



July 2019 - June 2020 Library Policies

Billings Public Library

510 N. Broadway
Billings MT 59101
406-657-8258

www.billingslibrary.org

***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.***

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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 – 9 pm (Labor Day – Memorial Day)
Friday	10 am – 6 pm (Memorial Day – Labor Day)
Saturday	9 am – 5 pm
Sunday	CLOSED

Bookmobile stop locations and hours are posted at:

<http://www.billingslibrary.org/405/Bookmobile>

Senior/Homebound stop locations and hours are posted at:

<http://www.billingslibrary.org/407/Senior-Bookmobile>

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

Hours are typically:

Monday-Friday	8:00 am - 5:00 pm
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These hours may be changed based on the semester schedule.

GOV-2 Library Board bylaws

Library Board bylaws are posted at:

<http://www.billingslibrary.org/190/Board-Manual>

GOV-3 Mission Statement

Billings Public Library: embracing, empowering, and enriching our community.

GOV-4 Library Goals

The Library's goals are:

Make Access Happen establishes the core purpose of BPL. It affirms that total access to services, resources, and the collection is the ultimate outcome of the Library's work. Make Access Happen also signals a new strategy and purpose: reach beyond the normal means of information dissemination and acquisition in order to meet the patron where they are by providing more online resources, tutorial videos, awareness of offerings, and public participation in the digitization process of historical information.

Connect with Patrons, Partners, and Professionals challenges us to continuously improve customer service, cultivate strong, equitable partnerships, and generate new understanding of how best to serve these populations while also providing the best physical and digital resources. Connect with Patrons, Partners, and Professionals also ensures that the voice of these populations are consistently and constantly represented in all endeavors of the BPL.

Build Our Future is our commitment to developing a professional and knowledgeable staff, support our community, support the futures of the Library Foundation and Friends of the Library organizations, and to ensure the success of the BPL for the next generation of users. Build Our Future also encourages BPL administration to think boldly and creatively about the next evolution of library services, resources, needed personnel, and programming in order to meet the demands of our patrons, partners and professional users.

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 1972 Constitution of Montana, the Montana Library Records Confidentiality Act (MCA 22-1-1101 through 22-1-1111), and the American Library Association's Code of Ethics, Article III.

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 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.

Library patrons must adhere to copyright laws. The Library will take necessary measures to provide information to the public concerning copyright laws. Using Library computers to copy and distribute copyright protected works may be an infringement of the copyright law (Title 17 U.S. Code and amended Digital Millennium Copyright Act). The Library reserves the right to deny internet workstation access to Library patrons who do not comply with laws and regulations.

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-3 Meeting room use

GENERAL

The Library has a Community Room, a Large Conference Room, two Group Study Rooms, two Teen Study Rooms, a Computer Classroom, a Digital Learning Lab, a Digitization Room, and a Board Room available for public use. All rooms available during open business hours until 30

minutes prior to closing. Library rooms are not available on City holidays. A Room Request form needs to be submitted. Requests will be approved by Library staff before the use of a room is granted. Request forms are found on the Library's website; or room requests may be made by calling: 406-657-8258.

Library rooms, except the Yellowstone Board 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, per the fee schedule below. This room may not be reserved more than three (3) months in advance.

Private events and activities are prohibited (e.g. birthday celebrations, wedding receptions, memorial services, family reunions, religious ceremonies, etc.). City Code prohibits alcoholic beverages in public buildings. Scheduling restrictions may be waived for Library-sponsored, Library-related, or City and County meetings and events. Reserving a room and not showing up to use it without cancelling the reservation may result in restrictions on future reservations. Use of rooms before or after Library hours may require payment of a fee to cover staff and security costs.

PARKING: Parking at the Library lot is enforced Monday through Friday from 8:00 am to 5:00 pm.

NONPROFIT, EDUCATIONAL AND COMMUNITY GROUPS

During Library hours, nonprofit, educational, and community groups may reserve and use rooms at no charge, provided that tables and chairs are returned to their original configuration and garbage is picked up and disposed of. If setup, teardown and/or cleaning are required, the group may contract for such services.

FOR-PROFIT ORGANIZATIONS AND EVENTS

During Library hours, for-profit organizations may rent the rooms at the following rates:

Community Room and Garden	\$50/hour with 2-hour minimum
Computer Classroom	\$25/hour
Conference Room	\$25/hour
Digital Learning Lab	\$25/hour

COMMUNITY ROOM, GARDEN & BUTLER'S PANTRY

Meeting room space will be booked—dependent on availability—no more than three (3) months in advance; only one (1) meeting or event at a time will be held in the room.

Equipment

A lectern, projector and screen are available at no additional charge to those using the Community Room. Equipment must be operated by persons 18 years or older.

COMPUTER CLASSROOM

The Computer Classroom is intended for library-sponsored, library-related, or City or County educational 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, per the fee schedule above. Computer Classroom has 12 PCs equipped with standard office software and internet. When the Classroom is not in use by groups, it will provide additional free computer access to the public when overflow is necessary. Food is not permitted in Computer Classroom. Beverages with lids are permitted.

SECOND FLOOR LARGE CONFERENCE ROOM

Second Floor Large Conference Room is intended for the use of approximately 15 persons.

Equipment

A smart television and whiteboard are available for use at no additional cost. Library staff

will assist with accessing technology. Equipment must be operated by persons 18 years or older.

DIGITAL LEARNING LAB

The Digital Learning Lab's primary purpose is to provide space, equipment, and mentoring for teens to explore STEAM and other hands-on learning. It is also available for use by others by appointment, at the rental rates indicated above. Users must sign an agreement confirming ability to use equipment, accepting liability for damage to equipment and room, and indemnifying the Library and City against claims from use of the room and equipment.

GROUP STUDY ROOMS

Individuals and small groups may use study rooms for meetings, quiet reading, and study at no charge. Maximum capacity is four (4) individuals. Rooms are a first-come, first-served basis when not otherwise scheduled. Rooms 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. If no others are waiting to use the room, it may continue to be used by the person reserving the room.

TEEN STUDY ROOMS

Teens may use Teen Study rooms for meetings, quiet reading, and study at no charge. Maximum capacity is six (6) individuals. Rooms are a first-come, first-served basis when not otherwise scheduled. Rooms 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. If no others are waiting to use the room, it may continue to be used by the person reserving the room.

DIGITIZATION ROOM

The Digitization Room will be available for use at no charge, by appointment. Users must sign an agreement indicating ability to use equipment and accepting liability for damage to equipment.

YELLOWSTONE BOARD ROOM

Yellowstone Board Room is intended for the use of approximately 15 persons. This space is reserved for Library-sponsored and/or Library-related meetings. Use of this space is only between Monday through Friday from 10:00 am to 5:00 pm. All reservations are subject to approval by management only.

ROOM CANCELLATION

The Library reserves the right to cancel any room reservation dependent upon Library needs or usage of space. The party will be notified of cancellation as soon as the situation dictates. If fees were assessed to a group or organization for use of space, upon cancellation the Library will provide a full refund.

MNG-4 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 Art Committee will review and approve temporary art exhibits. 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. Displaying of exhibits does not constitute an endorsement of the material or viewpoint(s) showcased in exhibit.

MNG-5 Distribution of non-library materials

The Library does not permit the distribution of brochures, display of posters or other dissemination of non-Library materials.

MNG-6 Digital Signage Information

Billings Public Library maintains digital signage inside the Library to post information about events or services in the Library and the broader community. Events and services advertised on the digital signage must be free and open to the public. Priority is given to Library-sponsored services and events or those sponsored by the Friends of the Billings Public Library or the Billings Library Foundation. Organizations who wish to advertise a community event must receive authorization from Library Management and provide a single PowerPoint slide to the Library. Authorization will be based upon the provisions of this policy and will not be based upon viewpoint, beliefs, or affiliations of the community organization or the viewpoints expressed on the advertising. Posting of an advertisement does not indicate the Library's endorsement of the ideas, issues, or events being advertised. Information that supports or opposes a ballot measure or political candidate will not be advertised. Information asking Library visitors to sign a petition or letter is not permitted. Advertisements are displayed temporarily.

MNG-7 Image, Voice, Intellectual Property

Billings Public Library reserves the right to photograph, video record, or livestream programs and participants at any of our facilities or sponsored activities. Please be aware that these photographs are for promotional purposes and may be used in future publications, on our website, in our newsletter, and on our social media outlets. If you do not wish to be photographed, please inform staff and we will make reasonable efforts to honor your request. If you see staff taking pictures, and you do not wish to be photographed, please let us know immediately. No individual identification will be used unless the library has permission in writing on the "Image, Voice, and Intellectual Property Release Form."

No permission is needed to take photos of crowds during BPL events.

When photographing one adult or a small group (3 or less), staff will get verbal consent. Written consent will only be required if person's name is to be published.

When photographing one child or a small group (3 or less), staff will get guardian verbal consent prior to taking the photo. Guardian will be notified the picture may be used in future library publications, on the library website, or social media outlets. In order to publish the child's name in conjunction with the photo, written consent must be obtained.

Customer Services

CUS-1 Customer behavior

It is the responsibility of all customers and staff members to maintain a pleasant, appropriate, and safe library atmosphere. Behavior which interferes with the ability of others to enjoy the Library will not be tolerated.

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. The term "Library" used throughout this section is defined as any Library building, building grounds and parking lots, and vehicles.

Hygiene

An individual who is barefooted, or who is without a shirt, or whose personal hygiene is so offensive as to constitute a nuisance to other individuals, shall be required to leave the building.

When the problem is corrected, the individual may re-enter the Library.

It is the responsibility of the Billings Public Library to maintain a healthy and clean environment for all Library users and to protect the City's investment in the Library's collections, equipment, and property. In order to fulfill this responsibility, the Library may restrict a patron's ability to borrow materials and/or visit Library facilities when such use may jeopardize the health and cleanliness of Library facilities, collections, and/or other patrons and Library staff.

Should it become necessary to suspend Library privileges, of a patron, in order to protect Library collections, facilities, and/or other patrons, notification of the suspension will be made by an individual from the Library's Leadership Team and/or Library security personnel. Access to facilities and/or borrowing privileges will be restored when the suspended patron demonstrates that the situation that caused the loss of Library privileges has been remediated.

Minor Disruptive Behaviors

The following minor disruptive behaviors are prohibited in the Library.

Persons who violate one of these policies, or who exhibit similarly disruptive behavior, shall receive a verbal warning and/or an order to leave the Library for the remainder of the day. A person who commits multiple and/or serial violations of one or more of these policies, 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.

1. Speaking, to oneself, to other patrons, to staff, or on a cell phone, above a normal speaking voice.
2. Sleeping, except in the case of small children or other dependent persons.
3. Causing unreasonable, intentional noise.
4. Chasing, running, and playing, especially on or near furniture, shelves, stairs, or the water feature. Parents or chaperones of children who violate this policy will receive the same warnings and penalties as the children.
5. Permitting distressed children to cry continually in such a fashion that disrupts the ability of others to use the Library.
6. Using public restrooms or Library facility for bathing, shaving or laundering purposes
7. Taking Library materials into a restroom.
8. Tampering with arrangement of library materials that makes finding or using them difficult or impossible for all practical purposes.
9. Using Library computers for longer than the permitted time period.
10. Blocking aisles or walkways with personal belongings.
11. 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.
NOTE: The Library is not responsible for items left unattended in the Library or on Library grounds. The Library does not allow items to be left overnight. Items not collected by the close of business day will be disposed of by the Library.
12. Eating food in any area of the Library outside of the Café or meeting rooms.
13. Beverages in spill-resistant containers are generally permitted throughout the Library. No beverages are permitted in the Digital Learning Lab, Montana Room, Genealogy Room or Digitization Room.
14. Littering.
15. Bringing sealed containers of alcohol into the Library, without a permit from the City.

Major Disruptive Behaviors

The following disruptive behaviors are prohibited in the Library.

Persons who violate one of these policies, or who exhibit similarly disruptive behavior, 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. A person who commits multiple and/or serial violations of one or more of these policies, shall be prohibited from entering the Library or otherwise using its services for a period of 1 year, upon penalty of a charge of criminal trespass.

1. Attempted theft, damage or mutilation of library materials or facilities, while in the Library.
2. Smoking or using tobacco products, including chewing tobacco, in any part of the library or Bookmobile. Smoking anywhere on the Library grounds, including the parking garden. The term "smoking" includes, but is not limited to, cigarettes, e-cigarettes, vape products, cigars, and pipes. Cigarette butts may not be discarded on the sidewalks or in the parking garden.
3. Intoxication or incapacitation by drugs or alcohol which creates a risk to the person in question or to others. **NOTE: Alcohol smell on an individual's breath does not constitute a violation of the policy; however, individuals with an alcohol smell that is offensive to others and other outward signs of intoxication such as: slurred speech, unsteadiness on feet, belligerence, etc., will be asked to vacate the Library.**
4. Taunting, stalking, following, challenging or provoking another individual.
5. Using abusive, threatening or menacing language or gestures.
6. Entering non-public areas of the Library, without permission from staff.
7. Hindering or impeding or preventing the movement of an individual into, out of or about a Library facility or vehicle.
8. Gambling, panhandling, or soliciting is not permitted. Sale of non-library materials is permitted only when sponsored by the Library.
9. Refusing to leave the Library when directed to do so, or at closing.
10. Bringing a firearm, knife with a blade longer than 3", or other weapon into the Library. This rule in no instance applies to law enforcement officers and other officials provided for in law.

Criminal or Dangerous Behaviors

All criminal and dangerous behaviors are prohibited in the Library.

A person who commits a crime in the Library or violates any of the following policies shall be prohibited permanently from entering the Library or otherwise using its services, upon penalty of a charge of criminal trespass, and the Library may pursue criminal charges against the person.

1. Threatening to attack or physically attacking another person is prohibited.
2. Indecent exposure, public lewdness, and voyeurism is prohibited.
3. Child abuse is prohibited.
4. Intentional destruction of large quantities of library materials or of furnishings or equipment, or of a building or vehicle, is prohibited.
5. Theft of Library, staff or another person's property is prohibited.
6. Making bomb threats against Library property, or from Library property is prohibited.
7. Aiming or discharging a firearm within the Library is prohibited.

A Library user who has been prohibited from entering the Library shall have all privileges, including remote access to online resources, revoked for a period of time equal to the length of time they are prohibited from entering the Library.

A Library user may appeal a penalty to the Library Director. All appeals must be in writing. The Library Director shall uphold or overturn the penalty within ten business days of receipt of the

appeal. The penalty shall 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, teens, parents/guardians, teachers, or other chaperones who accompany them.

The TECH Lab is a digital learning lab designed to serve and be used by the youth of Yellowstone County. Participants in lab workshops or open hours must be teens (up to 19 years old) or in grades 6-12. Adults and parents are only allowed in the lab for designated Library programs at the librarian's discretion.

Other adults may enter these areas to browse and/or retrieve materials, or to briefly tour the areas, but they may not remain in the area otherwise to, for example, sit, read or use computers. Adults not accompanying minors should check in at the Children's Services Help Desk before entering the Children's Services area, or the Second Floor Help Desk before entering the Teen Area.

The 3-D printer is part of the TECH Lab and is reserved primarily for teen use. However, adults may use the printer on an occasional basis. This can be done only by appointment with a librarian and must be outside of teen lab hours. To use the 3D printer, bring a USB drive with an *.STL file of the design to the scheduled appointment. The librarian will help convert the file to a printable format and start the print project. Some projects may take several hours to print and a follow-up appointment for pick-up may be required. The cost to print is \$1 per hour of print time. Payment is due at pick-up time. The library reserves the right to refuse to print items that could be used as weapons or do not conform to the Library's Customer Behavior Policy (CUS-1) or the TECH Lab Code of Conduct. Learning to design an object and save it as an *.STL is outside the scope of the printing appointment.

The creation of 3D guns in the Tech Lab is prohibited. Per federal law the Undetectable Firearms Act of 1988 (renewed until 2023) states: it is "illegal to manufacture, import, sell, ship, deliver, possess, transfer, or receive any firearm that is not as detectable by walk-through metal detection as a security exemplar containing 3.7 oz (105 g) of steel, or any firearm with major components that do not generate an accurate image before standard airport imaging technology."

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. The Library cannot assume this responsibility or guarantee that your child or ward will not obtain access to these resources and services. The Library 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. These opt-in restrictions shall be as extensive as practicable given facilities, staffing, technological capabilities and other potential limitations. This is not intended to substitute for direct guidance provided by parents and guardians, but instead provides another tool for those who choose to use it. The Parental Guidance Option cannot restrict use of in-library resources, except for access to internet

workstations.

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. Proctoring must be scheduled at least one week in advance and is administered by appointment only.

Fees are assessed to help cover the cost of coordination, supervision, any necessary photocopying, and recordkeeping. The exam will not be administered until the fee is paid by the person taking the exam. Fees will be assessed as follows:

Billings Public Library cardholders with a current card and no fines or fees on account:
\$15.00 per exam session up to four consecutive hours.
All others: \$30.00 per exam session up to four consecutive hours.
Any fines or fees owed to Billings Public Library must be paid.

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. It is the student's responsibility to arrange for their learning institution to provide the appropriate materials and contact information to the proctor. The proctor will not contact the learning institution to get exam materials or proctor forms.

After the instructor or institution has completed the form, the student should check with Library staff to verify test arrival. Students must bring a picture ID when checking in to take the exam. The student must be on time for their appointment and is responsible for notifying the proctor 48 hours in advance if they cannot make that appointment.

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. Library computers will not be modified to accommodate online tests except as agreed upon and arranged in advance with Library technical staff. Proctors will not remain with the student during the test. Proctors will intermittently monitor students.

The proctor will return exams directly to the school when asked to do so. The Library is not responsible for receipt of the exam by the learning institution.

CUS-5 Service Animals

Billings Public Library defines service animals as dogs or miniature horses trained to do work or perform tasks for the person with disabilities.

Under the American Disabilities Act (ADA), state and local governments, businesses, and nonprofit organizations that serve the public generally must allow service animals to accompany people with disabilities in all areas where the public is normally allowed to go.

Under the ADA, service animals must be harnessed, leashed, or tethered, unless these devices

interfere with the service animal's work or the individual's disability prevents using these devices.

Obligation of the Billings Public Library is to services for the patron, and not the service animal. Food and drink is not allowed to service animals within the Library.

Miniature horses are defined as being 24 inches to 34 inches measured to the shoulders and weigh between 70 and 100 pounds.

Animals whose sole function is to provide comfort or emotional support to the patron does not qualify as service animals under the ADA. Emotional support animals are not allowed in the Library.

CUS-6 Notary Public Services

Billings Public Library offers free limited Notary Public services for the benefit of the residents of our community. Notary Public Service is by appointment only. To make an appointment please call the Library at 406-657-8258.

The following general guidelines will be followed in the provision of notary service:

The Library does not charge a fee for Notary Public Services;

The requestor must provide the Notary with a valid form of photo identification, such as a current driver's license, military ID or passport;

The Library provides only basic Notary Public Services. The Library is not able to notarize more than 3 documents per person per visit.

Montana Notaries Public are prohibited from making and certifying copies of public documents such as birth certificates, death certificates, marriage licenses, school transcripts, FBI fingerprint cards, and other official records that are issued by state or other government officials.

The Library does not provide witnesses, and witnesses may not be solicited from staff or customers using the Library. In order to serve as a witness, the witness must personally know the person whose document is being notarized and must be in possession of valid photo identification.

Notaries will not provide service if the requestor, document or circumstance of the request for Notary Public Service raises any issue of authenticity, ambiguity, doubt or uncertainty for the Library. In this event, the Notary Public may, at his/her sole discretion, decline to provide Notary Public Service.

CUS-7 Public Phone Access

Billings Public Library does not offer access to patrons for use of Library phones. In rare circumstances, Library employees may make a phone call on behalf of the patron for local calls only. This action is dependent on current responsibilities of Library employees.

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 or online. Two types of identification are required to open a Library account: a photo ID and proof of current address. An unexpired Montana Driver's License or ID with a current street address will satisfy both requirements. Other acceptable forms of photo identification and proof of current

address when applying for a Library card include the following:

Examples of Photo ID:

- Valid US passport
- Valid US military identification card
- Out-of-State driver's license
- School ID
- Employee or contractor photo ID card issued by a local, state, tribal, or US government agency

Examples of Proof of Address:

- Vehicle insurance or registration card
- Voter registration card
- Current utility or telephone bill
- Checking or savings account statement
- Current tax statement
- Rental receipt, lease or deed
- Checkbook with printed name and address
- Recently postmarked item of mail
- Valid fishing license with current address
- Valid hunting license with current address

If you do not have proof of your current address, please come into the Library to obtain an official proof of address postcard. Once you have received this official Library postcard in the mail, you may return the postcard to the Library with an acceptable photo ID to obtain a library card with full borrowing privileges.

When applying for a card using an online application, an acceptable form of photo identification and proof of current address must be presented at the service desk before the account will be activated and a Library card issued.

To safeguard patron identity, the Library cannot accept electronic copies or screen shots of a photo ID as proof of identity. All documents used for photographic identification must be originals. The Library does allow electronic documents displayed on portable devices to be used as proof of address. The electronic version must be an original sent from the organization that issued the document (i.e. proof of vehicle insurance, utility bills, bank statement, etc.).

Montana residents living outside of Yellowstone County or who do not have proof of a permanent mailing address in Yellowstone County are eligible for a Montana Resident card. This card will permit cardholders to check out ten items at a time, place up to five items on hold, and use the Library's computers. The card will be valid for one year.

- Applicants residing in a temporary residential facility in Yellowstone County may receive a Montana Resident card. In addition to a photo ID, applicants must provide a piece of mail received within the prior two weeks or a note from the facility printed on letterhead for immediate borrowing privileges. Applicants without proof of address may fill out an official postcard and return later upon receiving the postcard to activate their account.
- Post office boxes are not considered a permanent mailing address. Applicants residing in Montana but without a street address may receive a Montana Resident card by presenting an acceptable form of photo identification and a proof of current address.

Students not resident in Yellowstone County, but registered at schools and colleges within Yellowstone County, are eligible for full borrowing privileges, upon presentation of proof of current registration along with an acceptable form of photo identification and a proof of current address.

Employees of the City of Billings and of Yellowstone County, but not resident in Yellowstone County, are eligible for full borrowing privileges, upon presentation of proof of current employment by the City or County along with an acceptable form of photo identification and a proof of current address.

The parent or legal guardian of a minor may provide his or her own photo identification and proof of current address to obtain a Library card for a child. The parent/guardian must sign the application certifying that the minor resides at that residence. A minor's relative or caregiver may follow the same procedure to obtain a Montana Resident card. In either case, a Library card cannot be issued without the child present.

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 book drops 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 audiobooks or music CDs 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

Regular library cardholders may have up to 20 holds at any one time, including any hold items waiting on the hold shelf for pickup. Patrons with a Montana Resident card may have up to 5 holds at any one time. Patrons have 7 days to checkout holds once they become available.

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, or requiring cleaning before its next use. For lost materials or those damaged beyond repair, the total charge will consist of the replacement cost of the material and a \$5.00 processing fee intended to cover restocking costs. For materials requiring repair and/or cleaning, the charge will consist of the costs incurred in repairing or cleaning the item.

The Library will accept a replacement copy for a lost or damaged item. The replacement copy must be identical to the original copy and have the same ISBN number or other standard identifying number as determined by a library staff member (in the case of non-book materials). The replacement copy must be in new or "like new" condition. The patron will be charged a \$5.00 processing fee per each lost item. This fee covers items that are in addition to the cost of the lost material (i.e. bar codes, labels, book jackets, AV containers, MARC record, etc.).

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 \$10.00 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 \$10.00 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.

CIR-8.1 Replacement Fees

Containers	
Audio CD Binder (SMALL < 12 DISCS)	\$4.00
Audio CD Binder (BIG > 12 DISCS)	\$6.00
Music CD Polybox	\$3.00
DVD Case	\$2.00
DVD's & Music CD's	
DVD Replacement Cover Insert	\$1.00
DISC Flipper	\$1.00
Music Liner Notes	\$3.00
Miscellaneous	
Book Wrap (New Books Only)	\$2.00
Barcodes	\$1.00
RFID Tag	\$1.00
Stingray	\$2.00
Processing Fees for Lost/Damaged Items	\$5.00

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, except that, if no one else is waiting to use their computer, the time of their session may be increased in 15-minute increments, up to one additional hour. 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 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, copyright law, and licensing agreements, including but not limited to the illegal copying of software, is prohibited. Using Library computers to copy and distribute copyright protected material may be an infringement on copyright law (Title 17 U.S. Code and amended Digital Millennium Copyright Act). The Library reserves the right to deny internet workstation access to Library patrons who do not comply with laws and regulations. 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:

Username, 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 Limitations on internet access

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.

Headphones

Headphones are required for listening to any resource with an audio component. Users may purchase headphones from the Library or use their own.

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 The Library provides a limited number of computers with unfiltered access. To safeguard minors in the Children's Services and Teen 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 is accessing graphic, sexually-oriented material in the Children's Services or Teen areas, or on a vertical monitor in the Computer Commons, 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 recessed-monitor workstation in the Computer Commons. Failure to comply will be considered a violation of the Patron Conduct policy.

INTERNET FILTERING FOR MINORS. To minimize the risk of minors being exposed to illegal and/or inappropriate images, texts or other resources on Library Internet workstations, children age 17 and under will be restricted to filtered access. A parent or guardian of a child in this age group may choose to opt out of this restriction, in accordance with the Parental Guidance policy (CUS-2, p. 9). 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. 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.

2. Philosophy of Selection

The Library's patrons represent different reading levels and interests. 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.

3. Scope of Collection

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 strategic plan.

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 may be purchased in either hardback or 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 provide 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 strategic plan as well as those resources available through statewide database licensing. When selecting electronic sources, the Library considers ease of use and cost; anticipated interest from the community; 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.

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

4. 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 and surrounding communities. Its collection is similar to 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 bestsellers 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.

5. **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. This collection also includes digitized images of local historical interest made available electronically.

6. **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.

7. **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.

8. **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 cannot 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 suitable for preschool through middle school age children.

The selection of materials is based on 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 authors, performers, directors or other creators; the quality of the illustrations in picture books, and the presentation of diverse or controversial points of view. The Children's Services staff may purchase multiple copies of popular book and audiovisual titles, easy reader picture books and award winning books and videos 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 bestselling 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.

9. 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 by staff.

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 by borrowing them from another library.

10. 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.

11. **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.

12. **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. Evaluation 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 and similar 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 less 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.

13. **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.

These policies have been adopted by the Board of Trustees of Billings Public Library, using *Creating Policies for Results* by Sandra Nelson and June Garcia (Chicago, ALA, 2003). Questions or comments about these or other policy issues may be directed to the Board of Trustees, Billings Public Library, 510 N. Broadway, Billings MT 59101.