2. Library users shall stay in public service areas, unless accompanied by staff members on legitimate library business.
3. If a patron refuses to leave the lobby at the time of closing, the Library will notify the Billings Police Department that a person has refused to leave the locked lobby.
4. Weapons are not permitted in any area of the Library. "Weapon" means any object that may be produced or used to threaten or cause bodily harm, including objects meant to look like a bomb or other explosive, or a toxic or hazardous substance or material. This rule in no instance applies to law enforcement officers and other officials provided for in law.
5. Cell phones and other electronic devices may not be used at computer banks or at service desks. Other cell phone usage is permissible as long as it does not disrupt other Library users. Ringers should be set to silent mode, and conversations must be kept at a low volume or taken to the lobby.
6. An individual whose personal hygiene is so offensive as to constitute a nuisance to other individuals, or who is barefooted, or who is without a shirt, shall be required to leave the building. When the problem is corrected, the individual may re-enter the Library.
7. Food is not permitted in any public area of the Library, except meeting rooms, and meeting room users are responsible for removing all food and drink before leaving the meeting room. Beverages must be in personal-sized, spill-resistant containers, and are not permitted in the Montana Room or computer classroom.
8. Disruptive behavior, including but not limited to behaviors listed below, shall not be allowed in the Library:
  - A) Active disturbance or harassment of other library users and staff.
  - B) Sleeping, except in the case of small children or other dependent persons.
  - C) Chasing, running, and playing, especially on the elevator or staircase.
  - D) Tampering with arrangement of library materials that makes finding or using them difficult or impossible for all practical purposes.
  - E) Damage or mutilation of library materials or facilities.
  - F) Smoking in any part of the library.
  - G) Intoxication or incapacitation by drugs or alcohol which creates a risk to the person in question or to others.
  - H) Blocking aisles or walkways with personal belongings.
  - I) Taunting, stalking, following, challenging or provoking another individual.
  - J) Using abusive, threatening or menacing language or gestures.
  - K) Hindering or impeding or preventing the movement of an individual into, out of or about a Library facility or vehicle.
  - L) Causing unreasonable, intentional noise or permitting distressed children to cry continually in such a fashion that disrupts the ability of others to use the Library.
  - M) Bringing bulky items into the Library that take up excessive space in excess of 45 total linear inches (Linear inches = length + width + depth). This restriction does not apply to musical instruments or items used for personal mobility, such as walkers, strollers or wheelchairs. Other exceptions may be made on a case by case basis by library staff.
  - N) Using public restrooms or Library facility for bathing, shaving or laundering purposes.
  - O) Gambling, panhandling, or soliciting is not permitted. Sale of non-library

materials is permitted only when sponsored by the Library.

9. A patron who uses more than the permitted time on a Library computer or Internet workstation (see INF-3), will be subject to suspension of Internet and other computer privileges for a week, upon first violation. Subsequent violations will be subject to standard penalties for violation of the General Rules for Library User Behavior.
10. Any customer who has been prohibited from entering the Library shall have all privileges revoked for a period of time equal to the length of time they are prohibited from entering the Library.

A Library user who violates the 'General Rules for Library User Behavior' shall receive a verbal warning on first offense, unless the offense involves commission of a crime, threat to another person, or significant damage to property of the Library or another person, or other serious offense, in which case a more severe penalty may be imposed by Library staff.

A Library user who has previously received a verbal warning for violating the 'General Rules for Library User Behavior' but commits a second violation, shall be prohibited from entering the Library or otherwise using its services for a period of 30 days, upon penalty of a charge of criminal trespass, unless the offense involves commission of a crime, threat to another person, or significant damage to property of the Library or another person, or other serious offense, in which case a more severe penalty may be imposed by Library staff.

Upon commission of a third violation of the 'General Rules for Library User Behavior', a Library user shall be prohibited from entering the Library or otherwise using its services for a period of up to one year, upon penalty of a charge of criminal trespass, unless the offense involves commission of a crime, threat to another person, or significant damage to property of the Library or another person, or other serious offense, in which case a more severe penalty may be imposed by Library staff.

Upon commission of a fourth violation of the 'General Rules for Library User Behavior', a Library user shall be prohibited permanently from entering the Library or otherwise using its services, upon penalty of a charge of criminal trespass.

A Library user may appeal a penalty to the Library Director, in writing, within seven days of notification of a penalty. The Library Director shall uphold or overturn the penalty within seven business days of receipt of the appeal by the Library Director. The penalty shall not be enforced until the Library Director has decided on the appeal.

A Library user may make a final appeal of a decision by the Library Director upholding a penalty, to the City Administrator, in writing, within seven days of notification of the upholding of the penalty by the Library Director. The City Administrator shall uphold or overturn the penalty within seven business days of receipt of the penalty by the City Administrator. The penalty shall be enforced unless and until the City Administrator overturns it. The decision of the City Administrator is final.

#### RESTRICTIONS ON USE OF CHILDREN'S AND TEEN AREAS

To encourage the use of the Children's Services area and the Teen Services area by their intended audiences, and to enhance the safety of the minors who comprise these audiences, the use of these areas is restricted to minors and parents or guardians who accompany them, with the exception that other adults may enter these areas to browse and/or retrieve materials, but not to remain in the area otherwise to, for example, sit, read or use computers.

### **CUS-2 Parental Guidance**

The Library recognizes the right and responsibility of parents and guardians to provide

guidance to their own minor children or wards, including the right to restrict access to Library resources and services. While the Library cannot assume this responsibility, it can and shall make available, for parents and guardians who choose to use it, the ability to pre-establish restrictions on access to Library resources and services for their own children or wards only. The options for setting restrictions shall be as extensive as practicable given facilities, staffing, technological capabilities and other potential limitations. This in no way is intended to substitute for direct guidance provided by parents and guardians, but instead to provide another tool, for those who choose to use it.

### **CUS-3 Unattended dependent persons**

The Library does not assume responsibility for persons not legally responsible for themselves left unattended on Library premises. These persons include, for example, persons incapacitated due to physical and/or mental disabilities or other conditions who are dependent on others for their safety and well-being, and persons of juvenile age who are unable to make responsible decisions on their own behalf. Library staff will attempt to identify and contact a legal guardian if the welfare of such an unattended person appears to be threatened. In the event that a guardian cannot be identified and/or contacted, the Library will notify the Billings Police Department.

### **CUS-4 Exam Proctoring**

Billings Public Library may assist students taking online or distance learning classes by proctoring exams, as long as staff assistance does not compromise other library services.

Instructors or Institutions must complete a Proctoring Request form as provided on the Library's website. If tests must be returned, instructors should provide a self addressed stamped envelope in which to return the test. Any passwords for online tests must be provided at least 24 hours before the scheduled exam.

After the instructor or institution has completed the form, the student should check with Library staff to verify test arrival. Students must make an appointment to take the test, and bring a picture ID when checking in to take the exam. The Library is limited in the number of exams that can be administered at any one time. If taking the test on a Library laptop, students must return the laptop to the Library when finished. The laptop should never be left in the study room.

The Library will not be responsible for making sure the student takes the test on time, remaining in the room with the student, or the condition of the test after it has left our possession.

## **Circulation Services**

### **CIR-1 Library cards for Montana residents**

Any resident of Montana is eligible for a free Billings Public Library card by applying in person at the Library with acceptable photo identification and proof of address. Current cardholders, who have no outstanding overdue materials or accrued charges, may receive all services provided by the Library.

Photo identification and documentation of residency within the Library's service area is required to obtain a Library card, and a birth date must be provided on the application, for statistical purposes and to distinguish among persons with the same name. Acceptable forms of identification when applying in person at the Library include the following:

- Unexpired Montana driver's license or Montana ID with current street address
- Checkbook with current address

- Valid fishing license with current address
- Valid hunting license with current address
- Current tax statement
- Utility bill with current address dated within last three months
- Valid vehicle registration with current address
- Recently postmarked item of mail delivered to current address marked on item in ink or in other permanent method
- Unexpired Montana voter registration card showing current street address

When applying for a card using an online or mail-in application, identification including a photograph must be presented at the service desk before the account will be valid for use. The library card will be mailed to the address on the application, verifying residence. Those Montana residents living outside of Yellowstone County or who do not have proof of a permanent address in Yellowstone County are eligible for a Montana Resident card with acceptable photo identification and proof of current address.

- In Yellowstone County, addresses may include those of temporary residential facilities and post office boxes. Applicants must produce a piece of mail received within the prior two weeks for immediate privileges. Borrowers in this category are limited to checking out two items at a time.
- Outside of Yellowstone County, applicants must provide proof of current street address. This card will permit cardholders to check out ten items at a time, reserve five items at a time and use the Library's computers. The card will be valid for one year.

Students not resident in Yellowstone County, but registered at schools and colleges within Yellowstone County, are eligible for service, upon presentation of proof of current registration and acceptable identification of current address.

Employees of the City of Billings and of Yellowstone County, but not resident in Yellowstone County, are eligible for service, upon presentation of proof of current employment by the City or County and acceptable identification of current address.

The initial card will be a 'new patron' card, valid for 28 days only. No more than six items may be checked out at a time on the 'new patron' card. At the time of an in-person application at the Library, the new patron will be asked to self-address a post card, which the Library will mail to the patron to confirm the address; the patron must turn in the card when received to establish a permanent patron status.

The parent or legal guardian of a minor may provide identification establishing residency in the Library's service area and sign the application form certifying that the minor resides at that address.

#### LOST LIBRARY CARDS

Cardholders will be charged a \$1.00 fee for replacement of a lost library card. Every library patron is responsible for immediately reporting to the Library when his or her library card is lost or stolen and also responsible for charges on it until the Library is notified that it has been lost or stolen. Upon presentation to the Library of a copy of a police report which documents that a card has been reported stolen, the Library will limit the liability of the patron for any charges accrued to the card after the theft of the card but before it is reported to the Library according to the following schedule.

- Theft report presented to the Library within 15 days of charges being assessed to card: No more than \$50
- Theft report presented to the Library within 30 days of charges being assessed to

- card: No more than \$100
- Theft report present to the Library more than 30 days after charges are assessed to card: No limitation; full charges apply

### **CIR 1.1 Computer and Internet Access**

### **Library Card**

Some Library users may wish only to be permitted to sign in to computers and the Internet and do not require any ability to check materials out of the Library. For those persons, the Library will provide a Computer Use Only Card upon provision of photo identification. The card will be valid for one year.

### **CIR-2 Library cards for out of state**

### **residents**

Nonresidents of Montana may obtain a Billings Public Library card with photo identification and proof of address and payment of an annual fee of \$75.00, or a quarterly fee of \$20.00. Nonresident cards will be valid for the period issued and will entitle cardholders to all of the services provided to Billings and Yellowstone County cardholders.

### **CIR-3 Loan periods and loan limits**

Current cardholders, including those with non-resident cards, may check out books, selected magazines, compact discs, audiobooks, and pamphlet materials for a period of 28 days. Selected new adult fiction and nonfiction will be checked out for 14 days. Selected DVDs will be checked out for 7 days. All other DVDs will be checked out for 14 days. Loan periods for Outreach services are set in relation to stops.

Downloaded electronic content will be available for the period indicated by terms of licenses granted by content providers.

Books and audiovisual materials may be returned to the Circulation desk or bookdrops at the downtown Library or Community Library, the Bookmobile, or Senior Homebound Outreach staff.

Current issues and other selected magazines, newspapers, Reference books (those whose call number begins with R, JR or YR), telephone books, Genealogy Room materials and Montana Room materials do not circulate.

Cardholders whose accounts show that they have lost or overdue items outstanding or accrued fines of \$5.00 or greater will not be permitted to check out Library materials.

Permanent patrons may have up to 10 items in each audiovisual format checked out at a time and up to 50 total items in all formats checked out at a time.

### **CIR-4 Renewals**

Circulating materials may be renewed for up to two additional periods equal to the original loan period as long as no holds are waiting for those items.

### **CIR-5 Holds**

Library cardholders may have no more than 10 holds at any one time, including any hold items waiting on the hold shelf for pickup.

### **CIR-6 Claims returned/never had**

In the event that a patron asserts that a lost item was returned, but it still appears on the patron's record, Library staff will search for the item for 90 days, during which time the

patron should also look for it. If the item is not located after the 90 days, the patron will be billed for the amount of the item plus the processing fee. If the item is found after the patron has paid for it, the Library will refund the amount paid, less the processing fee, to the patron.

### **CIR-7 Lost or damaged materials**

The Library charges for lost library materials and library materials damaged through neglect. The total charge will consist of the retail price of the material and a processing fee intended to cover restocking costs.

In the event a patron returns a book or other item thought to be lost within one year of paying for it, the retail price of the material will be credited to the patron. The processing fee will not. Identifiers from damaged library materials will be retained by the library to be withdrawn from the collection and the damaged item will be retained by the patron if they want it. Patrons will be charged for lost/damaged interlibrary loan materials based on the charge assessed by the lending library. Additional fees may be assessed to recover costs of collection.

### **CIR-8 Fines and fees**

The Library charges a fine of \$0.25 per day the Library is open for overdue library materials, with a ceiling of \$5.00 per loan period or the list price of the item, whichever is less, except as noted hereafter. The fines for interlibrary-loaned materials will be \$0.50 per day the Library is open, with a ceiling of \$10.00. The fines for "Easy Reader" books (those with a call number beginning with an E) will be \$0.10 per day the Library is open, with a ceiling of \$5.00 per item per loan period. No overdue fines will be charged on magazines or uncataloged paperback books.

Borrowers with fines totaling \$5.00 or less may check out materials one time, but must clear their charges before being permitted further checkouts.

Other charges may apply as indicated elsewhere in this manual.

Recognizing that some patrons may have difficulty paying overdue fines, the Library may make available the opportunity for a patron to arrange to work off overdue fines at the rate of the current minimum wage. This must be arranged by appointment with the designated staff.

## **Information Services**

### **INF-1 Priorities for reference service**

Reference services are an essential part of public library services. It is important that each individual who asks for assistance in finding information be treated with respect, that each question be taken seriously, and that these transactions be handled confidentially. Inquiries from customers present in the Library are of greater priority than those inquiries received by telephone, email, or other electronic communications.

### **INF-2 Interlibrary loan**

Given the high priority to 'Current Interest' and 'Lifelong Learning' service responses in the Library's Strategic Plan, patron requests for items not in the collection will normally be reviewed for purchase. When such items do not meet the Library's selection criteria or are not in print, the Library will attempt to borrow the items from another library through interlibrary loan.

A patron must fill out a request card for the item with a staff member. The patron will need to have as much information as possible about the item and a staff member will work to verify that information in a centralized database that will also list which libraries have that item in their collection.

The Library is generally unable to borrow:

- Items published in the current year.
- Audiovisual materials.
- Copies of bound periodicals (though photocopies can be requested.)

The Library will always attempt to borrow from libraries that do not charge; however some libraries charge a fee. These will be passed on to the patron. If a fee is required, the patron must pay this at the time of the request.

The Library will not process interlibrary loans for patrons with fines on their cards until the fines are paid. Patrons are allowed to request five interlibrary loan items per month. When an interlibrary loan item is processed at the Library, the patron will be notified by telephone that it is ready to be picked up. The loan periods for interlibrary loan items are set by the loaning library and may vary greatly depending on the loaning library. Interlibrary loans are not renewable.

Patrons who do not pick up their interlibrary loans will receive a warning letter the first time and will be assessed a \$9.00 fine each time thereafter. If a patron loses or damages an interlibrary loan item, they will be assessed the value of the item as set by the loaning library.

### **INF-3      Use of Library Computers and Network Resources**

Patrons' Access to Services. Current cardholders may use their card, and only their own card, to access the Library's computers for one hour per day. Those patrons whose accounts show that they have lost items outstanding or accrued fines of \$5.00 or greater will be denied access to these stations. Visitors may use stations for one hour per day upon presentation of photo identification at the Reference or Youth Services Desk. Visitor use is limited to 30 days from the first usage before requiring the user to obtain a library card. Cardholders may not obtain a visitor's pass in order to use computers for additional time.

Intent of Policies. The intent of these policies is to assist patrons in the identification of acceptable and unacceptable uses of the Billings Public Library's computer resources, although patrons should not consider the policies contained herein as exhaustive.

Compliance with Policies Required. Patrons are required to comply with both the letter and spirit of these policies. Violations will be reviewed on a case-by-case basis. Violations may result in restriction or revocation of a Patron's computer and/or other Library-use privileges.

Compliance with Applicable Laws Required. Use of computers, network resources and Internet access in violation of international, federal, state or local laws or regulations and licensing agreements, including but not limited to the illegal copying of software, is prohibited. Patrons are encouraged to immediately report suspected or actual violations to the Library Director.

Compliance with Other Policies. Patrons must abide by the acceptable use policies of other networks.

Inappropriate Use. Use of Library computers and networks in a manner that precludes or significantly hampers its use by others is not allowed.

Equipment Failure. Data circuits and equipment are subject to failure which can cause services to become unavailable. Therefore, no guarantees for constant service are expressed or implied.

Patron Data. Ultimate responsibility for resolution of problems related to the invasion of the patron's privacy or loss of data rests with the patron. The Library assumes no liability for loss or damage to the patron's data or for any damage or injury arising from invasion of the patron's privacy.

Downloading Software. Patrons shall not download or copy files to workstation hard drives. Downloading to storage media such as USB drives is permitted.

Use of Library Workstations and Networks. Patrons must use workstations as they are provided and may not use personal software or modify the operating system or network configuration.

Patrons Not to Introduce or Attempt to Eradicate Computer Viruses. Patrons may not introduce malicious programs such as viruses, worms, and trojan horses to Internet stations. If a patron suspects the presence of a virus, he/she should immediately contact the Library staff for assistance.

Library Computer Security. Patrons shall not attempt to circumvent Library computer security. This includes, but is not limited to, accessing data not intended for the user, logging into a computer account the user is not expressly authorized to access or attempting to gain access to the Library's servers.

Responsibilities of Users: The user is responsible for correct use of the tools available for maintaining the security of information on each computer system. The following precautions are recommended:

- Usernames, passwords and other types of authorization that are assigned to individual patrons should not be shared with others.
- Files saved on Library computing resources may not be totally secure.

The patron should be aware of computer viruses and other destructive computer programs, and take steps to avoid being a victim or unwitting distributor of these processes.

Misuse: Any misuse which compromises system security is prohibited.

Resources. Patrons are prohibited from excessive consumption of resources, including, but not limited to, CPU time and network bandwidth.

#### NOTICE OF MONITORING OF INFORMATION AND DATA.

The Billings Public Library reserves the right to examine and delete any data stored on its hard drives.

### **INF-3.1 Internet use**

Assistance by Library Staff. Library staff may be available to offer assistance with searching, but cannot monitor or control the materials which may be accessible from the Internet.

Those who search are responsible for their own searches, the information found in them and the use of that information.

Wireless Access. The Library may provide free wireless internet access for users with portable computers or devices capable of receiving wireless signals during the Library's normal hours of operation.

Library staff will provide general information on the settings necessary to access the Internet via these connections, but are not responsible for any changes made to the user's computer settings.

If a user has problems accessing the Internet over these connections, staff will verify the library's connections are up and running, but cannot assist in making changes to the user's network settings or troubleshoot on a computer not owned by the Library. Users should refer to owner's manuals or other support services offered by the device manufacturer.

The Library's wireless connection is not secure. Any information sent or received could potentially be intercepted by another wireless user. Cautious wireless users may choose not to transmit their credit card information, passwords and any other sensitive personal information. Users are encouraged to take appropriate precautions when using this service.

The Library will not be responsible for information, e.g. credit card number, which is compromised, or for damage caused to hardware, software or data files due to electric surges, security issues or consequences caused by viruses or hacking. All wireless access users are encouraged to have up-to-date virus protection on their wireless device.

Use of the Library's wireless internet access is governed by all provisions of the Library's Use of Internet Services policy. Use of the service is understood to mean agreement to comply with all such provisions. All users are expected to use the Library's wireless access in a legal and responsible manner consistent with the purposes for which it is provided.

UNACCEPTABLE USES. A patron must comply with the following guidelines when using the Library's Internet Stations:

Threatening, Harassing or Obscene Data Prohibited. It is not acceptable to use Internet access to transmit threatening, obscene, or harassing materials, or to interfere with or disrupt network users, services or equipment. Disruptions include, but are not limited to propagation of computer worms and viruses, and using the network to make unauthorized entry to any other network resource.

Private Information/Resources. It is not acceptable for an individual to use the Internet to access information or resources unless permission to do so has been granted by the owners or holders of rights to those resources or information.

External Networks. Patrons who access networks or facilities not owned by the Library will adhere to the policies and procedures established by the administrators of these networks and facilities.

Inappropriate Use. Use of Internet access and any attached network in a manner that precludes or significantly hampers its use by others is not allowed.

**LIMITATIONS ON INTERNET ACCESS IN CHILDREN'S SERVICES AND TEEN SERVICES AREAS.** To safeguard minors in the Children's Services and Teen Services areas from inadvertent or intentional exposure to illegal and/or inappropriate images, texts or other resources on Internet stations located in the area, the Library will research, evaluate, and implement such technological and/or procedural solutions as privacy screens, filtering

software, and others. Upon noticing or being notified that a user in the Children's Services or Teen Services areas is accessing graphic, sexually-oriented material, Library staff or security guards shall require the person using the workstation to discontinue viewing that material in those areas; the user may continue to use the station if they do not continue to view such material or they may move to a workstation outside these areas. Failure to comply will be considered a violation of the Patron Conduct policy.

**CHILDREN'S INTERNET FILTERING.** To minimize the risk of young children being exposed to illegal and/or inappropriate images, texts or other resources on Library Internet workstations, children age 12 and under will be restricted to filtered access, with the exception that the parent or guardian of a child in this age group may choose to opt out of this restriction, using the procedures described in the Parental Guidance policy. Guidelines for filter criteria will be established by the Library Board as a part of its review and adoption of the Library's Collection Management Policy.

## **Group Services**

### **GSV-1 Programs in the library**

Billings Public Library sponsors programs that are informational, educational, cultural and recreational and are designed to appeal to community audiences with a broad range of ages, viewpoints and interests. Programs will promote Library resources and services and support its mission and strategic plan.

The Library may partner with other community agencies, organizations, educational and cultural institutions, or individuals to develop and present programs. Professional performers and presenters may be hired for Library programs. No program topics, speakers or resources will be excluded because of possible controversy. Programs may be held at the Library or off site.

Library sponsorship of a program does not constitute an endorsement of the content of the program or the views expressed by participants. Organizational or business affiliation of presenters may be used by the Library to promote programs; this does not constitute endorsement, merely acknowledgment.

Registration may be required for planning purposes or when space is limited. Patrons who repeatedly fail to attend programs for which they have registered may be refused permission to register for future programs.

Anyone wishing to express a concern about the content or presentation of a program sponsored by the Library must complete a Statement of Concern Form available at the public service desks.

### **GSV-2 Tours**

Guided Library tours are available depending on staff scheduling. To increase the likelihood of staff availability to lead a tour, it is highly recommended that arrangements be made in advance in person, by telephone, by email or through the Library's website form. The Library cannot guarantee that a guided tour will be possible without advance arrangements. Guided Library tours may be scheduled at any time during the year. Tour size will be dependent on staff scheduling and availability. Use of the meeting room will require prior arrangements and is dependent on its availability.

# COLLECTION MANAGEMENT POLICY

## 1. Mission Statement

Billings Public Library is where our community connects and grows together, discovering the love of reading, the joy of learning, and the sharing of creative expression.

## 2. Library Goals

The Library's goals are:

Connect to the Online World: Patrons have free access to online services that expand and enhance their knowledge and provide resources and learning and leisure opportunities.

Know Your Community: Patrons have easy access to information about community resources programs, services and activities in order to actively participate in the community.

Learn to Read and Write: Patrons of all ages can learn to read or improve their literacy skills to meet their personal educational and occupational goals.

Satisfy Curiosity: Patrons in all stages of their lives have access to programs and material needed for personal enrichment.

Stimulate Imagination: Patrons enjoy stimulating and inspiring programs and materials that make their leisure time more engaging and enjoyable.

Visit a Comfortable Place: Patrons can conveniently pursue individual, group, or community interests or interact socially at the main Library or Library branches in a safe, comfortable, and appealing environment.

## 3. Purpose of Collection Management Policy

The collection management policy establishes the general public's expectation for public library collections and resources. It explains and analyzes the principles upon which selection is made and clarifies criteria that selectors use in their choice of materials and formats.

In addition, it serves as a guide and reference for use by the Library Board and patrons in understanding the choices that are made in building the collection and in the way materials are handled.

## 4. Philosophy of Selection

The Library's patrons represent different reading levels and interests and selection does take into account the fact that patrons have a variety of points of view, as well as reading and format preferences, and these need to be represented in the collection.

When selecting new materials, staff will consult reviewing sources to determine which authors, titles and subjects might be most appropriate for the collection. Customer demand will also be an important factor in selecting materials. Patrons are encouraged to make recommendations to staff for additions to the collection and staff will consider these recommendations for purchase. In order to keep up with high demand requests, the Library will monitor the number of holds on an item and this will frequently trigger the purchase of additional copies.

The selection process takes into account that Library users represent different points of view, some of which may be controversial. The collection will try to represent these views by offering, whenever possible, a balanced perspective of issues.

## 5. Scope of Collection

The Library allocates its budget for collections and electronic resources based on usage data and attention to the Library's Service Responses, particularly those involving Lifelong Learning and Current Interest.

Children's Services The Children's Services collection provides materials for children from preschool through middle school. These include easy reader picture books, "chapter" books for beginning readers, and both fiction and nonfiction materials that can be read by older children. The collection also includes a variety of formats, including movies, audiobooks, graphic novels and music appropriate for children and families.

Adult Fiction The adult fiction collection emphasizes the latest in popular fiction in a variety of genres with attention given to purchasing multiple copies of best sellers. Classic fiction is also collected and maintained and titles may be purchased in both hardback and paperback editions.

Nonfiction The nonfiction collection emphasizes popular materials that will help people stay informed about current events and issues; help students who need information for school projects; enable those engaged in life-long learning to research subjects that they wish to pursue; and assist those who need information for their work, at home or for hobbies.

Electronic Sources The Library recognizes that more resources are becoming available online and that these formats provides both currency and ease of access that normally cannot be matched by print sources. The Library selects online resources, including databases, downloadable e-content, and links based upon the Library's Service Responses as well as those resources available through statewide database licensing. When selecting electronic sources, the Library considers ease of use and cost; frequency of updating; remote access capability; and whether or not there may be duplication with a print source already in the collection.

Teen Collection Materials in this collection consist of fiction and nonfiction print materials, graphic novels appropriate for teens, and audiobooks, as well as magazines that appeal to teens.

Audiovisual Materials The Library's audiovisual collection includes materials for all ages in a variety of formats. This includes movies, documentaries, instructional videos, audiobooks, music and graphic novels, and will include materials that can be downloaded to portable devices for listening or viewing.

## **6. Scope of Outreach Services**

The Library has an active Outreach Services program consisting of the Bookmobile and the Senior/Homebound service.

The Bookmobile serves residents throughout Yellowstone County. It provides library service to senior meal sites, rural schools, and a number of neighborhood stops in Billings. Its collection mirrors that of the main Library, and the Bookmobile serves users of all ages. Consequently, a diverse selection of fiction and nonfiction books are maintained, along with copies of the latest best-sellers and a collection of audiovisual materials. The Bookmobile collection includes movies up to a PG-13 rating.

The Senior/Homebound service makes monthly stops at nursing homes and senior residential facilities in the community. It also provides delivery service to many homebound patrons in Billings. This collection serves the needs and reading capabilities of seniors in the community, including large print materials, popular best sellers and other fiction, and audiovisual materials. When selecting materials for this collection, staff selects formats that are most comfortable for a senior audience, which may not necessarily be the format that is most popular with those who use the main Library.

The Library maintains a small collection of materials in Spanish, including popular fiction and nonfiction books for various reading levels, as well as audiobooks and movies.

## **7. Montana Room**

The Montana Room collection houses materials on the history of Billings, Yellowstone County and Montana. A complete run of the *Billings Gazette* on microfilm is also available in the Montana Room.

## **8. Responsibility for the Collection**

The final authority for the Library collection rests with the Library Board. Implementation of the policy is assigned to the Library Director, who delegates most selection activity to other personnel. The staff of the Adult, Children's and Outreach Services, under the supervision of the Assistant Director, directly selects most library materials. All staff members and the general public are encouraged to participate in the selection of materials by recommending items for consideration.

## **9. Selection Criteria**

In selecting materials, staff will consider the following criteria in choosing items for the collection.

- Patron requests.
- The recommendations of reviews that appear in standard reviewing sources which describe the content and theme of the item and the accuracy of the information presented.
- The reputation of the author judged by previous works or as an authority on a particular subject.
- Whether or not the item will have local or regional interest.
- Whether or not the reading level of the item is appropriate for its intended audience.
- Whether or not the subject matter is duplicated elsewhere in the collection.
- The suitability and durability of the format for the Library.
- The price of the item.
- The extent to which a work honestly and accurately depicts new, challenging or extreme points of view or deals with subjects that are topical and newsworthy.

## **10. Priorities for Selection**

Following are more detailed criteria for selecting materials in each section of the collection.

### Fiction

Because of the importance of keeping materials of current interest as well as current titles, the adult fiction collection emphasizes collecting best sellers in various genres as well as the maintenance of copies of classic fiction. This is an 'on demand' collection and multiple copies of new best sellers are purchased to accommodate the number of reserves that are placed on them.

Nonfiction The nonfiction collection attempts to provide some coverage in all fields of knowledge, including controversial or challenging subjects of interest to the community. The Library purchases materials of general interest and does not specialize in any subject area or purchase materials at a research level. Staff will also try to identify those subjects that might be appropriate for patrons engaged in lifelong learning and collect titles appropriate to these subjects.

Factors that are considered when selecting items include: currency and accuracy of the materials; reputation and credibility of the author; patron demand or perceived popularity;

the presentation of a controversial or challenging point of view; and the cost. Duplicate copies of nonfiction items are purchased only if there is heavy demand.

### Children's Services

The Children's collection provides both fiction and nonfiction books, as well as audiovisual materials appropriate for preschool through middle school ages.

The selection of materials is based on book reviews, award winning materials such as Newbery and Caldecott winners, patron suggestions and popular materials of high interest. Criteria for selection include the reputation and credibility of the author, the quality of the illustrations in picture books, the presentation of diverse or controversial points of view. The Children's Services staff may purchase multiple copies of popular titles, easy reader picture books and award winning books as needed.

### Audiovisual

The Library's audiovisual collection includes music, audiobooks, movies and graphic novels. The collection is provided variously in physical media and in downloadable content that can be played on personal computers and portable devices.

The Library's music collection spans a range of musical genres. Selections are based on music reviews, recommendations from staff and patrons, and from lists of current popular titles. Parental Advisory labels placed on physical media by publishers will be retained on library packaging.

The video collection includes contemporary and classic feature length films; foreign films; popular television series; documentary and "how-to" films or videos on current events or controversial subjects. The Library does not purchase movies rated NC-17.

The Library will purchase both fiction and nonfiction audiobooks. Staff will focus on best-selling fiction and nonfiction titles that correspond to similar print titles, as well classic literary works. Downloadable content purchased for the use of Library customers through a consortium will include selections made by librarians throughout Montana.

### Local Authors

Billings Public Library is pleased to have the works of many local authors in the collection, and wishes to recognize the literary efforts of local authors by including their works in the collection when possible. However, these works must meet the Library's selection criteria and standards as detailed above. Writers interested in having their work included in the Library's collection should make an appointment to discuss it with the librarian responsible for selecting such materials.

## **11. Customer Demand**

Customers are encouraged to request items that the Library does not own and the Library will provide various means for this, from verbal discussions with a patron, patron request links on the Library's web page and request forms that can be handed out across the desk or during roving assistance.

Requests for the Library to purchase specific items are limited to five per month by any individual cardholder. Requests may not be placed for forthcoming items more than one month prior to the scheduled release date.

Generally one copy of a new item will be purchased unless there is a perceived demand for more. The Library will attempt to obtain those items which are unavailable for purchase, or

which are too expensive or unlikely to appeal to a general audience through Interlibrary Loan.

## **12. Statements of Concern**

Library staff makes every effort to select materials that will appeal to the wide range of interests, points of view and reading or viewing levels of those in the community. Staff also recognizes that at times a particular item may conflict with an individual patron's beliefs or taste and that a patron may ask staff to reconsider this item. In order to accommodate a patron's concerns about an item, they may use the Library's "Statement of Concern About Library Resources" procedure to express their views and to suggest a remedy that they might want.

### **INTELLECTUAL FREEDOM**

Freedom of speech, as provided for in the United States Constitution, is vital to maintaining a free society. Essential to this is the ability to see, hear, and express different ideas and viewpoints.

The Library upholds these rights and adheres to the American Library Association's Library Bill of Rights, interpretations of the Library Bill of Rights, and Freedom to Read Statement.

Every individual holds beliefs and values which may at times be in conflict with those of others. Citizens do have the right to request reconsideration of Library resources.

### **CONCERNS ABOUT LIBRARY RESOURCES**

Upon submission to the Library Director of a completed "Statement of Concern About Library Resources" form, the Director will conduct a staff review of the selection process and criteria, the objections raised, and the actions requested.

The Director will then submit a recommendation regarding the statement of concern form to the Library Board members so that the matter may be considered by the Board no later than its second meeting following receipt of the form.

The Director will notify the person submitting the form of the time and place of the Board meeting at which the matter will be discussed, invite them to attend the meeting, and provide a copy of the staff recommendation.

The Board's action on the "Statement of Concern About Library Resources" is final.

## **13. Gifts**

Gifts of books and audiovisual materials may be accepted by the Library with the understanding that donated items will not necessarily be added to the collection. Staff will select donated items for inclusion using the same criteria as used in purchasing materials. The Friends of the Library will accept donations in accordance with their own policies and procedures.

The Library will accept cash donations for materials. Donors may suggest appropriate subjects areas for selection, but the responsibility to selection of titles remains with the staff. Gift plates indicating the donor and the recipient will be placed in the item, if requested.

The Library will not place a value on or appraise materials that are donated, but will give the donor a receipt indicating the type and number of items donated.

## 14. Collection Management

In addition to adding materials to the collection, selectors are also responsible for withdrawing materials that are deemed no longer appropriate for the collection. Review of the collection is essential to ensure that patrons have access to the most current information available, to see that materials that are in poor physical condition are removed from the shelves, to ensure that only materials that are in demand or are deemed to have lasting value are kept in the collection and to make room for new materials or formats that should be added to the collection.

Following are some factors that should be taken into consideration when deciding to withdraw materials from the collection.

Physical condition of the item Books should be checked for their physical appearance and wear. If an item is withdrawn because it is in poor physical condition, it may be necessary to replace it if it has proven to be popular, if the information is still current, a newer edition of the item is available, or there are no other copies of the item on the shelf. When replacing a withdrawn audiovisual item, a decision will need to be made if the format that is being withdrawn is still the best format in which to purchase the title.

Circulation Staff will take into account the turns, or the number of times an item has circulated within a fixed period of time. If it is found that the item has circulated infrequently, it may be withdrawn.

Currency and accuracy of information This is particularly important for nonfiction materials in subject areas such as medicine, business, computers and finance. Selectors in these areas should be aware of the timeliness of the materials, and whether or not there have been more recent developments in a particular field that would make the materials in the collection outdated. This criterion is not as important for fiction items.

Duplicate copies Many titles will initially be purchased in multiples to satisfy patron demand. This is particularly true of best sellers or books of local interest. Over time, however, this popularity will probably wane, and a realistic decision should be made regarding the number of copies needed once popularity has passed. In most cases, only one copy of a non-fiction title should be kept on the shelf unless there is high circulation. The number of copies of a fiction title should be determined by the circulation of the title, and the popularity of the author.

Local interest Though the Library rarely collects in depth on particular subjects or genres, it should try to maintain copies of titles by Montana authors and, since these may not circulate as often as other, more popular materials, allowances should be made for maintaining these in the collection though they may not appear to be popular.

## 15. Disposal of Withdrawn Materials

Materials that are withdrawn from the collection may be routed to the Friends of the Library or made available to other libraries or agencies or offered for sale as appropriate. Materials in poor condition may be recycled or otherwise discarded.

## 16. Internet

The Library will make Internet service available to all Library patrons with current Library cards, as well as guests who live outside of Yellowstone County or who may be temporarily unable to receive a library card.

Library staff recognizes that the Internet contains a wide variety of information reflecting various points of views and from various sources, many of which may not be reputable. It will be the ongoing work of public service staff to continue to educate themselves about

current, reputable websites so that they in turn can better assist patrons.