Billings PUBLIC LIBRARY

July 2022 - June 2023 Library Policies

Billings Public Library

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

www.billingslibrary.org

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

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GOV-1   Locations and hours

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

Hours are:

Monday-Thursday	9 am – 8 pm
Friday	9 am – 8 pm (Labor Day – Memorial Day)
Friday	9 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

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 the library. 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 library.

Build Our Future is our commitment to develop 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 library for the next generation of users. *Build Our Future* also encourages library administration to think boldly and creatively about the next evolution of services, resources, additional 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 Article II, Section 10 of the 1972 Constitution of Montana, the Montana Library Records Confidentiality Act (Sections 22-1-1101 through 22-1-1111), Montana Code Annotated, (MCA), and the American Library Association's Code of Ethics, Article III.

MNG-2   Copyright

It is the intent of the library to adhere to the provisions of the current copyright laws and Congressional guidelines.

Library 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.

Library staff adhere to all provisions of Title 17 of the United States Code (USC) 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 17 USC §107 or 110 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 patrons who do not comply with laws and regulations.

MNG-3   Meeting room use

GENERAL
The library has a Community Room, Large Conference Room, two (2) Group Study Rooms, two (2) Teen Study Rooms, Computer Classroom, Digital Learning Lab (Tech Lab), Memory Lab, and a Board Room available for public use. All rooms are available during open business hours until 30 minutes prior to closing. A Room Request form must be submitted or completed online. 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.

All reservable library spaces are limited to four (4) hours of use per day unless approved by BPL management. Library spaces may be booked no more than three (3) months in advance and may not exceed five (5) reservations per month.

All patrons must check-in at either the Circulation or Reference desk before using the

reserved room. Once finished with the space, all patrons must checkout at the desk they checked-in. A pre- and post-check of the space will be conducted by library staff to ensure carpet, furnishings, and technology are in working order. Cleaning costs may be applied to the patron's account in the event of damage, stains, or broken technology.

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.

ROOM CANCELLATION
Patron(s) must occupy meeting/study rooms within 15 minutes of their reservation time, or have notified a staff member about changes to start time if unable to fulfill reservation start time. Failure to check in after 15 minutes will result in the room reservation being cancelled.

The library requires a 24-hour notice of meeting cancellation. Repeated cancellations or failure to keep appointments for meetings may be cause for denial of future meeting/study room requests.

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.

PARKING
The City of Billings' Parking Division enforces parking at the library lot 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. Limit four (4) hours; requests for more than four (4) hours are subject to for-profit usage rates.

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, AND 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. 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. Food is not permitted in this space unless approved by management; beverages with lids are permitted.

> 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. Use of this space by other groups is based on the availability of library staff and prior approval from either the Tech Lab librarian or library management. Food permitted following Teen Tech Lab librarian's guidelines.

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 (4) 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. Food is not permitted in this space; beverages with lids are permitted.

TEEN STUDY ROOMS

Teens may use Teen 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 (4) 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. Food is not permitted in this space; beverages with lids are permitted.

MEMORY LAB

The Memory Lab is a self-service lab equipped with various devices for digitizing personal (non-copyrighted) memorabilia. The room is available to the public at no charge by reservation Monday – Friday 10:00 am to 5:00 pm, Saturday 9:00 am to 3:00 pm. Reservations must be made 24 hours in advance, and can be made for a maximum of four (4) hours per day for up to three (3) months in advance. No-shows will be cancelled after 15 minutes. Librarians may approve one (1) additional hour of time at the end of a reservation if others are not waiting. Library staff will orient patrons to the equipment prior to use. Users must sign an agreement indicating ability to use equipment and accepting liability for damage to equipment. Users should bring their own file storage device, as the library does not provide flash drives or SD cards except for file transfer purposes. Food

and beverages are not permitted in this space.

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 Monday through Friday from 10:00 am to 5:00 pm. All reservations are subject to approval by library management only. Food is not permitted in this space unless approved by management; beverages with lids are permitted.

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 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 from the Billings Public Library of the material or viewpoint(s) showcased in an 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 inside the facility.

MNG-6   Digital Signage Information

The library maintains digital signage inside the facility 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 Library or the 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

The library reserves the right to photograph, 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. 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 events at the library.

When photographing one (1) 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 (1) 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 will be obtained.

Any content shared by the public to the library in the form of comments, images, or other media on any library social media platform may be utilized by the library for future publication, display, or promotion purposes.

Patron Services

CUS-1 Patron behavior

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

The 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 Billings Public Library building, building grounds, parking lots, and vehicles.

Hygiene

An individual who is barefooted, or who is without a shirt, bottoms, or has other exposed body areas inappropriate for a public setting, or whose personal hygiene is so offensive as to constitute a nuisance to other individuals shall be required to leave the building. When the behavior or issue is corrected, the individual may re-enter the library.

It is the responsibility of the 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 staff, library collections, facilities, and/or other patrons, notification of the suspension will be made by an individual from the library's management 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
Persons who violate one (1) or more of these policies, or who exhibit similarly disruptive behavior, may receive a verbal warning; continuance of disruptive behavior will result in expulsion from the library. A person who commits multiple and/or serial violations of one (1) or more of these policies, may 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.

The following minor disruptive behaviors are prohibited in the library:

1. Conversing above a normal speaking voice.
2. Sleeping, except in the case of small children or other dependent persons.
3. Causing or allowing unreasonable noise.
4. Chasing, running, or horseplay 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. Using public restrooms or library facility for bathing, shaving, or laundering purposes or anything else other than its intended purpose.
6. Taking library materials into a restroom.
7. Tampering with arrangement of library materials that makes finding or using them difficult or impossible for all practical purposes.
8. Using library computers for longer than the permitted time period.
9. Blocking aisles or walkways with personal belongings.
10. 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. Patrons must be present in the library to leave materials in the designated storage bins located on the first floor.

11. Eating food in the library outside of the Café or designated areas without approval by management.
12. Littering.
13. Viewing pornographic visual materials or content that would be considered obscene. The term "obscene" is defined by the American Library Association as: prurient sexual material that has no redeeming social or artistic value.

Major Disruptive Behaviors
Persons who violate one (1) or more of these policies, or who exhibit similarly disruptive behavior, may 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 (1) or more of these policies may be prohibited from entering the library or otherwise using its services for a period of one (1) year, upon penalty of a charge of criminal trespass.

The following disruptive behaviors are prohibited in the library:

1. Attempted theft, damage, or mutilation of library materials or facilities.
2. Smoking or using tobacco products in any part of the library or Bookmobile. Smoking anywhere on the library grounds, including the parking lot and garden areas. 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 from drugs or alcohol or using or selling drugs or alcohol on library premises.

    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, staring at, or provoking another individual.
5. Abusive, threatening, harassing (verbal, physical, or sexual), or menacing language or gestures.
6. Entering non-public areas of the library without permission from staff.
7. Hindering, 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 approved by library management.
9. Refusing to leave the library when directed to do so or at closing.

Criminal or Dangerous Behaviors

A person who commits a crime in the library or violates any of the following policies will 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.

The following criminal or dangerous behaviors are prohibited in the library:

1. Threatening to attack or physically attacking another person.
2. Indecent exposure, public lewdness, and voyeurism.
3. Child abuse.
4. Intentional destruction of library materials, furnishings or equipment, or of library facility or library vehicles.
5. Theft of library, staff, or another person's property.
6. Aiming or discharging a firearm within the library or on library grounds.

A library user who has been prohibited from entering the library will 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 an expulsion penalty to the Library Director. All appeals must be in writing. The Library Director shall uphold or overturn the penalty within ten (10) 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 (7) days of notification of the upholding of the penalty by the Library Director. The City Administrator shall uphold or overturn the penalty within seven (7) 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.

EXPECTATIONS OF USE OF CHILDREN'S AND TEEN AREAS

To encourage the use of the Children's or Teen services areas 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 printers are TECH Lab equipment and are reserved primarily for teen use; however, adults may use these printers on occasion. Adults must schedule an appointment with the Teen/TECH Lab librarian to determine if printing is feasible. The librarian may need to convert, adjust, or change files based on 3-D printing capabilities. 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 TECH Lab Code of Conduct. Learning how to design and save an object is outside the scope of the printing appointment.

The library prohibits the use of its 3D printer to create items that are in violation of local, state or federal law; unsafe, dangerous, or an immediate threat to the well-being of others; obscene or otherwise inappropriate for the library environment; or a violation of another's intellectual property rights. The library reserves the right to refuse to print items that do not conform to this policy, the Library's Customer Behavior Policy (CUS-1) or the TECH Lab Code of Conduct.

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."

The library will maintain the confidentiality of users' printing history in accordance with library policy. However, the prints themselves may occur within public view. The library makes no guarantee that a particular print will not be seen by members of the public.

The library does not guarantee a successful print.

3D printing will occur only during library open hours. Print jobs with estimated completion times that exceed open hours will not be started until the next non-holiday business day. Print jobs with an estimated completion time exceeding the longest scheduled open hours will be declined. Otherwise, print jobs are completed on a first-come, first-serve basis.

CUS-2   Unattended dependent persons

The library does not assume responsibility for persons left unattended on library premises. These persons include, for example, individuals incapacitated due to physical and/or mental disabilities or other conditions who may be 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. All children eight (8) years and younger must be attended by a guardian at all times while at the library. 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, library staff will notify the Billings Police Department.

CUS-4   Exam Proctoring

The library may assist students taking online or distance learning classes by proctoring exams. Proctoring must be scheduled at least one (1) week in advance and is administered by appointment only. The cost of exam proctoring is $25.00.

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.

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.

Exam proctoring takes place in Computer Classroom.

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 and the Americans with Disabilities Act Amended, (ADAA) defines service animals as dogs or miniature horses trained to do work or perform tasks for the person with disabilities.

Under the Americans with Disabilities Act (ADAA), 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, 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 do not qualify as service animals under the ADA. Emotional support animals are not allowed in the library.

CUS-6   Notary Public Services

The library offers free limited notary 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:
1. The library does not charge a fee for this service.
2. The requestor must provide the notary with a valid form of photo identification, such as a current driver's license, military ID or passport.
3. The library provides only basic notary public services.

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 patrons 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

The 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 and emergent nature of the circumstance.

CUS-8   Gathering Signatures/Petitions

The library welcomes the gathering of signatures for petition purposes. The library appreciates your desire to be engaged in our community and supports your right to engage other community members in the process. It is expected that signature collectors will adhere to the following expectations in order to provide a safe, harassment-free environment:

Signature collectors will check-in at the first floor public service desk before collecting signatures. Signatures will be collected outside the building unless approved by library administration. In the event of inclement weather or the air temperature falls below 40 degrees Fahrenheit, signatures may be collected in the south entrance foyer.

Signature collectors may engage in conversation with members of the public only after the public citizen has concluded business at the library and are leaving the facility. This does not prohibit a member of the public from initiating conversation with the signature collector. Signature collectors will not prevent or delay the admittance of public citizens from entering the building.

Tables, displays, or any other information kiosks are not permitted.

Signature collectors are expected to be professional and courteous and follow all other library policies.

Failure to adhere to these expectations may result in the signature collector having to leave the premises.

CUS-9   Food Consumption

Food must be consumed in designated areas. Café seating is for café customers only. Foodstuffs purchased from the café must be consumed at the café tables. Outside food is prohibited in the library.

Outside foodstuffs may be consumed during third-party meetings in the Second Floor Large Conference Room and the Community Room upon approval of library administration. All proper health codes must be followed when consuming food in these designated areas.

Utensils, paper products, and other items in the café are for café customers only. Use of these items without purchase from the café is considered theft and will result in permanent expulsion from the library.

CUS-10   Lost Personal Identification Items

In the event a patron leaves original personal or government issued identification cards at the library, the item in question will be retained in the Director's office for a period of thirty (30) days. Library staff will attempt to contact the owner of the lost item two (2) times during this period. Unclaimed government issued identification cards will be shredded. Social security cards will be mailed to the Social Security Administration in Baltimore, MD.

Circulation Services

CIR-1   Library cards for Montana residents

The library is committed to facilitating access to library resources for all patrons, regardless of age, ethnicity, education, income level, sexual orientation, native language, physical limitation, or geographic location. Library cards are free for all Montana residents and are able to be applied for in person or online.

When applying for a card using our online application, photo identification and proof of current address must be presented at the library before the account will be activated. Accounts created online that are not validated within 90 days will be suspended.

The parent or legal guardian of a minor, with child present, may provide their own photo identification and proof of current address to obtain a library card for the minor child. The library respects the role of parents and caregivers in the selection and evaluation of library materials and is not responsible for the borrowing of appropriate resources or content of a minor child.

The library offers the following cards:

CARD TYPE	IDENTIFICATION REQUIREMENTS	BORROWING PRIVILEGES	PRIVILEGE LENGTH
Community Patron (BILL-COM)	1. Government-Issued personal identification that includes: name, photo, and current address. -OR- 2. 2 forms of identification from list **1A**: ➢ One piece must have a photo & name ➢ One piece must have current address or PO box & name	50 Checkouts 20 Holds Access to all e-resources	Expires After 3 Years Inactive Status
Temporary Borrower (BILL-TEMP)	1. 2 forms of identification from list **1B**: ➢ One piece must include current address or PO box. ➢ Photo ID is not required ➢ For renewal: 2 forms of identification from list **1B** are required	2 Checkouts 2 Holds Access to all e-resources	56 days
Montana Resident (BILL-MT) *Resident of MT living outside of Yellowstone County	1. Government-Issued personal identification that includes name, photo, and current address. -OR- 2. 2 forms of identification from list **1A**: ➢ One piece must have a photo & name ➢ One piece must have current address or PO box & name	10 Checkouts 5 Holds Access to all e-resources	1 Year
Online Card (BILL-ONLIN)	No identification is required.	Access to library computers Access to e-resources	18 Months
Out of State Resident (BILL-OOS) **Fee:** $20/year	1. Government-Issued personal identification that includes name, photo, and current address. -OR- 2. 2 forms of ID from list **1A**: ➢ One piece must have a photo & name ➢ One piece must have current address or PO box & name	10 Checkouts 5 Holds Access to all e-resources	1 Year

1A. PERSONAL IDENTIFICATION EXAMPLES
(CARD TYPES: BILL-COM, BILL-MT, BILL-OOS)

➤ *Expired IDs and electronic copies or reproductions are accepted.*

1. Photo identification (must include name and photo)
2. Government-issued personal identification
3. Vehicle registration or insurance card
4. Voter registration card
5. Utility or phone bill
6. Bank statement
7. Tax statement
8. Rental receipt, lease, or deed
9. Personal check
10. Postmarked item of mail
11. Hunting or fishing license
12. Returned postcard mailed by library

1B. LIMITED BORROWER PERSONAL IDENTIFICATION EXAMPLES
(CARD TYPE: BILL-TEMP) *Residents of temporary housing must have #12.

➤ *Expired IDs and electronic copies or reproductions are accepted.*
➤ *Photo identification is **not** required.*

1. Government-issued personal identification
2. Vehicle registration or insurance card
3. Voter registration card
4. Utility or phone bill
5. Bank statement
6. Tax statement
7. Rental receipt, lease, or deed
8. Personal check
9. Postmarked item of mail
10. Hunting or fishing license
11. Returned postcard mailed by library
12. Documentation from social services agency confirming residency

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.

CIR-2   Loan periods and loan limits

Current cardholders, including those with non-resident cards, may check out books, music CDs, and audiobooks 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 seven (7) days. All other DVDs may be checked out for 14 days. Video games may 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 COT, the Bookmobile, or Senior Homebound Outreach staff. Items such as tablets, book club kits, equipment crates, and cognition kits must be returned to a library public service desk.

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 unpaid lost or damaged items or accrued fees of $5.00 or greater will not be permitted to check out library materials.

CIR-3   Renewals

Circulating materials may be renewed for up to two (2) additional periods equal to the original loan period as long as no holds are waiting for those items. Video games may not be renewed.

CIR-4   Holds

Patrons have seven (7) days to checkout holds once they become available.

CIR-5   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 in the patron's possession after the patron has paid for it, the library will refund the amount paid, less the processing fee, to the patron.

In the event of a patron disputing a lost or stolen item that they believe they did not borrow on their account, the patron will need to file a police report with the Billings Police Department. Once the patron has provided a copy of the police report to library staff the items and fees will be removed from their account.

CIR-6   Fines

The Billings Public Library is fine free for library materials excluding laptops, mobile hotspots, and video games. The overdue fine for these items is $1.00/day until the item is returned with all parts. Any unreturned part will be charged to the patron's account. Other charges may apply as indicated elsewhere in this policy manual.

CIR-7   Replacement Fees

The library charges for lost or damaged library materials. For lost materials, the total charge will consist of the replacement cost of the material and an $8.00 processing fee per item. For damaged materials, an $8.00 processing fee will be assessed per item.

Replacement Prices:

Hotspots
Device	$100.00
USB Charger Adaptor (removable)	10.00
USB Cord	10.00
Power Adaptor	20.00
Case & Insert	5.00
Bag	5.00

Video Game	Retail Price
Book/DVD/CD	Retail Price
Processing Fees for Lost and Lost-X/Damaged/Repair Items	$ 8.00 (per item)

The library charges for lost library materials and library materials damaged through neglect. For lost materials or those damaged beyond repair, the total charge will consist of the replacement cost of the material and an $8.00 processing fee per item. 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 with no stickers, stamps, or markings of any kind.

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.

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 patrons are prioritized to those present in the library, telephone inquiries, and then email or other electronic communications in order to provide the best

customer service.

INF-2   Interlibrary loan

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 request the item in consultation with a staff member. Requests can be placed in person, through the library's website, or email. The patron will need to provide as much information as possible about the item and a staff member will verify that information in a centralized database that will also list which libraries have that item in their collection. The patron must provide a valid phone number and/or email address in order to be notified of the availability of the item.

The library is generally unable to borrow:
1. Items published in the current year.
2. Audiovisual materials.
3. Copies of bound periodicals (though photocopies may be requested).
4. Items requiring insurance or fees from loaning library.

The library will attempt to borrow from libraries that do not charge.

The library will not process interlibrary loans for patrons with fees greater than $5.00 on their account. Patrons are allowed to request five (5) interlibrary loan items per month. When an interlibrary loan item is processed at the library, the patron will be notified by telephone or email that it is ready to be picked up. The loan periods for interlibrary loan items are set by the loaning library and may vary depending on the loaning library. Interlibrary loans are not renewable.

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 and an $8.00 processing fee.

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 two (2) hours per day.

Express Computer. The library offers an express computer station as a courtesy to visitors who need quick access to the Internet. Sessions are limited to 15 minutes.

DATA Computers. The DATA computers (2DATA 1 through 4) are to be utilized for accessing the catalog, databases, office suite, and white list websites. No library card is required to access the DATA computers. Each DATA computer has a two (2) hour time limit with an option to extend the session in the event the user is utilizing the computer for job searching, business, or academic purposes. The DATA computers are not to be used for movie watching or playing video games.

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

Compliance with Policies Required. Patrons are required to comply with 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 library administration.

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. Library computers are equipped with software that deletes saved files and programs at the end of every computer session. 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, or Trojan horses to Internet stations. If a patron suspects the presence of a virus, they should immediately contact 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:
1. Usernames, passwords, and other types of authorization that are assigned to individual patrons should not be shared with others.
2. Files saved on library computing resources may not be totally secure.
3. 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.

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 device settings.

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, or any other sensitive personal information. Users are encouraged to take appropriate precautions when using this service.

The library will not be responsible for information 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 or receive threatening, obscene/pornographic, 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.

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.

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.

Group Services

GSV-1   Programs at 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 other locations.

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.

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 takes 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 of 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 bestsellers. Classic fiction is also collected and maintained and titles may be purchased in either hardback or paperback editions.

Nonfiction. The nonfiction collection endeavors 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 nor purchase materials at a research level. Staff will take into account the currency and accuracy of the information, timeliness of the materials, and whether or not there have been more recent developments in a particular field. The library strives to keep

currency in subject matters such as medicine, business, computers/technology, and finance to nothing older than a decade to the current time.

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 (13-19), audiobooks, and 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 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, 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 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. Items in this collection do not circulate.

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, Teen, 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 consider the following criteria in choosing items for the collection:

1. Patron requests.
2. 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.
3. The reputation of the author judged by previous works or as an authority on a particular subject.
4. Whether or not the item will have local or regional interest.
5. Whether or not the reading level of the item is appropriate for its intended audience.
6. Whether or not the subject matter is duplicated elsewhere in the collection.
7. The suitability and durability of the format for the library.
8. The price of the item.
9. 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 bestsellers in various genres as well as the maintenance of copies of classic fiction. This is an 'on demand' collection and multiple copies of new bestsellers 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 nor 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/or cost. Duplicate copies of nonfiction items are purchased only if there is heavy demand.

Children's Services

The Children's collection provides fiction and nonfiction books and 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/or the presentation of diverse or controversial points of view. The Children's services staff may purchase multiple copies of popular books and audiovisual titles.

Audiovisual

The library's audiovisual collection includes music, audiobooks, video games, movies, and graphic novels. The collection is comprised of physical media, print, and 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 are retained on library packaging.

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

The video game collection includes games rated E (everyone) through M (mature) according to the ESRB rating classification system. Each video game case displays the ESRB rating.

The library purchases both fiction and nonfiction audiobooks. Staff focuses on bestselling fiction and nonfiction titles that correspond to similar print titles and classic literary works. Downloadable content purchased for the use of library customers through a consortium includes selections made by librarians throughout Montana.

Local Authors

The 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. The library provides 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 (5) per month by any individual cardholder. Requests may not be placed for forthcoming items more than one (1) month prior to the scheduled release date.

Generally, one (1) copy of a new item will be purchased unless there is a perceived demand for more. The library will attempt to obtain those items that are unavailable for purchase or are too expensive by borrowing them from another library via interlibrary loan.

10. Statements of Concern

Library staff make 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 recognize 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, a patron may use the library's "Statement of Concern about Library Resources" form 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 of said library material(s) 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 subject(s) 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 relevant 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, the selectors continuously evaluate the library's collection.

Following are some factors that are 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 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.

Relevancy and Accuracy of Information
This is particularly important for nonfiction materials in subject areas such as medicine, business, computers/technology, 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
Some titles will initially be purchased in multiples to satisfy patron demand. This is particularly true of bestsellers or books of local interest. Over time, as popularity wanes, only one (1) 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 circulate frequently.

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.