TO: **PARMLY BILLINGS LIBRARY BOARD**

FROM: **BILL COCHRAN, LIBRARY DIRECTOR**
DEE ANN REDMAN, ASSISTANT LIBRARY DIRECTOR

RE: **FY14 POLICY REVISION RECOMMENDATIONS**

MEETING DATE: **FEBRUARY 14, 2013**

Staff recommends adoption of the following general policy revisions. Those adopted by Board approval at this meeting will be forwarded to the City Attorney's Office by March 1 for legal review as required by the Library Interlocal Agreement. After approval by the City Attorney's Office, or following Board adoption of changes directed by that Office, the policies will become effective on July 1, 2013.

Governance and Organizational Structure

GOV-1 Locations and Hours

Replace:

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

Replace with:

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

Purpose: To add information about The Community Library

Management Policies

MNG-4 – 4.3 Meeting Room Use, Computer Classroom Use, Study Room Use, Small Study Room Use

Replace all with:

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 Parmly Billings 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.

Purpose: A general revision to streamline duplicate statements and eliminate confusion. All to be now listed under MNG-4.

MNG-5 Exhibits and displays

Replace:

The Library maintains limited exhibit space to be used to promote Library resources, services, and programs and to further its Mission and Service Responses, as contained in its three-year plans. Library exhibit spaces may be used for exhibits or displays prepared by the Library, the Library Foundation, or the Friends of the Library.

Replace with:

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.

Purpose: Simplification and clarity. This will also require correlation with new art policy when it is adopted.

Customer Services

CUS-1 Customer Behavior

Replace:

M) Bringing bulky items into the library that take up excessive space.

Replace with:

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 necessary for personal mobility, such as walkers,

strollers or wheelchairs. Other exceptions may be made on a case by case basis by library staff.

Purpose: This policy was added for FY 2013, but has not been enforced for lack of a clear standard. The suggested change adds in that standard, which is the same as the typical airline restriction for carry-on bags.

Replace:

RESTRICTIONS ON USE OF CHILDREN'S AND TEEN PIT AREAS
To encourage the use of the Children's Services area and the Teen Pit 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.

Replace with:

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.

Purpose: To recognize that the new library's teen area may not be called the Teen Pit.

Circulation Services

CIR-1 Library Cards for Montana Residents

Replace:

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 to no more than $100.00.

Replace with:

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

Purpose: When this policy was established, the loss limits were set so as to mirror general practice by credit card providers. Upon recent review, the standard provider policy limits

losses based on how quickly such losses are reported to the provider. This change would incorporate a similar practice.

CIR-3 Loan periods and loan limits

Replace:

> Selected new DVDs in the adult collection 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.
>
> Books and audiovisual materials may be returned to the Circulation desk of the Library's bookdrops, the Bookmobile, or Senior Homebound Outreach staff.

Replace with:

> 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.

Purpose: To recognize that 7-day DVDs are not only in the adult collection, to add information about electronic content and to add the Community Library to list of return locations.

CIR-4 Renewals

Replace this sentence:

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

Replace with:

> 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.

Purpose: To maintain consistent terminology throughout the policy manual.

CIR-8 Fines and fees

Replace:

> Borrowers with fines totaling $2.00 or less may check out materials one time, but must clear their charges before being permitted further checkouts.

Replace with:

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

Purpose: This amount change was inadvertently missed in a previous manual update.

Information Services

INF-1 Priorities for reference service

Replace entire section with:

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.

Purpose: The text that was in this section defined reference services rather than set priorities for it.

INF-2 Interlibrary loan

Replace:

The Library will always attempt to borrow from libraries that do not charge; however some libraries, particularly academic libraries, charge a fee.

Replace with:

The Library will always attempt to borrow from libraries that do not charge; however some libraries charge a fee.

Purpose: Elimination of unnecessary text.

INF-3 Use of Library computers and network resources

Replace this section:

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 may not attach equipment to computers used primarily to access the Library's catalog.

Replace with:

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.

Purpose: These stations also include databases containing information that may be downloaded to a USB drive.

Replace this section:

Patrons Not to Introduce or Attempt to Eradicate Computer Viruses. Patrons may not introduce malicious programs "rogue programs" (e.g., software introduced into computer and network systems for fraudulent or malicious purposes such as viruses, worms and, trojan horses and logic bombs) to Internet stations.' hard drives. If a patron suspects the presence of a virus, he/she should immediately contact the Library staff for assistance.

Replace with:

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.

Purpose: The definitions are no longer required.

INF-3.1 Internet Use

Replace this section:

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

Replace with:

> 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.
>
> 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.

Purpose: The library permits use of wireless service, not the actual access points that provide the signal.

Collection Management Policy

3. Purpose of Collection Management Policy

Replace:

> The purpose of the collection management policy is to support the Library's mission and service responses and the general public's expectation for public library collections and resources.

Replace with:

> The collection management policy establishes the general public's expectation for public library collections and resources.

Purpose: Simplification and clarity.

4. Philosophy of Selection

Replace:

> The Library's patrons represent different reading levels and interests and, while the collection cannot be all things to all people, it does take into account the fact that patrons have a variety of points of view, reading preferences and preferences for different formats, and these need to be represented in the collection.
>
> When selecting new materials, staff will read commonly used reviewing sources to stay familiar with the latest materials that are being published 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 will be encouraged to make

recommendations to the staff for additions to the collection and, though this is no guarantee that the item will be added, staff will review these recommendations to see if they are appropriate. In order to keep up with high demand requests, the Library will monitor the number of reserves 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, and the collection will try to represent these by offering, whenever possible, a balanced view of issues.

Replace with:

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 reserves 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.

Purpose: General revision for clarity.

5. Scope of Collection

Replace:

The Library allocates its budget for collections and electronic resources based on usage data, including circulation figures, turns on particular items in the collection, database usage 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 audiovisual materials, including movies, audiobooks 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 are purchased in both hardback and paperback editions.

Audio Visual Materials The Library's audio visual collection includes materials for all ages in a variety of formats which are becoming increasingly digital. This includes CD's and DVD's, and will include materials that can be downloaded to

portable devices for listening or viewing.

Replace with:

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.

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.

Purpose: To remove jargon, update formats and provide consistent terminology.

6. Scope of Outreach Services

Replace:

The Library has an active Outreach Services program consisting of the Bookmobile and the Senior/Homebound service. In addition, the Library is reaching out to Spanish speaking people in the community through Spanish language collections and programming.

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. Work will continue on promoting this collection and other Library services to Spanish speaking people in the community.

Replace with:

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

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.

Purpose: To reflect current practice with regard to Spanish-language materials.

7. Montana Room

Replace:

The Montana Room collection houses materials on the history of Billings, Yellowstone County and Montana. There are also publications produced by the City of Billings that

are kept in the Montana Room for public access. Highlights of the Montana Room include one of the largest collections in the country on Custer and the Battle of the Little Big Horn, an excellent collection of materials on the Native American tribes of the northern Great Plains regions, as well as non-fiction books on subjects relating to Montana history or books by Montana authors. There are files of clippings from Montana newspapers that cover various subjects and supplement the print collection. A complete run of the Billings Gazette on microfilm is also available in the Montana Room.

Replace with:

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.

Purpose: To reflect a more focused scope for the Montana Room.

10. Priorities for Selection

Nonfiction

Replace:

Non Fiction

The Library purchases materials of general interest and cannot specialize in any subject area or purchase materials at a research level.

Duplicate copies of non-fiction items are purchased only if there is heavy demand.

Replace with:

Nonfiction

The Library purchases materials of general interest and does not specialize in any subject area or purchase materials at a research level.

Duplicate copies of nonfiction items are purchased only if there is heavy demand.

Purpose: To provide consistent terminology.

Children's Services

Replace:

The Children's Services staff purchases multiple copies of popular titles, easy reader picture books and award winning books.

Replace with:

The Children's Services staff may purchase multiple copies of popular titles, easy reader picture books and award winning books as needed.

Purpose: To provide consistent terminology.

13. Gifts

Replace:

Gifts of books, magazines and audiovisual materials will 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. Materials that are not kept for the collection will be routed to

the Friends of the Library for their ongoing book sales.

Replace with:

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.

Purpose: To recognize changes in donation policies by the Friends of the Library and to note that the Library may or may not accept gifts of materials.

14. Collection Management

Replace:

In addition to adding materials to the collection, selectors are also responsible for weeding materials that are deemed no longer appropriate for the collection. Weeding 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.

Physical condition of the item When replacing a withdrawn audio visual 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.

Replace with:

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.

Physical condition of the item 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.

Purpose: To remove jargon and make terminology consistent throughout policy manual.

16. Internet

Delete:

Staff will work to become familiar with those web sites that may provide the most reputable information, based on the types of questions that are asked, and will also recognize that many types of information can be found more quickly in a print source than on the Internet.

Purpose: To acknowledge the development of reliable online information and standard reference practices.