
GREAT FALLS PUBLIC LIBRARY

POLICY MANUAL

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City of Great Falls Personnel Policy Manual

SECTION ONE

GENERAL INFORMATION

Purpose

This document is designed to provide guidance to library staff in working with members of the community and with other staff members. These policies are designed to provide flexibility and do not address all aspects of every situation. Staff members are encouraged to use the policy manual as a guideline, while still using independent judgment as necessary.

These policies address the entire organization; individual library departments may have additional policy and procedure documents in place. In addition, the library follows the policies outlined in the City of Great Falls Personnel Policy Manual.

Maintenance

The Library Board of Trustees is the final authority for approval of library policy.

The Library director is responsible for keeping the manual current and drafting policy language, in addition to developing policy recommendations. Input from all staff members is strongly encouraged in the development of library policy. The Library Board will review the entire policy manual at least every three years.

Policies may be altered at any time at the direction of the Library Director, the Board of Trustees, or as necessary to accommodate the work of the library. The following steps are recommended for creation or revision of library policy:

1. Drafts language of policy is created
2. Policy is revised from staff suggestions, if applicable
3. Policy is reviewed and revised by Library Director, if applicable
4. Library Board approves, rejects, or recommends revisions to policy

Updated policies will be distributed to staff via the staff shared drive. Updated policies also be posted on the Library website.

Great Falls Public Library

Our Vision

Explore, discover, connect
See you @ the Library!

Our Mission

The Great Falls Public Library serves as a connection point; we empower the community and enhance quality of life by providing individuals access to information and social, cultural and recreational resources.

Our Guiding Principles

Respect: The library is built on a foundation of mutual respect between patrons and staff. Our staff prides themselves on clear, honest, and knowledgeable communication at all levels. Courtesy and open communications are highly valued and contribute to the positive experience of visiting the library.

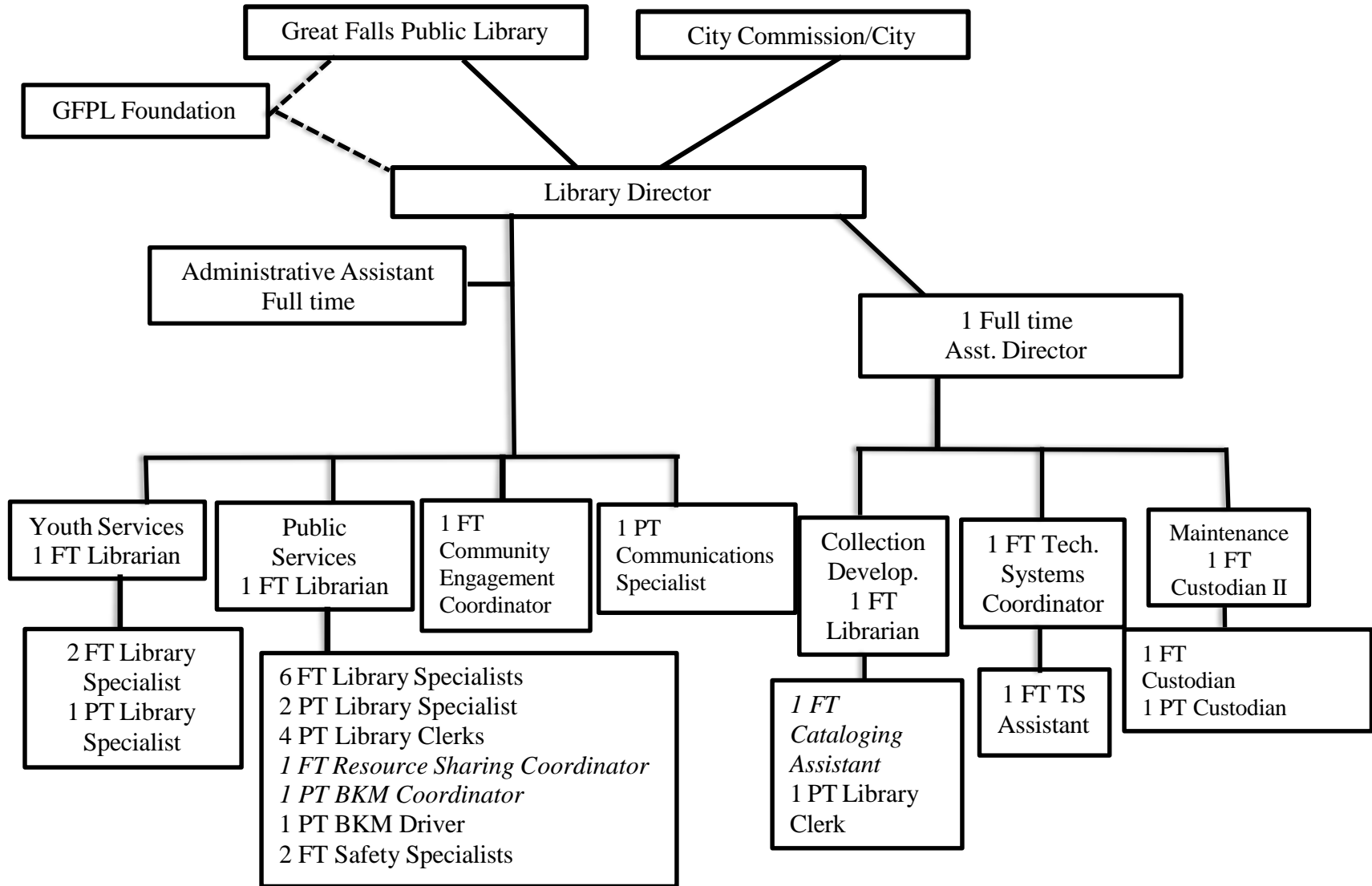
Open Access: The library is committed to providing all patrons with free and open access to ideas, information, materials, and programs. We develop services, programs and balanced collections that attempt to fully represent the needs and interests of our diverse community. We connect patrons to what they want in a friendly, nonjudgmental manner.

Customer Focus: You are welcome here! The library values community members and is responsive to their needs. The ideas and opinions of patrons are vital in determining how library projects and services move forward. Impact on patrons is a primary concern in making any and all decisions.

Growth and Innovation: Promoting ongoing learning and continuous innovation are of great importance to the library. We work hard to respond to present situations and anticipate the future needs of our patrons. We are committed to remaining an important and relevant institution by evolving and expanding to better serve our community.

Excellent Stewardship: The library acts as a trusted steward of community resources. We are responsible for appropriate use of public funds and make every effort to fully utilize the strengths of our talented staff. We make the best use of our resources to deliver the highest level of library service to our community.

Great Falls Public Library Organizational Chart FY2025



Great Falls Public Library

Emergency Chain of Command

1. Library Director
2. Assistant Library Director
3. Public Services Librarian
4. Collection Development Librarian
5. Youth Services Librarian
6. Library Technology Systems Coordinator
7. Community Engagement Coordinator
8. Administrative Assistant
9. Communications Specialist
10. Custodian II

If none of the above is available, chain of command goes to the most senior staff member in this order:

1. Safety Specialist
2. Library Specialist

Day-to-day decisions will be made by the management team members closest to the issue and will follow the normal organizational chart hierarchy.

The Library Bill of Rights

The American Library Association affirms that all libraries are forums for information and ideas, and that the following basic policies should guide their services.

- I. Books and other library resources should be provided for the interest, information, and enlightenment of all people of the community the library serves. Materials should not be excluded because of the origin, background, or views of those contributing to their creation.
- II. Libraries should provide materials and information presenting all points of view on current and historical issues. Materials should not be proscribed or removed because of partisan or doctrinal disapproval.
- III. Libraries should challenge censorship in the fulfillment of their responsibility to provide information and enlightenment.
- IV. Libraries should cooperate with all persons and groups concerned with resisting abridgment of free expression and free access to ideas.
- V. A person's right to use a library should not be denied or abridged because of origin, age, background, or views.
- VI. Libraries which make exhibit spaces and meeting rooms available to the public they serve should make such facilities available on an equitable basis, regardless of the beliefs or affiliations of individuals or groups requesting their use.
- VII. All people, regardless of origin, age, background, or views, possess a right to privacy and confidentiality in their library use. Libraries should advocate for, educate about, and protect people's privacy, safeguarding all library use data, including personally identifiable information.

Adopted June 19, 1939, by the ALA Council; amended October 14, 1944; June 18, 1948; February 2, 1961; June 27, 1967; January 23, 1980; January 29, 2019 inclusion of "age" reaffirmed January 23, 1996.

American Library Association Code of Ethics

As members of the American Library Association, we recognize the importance of codifying and making known to the profession and to the general public the ethical principles that guide the work of librarians, other professionals providing information services, library trustees and library staffs.

Ethical dilemmas occur when values are in conflict. The American Library Association Code of Ethics states the values to which we are committed, and embodies the ethical responsibilities of the profession in this changing information environment.

We significantly influence or control the selection, organization, preservation, and dissemination of information. In a political system grounded in an informed citizenry, we are members of a profession explicitly committed to intellectual freedom and the freedom of access to information. We have a special obligation to ensure the free flow of information and ideas to present and future generations.

The principles of this Code are expressed in broad statements to guide ethical decision making. These statements provide a framework; they cannot and do not dictate conduct to cover particular situations.

- I. We provide the highest level of service to all library users through appropriate and usefully organized resources; equitable service policies; equitable access; and accurate, unbiased, and courteous responses to all requests.
- II. We uphold the principles of intellectual freedom and resist all efforts to censor library resources.
- III. We protect each library user's right to privacy and confidentiality with respect to information sought or received and resources consulted, borrowed, acquired or transmitted.
- IV. We respect intellectual property rights and advocate balance between the interests of information users and rights holders.
- V. We treat co-workers and other colleagues with respect, fairness, and good faith, and advocate conditions of employment that safeguard the rights and welfare of all employees of our institutions.
- VI. We do not advance private interests at the expense of library users, colleagues, or our employing institutions.
- VII. We distinguish between our personal convictions and professional duties and do not allow our personal beliefs to interfere with fair representation of the aims of our institutions or the provision of access to their information resources.

- VIII. We strive for excellence in the profession by maintaining and enhancing our own knowledge and skills, by encouraging the professional development of co-workers, and by fostering the aspirations of potential members of the profession.
- IX. We affirm the inherent dignity and rights of every person. We work to recognize and dismantle systemic and individual biases; to confront inequity and oppression; to enhance diversity and inclusion; and to advance racial and social justice in our libraries, communities, profession, and associations through awareness, advocacy, education, collaboration, services, and allocation of resources and spaces.

Adopted at the 1939 Midwinter Meeting by the ALA Council;
amended June 30, 1981; June 28, 1995; and January 22, 2008; and June 29, 2021.

Public Participation Policy

The Great Falls Public Library values and encourages public input. We accept feedback in person, in writing, via email or via our online suggestion form. Patrons are welcome to speak to any Library staff person. They are also welcome to schedule time with the Library Director and attend Library Board meetings.

Certain requests seeking specific action by the Library must be made by written submission.

- To request that an item be removed from the collection, please see *the Request for Reconsideration Form* on page 133.
- To request that an item NOT be removed from the collection, please see the *Withdrawal Reconsideration Form* on page 135. To appeal being banned from the Library or from the use of Library computers, please see the *Patron Appeal Form* on page 121.
- To appeal a Library policy or Library staff action that you feel has impacted your ability to access Library services, please see the *Patron Appeal Form* on page 121

At least every two years the library gathers feedback on library services from library users and nonusers. The library uses variety of methods, including but not limited to, surveys, focus groups, and community meetings.

Please see *the Rules of Conduct and Procedure of Board of Trustee Meetings (page 153)* for the full procedures for public participation in Board meetings.

Please see the City of Great Falls social media guidelines at <https://greatfallsmt.net/general/social-media-disclaimer>

For questions about accessibility or to request accommodations please contact the library director at 406-453-0349. Please provide at least two weeks advance notice to allow the library to provide appropriate accommodations.

Gifts and Donations

The Great Falls Public Library encourages and welcomes gifts and donations to be used for the benefit of the Library. The viability of quality programs, services, and book collections depend, to some extent, upon the generosity of people willing to support the Library through their contributions.

The Board of Trustees has determined that it is in the best interests of the Library to establish a policy which not only promotes charitable gifting, but provides the public with a highly-visible organization that will actively seek contributions and have the legal ability to invest money for the Library's benefit and use. In order to clarify how funds will be allocated and meet the goals set forth above, the Board of Trustees adopts the following policy:

Gifts for the Great Falls Public Library Foundation

The Great Falls Public Library Foundation, subject to the provisions in this policy, is designated the organization to promote, encourage and actively participate in fund-raising for the Library's benefit; All donations to the Great Falls Public Library Foundation that are given to the Library (either in person or by mail) will be promptly forwarded to the Great Falls Public Library Foundation.

Gifts for the Library

1. Upon receipt of any donations specifically designated for the Library, the Library will acknowledge them promptly and deposit them in the appropriate Library fund.

Any unrestricted donations given to the Library shall be accounted for and the Board of Trustees and/or the library director shall determine how the money is to be used. Unrestricted donations shall not automatically be used to purchase books.

2. The Library will accept memorials other than books, provided they are useful, needed and there are no restrictions attached. Suggestions include equipment, supplies and greenery. Any memorial involving installation or maintenance may be accepted by the Library with the provision that the donor accept responsibility for such installation and responsibility for all future maintenance.
3. Materials offered to the Library with restrictions, which require special handling or which prevent integration of the materials into the general collection will not be accepted.

4. Gifts of books, magazine subscriptions and other materials are accepted according to the policies laid out in the Great Falls Public Library Collection Management Policy.
5. Cash donations for memorial or honor books will be accepted according to the policies laid out in the Great Falls Public Library Collection Management Policy.
6. Once accepted and processed, all gifts are subject to the Library's regulations and procedures.
7. Appraisal and delivery of items are the responsibility of the donor.
8. Donor confidentiality will be protected, unless otherwise directed by the donor.

Personnel and Employment Practices

City of Great Falls Employee Manual

All Great Falls Public Library employees will abide by guidelines in the **PERSONNEL POLICY MANUAL** for Employees of the City of Great Falls.

The Great Falls Public Library will adhere to the appropriate Collective Bargaining Agreements between the City of Great Falls and the Montana Federation of Public Employees and the Public Employees Crafts Council.

Contents of this policy manual may provide details about personnel policies but do not superseded the above documents.

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Reporting Illness or Tardiness

Employees are expected to immediately inform their supervisor, prior to arriving to work, if they will be arriving late. This information should be given directly to a supervisor. An employee who is unable to relay this information to a supervisor himself or herself should have someone call on his or her behalf.

City of Great Falls Public Employees Crafts Council union members will report 30 minutes prior to shift. City of Great Falls Montana Federation of Public Employees union members and all other employees (unless otherwise covered by a collective bargaining unit) will report within 45 minutes of beginning of their shift. All employees will report directly to their supervisor or division head if at all possible.

If absence is for more than 1 day in length, the employee must keep their supervisor or division head informed of their condition on a daily basis.

Staff Information

A staff in-and-out board is located in a central area in the Public Services staff space for documentation of staff location during the work day. Staff should mark themselves in and out on the board when they arrive and leave the Library. If staff leave the Library during the work day or will not be returning as usually scheduled (e.g. they will be gone on vacation), staff should note their estimated return date/time on the board.

A log notebook is located on the yellow filing cabinet on the South end of the Public Services staff space for documentation and communication among staff.

Examples of when to make entries in the log may include:

- Incident reports
- Interaction reports
- When packages are to be delivered or picked up
- Any unusual circumstances concerning patrons

The log is not to be used for non-library business or comments.

Volunteers

The Great Falls Public Library welcomes and encourages members of the community to volunteer their time and talents to enrich and expand library services. Volunteer services may be used for special events, projects, and activities on a regular basis to assist staff.

Volunteers are expected to conform to all policies of Great Falls Public Library, and are selected and retained for as long as the library needs their services and their assigned duties are performed satisfactorily. Services provided by volunteers will not be used in place of hiring full or part-time staff. Volunteers may apply for paid positions under the same conditions as other outside applicants. Paid staff may not volunteer their services to the library except with written permission from their supervisor.

Volunteers are still responsible for materials checked out, including lost or damaged items.

Volunteers cannot purchase books designated for the AAUW or Friends of the Library book sale prior to the sale.

Purpose:

The Library welcomes the contributions of volunteers for the purpose of:

1. enhancing services offered to the public by assisting the professional staff;
2. fostering a better understanding and support of the Library by helping to increase public awareness of services available;
3. providing volunteers with opportunities to serve their community, acquire knowledge and experience, receive recognition and attain personal satisfaction.

Library Responsibility to Volunteers:

Recognizing that people volunteer for a variety of reason and have varying skills and interest, the Library will attempt to provide a receptive climate and clear leadership for volunteers by:

1. supplying meaningful activities that make volunteer service worthwhile;
2. providing adequate training, supervision, and evaluation
3. expressing sincere appreciation of their effort.

Volunteers' Responsibility to The Library:

Volunteers will help support the goals of the Library by:

1. fulfilling their assignments with the Library in a dependable manner, arriving for work promptly and as scheduled, or informing the Library well in advance if unable to do so;
2. completing the training required and following the leadership of the professional staff;
3. helping to maintain the image of the Library in community relations.

Eligibility and Placement:

Anyone sincerely desiring to serve the Library in a volunteer capacity must complete the volunteer application provided within this packet. Every effort will be made to place volunteers in positions they will find rewarding. At the time of application, the Staff Volunteer Coordinator will explain the positions currently open and attempt to match one of these with the volunteers' skills and interests. The Library may for conduct background checks on potential volunteers. If no suitable openings exist, the volunteer's name will be placed on file for a future call.

Positions Descriptions and Agreements:

Department supervisors will develop position descriptions for volunteer projects and volunteers will be asked to sign an agreement with the Library, specifying the position for which they are volunteering, and their time commitment and availability. The volunteer will be expected to notify either the Staff Volunteer Coordinator or the volunteer's supervisor if they are unable to work their scheduled shift. The Library will in turn notify the volunteer if at any time there is no work needed for which the volunteer is trained.

Evaluation:

Volunteers will receive staff evaluations, orally and in writing, regarding their performance and achievement. The volunteer will receive recognition for performing an assignment well or suggestions on how to improve or correct any problems. The volunteer can discuss his/her job assignment, problems, or any suggestion with the Staff Volunteer Coordinator or the volunteer's supervisor. Should there be problems that might affect the Library's delivery of good service to the public, the volunteer's agreement with the Library may be terminated by either party.

Volunteer Recognition:

Every effort will be made to recognize the contributions and accomplishments of our volunteers. Newsletter articles, name tags, displays, thank you notes, certificates of service, and special social events may be used to thank the volunteers for their service.

Administration:

The Staff Volunteer Coordinator, who will be selected from the staff by the Library Director, will be responsible for administering the program and recruiting volunteers as needed; will interview, help place, and evaluate the volunteers; will maintain files and records; and will plan ways of recognizing volunteer efforts. The staff supervisors who direct the volunteers will be responsible for developing job description, for training and supervising, and for evaluating volunteer performance.

Computer & Software Use

The Technology Systems Coordinator of Great Falls Public Library has the authority and responsibility to acquire and maintain computers and software for the Great Falls Public Library. The Coordinator is responsible for all computer hardware and software.

Hardware:

No computer modifications are authorized unless installed by, or under the direction of, the Library Technology Systems Coordinator.

Software:

Only those programs authorized by the Library Technology Systems Coordinator are allowed on library computers. Installation or copying of any programs, games, screensavers, device drivers or any other software to a library computer is prohibited, unless it has been approved. This includes any software available for download from the Internet.

Requests for additional software may be considered. However, broad appeal, security, computer/network functionality, bandwidth utilization and support issues will determine whether the software is added. Final decisions on adding software rest with the Library Technology Coordinator with input from library staff members.

Unlicensed Software Unlicensed or "bootleg" copies of software are not permitted on Library computers. Software is generally copyrighted and licensed. It is a federal crime to copy or reproduce copyrighted software and documentation.

Programs and Files:

Computers occasionally break down, lock-up, are inadvertently damaged, or may be the subject of theft or vandalism. To ensure that important data is backed up, staff should back up their files on Google Drive, a jump drive or other external device.

The Library Technology Systems Coordinator can provide back-up instructions and equipment to staff as needed.

Internet Access:

The Library provides Internet access for employees and volunteers as a work-related resource. Employees, elected officials, and volunteers, should not do anything with Library Internet access resources that would be considered illegal or inappropriate. Viewing or downloading erotica, or other inappropriate sites, playing games, and running a private business are examples. The downloading of music, videos or other personal data from websites (examples: Napster, Bittorrent) is prohibited on Library computers.

All existing laws and City of Great Falls policies apply to conduct on the Internet, especially those that deal with property protection, privacy, misuse of City resources, sexual harassment, data security and confidentiality.

Property of the Library:

All programs and data placed on any Library computer are the property of the Library and can be subject to search without prior notice. The purposeful destruction of data (work-related) by staff is prohibited and may lead to discipline, including termination.

Right to Know:

All information, particularly email communication, may be subject to right to know requests; if a request for information occurs, contact the City Clerk and/or City Attorney to arrange response.

Employees should avoid using personal computers, smart phones or other devices to conduct Library business as that may subject those devices to public right to know requests.

External Devices and Saving Files

CD-ROMs/-RWs

Use of CD-ROMs (Read Only Memory) and CD-RWs (Readable/Writable CDs) is allowed.

USB/jump/flash drives

Use of USB/jump/flash drives is allowed. USB drives must not require device drivers or special software to be used on library computers. Staff should avoid using patron jump drives. When possible, patron jump drives should be used on the public computers and not the staff computers as the public computers are protected with Deep Freeze software.

USB Ports

Connecting other types of devices to the computer using the USB ports (such as digital cameras) is allowed. USB devices must not require device drivers or special software to be used on library computers.

The Library is not responsible for any damage or loss of any personal device. The library is not responsible for lost or damaged external devices or files.

Credit Cards

Credit cards may be provided to staff for library related functions or purchases. No personal items will be charged on library credit cards.

Credit card usage is limited to the following purposes:

- As guarantee/payment for lodging
- As guarantee/payment for car rental
- As guarantee/payment for airline reservations
- Gasoline purchases
- Purchase of necessary library materials or supplies or services that are more conveniently and cheaply purchased using a credit card.

Some department supervisors are assigned a specific credit card which must be kept securely and used appropriately.

When needed by other staff, credit cards can be obtained from the Administrative Assistant. Cards shall be returned to the Administrative Assistant promptly after use. Cards shall be kept in a secure location until return.

Email

Great Falls Public Library provides staff members with access to electronic mail as a means of internal staff communications and as a method of communication with other agencies and organizations, for the purpose of conducting library business. The library follows the City of Great Falls Email Policy (contained in **City of Great Falls Personnel Policy Manual**) in addition to the items listed here.

Staff members are expected to abide by the following rules of use:

- Use appropriate language.
- Transmission of copyrighted, threatening or obscene materials is prohibited.
- Use of email resources for personal gain is prohibited.
- Confidentiality of email messages cannot be assured. In general, email should not be used to exchange information that is confidential or private.
- When stating personal opinions, staff should use care to ensure that their statements are not interpreted as opinions and/or commitments of the Great Falls Public Library.

Right to Know:

All information, particularly email communication, may be subject to right to know requests; if a request for information occurs, contact the City Clerk and/or City Attorney to arrange response.

Information Requests. Employees should avoid using personal computer, smart phones or other devices to conduct Library business as that may subject those devices to public right to know requests.

Food & Drink

Library staff members are not permitted to have any food or drink items at public work desks. Chewing gum at public desks is not permitted.

Library Supplies

Library supplies are purchased for the accomplishment of library work and for use in library programming. The supply room (located on the third floor) is for storage of commonly used supply items and records from the administrative assistant office.

The Library basement annex has storage areas for Youth Services and Adult programming.

Library supplies will not be sold or given to the public. Library supplies are not available for staff personal use; however, staff may purchase book covers for \$.50 each for covering personal copies of books.

Library Vehicle

The library owns a passenger van that is available to staff for library business. To ensure use on a specific date, staff must reserve the van, using the calendar provided, at least one day in advance. All other use of the van is on a first-come, first-served basis.

Vehicle keys should be left in the van when it is parked in the library garage.

Library employees are expected to abide by the **City of Great Falls Policy Manual** regarding drivers' license requirements, safe driving records, cell phone use in vehicles and responsibility for traffic violations.

Mail

Envelopes or labels with the library's return address cannot be used for personal mail. The library postage scale and meter cannot be used for personal mail.

Staff members' personal letters (no packages) will be delivered with the regular library mail. However, these letters must have the proper postage affixed before being added to the library mail. The library will not provide postage for mailing personal items.

The library's mailing address may be used for receiving personal mail as long as it does not interfere with library mail delivery either from the post office or in-house.

Library staff cannot be held responsible for unintentional opening of personal mail.

Parking

Parking for library staff is available in the lot directly west of the library. Parking is on a first come, first served basis and is not guaranteed.

All vehicles must display a library parking permit. Any vehicle not displaying a permit may be ticketed, or may be towed at the owner's expense.

Recycling

Great Falls Public Library supports environmental awareness by encouraging recycling of paper, toner cartridges, and aluminum cans. A procedure for collection of recyclables at departmental levels is encouraged.

Containers for recyclable items are found in locations throughout the Library.

Staff Personal Use of Library Materials

Library materials for staff personal use must be checked out on a personal library card if the materials are removed from their normal shelf location. Staff will be held responsible for all replacement fees for items not returned to the collection. These fees cannot be waived. Staff cannot override an outstanding hold request in order to renew or charge an item.

Violation of any part of this policy may result in loss of staff privileges and/or be subject to disciplinary or legal action. If materials are overdue, they are subject to normal delinquent procedures, which may include being sent to the collection agency.

When staff need to use library materials as part of their library work responsibilities, the materials should be checked out on the appropriate Library internal use card.

Staff Personal Use of Library Services

Personal photocopy, computer printout and fax services are available to the library staff at a reduced cost. Costs for these services are as follows:

Photocopies:

Black & White \$ 0.05/page

Color: \$ 0.10/page

Computer printouts:

Black & White \$ 0.05/page

Color: \$ 0.25/page

Microfilm printouts \$ 0.15/page

Incoming fax..... \$ 0.00/page

Local & toll-free fax \$ 0.00/page

Long distance fax..... \$ 0.25/page

International fax..... \$ 3.00/page

Book Covers \$ 0.50/cover

Staff Personal Use of Telephones and Electronic Devices

Keep personal phone calls and personal electronic device use (including cell phones, tablets, computers or other devices) to a minimum so as to not interfere with an employee's work duties.

Generally, Library phones should not be used for personal phone calls.

Personal long-distance phone calls on the Library's phone system are not permitted.

Limited local area calls on Library phones, as well as limited use of personal cell phones, for essential personal business are allowed. Do not abuse this privilege. Emergency calls regarding family illness or injury, changed family plans, or similar calls are allowed. Personal calls will be made away from public areas and will be limited to less than five minutes. This applies to both library telephones and personal cell phones.

Limited use of texting on personal cell phones, for essential personal business is allowed. Do not abuse this privilege. Emergency communication regarding family illness or injury, changed family plans, or similar information is allowed. Personal texting will be done away from public areas and will be limited to less than five minutes. Cell phones should be set on vibrate or silent when at or near public desks or public areas.

Incoming urgent calls will be directed to employees.

The Official Code of the City of Great Falls Section 10.39.110 prohibits employees from using a mobile telephone or hand-held electronic communication device while driving a motorized vehicle or bicycle, regardless of whether the cell phone was issued for business use or is the employee's personal cell phone, unless during emergencies or while using hands free devices. Safety must come before all other concerns. While driving, employees must pull off to the side of the road and safely stop the vehicle before placing or accepting a call. Special care should be taken in situations where traffic or inclement weather is present. Employees who are charged with traffic violations resulting from the use of their phone while driving will be responsible for the cost of the traffic violation and may be subject to disciplinary action.

Staff Room

A staff room is provided in the basement of the library for off duty staff and their guests. Staff members are responsible for cleaning up any areas they use in the staff room.

A bulletin board is available in the staff room for posting library staff information, job announcements and official memorandums or communications.

An additional bulletin board is available in the staff room for posting items of general interest to the staff and volunteers. Tables may also be used for distribution of items. Materials for display or distribution may not promote a specific religious concept, espouse partisan politics, or demean groups or individuals.

The administrative assistant will update the bulletin boards on a monthly basis.

Travel

The Library recognizes that attendance at national, regional and state library meetings by the director, other staff and trustees is beneficial to professional growth and increases awareness of efficient library services and practices. Attendance at these functions is to be encouraged and the director will approve payment of the costs associated with such meetings as library funds permit. Prior approval by the director is required for attendance if library funds are used.

Meetings of the American Library Association, the Pacific Northwest Library Association, the Mountain Plains Library Association and the Montana Library Association are basically for members. Library staff who wish to attend such conferences using library funds are expected to join, support and participate in the organizations.

Association members with conference and/or committee assignments will typically be given preference, all other things being equal. Otherwise, attendance should be rotated among staff members as much as possible, since all staff members who wish to attend might not be able to do so in any given year.

In the interests of the library, the City of Great Falls and its taxpayers, staff is encouraged to plan and travel in the most economical way possible. Suggestions include:

- Room sharing, when possible
- Carpooling and/or using the library vehicle
- Accepting reimbursement for actual gas used rather than mileage

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Patron Behavior

Welcome to the Great Falls Public Library! The Library strives to serve our community by providing a safe and inviting environment to be enjoyed by all. The library is intended to be a place where its users can study, do research, browse books, use computers and generally go about their business in a comfortable, non-threatening environment. Patrons are expected to respect the rights of others who require a quiet environment in which to study, compute, research and write.

Disruptive Behavior

Patrons are prohibited from engaging in any disruptive behavior that unreasonably interferes with any other Patron's rights or ability to use or enjoy the Library, Library staff's performance of their duties or degrades any Library resources. Prohibited behaviors include, but may not be limited to the following:

1. **Harassing or Annoying Others:** Behaving in any manner which reasonably can be expected to disturb another Patron's peaceful enjoyment of the Library such as taunting, provoking, or touching another person; staring at another person so as to annoy that person; following another person about the building so as to annoy that person; or engaging in any other behavior that could reasonably disrupt, annoy, or otherwise compromise another Patron's right to use or enjoy the Library. This includes interfering with another patron's first amendment rights.
2. **Causing Unreasonable Noise:** Causing disruptive, distracting, and/or intentional noise, interruptions, or disturbances that could reasonably interfere with another Patron's use or enjoyment of the Library such as boisterous or loud talking to others or in monologue, engaging in unnecessarily loud or prolonged cell phone or in-person conversations, singing, humming, playing sound on electronic devices including cell phones and computers and/or headphones at a level audible to others.
3. **Violating Internet Use and Other Policies:** Accessing illegal content or violating the Library Internet and Computer Use Policy or other Library policies. The Internet and Computer Use Policy is posted near all computers in the Library.
4. **Improper Use of Library:** Using the Library or Library resources for purposes other than those associated with the use of a public library while in the building. Authorized purposes include reading, writing, studying, quiet contemplation, using/seeking Library materials, asking for assistance, or participating in Library sanctioned activities.
5. **Improper Use of Restrooms:** Using restrooms or other Library facility for improper purposes such as bathing, shaving, washing hair, preparing food or drinks, or laundering.
6. **Improper Clothing:** Entering or being present on Library property without being fully clothed. All Patrons must wear a shirt or other upper-body covering; pants, shorts, skirt, dress, or other lower-body covering; and shoes or other footwear.

7. **Poor Hygiene:** Exhibiting such offensive body odor due to poor personal hygiene, smoking, or overpowering perfume/cologne so as to constitute a nuisance or unreasonably interfere with another Patron's ability to use the Library; or wearing filthy clothing or shoes that emit an odor that unreasonably interferes with another Patron's ability to use the Library or may dirty furniture. Patrons who violate this rule will be asked to leave the Library, but may return to the Library once the problem is corrected.
8. **Monopolizing Library Space:** Hindering, impeding, or preventing the movement of another Patron into, out of, or about any Library facility or vehicle; using furniture, tables, or equipment to the exclusion of other Patrons, such as by blocking aisles or study areas with one's self or personal belongings; re-arranging furniture; or lying down on any floor or furniture. Bringing in articles that are too large to fit beneath one library chair.
9. **Unattended Items:** Leaving any personal items such as backpacks, suitcases, wheeled carts, bags, study supplies, books, computers, or clothing unattended for extended periods of time inside the Library or on Library property. Patrons may, at their own risk, temporarily leave personal items unattended while using other Library amenities within the building such as seeking Library resources, asking for assistance, taking a phone call to the lobby, or using the restroom. Patrons may also use the bike rack in front of the building to store their own bicycle. Repeatedly leaving unattended items inside or outside of the Library may result in loss of Library privileges.
10. **Running; riding; skating; etc:** Chasing and running in the Library building; using bicycles, skateboards, roller blades, roller skates, or similar wheeled devices anywhere in the building, and on the grounds where prohibited by a posted sign.
11. **Altering Library Property:** Tampering with the arrangement of Library materials, attempting to remove or actually removing any Library property from the premises, and damaging or mutilating any Library materials or facilities. This rule does not apply to Library materials that are properly checked-out for borrowing.
12. **Littering:** Leaving any belongings or refuse behind.
13. **Animals in the Library:** Bringing pets or animals, other than service animals, into the building, except as authorized by the Library Director. Therapy or support animals are not classified as service animals and are not allowed in the Library.
14. **Entering Restricted Areas:** Entering private or non-public areas of the Library without Library staff permission. All private and non-public areas will be clearly marked.
15. **Smoking:** Smoking, including electronic cigarettes, vaping or any other type of smoking device, is not permitted in the library. Smoking is also not permitted on library property within 30 feet of any library entryway or air intake apparatus.
16. **Drug and Alcohol Use:** Being under the influence of alcohol/marijuana/illegal drugs, or selling, using, or possessing alcohol/marijuana/illegal drugs.
17. **Soliciting:** Soliciting donations or selling non-Library materials anywhere in the building or on the Library grounds without prior authorization by the Library Director. These activities must be conducted in a non-aggressive manner that does not unreasonably interfere with another Patron's use or enjoyment of any Library amenities.

18. **Sleeping:** Lying down, sleeping or dozing is not permitted in the library, except this rule shall not apply to children.
19. **Overnight Closure:** Library property is closed from 10:00 pm to 6:00 am. People may not be on Library property during those hours.
20. **No Camping:** No camping is allowed on Library property at any time. Camping is defined as the use of an area for temporary residence or sleeping purposes, which includes storing personal property, leaving unattended personal property, erecting any structures, attaching any rope, cable or other wire to a tree or a Library structure, using the Library building and/or band shell for shelter or occupying any area in a way that inhibits the use of Library property for others.

Illegal Activity:

Patrons are prohibited from engaging in any dangerous or criminal activity that violates any local, state, or federal law. ***Illegal behavior may be reported to law enforcement.*** Such criminal activities include, but are not limited to, the following:

1. Disorderly conduct such as quarrelling or making loud or unusual noises; challenging to fight or fighting; using threatening, profane, or abusive language; disturbing any lawful assembly or public meeting; hindering the ability to freely enter or exit a public place; transmitting a false report or warning of fire or other catastrophe in the Library; or creating a hazardous or physically offensive condition by any act that serves no legitimate purpose.
2. Carrying firearms or weapons of any type (except by law enforcement officers and those carrying a concealed firearm with a valid concealed carry permit)
3. Leashing dog to fixtures on Library grounds or allowing dog to be unrestrained. No animal is allowed to become a nuisance and unattended leashed dogs or loose dogs are a potential nuisance due to biting, barking, intimidation, or defecation.
4. Criminal sexual conduct on Library property such as predatory loitering by a sexual offender, indecent exposure, accessing materials which are child pornography and sexual assault
5. Abusing a child or endangering the welfare of a child on Library property by violating one's duty of care, protection and support.
6. Intending or attempting to damage, remove, or steal any Library property.
7. Making threats or false alarms against Library property or from Library property.
8. The Library park is closed from dusk to daylight. Presence in the park from dusk to daylight is not allowed.

Other Activities

- Wheeled devices (bicycles, scooters, etc.), with the exception of strollers and those required by persons with a disability, shall be left outside and may not obstruct traffic entering or exiting the building. Skateboards and roller blades/skates can be carried into the library, but cannot be ridden or worn in the building.
- Patrons may not store belongings (bags, carts, suitcases, etc.) on Library property.
- Cell phone use is allowed in the library. As a courtesy to others, we ask that cell phones be turned to silent (vibrate), and that telephone conversations be held at volumes which do not disturb others.

Food and Drink

Certain food and drink items are allowed in the library if consumed responsibly.

- Patrons whose food creates a mess or is distracting to others because of the aroma will be asked to eat outside of the library
- Drinks are limited to those in closed containers such as covered travel cups, or capped water or soda bottles
- No food or drink is allowed in and around the computer, bookshelves, or other equipment areas
- No food or drink is allowed in any public areas on the third floor
- Patrons are expected to clean up after themselves, discard trash in appropriate containers, and notify staff immediately of any spills

Children

Great Falls Public Library is not designed or licensed to provide childcare. Library staff is not responsible for the supervision of children but will intervene if aware of a problem. Therefore, in order to create an environment of safety and maintain an atmosphere where patrons can enjoy all that the library offers:

- Parents and guardians are responsible for the supervision, safety, welfare, actions and behaviour of their children while they are in the library and on library property
- A responsible adult or caregiver aged 12 or older must directly supervise children 7 years old and younger at all times throughout the library, including the Kids' Place
- At the discretion of a responsible adult, a child age 8-11 may be left unattended for the time needed to select materials, complete a homework assignment or attend a program
- If a child under the age of 8 is left unattended, staff will attempt to locate the parent or caregiver informing them of library policy prohibiting this. If the parent or caregiver cannot be located in the building, we will contact law enforcement personnel to pick up the child
- If a child is repeatedly left unsupervised and behaves in a way contrary to the Patron Behaviour Policy, parents will be notified that their child is no longer permitted to use the library unattended
- Library staff cannot be responsible for children interacting with or leaving with persons who are not the appropriate chaperone. The library cannot assume responsibility for children who leave the library premises
- Disruptive children will be given one verbal warning before they are asked to return to their parent or guardian and/or leave the building for a designated time.

Adults Unaccompanied by a Child

- Adults who visit the Kids' Place must be actively caring for a child or using the resources available for research or checkout. Adults who do not have specific reasons to use the Kids' Place will be asked to move to another area of the library.
- Similarly, adults unaccompanied by children will be asked to leave programming intended for children and teens. Adults unaccompanied by children are invited to attend adult and family programming.

Computer and Internet Use

Patrons welcome to use the Library's computer and Internet resources. (Please see the Computer and Internet Section for more information.) In order to create an environment of safety and maintain an atmosphere where patrons can enjoy all that the library offers prohibited behaviors include, but may not be limited to the following:

- Viewing of pornography is not permitted.
- Access to materials which are child pornography is against the law and can be reported to law enforcement officials.
- Any illegal activity, including copyright violation and illegal or unauthorized entry into computer files or programs is prohibited.
- Using Great Falls Public Library computers for purposes that may be interpreted as abuse, harassment or intimidation is prohibited.
- Due to bandwidth limitations, videos downloads and peer-to-peer sharing such as torrents is limited.
- Installation or copying of any programs, games, screensavers, device drivers or any other software to library computers or devices is prohibited. This includes any software available for download from the Internet.
- Food and drink are not allowed at Library computer stations. Pounding on keyboards, tampering with machines, cables, and software, and other potentially damaging activities are not permitted.
- Any activity that violates library policy regarding library-owned computers is also prohibited on user-owned equipment that is connected to the wireless network.

Patron Behavior Consequences

Failure to follow the Library patron behavior policy may result in temporary banning from Internet use or expulsion from the library. Persons who repeatedly or egregiously violate Library policy may be served with a trespass order requiring that they not be on Library property for up to 12 months. Library staff has the final authority in determining what constitutes disruptive behavior.

Generally, a patron may receive a verbal warning regarding a violation of the guidelines. Behavior resulting in a second warning will warrant expulsion from the library (includes library building, park, plaza and parking lots) and/or computers for the remainder of the day. Continued violation of this policy will result in expulsion from the library/computers for a week. Additional warnings can result in expulsion from the library/computers for a period of time ranging from one month to one year. However, library staff members may ask a patron to leave the premises without prior warning, depending on the seriousness of the violation.

When possible, any patron who has been banned from the library/computers for more than a day will be provided with written notification indicating the reason for the ban, the time period of the ban and the appeals process. Any person who enters the library while banned from the premises will be considered in violation of library policy and the police may be contacted.

Patron Appeal:

An Internet user whose session has been terminated or whose Internet access has been prohibited due to violations of the Library Internet Use policy, a library patron who has been asked to leave the library for a length of time due to violations of the patron behavior policy, or a library patron who feels that a Library policy or Library staff action has impacted their ability to access Library services may submit a Patron Appeal Form to the Library Director.

PROCESS:

1. The Library Director will review the Patron Appeal Form and provide a written response within 14 days.
2. If the patron is unsatisfied with the Library Director's response, they may submit a written request to appeal to the Great Falls Public Library Board.
3. The patron appeal will be placed on the agenda of the next scheduled board meeting. After hearing statements from the patron, Library staff and any public wishing to speak, the Board will make final ruling on the appeal. A written response will be sent to the patron within 14 days

Unattended Dependent Persons

The Great Falls Public Library does not assume responsibility for unattended persons who are not legally responsible for themselves. This may include those incapacitated due to physical and/or mental disabilities and those 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 staff will notify the Great Falls Police Department.

An unattended dependent person who has not been picked up at closing time will be given the opportunity to call a parent or guardian. If they have not been picked up within fifteen (15) minutes after closing, they will be given into the care of police. Under no circumstances will staff transport a patron in a vehicle or accompany them home.

Parents/guardians will be held responsible for their dependent person/child's behavior.

Unattended dependents and children are subject to the Great Falls Public Library Patron Behavior Policy.

Lost and Found Personal Property

Personal items left in the library will be held for 30 days. An attempt will be made to contact the owner. Items not claimed after 30 days will be discarded or donated to charity.

Perishable items such as food and drink will be discarded at the end of the day.

Public Paging

The library does not provide paging services to the public.

If there is an emergency, library staff may attempt to locate a person if the full name and accurate description of the person sought, and a contact telephone number are provided.

Use of Library Telephone

As a general rule, library patrons may not use library telephones.

However, if there are extenuating circumstances or an emergency, library staff may place a call and leave a message for a patron.

Americans With Disabilities Act

Great Falls Public Library adheres to the Americans with Disabilities Act which assures equal access to employment opportunities and access to library facilities, activities and programs. Every attempt will be made to accommodate the needs of persons with disabilities.

Questions about ADA compliance and suggestions about accessibility of library facilities, activities or programs should be addressed to the library director.

Animals

No animals shall be permitted in the library with the exception of service animals and those brought in for library programs with staff supervision.

Community Exhibits & Displays

Community Art Exhibits

The library provides art exhibition space for individuals and non-profit groups in order for them to promote their art, activities, history, cultural heritage and/or current projects. The space may not be used for exhibits that are commercial in nature, promote a specific religious concept, espouse partisan politics or demean groups or individuals. Space for each exhibit will be determined by library staff. The library reserves the right to place limits on location, duration and size of exhibits. Exhibitions do not imply endorsement by the library.

Exhibited items may not be labeled with prices. If the items are for sale, the exhibitor may provide a price list complete with contact information, copies of which will be given out at the front desk upon request. The library will not handle any sales transactions.

All groups, organizations or individuals exhibiting art at the Great Falls Public Library must have a signed Art Exhibit Contract and adhere to Library exhibit procedures.

The Great Falls Library Board of Trustees or the Director reserve the right to approve or disapprove any proposed exhibit and its location.

Community Exhibits

As part of our mission to empower the community and enhance the quality of life by providing individuals access to information and resources, the Great Falls Public Library provides the community with limited, temporary space for exhibits. The Library welcomes community groups, organizations and individuals to use the various display areas. Space is provided for items of an educational, cultural, civic, or recreational nature.

The space may not be used for exhibits that are commercial in nature, promote a specific religious concept, espouse partisan politics or demean groups or individuals. Applications for exhibits will be granted on a first-come, first-serve basis. The library shall have the final decision on the content and arrangement of all exhibits. Space for each exhibit will be determined by library staff. The library reserves the right to place limits on location, duration and size of exhibits.

It is the responsibility of the exhibitor to set up, maintain and remove the exhibit. Exhibits will normally be scheduled for a period of one calendar month. Exceptions must be approved by the library director. The library assumes no responsibility for either damage to or the preservation, protection, or theft of any item displayed or exhibited. All items placed in the library are done at the owner's risk.

Exhibits do not imply endorsement by the library. The Great Falls Library Board of Trustees or the Director reserve the right to approve or disapprove any proposed exhibit and its location.

Computer and Internet Use

The Great Falls Public Library offers access to the Internet in the belief that it is a vital information source. The Library promotes access to the Internet through public access computers, WIFI network, device lending and hotspot lending. The library's connection to the Internet is provided to the public without charge.

The Internet is a freely accessible and largely unregulated resource. While the vast majority of sites on the Internet are neutral arenas for information exchange, some sites may contain material that might prove offensive to some users. Some information accessed through the Internet may not meet the Great Falls Public Library collection development policy guidelines. Patrons are encouraged to ask staff for help and advice in locating the best sources of information.

- All Great Falls Public Library patrons whether or not they have a Library card, have access to the library's public computers and WIFI.
- Users may print from library computers or from mobile devices. Printouts can be picked up at the print release station for a nominal charge.
- Saving to library computer hard drives is allowed, but files will be automatically deleted upon restart of the computer. Patrons may save to USB drives. USB drives are available at the library for a nominal charge.
- Connecting other types of devices to the computer using the USB ports (such as digital cameras) is allowed. USB devices must not require device drivers or special software to be used on library computers.
- Requests for additional software may be considered. However, broad appeal, security, computer/network functionality, bandwidth utilization and support issues will determine whether the software is added. Final decisions on adding software rest with the Library Technology Systems Coordinator with input from library staff members.
- Parents who are concerned about their children's use of the Internet should provide guidance for their own children. Parents or guardians who believe that their children cannot responsibly use the Internet should personally supervise their use of library computers.
- The Library does not assure the security of data, including email when using any of the publicly available PC's or wireless network. Patrons are responsible with transacting with secure web sites when transmitting personal information over the Internet.
- Audio output must be muted or directed to headphones with the volume not audible to others. Headphones are not provided by the library, but are available for purchase at the for a nominal fee.
- Users are responsible for the configuration of their own equipment. Staff is unable to provide comprehensive technical support for personal computers and devices. Great Falls Public Library staff will provide limited assistance or recommendations regarding configuring or troubleshooting equipment.

- A wireless connection is less secure than a wired connection. Users are responsible for understanding the risks. Great Falls Public Library does not assure the security of data when using any of the publicly available PCs or the wireless network.
- The Library is not responsible for any damage or loss of any personal device connected by patrons. The library is not responsible for lost or damaged disks or files.

Computer in Kids' Place and Teen Scene

- The Kids' Place Computers are intended for children age 3 through 11 and for teens and adults who need to do homework, access the Internet, etc., while caring for young children playing in the Kathy's Corner play area. The computers in Teen Scene are available only to patrons 12-18 years old, unless approved by a staff member.
- While the Great Falls Public Library follows a Safety Policy to protect minors, the Library supports the right of each family to decide what use of computers/Internet is appropriate for their children. Responsibility for a child's use of library computers and Internet lies with their parent or legal guardian.
- The use of headphones is required when watching videos, playing games, etc. Sound should not be audible to other Patrons.
- The Kids' Place Computer Lab includes a preschool gaming computer intended for children ages 5 and under and a Chromebook reserved for virtual meetings, especially for distance learning, and other webcam use.
 - Non-participants in virtual meetings cannot be recorded and/or photographed without consent from a parent/legal guardian.
 - An adult must accompany children under 8 while using the computer lab.

Please see the Patron Behavior Policy for a full description of behavior guidelines for the use of Library computers, Kids Place Computers, Teen Scene Computers and WIFI network.

Internet Safety Policy

It is the policy of Great Falls Public Library to: (a) prevent user access over its computer network to, or transmission of, inappropriate material via Internet, electronic mail, or other forms of direct electronic communications; (b) prevent unauthorized access and other unlawful online activity; (c) prevent unauthorized online disclosure, use, or dissemination of personal identification information of minors; and (d) comply with the Children's Internet Protection Act [Pub. L. No. 106-554 and 47 USC 254(h)].

Definitions

Key terms are as defined in the Children's Internet Protection Act.

MINOR The term "minor" means any individual who has not attained the age of 17 years.

TECHNOLOGY PROTECTION MEASURE. The term "technology protection measure" means a specific technology that blocks or filters Internet access to visual depictions that are:

1. **OBSCENE**, as that term is defined in section 1460 of title 18, United States Code;
2. **CHILD PORNOGRAPHY**, as that term is defined in section 2256 of title 18, United States Code; or
3. Harmful to minors.

HARMFUL TO MINORS. The term "harmful to minors" means any picture, image, graphic image file, or other visual depiction that:

1. Taken as a whole and with respect to minors, appeals to a prurient interest in nudity, sex, or excretion;
2. Depicts, describes, or represents, in a patently offensive way with respect to what is suitable for minors, an actual or simulated sexual act or sexual contact, actual or simulated normal or perverted sexual acts, or a lewd exhibition of the genitals; and
3. Taken as a whole, lacks serious literary, artistic, political, or scientific value as to minors.

SEXUAL ACT; SEXUAL CONTACT. The terms "sexual act" and "sexual contact" have the meanings given such terms in section 2246 of title 18, United States Code.

Access to Inappropriate Material

To the extent practical, technology protection measures (or "Internet filters") shall be used to block or filter Internet, or other forms of electronic communications, access to inappropriate information.

Specifically, as required by the Children 's Internet Protection Act, blocking shall be applied to visual depictions of material deemed obscene or child pornography, or to any material deemed harmful to minors.

Subject to staff supervision, technology protection measures may be disabled for adults or, in the case of minors, minimized only for bona fide research or other lawful purposes.

Inappropriate Network Usage

To the extent practical, steps shall be taken to promote the safety and security of users of the Great Falls Public Library online computer network when using electronic mail, chat rooms, instant messaging, and other forms of direct electronic communications.

Specifically, as required by the Children's Internet Protection Act, prevention of inappropriate network usage includes: (a) unauthorized access, including so-called 'hacking,' and other unlawful activities; and (b) unauthorized disclosure, use, and dissemination of personal identification information regarding minors.

Education, Supervision and Monitoring

To the extent practical, it shall be the responsibility of the Great Falls Public Library staff to educate, supervise and monitor appropriate usage of the online computer network and access to the Internet in accordance with this policy, the Children 's Internet Protection Act, the Neighborhood Children's Internet Protection Act, and the Protecting Children in the 21st Century Act.

Procedures for the disabling or otherwise modifying any technology protection measures shall be the responsibility of the Library Technology Systems Coordinator or designated representatives.

Copyright

The Great Falls Public Library will enforce United States Copyright Law (Title 17, United States Code) and will place the statement below at all public use copiers and printers. In addition, this institution reserves the right to refuse to accept a copying order if, in its judgment, fulfillment of the order would involve violation of copyright law.

NOTICE AND WARNING CONCERNING COPYRIGHT RESTRICTIONS

The copyright law of the United States (Title 17, United States Code) governs the making of photocopies or other reproductions of copyrighted material. Under certain conditions specified in the law, libraries and archives are authorized to furnish a photocopy or other reproduction. One of these specific conditions is that the photocopy or reproduction is not to be “used for any purpose other than private study, scholarship, or research.” If a user requests, makes, or later uses a photocopy or reproduction for purposes in excess of “fair use,” that user may be liable for copyright infringement.

Device Checkout Policy

Great Falls Public Library has a limited number of laptops/tablets/chrome books/DVD players available for checkout and *for use in the library only*. Devices are available on a first-come, first-served basis and cannot be reserved in advance.

- To borrow a device, you must have a Great Falls Public Library card in good standing and must also leave a state-issued photo ID with staff when checking out the equipment.
- All patrons who borrow a device will sign a Borrowers Agreement.
- Devices may be checked out for 3 hours or until 15 minutes before closing, whichever comes first. Renewals are not allowed. The library reserves the right to shorten loan periods to accommodate public training sessions.
- Patrons must follow all patron behavior policies including computer and internet access policies while using Library devices.

No software can be loaded on any of the devices and configuration changes are not allowed.

- Staff is available for limited support; for example, troubleshooting Internet connections. Extended support in use of software is not available.
- Patrons are responsible for loss, theft or damage to the devices checked out on their account. Patrons are encouraged to keep track of the devices and **NOT LEAVE THEM UNATTENDED**.
- Fees and liabilities:
 - The borrower is responsible for all costs associated with damage during the checkout period.
 - The borrower is responsible for replacements costs if the device is lost or stolen.
 - Any costs incurred will be attached to the borrower's library account and may be turned over to a collection agency.

Disclosure of Confidential Records

Under Montana state law (MCA 22-1-1101 through 22-1-1111), library records may not be released to any person except the cardholder without a written release from the cardholder. Any patron who requests the release of library records to another person or entity must read and sign the *Disclosure of Confidential Records* form.

Under MCA 22-1-1101,ff., no person, including parents, may be given the records of another person, including children, unless the person named in the record signs a *Disclosure of Confidential Records* form. If a parent asks to view the records of a child, the child must sign the release form.

Article II, Section 15 of the Montana Constitution states: "Rights of persons not adults. The rights of persons under 18 years of age shall include, but not be limited to, all the fundamental rights of this Article unless specifically precluded by laws which enhance the protection of such persons."

No library records may be released to any law enforcement officer unless there is a written release from the patron in question or a court order.

Without proper identification or a signed release form, no library patron information, including lists of materials checked out, may be given out over the telephone. However, information on fines or overdue materials may be given out if it will aid in the recovery of the materials or payment of the fines or fees.

All signed release forms must be kept on file at the library.

Display & Distribution of Free Materials

Great Falls Public Library provides space for display and distribution of free materials. This space includes a bulletin board and information rack. Free materials include public documents and announcements that publicize non-profit, civic, educational, cultural, or recreational organizations and events. The Library also serves as a location for governmental and community organizations to provide public access to information by displaying public reports and other informational materials in the reference area.

Commercial and personal announcements or active solicitations of any kind are not allowed. Materials for display or distribution may not promote a specific religious concept, espouse partisan politics or demean groups or individuals. The library reserves the right to place limits on location, duration and size of materials.

All announcements must be pre-approved by library staff before being posted or distributed. In general, items will be removed from posting after 30 days.

Distribution or posting of items by the library does not imply endorsement, support or co-sponsorship by the library.

Fax Machine

The library will provide fax services to the public, excluding international faxes. A fee will be charged for fax transmissions sent and received by the library. Faxes received and not picked up within one week will be discarded.

Fees and Recovery of Lost, Damaged and Non-returned Materials

Overdue Items

Great Falls Public Library does not charge late fees. Patrons with overdue items will be blocked from checking out additional items until the overdue items are returned or renewed.

The Library will send reminders to patrons to return overdue items.

Date Due Reminder: Emailed 3 days before item is due.

1st Overdue Reminder: Emailed or printed 7 days after item is due.

2nd Overdue Reminder: Emailed or printed 21 days after an item is due.

Final Overdue Reminder: Printed 60 days after an item is due.

Once an item is 60 days overdue, it will be considered lost and the patron will be charged for the item.

Damaged or unreturned items

Patrons who fail to return an item or return an item in a damaged condition such that it can no longer circulate will be charged the cost of the item plus a \$5.00 processing fee.

Patrons who owe the Library more than \$5.00 will be blocked from checking out additional items.

Patrons who are unable to pay the full amount owed to the Library may establish a payment plan. Patrons who honor the payment plan will be allowed to check out a limited number of items while owing more than \$5.00.

The library will attempt to recover overdue materials and will notify patrons of unpaid fees according to procedures established by the library (see Circulation Manual for full policies and procedures).

Information regarding overdue, damaged and non-returned materials, and fees, may be disclosed by Great Falls Public Library to an agency when that agency has entered into an agreement with the library to recover materials or to collect fees.

The library will also provide sufficient information to an individual or individuals in order to allow settlement of unpaid fees on that card.

Hotspot Lending Policy

All patrons who borrow a Hotspot will sign a Borrowers Agreement.

Hotspots can only be checked out by a Great Falls Public Library cardholder who is (1) at least 18 years of age or has a signed hotspot permission form and (2) who has a library card in good standing.

Hotspots must be returned to a staff member inside the Library by the due date, with all included cables and in the original packaging. The hotspot may NOT be returned to the book drop. If the hotspot has not been returned by 14 days past its due date, the service to it will be terminated and it will become unusable.

The Library has no control over and cannot guarantee the availability of hotspot service or continuous service or speed of the connection.

Any attempt to alter data or the configuration of the Mobile Hotspot is strictly prohibited and may be considered an act of vandalism and subject to full replacement cost value. If the hotspot is not returned to the Library in good working condition, and free from damage, with all included parts and in the original packaging, patrons will be charged a replacement fee.

The hotspots may have filtering software in compliance with the Children's Internet Protection Act (CIPA), and patrons are responsible for monitoring what minors access or view while using the hotspot.

Users must comply with the Service Providers Acceptable Use Policy, Privacy Policy and Terms of Use, as well as Library's Internet Use Policy. It is the responsibility of patrons to read and abide by these policies and to comply with all Federal and State Laws.

Open, unsecured wireless network "Hotspots" are freely and easily accessible and are unsecure. The Service Provider and the Great Falls Public Library, and their officials and employees are not responsible for any files, data, confidential or personal information accessed, transmitted, lost or damaged as a result of using the hotspot.

With the exception of audio output, any activity that violates library policy regarding library-owned computers is also prohibited on user-owned equipment that is connected to the hotspot.

Interlibrary Loan - Borrowing

Great Falls Public Library offers interlibrary loan services to patrons with a current, valid Great Falls Public Library card. In order to be eligible for this service, cardholders' accounts must not be blocked, barred or otherwise restricted. The only exception is a cardholder who has entered into a payment plan with the library.

The Great Falls Public Library supports resource sharing and participates in the Montana Courier system. Interlibrary Loans supplied by one of our courier partner libraries are free to our patrons. Interlibrary Loans supplied by libraries outside of the courier system will have a nominal fee to help cover postage costs. There may also be fees to the patron imposed by the lending library. Any associated fees must be pre-approved by the patron before the item can be borrowed.

Any materials borrowed through interlibrary loan are subject to replacement costs and processing fees. Accounts with unreturned items are subject to being reported to a collection agency.

Due to demand at owning libraries, requests for materials published within the previous 12 months, with the exception of photocopies and microforms, will not be accepted. In general, cardholders may not receive an interlibrary loan of a particular title more than once in a six-month period.

Materials owned or on order by Great Falls Public Library may not be requested unless they have been lost from the collection or are more than 3 months overdue. Great Falls Public Library Collection Management Policy may dictate that the library purchase a title rather than initiating an interlibrary loan request.

Due dates are determined by the lending library. Requests for renewals will be considered on a case by case basis. Renewals must be approved by the library lending the item.

Interlibrary Loan - Lending

Great Falls Public Library provides interlibrary loan services to other Montana libraries at no charge. Reciprocal agreements are appreciated. Great Falls Public Library charges \$5.00 per loan to lend to libraries outside of Montana. Only requests placed through other libraries will be honored.

Materials in special collections are not available through interlibrary loan, including Montana Room and reference materials, periodicals, newspapers, microforms, and new materials.

Audio/visual materials are available for interlibrary loan.

Great Falls Public Library will not place holds to fulfill interlibrary loan requests. Renewals are available for interlibrary loan materials.

Library Cards

REQUIREMENTS

The Library will issue a library card free of charge to any applicant who meets Library requirements.

Requirements for Adult Resident or Taxpayer of Cascade County

1. Applicant is present.
2. Applicant is a resident of Cascade County or has proof of property taxpayer status in Cascade County.
3. Applicant has picture identification. Photo identification issued by a school, government agency or employer that includes name and photo is acceptable.
NOTE: All active military personnel stationed at Malmstrom Air Force Base and their dependents are eligible for resident library cards upon presentation of military identification.
4. Applicant has proof of address. Acceptable proof of address includes
 - a. Verbal confirmation from the patron that the Cascade County address on a state issued ID is current.
OR
 - b. Official document that includes the name of the patron and the permanent address. Acceptable documents include a lease agreement, car registration, USPS-delivered correspondence from a utility or government agency, or an electronic statement from a utility or government so long as the electronic statement includes the user's permanent address.

NOTE: Persons without proof of address may be issued a Limited Use Card. Persons with a Limited Use Card may check out up to 2 items at a time. The Library will mail a proof of address postcard to Limited User Card applicants. Applicants may return to the Library bringing the delivered postcard to be updated to a regular card. Applicants who do not return to the Library to update their Limited Use Card within 45 days will be removed from the system.

5. Applicant provides signature agreeing to statement of responsibility. "I accept responsibility for all materials checked out on this card and any charges associated with its use. I will notify the library of any address/email changes and/or the loss of my library card. I understand that the abuse of library rules may result in the loss of my library privileges."

Requirements for Teens age 14 to 17 whose family are Residents or Taxpayers of Cascade County

1. Applicant is present.
2. Applicant is a resident of Cascade County or has proof that their family has property taxpayer status in Cascade County.
3. Applicant has picture identification. Photo identification issued by a school, government agency or employer that includes name and photo is acceptable.

NOTE: All active military personnel stationed at Malmstrom Air Force Base and their dependents are eligible for resident library cards upon presentation of military identification.

4. Applicant has proof of address. Acceptable proof of address includes
 - a. Verbal confirmation from the patron that the Cascade County address on a state issued ID is current.
OR
 - b. Official document that includes the name of the patron and the permanent address. Acceptable documents include a lease agreement, car registration, USPS-delivered correspondence from a utility or government agency, or an electronic statement from a utility or government so long as the electronic statement includes the user's permanent address.

NOTE: Persons without proof of address may be issued a Limited Use Card. Persons with a Limited Use Card may check out up to 2 items at a time. The Library will mail a proof of address postcard to Limited User Card applicants. Applicants may return to the Library bringing the delivered postcard to be updated to a regular card. Applicants who do not return to the Library to update their Limited Use Card within 45 days will be removed from the system.

5. Applicant provides signature agreeing to statement of responsibility. "I accept responsibility for all materials checked out on this card and any charges associated with its use. I will notify the library of any address/email changes and/or the loss of my library card. I understand that the abuse of library rules may result in the loss of my library privileges."

Requirements for a person under the age of 14, or an adult under the care of a legal guardian:

1. Applicant is present.
2. Applicant's parent or guardian is a resident of Cascade County or has proof of property taxpayer status in Cascade County.
3. Applicant's parent or guardian has picture identification.
NOTE: All active military personnel stationed at Malmstrom Air Force Base and their dependents are eligible for resident library cards upon presentation of military identification.
4. Applicant's parent or guardian has proof of address. Acceptable proof of address includes
 - a. Verbal confirmation from the patron that the Cascade County address on a state issued ID is current.
OR

- b. Official document that includes the name of the patron and the permanent address. Acceptable documents include a lease agreement, car registration, USPS-delivered correspondence from a utility or government agency, or an electronic statement from a utility or government so long as the electronic statement includes the user's permanent address.

NOTE: Persons without proof of address may be issued a Limited Use Card. Persons with a Limited Use Card may check out up to 2 items at a time. The Library will mail a proof of address postcard to Limited User Card applicants. Applicants may return to the Library bringing the delivered postcard to be updated to a regular card. Applicants who do not return to the Library to update their Limited Use Card within 45 days will be removed from the system.

5. Applicant provides signature agreeing to statement of responsibility: "I accept responsibility for all materials checked out on this card and any charges associated with its use. I will notify the library of any address/email changes and/or the loss of my library card. I understand that the abuse of library rules may result in the loss of my library privileges."
6. Parent or guardian provides signature agreeing to statement of responsibility: "As the parent / legal guardian, I accept full financial responsibility for all borrowed items and for any fines and fees incurred by the use of this library card."

NOTE: A parent or legal guardian is not allowed access to their child's library information unless the child has signed the Release of Information form. (Montana Code Annotated 22-1-1103. Nondisclosure of library records.)

Requirements for non-residents:

1. Applicant is present.
2. Applicant has picture identification and proof of current address.
3. Applicant pays the non-resident fee of \$30.00 per year.
4. Applicant provides signature agreeing to statement of responsibility. "I accept responsibility for all materials checked out on this card and any charges associated with its use. I will notify the library of any address/email changes and/or the loss of my library card. I understand that the abuse of library rules may result in the loss of my library privileges."

TYPES OF CARDS

Homebound Card

An applicant who is unable to physically come into the library but wishes to register for a library card qualifies for a homebound card. This card enables a second party to checkout items for the homebound patron. An application will be sent by mail or a second party may deliver one to the patron for signature.

Institutional Card

An institutional card enables a representative of schools, daycares, home schools or similar establishments to have additional materials for educational purposes. Applicants for Institutional Cards must meet all of the requirements for a residential card as well as the following.

- **HOMESCHOOL:** A home school card applicant must verbally affirm that they homeschool at least one minor child.
- **PARENT:** A parent card applicant must verbally affirm that they have at least one minor child at home.
- **INSTITUTION:** An institutional card applicant must have either a letter on letterhead stating that said institution employs them or a school district employee ID.

Temporary Resident Card

An applicant who does not have a permanent Cascade County residence but wishes to register for a library card may qualify for a temporary resident card by providing a letter from the institution where they are residing. (Pre-release face sheet, YWCA letter, Rescue Mission letter...). Persons with a Temporary Resident Card may check out up to 4 items at a time. A person with a Temporary Resident Card may be updated to a regular card upon provision of proof of permanent address.

REPLACEMENTS:

The fee for replacing a library card that has been lost or stolen is one dollar. In order to ensure security, patron must present a valid picture ID in order to purchase a replacement card.

MATERIAL CHECKOUT:

If a card is misplaced or forgotten, a properly registered patron may take out items upon presentation of picture identification. A minor patron or an adult with a legal guardian without proper identification must be accompanied by a parent or legal guardian who has picture identification.

Meeting Space

The Great Falls Public Library provides meeting space, which may include indoor and outdoor facilities, for meetings and programs of an informational, educational, cultural or civic nature. Meeting spaces are available for both library and general public use.

Use of meeting space does not imply endorsement or support by the library for a group's activities or beliefs. The Great Falls Public Library Board of Trustees or the director reserves the right to approve or disapprove the use of meeting space.

Community Programs

Community programs are those programs and meetings that are organized, administered and advertised by the general public. The library merely provides the meeting space as a public service. Meeting space may be reserved up to 3 months in advance.

In circumstances in which a program has a wide general appeal, the library may help facilitate the program. This does not imply sponsorship or endorsement by the library.

- Meeting rooms are available to individuals and groups on a first-come first-served basis. Users must make reservations in advance and sign a contract. The library provides some equipment for public use. Users can, with advance notice, request to bring their own equipment.
- The library reserves the right to accommodate meetings in a space appropriate to the number of participants.
- Any publicity distributed by the individual or group must include a statement of sponsorship to clarify who is responsible for the meeting. For example, "This program is sponsored by Recovery Anonymous."
- No one may charge admission, offer items for sale or charge for any service while using the meeting space, without prior approval. If approval is granted, the individual or group must remit 20% of funds collected or a flat fee of \$50.00, whichever is less, to the library in return for use of the meeting room.
- Groups showing copyrighted movies in the library's public meeting rooms are solely responsible for obtaining written public performance licensing rights. Borrowing, renting, or purchasing a movie does not carry with it the right to show the movie outside the home. The library must be provided with proof of public performance licensing rights.

The library is not responsible for securing these rights, nor is it liable for a group's violation of this regulation.

Library Sponsored Programs

Library sponsored programs are those programs and meetings that are organized, administered and advertised by the Great Falls Public Library, or by the Library in co-sponsorship with another agency, organization, institution or individual.

- Library sponsored programs have scheduling priority over community programs.
- Any publicity distributed by the library or the co-sponsoring agency will include a statement of sponsorship. For example, "This program is sponsored by the Great Falls Public Library in partnership with the Montana Wilderness Association."
- "Library sponsorship of a program does not constitute an endorsement of the content of the program or the views expressed by the participants, any more than the purchase of materials for the library collection constitutes an endorsement of the contents of the material or the views of its creator. Library staff selects topics, speakers and resource materials for library-initiated programs based on the interests and information needs of the community. Topics, speakers and resource materials are not excluded from library-initiated programs because of possible controversy. Concerns, questions or complaints about library-initiated programs are handled according to the same written policy and procedures which govern reconsiderations of other library resources." ***Library-Initiated Programs as a Resource: An Interpretation of the Library Bill of Rights (American Library Association).***

Periodicals and Newspapers

Great Falls Public Library maintains an extensive current and historical collection of periodical literature.

Periodicals and newspapers will not be saved for an individual patron's use after they have been withdrawn and discarded from the library's collection.

Current display periodicals may be taken into staff areas for breaks or lunch breaks, but must be returned promptly to their proper location when those breaks are finished.

Gift subscriptions will be added to the collection based on the Collection Management Policy.

Petitions and Solicitation in the Library

Commercial or active solicitation of any kind is not allowed in the Great Falls Public Library or on the library grounds.

Written petitions and surveys of a non-commercial nature may be placed in the library for a period not to exceed 30 days and must be approved by the director or designated staff. With prior approval, petitions may be circulated outside the building on library grounds, provided the activity does not harass or impede the movement of library patrons or block access to the library building. Agreement by the Library to allow a survey or petition does not constitute an endorsement of its content.

Photography and Videotaping

Members of the Public

The Public is welcome to document their use of the Library with recordings and photographs. Specific consent must be obtained from any persons or their guardians before recording or photographing them. Patron privacy must be respected; pictures of computer screens and identifying information are prohibited. Persons taking photographs or recordings inside the Library are required to follow all Library patron behavior rules.

Library Staff

No patron or any person, including staff, can be photographed or recorded inside the library by library staff without his or her specific consent. Staff photographing or recording patrons must have a written release signed by each adult or each child's legal guardian. Photography or recording of large groups in which individuals are not clearly identifiable does not require a written release.

Media

Members of the media may photograph or record patrons, library staff on duty, programs, the library interior or materials in the library's collections, providing they have obtained prior approval and the patron or staff member has given his/her consent. If approval is given, members of the media are responsible for obtaining any written or verbal release necessary to use photographs or recordings.

Statement on Privacy of Library Records

The Board of Trustees and staff of the Great Falls Public Library respect the privacy of library patrons in accordance with the United States Constitution and the Constitution of the State of Montana. Under MCA 22-1-1101, ff (*Montana Library Records Confidentiality Act*) patron library records, including those of minors, will not be revealed to anyone, including a parent, without written permission of the library patron, or under a court ordered subpoena. A cardholder who has relinquished the right to privacy in a written statement may reclaim privacy under MCA-22-1-1101 by requesting and completing the proper written form.

Article II, Section 15 of the Montana Constitution states: "Rights of persons not adults. The rights of persons under 18 years of age shall include, but not be limited to, all the fundamental rights of this Article unless specifically precluded by laws which enhance the protection of such persons."

Under MCA 22-1-1101, library records may be used for statistical records only if patron names and checkout records are disassociated, or if the records are used in the recovery of library materials and fines. Patrons who do not wish to use a social security number in routine record keeping may request alternate identifiers. Library records not falling into the exception categories listed above are not retained.

Electronic Information Collected through the Public Catalog and the Internet

Records linking patrons and library checkouts are retained for the purpose of inventory and/or recovery of unreturned materials or unpaid fees. Under the present software, the link to the last patron checking out an item is retained until another patron checks that item out. At that point, the link is deleted. All other electronic information collected is for statistical purposes only and does not link specific patrons with activity.

Patrons may *voluntarily request* that certain types of information be collected in order to provide specific services. For example, patrons have the choice of initiating a function within their private account through the catalog that provides a list of their previous checkouts. *This option is not automatically employed; it must be requested by the patron.*

The Library does not collect information from Internet activity specifically linking patrons and activity.

Outside Internet links to Other Websites

Once linked to outside websites and pages, patrons should be aware that their activity falls outside this privacy statement. Other sites may collect and use data linking patrons and activity.

Emergency Evacuation Plan

If fire or smoke is discovered inside or in the immediate vicinity of the building, or in the event of any other emergency situation, proceed to the nearest exit, calling staff and patrons with you as you go. Pull the fire alarm as you exit. See **Evacuation Procedure** for full instructions.

Fire alarm pull stations are found at the following locations:

1. Basement – at stairs leading up to Circulation
2. Basement – at exit door behind Cordingley Room
3. Basement – at exit door in SW corner of annex
4. First floor – outside Circulation supervisor office
5. First floor – at exit door in SW corner of Fiction Room
6. First floor – at exit door in NE corner of Kids' Place
7. Second floor – at stairs leading up to 3rd floor
8. Second floor – at exit door in SW corner
9. Second floor – at exit door in NE corner
10. Third floor – at stairs leading down to 2nd floor
11. Third floor – at exit door in SW corner of Genealogy Society
12. Third floor – at exit door leading to roof and stairwell in NE corner

In the case of a containable fire, such as trash burning in a wastebasket, ignited food in the microwave, etc., the staff member who discovers it may attempt to put it out using a fire extinguisher.

Fire extinguishers are found at the following locations:

1. Basement – in Staff Room
2. Basement – outside and inside the door to the annex closest to stairs
3. Basement – inside the door to maintenance office
4. Basement – in computer room
5. Basement – at exit door behind Cordingley Room
6. First floor – in SW corner outside women's restroom
7. First floor – behind front desk by fax machine area
8. First floor – in NW corner of Circulation back room
9. First floor – at exit door in NE corner of Kids' place
10. First floor – in garage at both ends of the loading dock
11. Second floor – outside staff elevator
12. Second floor – at exit door in SW corner
13. Second floor – at exit door in NE corner
14. Second floor – on north wall under clock
15. Third floor – at stairs leading down to 2nd floor
16. Third floor – at exit door in SW corner of Genealogy Society
17. Third floor – in hallway between boiler room and staff workroom
18. Third floor – inside boiler room door

19. Roof – inside elevator mechanical room door

Evacuation Procedure

1. Exit the building immediately
2. Call 911
3. Proceed to staff parking lot
4. Wait for all-clear to reenter the building

If the fire alarm sounds or in the event of any other emergency situation, proceed immediately to the nearest exit, calling patrons and staff to come with you.

The evacuation procedure should be used in any emergency situation whether fire, terrorist activity, natural disaster, person with weapons, etc.

Exiting the building is first priority. Do not stop to call 911. Do not do a sweep of the floor. When the alarm sounds, proceed to the nearest exit, calling people with you as you go. Exterior exit stairwells (at NE and SW corners of building) are usually the best exit strategy.

DO NOT use the interior stairwell between 2nd and 3rd floors or the elevators.

Exit the building immediately and do not re-enter until given the all clear from emergency responders.

Do not stop to lock off elevators. Firefighters will handle that when they arrive. They will need to know the location of the key to do so: in the key cabinet behind the Circ desk or with the Head of Maintenance.

If people with disabilities/wheelchairs are in the library, you may bring them with you as you exit (if possible). Get them onto the stairwell landing out of the way of traffic and continue exiting.

When clear of the building, call 911. If you have a cell phone, you can call 911 as you are exiting or when you have left the building. If not, have a neighbor call once you have exited or flag someone down from the street to have them call. Inform the 911 dispatcher of the meeting spot for people exiting the building.

All patrons will be told to meet across 3rd street in the staff parking lot so that emergency personnel will be unhindered in access to the building. Check in with your supervisor or with others in your department so everyone can be accounted for. Anyone not accounted for will be reported to the firefighters when they arrive. Staff will meet there as well and remain until given the all clear from the fire department. The staff member in charge of the library (typically the director, but in his/her absence, the staff member next in the chain of command) will stay near the front of the building, if feasible, to prevent anyone from entering the building and will

meet fire department personnel to inform them of developments in the building.

When emergency personnel have declared it safe to go back into the building, staff should return to their work areas and resume work. The staff member in charge or a member of the fire department will reset the fire alarm.

False Alarms

In the case of a false alarm, maintenance staff or staff member in charge will:

1. Call the fire department and inform them that there has been a false alarm
2. Fire department personnel may help reset the alarm system, however staff can reset it by following these steps:
 - a. Silence the alarm by pushing 54321 on the fire alarm panel behind the front desk (If there is an entry error, press *, then reenter 54321).
 - b. Locate the pull station used to trigger the alarm and reset it using the key located by the fire alarm panel. There is an additional key in the basement next located around the corner from the small meeting room door in Technical Services.
 - c. Return to the fire alarm panel and press 54321 to reactivate the system. After reactivation, the green “ready” light on the panel should light up
 - d. Maintenance staff or staff member in charge will make a precautionary sweep of the library before allowing people to re-enter.

For any fire alarm problems, contact Kenco at 771-1974

PANDEMIC POLICY

Purpose

To establish the protocol to be used in the event of a pandemic. If there is a pandemic, the library may be required to operate on limited staffing or take unique measures to help slow the spread of the illness, including service restrictions, limited hours of operation, or possible closure by order of local public health officials. Recovery from a pandemic may be slow, as compared to a natural disaster or other physical crises.

Definitions

Pandemic Plan: A pandemic plan differs from a general emergency preparedness policy or procedure. With an emergency preparedness policy, there is an assumption that staff will return to the building or begin rebuilding, almost immediately after the event or crisis (such as after a fire or storm, or if there is a utility shortage). Recovery from a pandemic may be slow and limited staff, services, and hours may be necessary for an extended period of time.

Pandemic: A pandemic is the worldwide spread of a new disease. (World Health Organization <https://www.who.int>)

Appropriate Staffing Level: For the purposes of this policy, Appropriate Staffing Level refers to the minimum number of qualified staff necessary to provide service safely and efficiently, as determined by the Library Director or their designee.

Library Closure

- **Public Health Mandate:** The Great Falls Public Library will close due to pandemic in the event of a mandate order or recommendation for closure issued by public health or government officials on the local, county, or state level.
- **Discretionary Service Level Changes:** At the discretion of the Library Director, the Library may close, reduce its operating hours, or limit services temporarily in the event that there is not sufficient staff to maintain appropriate staffing levels or if unable to maintain adequate social distancing for health and safety. In the event of closure or reduction in operating hours, the Library Director or designee will maintain communication with staff, Library Board of Trustees, and the City of Great Falls.

Safety Protocols

In providing service safely and efficiently, the following actions may be taken at the discretion of the Library Director or designee.

- Increased health/safety measures according to local health conditions, state and regional recommendations, and the safety needs of the staff (e.g., wearing of gloves, wiping down work areas, installation of plexiglass barriers etc.);

- As allowed by law, requiring or recommending safety practices for staff and patrons as directed by public health or government officials on the local, county, or state level;
- Restricted access to areas in the library (e.g., closing floors or unmonitored areas for safety);
- Restricted access to toys and interactive activities;
- Restructuring of Library spaces to encourage social distancing;
- Social distancing practices in public areas;
- Reduction of open hours;
- Cancellation of some or all programs, special events, and meeting room reservations;
- Reallocation of employee responsibilities and shift/schedule changes to provide coverage during open hours;
- Closure of the library to the public while maintaining no contact services such as phone service, online services, pick-up window service and craft kit distribution.
- Complete closure of the Library.

If the Library is open, employees are expected to report to work on time as scheduled, excluding any excused absences following the established Personnel policy. If an employee receives medical direction to isolate, they will notify the Library Director. If they are able to work remotely, they can continue to perform job duties as assigned by their supervisor.

The Library will follow City policies regarding compensation, work from home and leave for staff impacted by the pandemic.

If the Library is closed or hours reduced, healthy employees may be assigned work-at-home tasks to be completed in their compensated hours. When appropriate, work tools (e.g., laptops, supplies, etc.) will be checked out to employees by the Library Director or designee for work-at-home assignments. Failure to complete work-at-home assignments, without a qualifying reason (e.g., illness, FMLA, etc.), will be subject to disciplinary action, in accordance with established performance protocols.

Communication

In the event of closure necessitated by pandemic, effective communication about any reduction in services or open hours must be announced in a timely manner. Library staff should follow the normal procedure used for any unexpected closure/program cancellation, which includes posting on Library social media, signage on Library doors, information on Library digital signs and the library website.

Prioritization of Services

In the case of reduced staffing or reduced hours of operation, the Library Director or designee will prioritize service-related tasks and assign the daily work plan to staff.

Priority will be given to the following essential services:

- Information and circulation services for the public, in-person, through the pick-up window and online;
- Payroll;
- Accounts Payable;
- Facility Maintenance

Support Services available to other City Departments.

Based on directives from the centralized command center, remaining healthy library staff may be made available to other City departments based on needs and skill sets required from those departments. A survey of skill sets useful to other City departments will be compiled.

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Incident/Accident/Injury Forms

Great Falls Public Library

Incident Report

1. For reporting various incidents occurring on library premises, including inappropriate patron behavior, incidents involving banning patrons from library, police and/or fire department interactions, documentation for accidents or injuries for internal library use only, etc.

City of Great Falls

Citizen Incident Report Form

1. For reporting an accident or injury to a member of the public
2. Employee must fill out form with as much information as possible and give to Administrative Assistant. Form will be forwarded to the City Risk Specialist

City of Great Falls

Employee's Loss Control Report

1. For reporting accidents/injury involving city employees
2. Employee must fill out form and give to their supervisor within one day of the occurrence
3. Administrative Assistant must forward a copy to the City of Great Falls Risk Specialist

City of Great Falls

Supervisor's Loss Control Report

1. For reporting accidents/injury involving city employees
2. Supervisor must fill out form after receiving an Employee's Loss Control Report or in lieu of an Employee's Loss Control Report if the employee is unable to complete the report
3. Administrative Assistant must forward a copy to the City of Great Falls Risk Specialist within two days of the occurrence

Montana Municipal Insurance Authority (MMIA)

First Report of Occupational Injury or Occupational Disease

1. For reporting occupational injury or disease involving city employees
2. Should be forwarded to City of Great Falls Risk Specialist in conjunction with the Employee's Loss Control Report and the Supervisor's Loss Control Report
3. Employee should sign the form **only** if they have received medical attention

Montana Municipal Insurance Authority (MMIA)

Authorization for Release of Medical Records and Reports

1. Must accompany the First Report of Injury or Occupational Disease report
2. If employee signature cannot be obtained, do not delay filling out and sending the First Report of Injury or Occupational Disease report. The Montana Municipal Insurance Authority (MMIA) will ensure the form gets signed; however, processing of the claim may be delayed.

Medical Status Form

1. Must be filled out by employee and physician for each medical visit until employee is 100% released.

First Fill Information

1. Fill out and take to pharmacy if a prescription is required

Temporary Alternative Duty Assignment

1. Filled out by City of Great Falls Risk Specialist in the event the employee's regular department cannot offer light duty

WORKERS' COMPENSATION FILING PROCEDURES

Attached are several forms that are used in the w/c filing procedures. Following are instructions for each form: All forms need to be turned into the Risk Manager.

Employees Loss Control Report: (light blue sheet)

In the event of an injury the employee must fill out this form. The form is self explanatory and there are instructions for each section on the back of the form.

Supervisor's Loss Control Report:

The supervisor should go to incident scene (if possible) to do the accident/incident investigation. Please complete form and determine the nature, cause of the injury, what could have been done to prevent the injury, any steps that need to be taken to alleviate this from happening in the future, etc. Then the supervisor fills out the First Report of Injury (long form) and the employee signs if they are going to seek medical attention.

Workers' Compensation First Report of Injury: (long form)

- 1. Worker: Fill out all areas. The phone number is the employees home phone number, not the City offices.
- 2. Wages: Fill out the last four pay period information minus the Health Insurance Premium of \$391.50 (if applicable) as well as the employment status and wages.
- 3. Accident Description: This needs to be very detailed. We need all the details, i.e., what was the employee doing when the injury occurred. Why were they doing that, what caused the injury, etc. Were there any witnesses?
Where the incident occurred - when did the employee notify the employer and who did the employee notify. Was there safety equipment provided?
- 4. Medical: Where did the employee go for treatment? J1., 1st putting Clinic will not work - we need what clinic as well as the address and phone number. **If at all possible try to seek treatment at a Clinic verses the ER unless it is a true emergency.** It will save us money in premiums.
- 5. Signature: The employee signs this only if they have sought medical attention. If they have not seen a doctor check the No Treatment box. The employee has one year, per State Statute, to seek medical attention for that Incident. When and if the injured employee needs to seek medical treatment, the Risk Manager needs to be contacted ASAP so the W/C Report can be filed with MMIA.

- 6. Employer: Employer name: **City of Great Falls**; Federal Employer Identification Number (tax ID) is **81-6001269**; Mailing Address is **P.O. Box 5021 Great Falls, Mt 59403**; Nature of Business is **Municipality**; **Yes** we are self-Insured; Do we have any reason to question this accident? Check **yes or no** (if yes, please explain fully. Use a separate sheet if you need additional space) Was worker injured while in your employ? Prepared by: Official title and Date. Dept head Signature for Authorized Employer's Signature and Date.

Medical Status Form: (long form)

This form is to be sent with the injured employee to give to the treating physician to fill out. The employee must return the completed **Medical Status Form** to the Supervisor and/or Safety Coordinator. This report lets you know whether or not the injured employee is released to Full Duty, Modified Duty or Time loss. It is critical to get that report back before allowing the injured worker to return to work. **The injured employee will need to bring a medical status report back after every visit until they are 100% fully released with no follow up appointments.**

Authorization for release of medical information to the **MMIA:**

Injured employee signs this form.

Light Duty: (goldenrod sheet)

If the Medical Status Form indicates that the injured employee **can be released to Modified duty**, the Supervisor fills out the Temporary Alternative Duty Assignment sheet and explains to the employee what light duty assignment they will be offered. Have the injured employee check the box accept or refuse line and sign the Temporary Alternative Duty Sheet.

All initial and follow-up paperwork is to be sent to the Risk Manager.

Remember: The sooner the employee gets back to work ... the better it is for the employee and the City/

CITY OF GREAT FALLS EMPLOYEE'S LOSS CONTROL REPORT

This report must be forwarded to the Risk Manager with in one (1) day of occurrence of any damage/loss involving City property, a City Employee, City vehicle, a citizen, private property or private vehicle. (If the employee is unable to complete the report, the immediate supervisor must fill out the Supervisor's Loss Control Report and the employee can fill this report out later.)

1 Name of Employee: _____ Date of this report: _____
Department: _____

2 Division: _____ Date of Incident: _____ Time: **{1** AM
Time Shift Started: _____ Overtime: **r7** YES

3 Location of Incident: _____

4 Describe how incident occurred (give complete details): _____

5 List safety equipment in use at time of accident: _____

6 Nature & Extent of Injury: _____

7 Name & Address of doctor or hospital (if applicable): _____

8 Description of events preceding accident: _____

9 Task/activity engaged in at time of accident: _____

10 Equipment/materials involved in accident: _____

11 Physical surroundings of accident: _____

12 List any recommendations to prevent a future occurrence of the same type of incident: _____

13 Explain any unsafe conditions that may have caused the incident: _____

14 Witnesses: **(1)** _____ **(2)** _____

15 List any activities with in the last 24-48 hours that may be a contributing factor to this incident: _____

16 In the 12 hours prior to reporting to work, how many hours of sleep did you receive? _____

I Damage/Loss involves City property, City Vehicle, a citizen, private property or a private vehicle
please continue:

17 Name of the other party involved: _____ Address: _____
Phone: _____ Insurance Company: _____

18 What was the condition of the other party? **f'i** Apparently Normal **n** Fatigued **[7** Intoxicated **fi** Sick

0 Other (Explain): _____

19 Describe type of CITY property damage. (What was involved, material, equipment, extent of damage, etc.)

Vehicle: Make _____ Model _____ Year _____ SIN _____ Lie# _____

20 Describe type of PRIVATE PROPERTY damage. (What was involved, material, equipment, extent of damage, etc.)

Vehicle: Make _____ Model _____ Year _____ SIN _____ Lie# _____

Employee Signature _____

CR# _____

GUIDELINES FOR EMPLOYEE'S LOSS CONTROL REPORT

Following are guidelines which may be helpful to employees in completing the Employee's Loss Control Report.

- Date of this report:** Date this report was filled out (not the date of incident).
- 1 **Name of Employee:** Employee injured or involved in accident or incident.
Department: Fire, Police, Public Works, Community Development, Park & Recreation, etc.
- 2 **Division:** Street, Sanitation, Recreation, Parks, etc.
Date of Incident: Date the incident occurred.
Time: Time of day the incident occurred.
Time Shift started: Time you started work the day of incident.
Overtime: Did the incident occur while you were working overtime?
- 3 **Location of Incident:** Where did it occur - the address and/or location on the property.
- 4 **Describe how incident occurred:** How did the accident/injury occur? Give complete explanation/details.
- 5 **List safety equipment in use at time of accident:** List any safety equipment you were using at time of accident.
- 6 **Nature & Extent of Injury:** An explanation of the injury sustained by employee.
- 7 **Name & Address of doctor or hospital:** Full name of the doctor(s) who treated the injury and the addresses.
- 8 **Description of events preceding accident:** What was the employee doing before the accident occurred?
- 9 **Task/Activity engaged in at time of accident:** What was the employee and/or other party doing when the incident occurred?
- 10 **Equipment/materials involved in accident:** What equipment and/or materials was the employee using at the time of accident?
- 11 **Physical surroundings of accident:** Was it icy, rainy, dark, bright, etc.
- 12 **List ANY recommendations to prevent a future occurrence of the same type of incident:** What does the employee feel could be done to avoid this type of incident in the future?
- 13 **Explain any unsafe conditions that may have caused the incident:** List any conditions that you feel may have contributed to the accident.
- 14 **Witnesses:** Person or persons actually witnessing injury, accident, etc., as it occurred (need not be a City employee).
- 15 **Other activities within the last 24-48 hours:** List any other activities with the last 24-48 hours that may contribute.
- 16 **Hours of sleep:** List the amount of hours of sleep in the 12 hours prior to your reporting to work.
- 17 **Name of other party involved:** The name of the other party or property owner or vehicle driver or other city employee, if applicable.
Address: Home or business address of the other party involved.
Phone: Home or business telephone number of the other party involved.
Insurance Company: Name of the other party's insurance company handling their insurance.
- 18 **What was the Condition of the other party:** What was the other party's condition at the time the incident occurred?
- 19 **Describe type of City property damage:** Describe the damage to City property
Vehicle: If City vehicle involved, give the specifics of that vehicle.
- 20 **Describe type of Private Property damage:** Describe the damage to the private property.
Vehicle: If private vehicle involved, give the specifics of that vehicle.

CITY OF GREAT FALLS SUPERVISOR'S LOSS CONTROL REPORT

Revised 4/18/19

IR#

This report must be forwarded to the Risk Manager within two (2) days of occurrence of any damage/loss involving City property, a City employee, City vehicle, liability or non-vehicle property.

Supervisors - please respond to all incidents (if possible) involving City property and/or an injured employee to conduct the investigation.

1 Name of Employee: _____ Date of this report: _____
 Department: _____

2 Division: _____ Date of Incident: _____ Time: _____ **L** A M
 Time Shift Started: _____ Overtime: **r** YES

3 Location of Incident: _____

4 Describe how incident occurred (give complete details): _____

	YES	NO
5 Did Police investigate the Incident/Accident?	<input checked="" type="checkbox"/>	<input type="checkbox"/>
6 Did the other party violate a traffic regulation?	<input checked="" type="checkbox"/>	<input type="checkbox"/>
7 Was a citation issued to the other party?	<input type="checkbox"/>	<input checked="" type="checkbox"/>
8 Did City employee violate a traffic regulation?	<input checked="" type="checkbox"/>	<input type="checkbox"/>
9 Was a citation issued to the City employee?	<input type="checkbox"/>	<input type="checkbox"/>

10 UNSAFE CONDITIONS	YES	NO		YES	NO
Faulty Equipment	<input checked="" type="checkbox"/>	<input type="checkbox"/>	Faulty or Unsafe Construction	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Inadequate Safeguards	<input checked="" type="checkbox"/>	<input type="checkbox"/>	Inadequate Traffic Control	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Improper Dress	<input checked="" type="checkbox"/>	<input type="checkbox"/>	Improper Lighting	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Poor Housekeeping	<input checked="" type="checkbox"/>	<input type="checkbox"/>	Physical Impairment (sight, hearing, fatigue, etc.)	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Adverse Weather	<input checked="" type="checkbox"/>	<input type="checkbox"/>			
Other: _____					
Explain Condition(s): _____					

11 UNSAFE ACTS	YES	NO		YES	NO
Unsafe position or posture	<input checked="" type="checkbox"/>	<input type="checkbox"/>	Distraction (daydreaming, horseplay, confused, diverted, etc.)	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Failure to use warning devices	<input checked="" type="checkbox"/>	<input type="checkbox"/>	Lack of training or skill	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Operating at unsafe speeds	<input checked="" type="checkbox"/>	<input type="checkbox"/>	Attitude (carelessness, lax, intentional, Malicious, negligent, thoughtless, etc.)	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Improper use of safety devices	<input checked="" type="checkbox"/>	<input type="checkbox"/>			
Other: _____					
Explain Act(s): _____					

12 Witnesses: (1) _____ (2) _____

13 Employee's normally assigned task: _____

14 Length of employment and assignment to current job: _____

15 Relevant training received by employee and dates: _____

16 Actions taken to prevent similar accident: _____

17 Recommendations for additional action: _____

18 Back at work? YES

Work Days Lost:

Estimated: _____ Actual: _ _ _ _ _ Time lost at a later date: _ _ _

19 Do you question this incident? If yes, why: _____

20 Signatures:

IMMEDIATE SUPERVISOR DATE

DIVISION HEAD DATE

DEPARTMENT HEAD DATE

RISK MGMT SPC DATE

First Report Of Injury And Occupational Disease

Montana Municipal Interlocal Authority
P.O. Box 6669, Helena, MT 59604-6669

Worker

Last Name		First Name		M.I.	Date of Birth	State	Postal Code	Social Security Number	
Home	Education	<input type="checkbox"/> Less Than High School <input type="checkbox"/> GED or High School Diploma <input type="checkbox"/> Beyond High School		Gender	<input type="checkbox"/> Male <input type="checkbox"/> Female		City	Marital Status	Number of Dependents
Phone Number	Wages		<input type="checkbox"/> Unknown <input type="checkbox"/> Hour <input type="checkbox"/> Week <input type="checkbox"/> Month <input type="checkbox"/> Other: <input type="checkbox"/> Day <input type="checkbox"/> BI-weekly <input type="checkbox"/> Year		<input type="checkbox"/> Not Married <input type="checkbox"/> Unknown				
Gross earnings for four pay periods preceding the injury		O.e./Amount	Dau./Amount	Date.I/Amount	Date.I/Amount				
Employment Status		Number of days per week		Wage		<input type="checkbox"/> Hour <input type="checkbox"/> Week <input type="checkbox"/> Month <input type="checkbox"/> Other: <input type="checkbox"/> Day <input type="checkbox"/> BI-weekly <input type="checkbox"/> Year		Estimated value if any:	
In addition to gross earnings cited above worker received:		<input type="checkbox"/> Board & Room <input type="checkbox"/> Overtime <input type="checkbox"/> Bonus <input type="checkbox"/> Commission		Worked next scheduled shift		<input type="checkbox"/> Yes <input type="checkbox"/> No		Off work more than 4 work days	
<input type="checkbox"/> Yes <input type="checkbox"/> No		<input type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> Not Sutt		Date Last Worked		Date of Return to work		Full wages paid for date of Injury?	
<input type="checkbox"/> Yes <input type="checkbox"/> No		<input type="checkbox"/> Yes <input type="checkbox"/> No		<input type="checkbox"/> Yes <input type="checkbox"/> No		<input type="checkbox"/> Yes <input type="checkbox"/> No		<input type="checkbox"/> Yes <input type="checkbox"/> No	

Occupation at time of injury:		Department worked in at time of injury:	
-------------------------------	--	---	--

Description of injury

Cause of Injury	Cause of Injury	Part of Body	Pat I Code	Name of Injury	Name Code	Date and Time of Injury
Date of Death:						
premises? <input type="checkbox"/> Yes <input type="checkbox"/> No		City:		State:		Postal code:
Date employer notified:		Accident reported to:		Safety equipment provided?		Safety equipment used?
				<input type="checkbox"/> Yes <input type="checkbox"/> No		<input type="checkbox"/> Yes <input type="checkbox"/> No

Medical	
Physician's name:	State: Postal Code: Phone number:
Hospital:	State: Postal Code: Phone number:
Type of treatment:	Emergency room
<input type="checkbox"/> treatment on-site by employer or medical staff <input type="checkbox"/> Clinic/Dr. Office <input type="checkbox"/> Hospital	

Signature	
I hereby certify that the information furnished on this report is true and correct to the best of my knowledge and belief, and that I am a duly authorized representative of the employer. I understand that this report is a legal document and that it may be used in court. I also understand that if I obtain or cause to be obtained any workers' compensation benefits, I may be required to repay the amount of such benefits to the employer.	
Signature of Injured Worker/Beneficiary:	Date:

Employer	
Employer's Name:	Doing Business as:
Mailing Address:	City:
Postal Code:	
Phone Number:	
Location of operation, if different from mailing address:	
Nature of Business or SIC Code:	
Self-insured? <input type="checkbox"/> Yes <input type="checkbox"/> No	
Employer is a	Injured worker is a
<input type="checkbox"/> Sole Proprietorship <input type="checkbox"/> Corporation <input type="checkbox"/> Limited Liability Company	<input type="checkbox"/> Sole Proprietorship <input type="checkbox"/> Partnership <input type="checkbox"/> Corporation <input type="checkbox"/> Limited Liability Company
<input type="checkbox"/> A member of the employer's (sole proprietor or) family living in the employer's household.	
Do you have any reason to question this accident? <input type="checkbox"/> Yes <input type="checkbox"/> No	
If yes, please explain fully. Use separate sheet if you need additional space.	
Prepared by:	Official title:
Date:	
Payroll Classification Code Under which you report Employee's wages:	
Authorized Employer's Signature:	
Date:	

MEDICAL STATUS FORM

Medical Provider/Employee Copy

Employee Contact
Info,matio,
 (Optional)

0 Montana Department of
LABOR & INDUSTRY
 Emp&ofmttd.a.icmD/rlltgc/

Employee Info	Employee's Name (Last, First) _____	Date of Birth (mm/dd/yyyy) _____	Provider _____
	Claim Number _____	Date of Injury (mm/dd/yyyy) _____	Timestamp _____
			Provider Contact Information

Released for Work?	<input type="checkbox"/> Employee Released to Full Duty	Date _____	To _____
	<input type="checkbox"/> Employee Released to Modified Duty (See Work Abilities)	Date _____	To _____
	<input type="checkbox"/> Employee May Work Limited Hours: _____ hours per day	Date _____	To _____
	<input type="checkbox"/> Employee May Work Part-time: _____	Date _____	To _____
	<input type="checkbox"/> Employee Not Released to Work	Date _____	To _____

Modified Work Abilities	Capacity Duration (estimate days):	<input type="checkbox"/> 0-10	<input type="checkbox"/> 11-20	<input type="checkbox"/> 21-30	<input type="checkbox"/> 30+	<input type="checkbox"/> permanent
		Blank Space= Not Restricted (NR)	Continuous	Frequent	Occasional	Never
	Hand/Wrist	<input type="checkbox"/> L, <input type="checkbox"/> R, <input type="checkbox"/> B	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
	Grasping	<input type="checkbox"/> L, <input type="checkbox"/> R, <input type="checkbox"/> B		<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
	Pushing/Pulling	<input type="checkbox"/> L, <input type="checkbox"/> R, <input type="checkbox"/> B		<input type="checkbox"/>		<input type="checkbox"/>
	Fine Manipulation	<input type="checkbox"/> L, <input type="checkbox"/> R, <input type="checkbox"/> B				<input type="checkbox"/>
	Reaching	<input type="checkbox"/> L, <input type="checkbox"/> R, <input type="checkbox"/> B			<input type="checkbox"/>	<input type="checkbox"/>
	Bending		<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
	Climbing		<input type="checkbox"/>			<input type="checkbox"/>
	Lifting 0-10 lbs.		<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
	Lifting 11-20 lbs.					<input type="checkbox"/>
	Lifting 21-25 lbs.					<input type="checkbox"/>
	Lifting 26-50 lbs.					<input type="checkbox"/>
	Lifting 51-70 lbs.		<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
	Number of Hours Employee May:	Sit _____	Stand _____	Walk _____		
List Other Restrictions:						

Signatures	Signature _____
	Signature _____

Employee Signature _____ Date _____

Provider _____ Date _____

Copy of Medical Status Form to employee _____ Date of Next Visit _____

Employee Progress: As expected/better than expected
 Slower than expected
 Other: _____
home exercise

Treatment concluded by provider: _____
 Max. Medical Improvement (MMI): _____
Care Transferred to: _____
Consultation needed with: _____
Study Pending: _____

Surgery: Not Indicated
 Possible
 Planned

Comments:

Medications _____
Opioids prescribed for: Acute Pain Chronic Pain
Diagnosis: _____

AUTHORIZATION FOR RELEASE OF INFORMATION TO THE MONTANA MUNICIPAL INTERLOCAL AUTHORITY

Claimant:	Date of Birth:
Claim Number:	Date of Injury:
Examiner:	

I hereby request and authorize all medical providers and insurers associated with my ____ injury/condition to furnish to the Montana Municipal Interlocal Authority (MMIA), or any representative thereof, the information identified below.

Information should include **all past or present information** including: medical, physical, mental, psychological or psychiatric records, radiographs, MRIs, CT reports, consultations, nurses' notes, prescription medications, medical bills, histories, diagnoses, treatment records and narratives, and any documents, correspondence and x-rays received by you from other hospitals, doctors, clinics, nurses, therapists, psychologists, psychiatrists, or other personnel or other medical health care providers, and any claim files.

I understand that the information obtained by use of this Authorization will be used by the MMIA for the purpose of evaluating my claim and that failure to authorize release of this information may cause a delay in processing my claim. If I decide that I no longer want to authorize this release, I can send a written revocation to the MMIA.

I understand that if the person or entity receiving this information is not a health care provider or health plan covered by federal privacy regulations, the information described above may be re-disclosed and no longer protected by the HIPAA Privacy regulations. However, the recipient may be prohibited from disclosing my health information under other applicable state or federal laws and regulations.

A photocopy of this Authorization shall be as valid as the original. I know that I may request a copy of this Authorization. By signing this Authorization, I represent that I have read the information on this page and understand the Authorization I now make. This Authorization will expire thirty (30) months from the date it is signed.

Claimant Printed Name	
_____	_____
Claimant Signature	Date of Authorization

Witness Signature	

If the Claimant is under the age of 18 or is incapacitated:

Authorized Representative Printed Name	
_____	_____
Authorized Representative Signature	Date of Authorization

Witness Signature	

AUTHORIZATION FOR RELEASE OF INFORMATION TO THE MONTANA MUNICIPAL INTERLOCAL AUTHORITY

Claimant:	Date of Birth:
Claim Number:	Date of Injury:
Examiner: Amanda Krissovich	

Provider Name:	_____
Provider Address:	_____
Provider Phone:	_____
Provider Name:	_____
Provider Address:	_____
Provider Phone:	_____
Provider Name:	_____
Provider Address:	_____
Provider Phone:	_____
Provider Name:	_____
Provider Address:	_____
Provider Phone:	_____
Provider Name:	_____
Provider Address:	_____
Provider Phone:	_____

If applicable:

Insurer Name:	_____
Insurer Address:	_____
Insurer Phone:	_____



**Montana Municipal Interlocal Authority
Workers' Compensation
Prescription Payment Authorization Form**

Please keep a copy of this Authorization Form on file with the script for auditing purposes

Pharmacy:

This is a temporary workers' compensation Rx payment authorization form. Please submit the prescription using the processing information listed below. If you have any questions or need assistance, please contact the MedicalServiceQuotes.com Customer Service Team at 888-894-3599.

Processing Information:

Processor:	EHO (Employer Health Options)
Bin #:	004527 (primary - most pharmacies use this number)
	Specific pharmacy chains that require special codes to process use the following
Envoy/WebMD:	003241
CVS Condor Code:	15721
Eckerd's/Rite Aid:	2185
Version:	0.0

Patient Information:

Last Name:	_____		
First Name:	_____		
Group#:	<u>87030</u>	Gender:	<input checked="" type="radio"/> M <input type="radio"/> F
ID#/SSN#:	_____		
Date of Birth:	_____	Date of Injury:	_____
Prior Authorization #:	_____	Retain this number for future use	
	PA#= DOI in YYMMDD format (ex: January 1, 2018 would be 180101)		
Date Sent:	_____		

Disclaimer: The information contained on this form *may* be privileged and protected from disclosure. If the reader of this message is not the intended recipient or an employee or agent responsible for delivering this message to the intended recipient, you are hereby notified that any dissemination, distribution, or copying of this communication is strictly prohibited. If you received this communication in error, please notify us immediately and delete it from *your* computer. Thank you.

Temporary Alternative Duty Assignment

Date: _____

Dear _____

We have received a Physician's Medical Status form/release from Dr. _____,

Dated _____ which states that you are able to return to work with restrictions. A copy of the Medical Status Form Is attached to this letter.

Dr. _____ has released you to return to work with the following restrictions:

We have a temporary position available for you that will accommodate the restrictions under which the physician has authorized you to return to work. The temporary position being offered to you will include (but is not limited to) the following duties:

Be assured we will only assign tasks consistent with your physical abilities, knowledge, and skills and will provide training if necessary.

Please be aware that failure to report to work could result in suspension or termination of benefits and may also be classified as job abandonment resulting in possible termination. Please let me know if you have any questions.

Sincerely, _____

Angela Swingley

Risk Manager, City of Great Falls

406 455-8446

Fax 406 727-0005

Please check the appropriate spot either accepting or refusing the assignment. Return this completed form to the Risk Manager immediately. Failure to return this form within 5 days may be construed as a refusal of the offered position.

I **ACCEPT** the Temporary Alternate Duty position being offered to me.

I **REFUSE** the Temporary Alternate Duty position being offered to me **and** acknowledge that my benefits could be suspended or denied due to noncompliance.

*Refusal may also be classified as job abandonment resulting in possible termination of employment.

Employee Signature: _____ Date: _____

Division Head: _____ Date: _____

Department Head _____ Date: _____

Enclosure: Temporary Alternative duty Assignment Letter, Physician's Work Status form/release

Art Exhibit Application:

Name of Exhibitor(s): _____

Phone: _____

Address: _____

Email Address: _____

Dates Requested for Exhibit: _____

Exhibit Description: _____

Community Art Exhibits:

The library provides art exhibition space for individuals and non-profit groups in order for them to promote their art, activities, history, cultural heritage and/or current projects. The space may not be used for exhibits that are commercial in nature, promote a specific religious concept, espouse partisan politics or demean groups or individuals. Space for each exhibit will be determined by library staff. The library reserves the right to place limits on location, duration and size of exhibits. Exhibitions do not imply endorsement by the library.

Exhibited items may not be labeled with prices. If the items are for sale, the exhibitor may provide a price list complete with contact information, copies of which will be given out at the front desk upon request. The library will not handle any sales transactions.

All groups, organizations or individuals exhibiting art at the Great Falls Public Library must have a signed Art Exhibit Contract and adhere to Library exhibit procedures.

The Great Falls Library Board of Trustees or the Director reserve the right to approve or disapprove any proposed exhibit and its location.

ART EXHIBIT CONTRACT

THIS AGREEMENT between _____ (the exhibitor) and the library states that the exhibitor may have an exhibit in the library, and that this exhibit complies with the library's policy concerning displays and exhibits (available upon request).

The following items are agreed upon:

1. The exhibitor must provide current, reliable contact information, including a phone number and address, and a listing of all exhibited pieces.
2. The exhibitor agrees to deliver to the library items to be exhibited that are in good condition and ready to display.
3. The exhibitor will be responsible for installing items in a location determined by library staff in a pleasing and aesthetic nature. The times for the installation and take down of the items will be arranged for a mutually agreeable time for the artist and library staff.
4. The display will be up for from (date) _____ to (date) _____.
5. The exhibitor is responsible for claiming the displayed items in a timely manner. The library will not provide storage space for the exhibitor's use, nor be responsible for items unclaimed, lost, or damaged.
6. Any modifications to the exhibit, including installation and take down, must be coordinated with the library's Public Relations Coordinator.
7. The exhibitor shall at his/her own discretion insure items for loss, damage, or theft.
8. The exhibitor will be held responsible for all damages done to library property as a result of exhibited items or improper installation. When installing the exhibit, the exhibitor shall not use tape, tacks, nails, etc. that would otherwise damage walls. The library shall provide wire, railings, hooks and DAP for fixing labels etc.
9. Exhibited items may not be labeled with sales prices. If items are for sale, the exhibitor may provide a price list along with inventory and with contact information. Copies of this list will be given out at the front desk upon request, but the library will not handle any transactions. All sales are the responsibility of the exhibitor.

If for any reason the parties agree to terminate this agreement before the above-mentioned time period, the exhibitor shall retrieve his items immediately.

Exhibitor Signature: _____ Date ____/____/____

Name (Printed): _____

Address: _____ Phone Number: _____ eMail: _____

Library Staff Signature: _____



Bookmobile Agreement to Ride Along

AGREEMENT TO RIDE ON THE GREAT FALLS PUBLIC LIBRARY BOOKMOBILE

I, _____, (being / not being under the age of eighteen and not being employed by the Great Falls Public Library, have made a voluntary request to ride as a guest on the Great Falls Public Library Bookmobile. A designated Great Falls Public Library employee will drive the bookmobile.

_____ will indemnify and hold harmless the City of Great Falls, The Great Falls Public Library and its officers, employees, contractors and agents for any and all claims, causes of action, demands, damages, liabilities, losses, penalties, fines, costs and expenses (including attorneys' fees, expert fees and other professional fees) arising from the ride along on the Great Falls Public Library Bookmobile.

I acknowledge the Great Falls Public Library recommends each individual obtain and carry their own personal health and hospitalization insurance.

This agreement will stay in affect until December 31, 20____.

DATED this _____ day of _____, 20____.

Great Falls Public Library Director

Individual Participating in Ride Along

Parent/Guardian (if applicant is a minor)

SUBSCRIBED AND SWORN TO BEFORE ME THIS _____ day of _____, 20____.

Notary Public for the State of Montana

Printed Name: _____

Residing at: _____

My Commission Expires: _____



CLAIMS RETURNED

Date: _____

Name: _____ Telephone: _____

Address: _____

Library Card #: _____

The attached printout shows materials checked out to my library card that I believe have been returned. I am requesting that the library initiate a Claims Returned process on these materials.

I understand that staff will search library shelves a minimum of three times over a two month period in an attempt to locate these items. During that time, I can continue to check out library materials. If found, the items will be removed from my library record and no fines will be assessed.

I also understand that if the materials cannot be located, I will be held responsible for replacement of the materials, according to the terms of the Great Falls Public Library card agreement.

Signature: _____

FOR LIBRARY USE ONLY:

SHELF CHECKS

Date: _____ Status: _____

Date: _____ Status: _____

Date: _____ Status: _____

Date: _____ Status: _____

Date: _____ Status: _____

Date: _____ Status: _____

Date: _____ Status: _____

Date: _____ Status: _____

PATRON NOTIFICATION

Called Date: _____

Letter Sent Date: _____

OTHER INFORMATION:

Date/Amount Owed: _____

Date Returned: _____

Date Paid/Resolved: _____

NOTES:

Community Exhibit Application:

Name of Exhibitor(s): _____

Phone: _____

Address: _____

Email Address: _____

Dates Requested for Exhibit: _____

Topic of Exhibit: _____

Space requested for Exhibit: _____
(e.g. table on 2nd floor)

I have read and accept the terms of the Great Falls Public Library Exhibit Policy I (my organization) will abide by its Guidelines

Signed _____

Date _____

Community Exhibits:

As part of our mission to empower the community and enhance the quality of life by providing individuals access to information and resources, the Great Falls Public Library provides the community with limited, temporary space for exhibits. The Library welcomes community groups, organizations and individuals to use the various display areas. Space is provided for items of an educational, cultural, civic, or recreational nature. The space may not be used for exhibits that are commercial in nature, promote a specific religious concept, espouse partisan politics or demean groups or individuals.

Applications for exhibits will be granted on a first-come, first-serve basis. The Library shall have the final decision on the content and arrangement of all exhibits. Space for each exhibit will be determined by Library staff. The Library reserves the right to place limits on location, duration and size of exhibits.

It is the responsibility of the exhibitor to set up, maintain and remove the exhibit. Exhibits will normally be scheduled for a period of one calendar month. Exceptions must be approved by the Library Director.

The Library assumes no responsibility for either damage to or the preservation, protection, or theft of any item displayed or exhibited. All items placed in the Library are done at the owner's risk.

Exhibits do not imply endorsement by the Library.

The Great Falls Library Board of Trustees or the Director reserve the right to approve or disapprove any proposed exhibit and its location.



Device Borrowers Agreement

By my signature below, I acknowledge that I have read the Great Falls Public Library Device Check-out Policy and agree to all of the following statements for checking out a Library Device.

DEVICE Checked Out:

Laptop # _____

Chrome book # _____

Tablet # _____

DVD player # _____

I agree to accept full responsibility for the device and its peripherals while checked out to me.

- **I WILL NOT LEAVE THE DEVICE UNATTENDED** (For example: using the restroom, talking with friends.)
- I will not tamper with the device hardware or software, or attempt to load software.
- I understand that any files I save on the device will be deleted automatically upon restart of the machine.
- I agree that the laptop is **only for use in the Library** for up to 3 hours or until 15 minutes before closing, whichever comes first.
- I accept full financial liability for the laptop while it is in my possession.
- I agree to pay all costs associated with damage to, loss of, or theft of the device or its accessories while it is checked out to me.
- I agree that Library may use any appropriate means to collect the amount owed for fines, damage, loss, or theft.
- I acknowledge that unpaid fees will be applied to my library account and may be turned over to a collection agency.
- I agree to abide by the Library's Device Checkout policy and the Library's Internet Use Agreement.
- I agree that failure to comply with any of these rules and guidelines will result in the loss of the privilege of borrowing a device and/or in the loss of desktop computer privileges.

I have read and agree with all of the responsibility and liability statements.

Signature _____ Date ____ / ____ / ____

Name (Printed) _____

Library Card Number _____

Time Checked Out _____

Time Due Back _____

Staff Initials _____



Donation For Memorials

For donations of \$20 or more, a bookplate may be placed in purchased materials. After purchase, a letter is sent to both the honoree and the donor informing them of the title of the materials.

Monetary donations not designated for books will go to benefit the library. Please consult with the library staff for current needs. If you wish to donate to a special project, please use the Donor Directive Form.

Please check one to indicate type of bookplate to be used:

- In Honor of
- In Memory of
- No Bookplate Necessary

Please check on to indicate type of book purchase desired:

- Nonfiction (\$30 Minimum)
- Fiction (\$30 Minimum)
- Juvenile (\$20 Minimum)
- Young Adult (\$20 Minimum)

Amount of donation: \$ _____

Please make your check payable to the **Great Falls Public Library** unless otherwise indicated

PLEASE PRINT THE FOLLOWING INFORMATION:

Name of person for whom the donation is given: _____
PLEASE PRINT (As you would like it to appear on the bookplate)

Name and address of person/family to whom an acknowledgement should be sent:

Donor's name, address and phone number (as it should appear on the bookplate):

Thank you! Please return this form to the library or mail it to:
Great Falls Public Library, 301 2nd Ave N, Great Falls, MT 59401

Please be aware that materials purchased by the library, including those purchased as memorials, have a physical lifetime that may require withdrawal or replacement at a future time.

We treat donors' records as confidential, unless otherwise directed.



Donor Directive Form

Thank you very much for your generosity towards the Great Falls Public Library. We greatly appreciate your donation the library and to the community. We would prefer to have as few restrictions on the funds as possible so as to best benefit the library, but be assured that we wish to expend these funds in a manner acceptable to you as a donor. Please indicate below how you would like to have the donation spent. We will inform you how the money was spent in any case.

Date: _____

Please use this donation for (check all that apply):

_____ **Best Use for the library**

_____ **Adult collection materials:**

_____ **Books** _____ **Audiovisual (CDs/DVDs)** _____ **Programs**

_____ **Juvenile collection materials**

_____ **Books** _____ **Audiovisual (CDs/DVDs)** _____ **Programs**

_____ **Capital expenses or other projects (specify):** _____

I request that the funds be spent in a timely fashion, typically within one year.

Donor Name (please print): _____

Address: _____

Telephone: _____

Great Falls Public Library Foundation

I would like all or a portion (see below) of this donation to be placed in the GFPL Foundation corpus. The purpose of the Foundation is to build a secure future for the library. Earnings will be returned to the library in perpetuity.

_____ **All** _____ **Part (specify percentage)**

Signature: _____

Date: _____



Gift Materials

The Great Falls Public Library welcomes gifts to be used for the benefit of the library. It is the library's policy to accept gifts with the understanding that the Director, the Board of Trustees and /or appropriate staff use their discretion as to the use of these materials.

Once donated, items (including containers) become the property of the Great Falls Public Library.

Materials donated may be used for the following:

- **Adding to the library's collection**
- **Book sales**
- **Little Free library distribution**
- **Summer Reading Program incentives**
- **Donations to other nonprofits**
- **Recycling**

It is the responsibility of the donor to deliver donated items to the library. If the donor has more than one box of items, the library must be contacted in advance to determine if the library can use the items. The library will not appraise any donated materials.

See the back of this form for a list of items the library will and will not accept.

Please fill out the bottom portion of this form, as it will be the only acknowledgement of your gift. Thank you for thinking of your public library.

Please fill in the number of items donated:

_____ Books _____ DVD's _____ CD's
_____ Other: (Specify): _____

Received from (Please Print): _____

GFPL Staff (Please Print): _____

Date: _____

Thank you for your gift to the library

The library asks that donated items be delivered to staff inside the library in small boxes that can be easily lifted and carried. Please do not place donated materials in the book drops or outside the library.

Dated, yellowed, damaged (including water damage) or musty items will not be accepted. Books must have the original covers attached.

Great Falls Public Library will accept the following types of materials in new or nearly new condition.

- Hardcover books- 10 years old or newer
- Paperback books– 3 years old or newer
- Literary classics/enduring titles/local history– any publication year, based on condition and library need
- CD's– only with original cases and booklets
- Audiobooks– only with original cases and booklets
- DVD's– only with original cases and booklets

The library does NOT accept the following types of items:

- Readers Digest condensed books
- Book club editions
- Textbooks, workbooks or educational handouts
- Video and audio cassette tapes
- Encyclopedia/reference sets older than three years; incomplete sets of any age can not be accepted
- Magazines or newspapers
- Vinyl records

There may be other organizations in the community which will accept materials the library cannot. You may want to try these options if your materials fall outside library guidelines.

Goodwill- (406) 453-0311

Salvation Army Thrift store- (406) 452-0616

St. Vincent De Paul Thrift store- (406)761-0870



Homebound Intake Form

Please fill this form out thoroughly as it will assist our Homebound Coordinator when they are choosing your materials.

Name: _____ **Date:** _____

Address: _____

Email: _____ **Phone:** _____

What day of the week is best for us to come and visit you: _____

When is a good time to visit (morning, afternoon, etc...): _____

What would you prefer (circle all that apply):

- Books Large Print Books DVDs Audiobooks Paperbacks

Would you rather have Fiction, Non-fiction or Graphic Novels? _____

Authors you prefer: _____

What subjects do you prefer to read (mystery, romance, science fiction, etc...): _____

Privacy Waiver:

This signed privacy waiver is for the purposes of tracking library material for you as a Homebound patron to minimize duplication of checkout materials by the Homebound volunteer (s) and/or library staff.

I, hereby authorize the staff / volunteers of the Great Falls Public Library to track library materials checked out for me for purposes related only to the Homebound Patron program. The information will not be shared with another person without permission.

Signature: _____ **Date:** _____



Hotspot Borrowers Agreement

Patron Name: _____ Hotspot ID Number: _____

Use of a library hotspot is subject to the term and conditions set forth in this Checkout Agreement, and by checking out the hotspot, you agree to the following:

1. I understand that the hotspot can only be checked out by a Great Falls Public Library cardholder who is at least 14 years of age or has a signed hotspot permission form and who has a library card in good standing. Initial _____
2. I understand that the hotspot can be checked out for 28 days. It must be returned to a staff member inside the Library by the due date, with all included cables and in the original packaging. The hotspot may **NOT** be returned to the book drop. If the hotspot has not been returned on its due date, the service to it will be terminated and it will become unusable. **If the service to the device is terminated a \$10 fee will be added to your account and you will not be allowed to check out/place on hold another device for 3 months.** Initial _____
3. I understand that the Library has no control over and cannot guarantee the availability of hotspot service or continuous service or speed of the connection.
4. I understand that any attempt to alter data or the configuration of the Mobile Hotspot is strictly prohibited and may be considered an act of vandalism and subject to full replacement cost value. If I do not return the hotspot to the Library in good working condition, and free from damage, with all included parts and in the original packaging, I will be charged a \$100.
5. I understand that the hotspot may have filtering software in compliance with the Children’s Internet Protection Act (CIPA), and that I am responsible for monitoring what my children and other minors access or view while using the hotspot.
6. I understand that I must comply with the Service Providers Acceptable Use Policy, Privacy Policy and Terms of Use, as well as Library’s Internet Use Policy. It is my responsibility to read and abide by these policies and to comply with all Federal and State Laws.
7. I understand that open, unsecured wireless network “Hotspots” are freely and easily accessible and are unsecure. I understand that the Service Provider and the Great Falls Public Library, and their officials and employees are not responsible for, and I will not hold them responsible for any files, data, confidential or personal information accessed, transmitted, lost or damaged as a result of using the hotspot.

By signing below, I acknowledge that I have read the above terms and conditions and agree to abide by them.

Signature _____ Date _____

Printed Name _____



Staff Use Only (initial at checkout and check in):
 Verified patron address and phone number _____ Patron is at least 14 years of age or has a signed permission form. _____
 Hotspot device returned _____ Rev 07/12/23



Incident Report Form

Please use this form to report any of the following: verbal abuse, destruction of library materials, disruptive and/or disturbed patrons, theft, obscene phone calls, sexual offenses, etc...

Notify your supervisor or a member of management of the incident.

If the Police are called please provide the CASE REPORT # _____

Once the report is written put a copy in the incident binder in the Circulation area and a copy to the Library Director, for permanent filing.

Date: _____

Time: _____

Person reporting incident: _____

Library staff reporting incident: _____

Incident Type:

_____ Assault

_____ Injury/Illness

_____ Problem Patron

_____ Theft

_____ Vandalism

_____ Unattended
Dependent

_____ Other (Please list): _____

Please provide a brief description of incident (use back of form for physical description, if necessary):

Follow-up Actions:

Physical Description of Subject:
(Provide information to the best of your ability)

Sex: _____ Male _____ Female Age: _____

Height: _____ Weight: _____

Build: _____ Race: _____

Hair Color: _____ Eye Color: _____

Skin (tone, blemishes, scars, tattoos and other distinguishing marks):

Clothing description:

Other information to assist in identifying subject:

GREAT FALLS PUBLIC LIBRARY USER APPLICATION

TO BE COMPLETED BY LIBRARY STAFF: STAFF INITIALS: _____

NEW
 TEMP **
 NON-RESIDENT
 STAFF
 INSTITUTION*
 PARENTS
 HOME SCHOOL
 LIMITED USE
 BOOKMOBILE
 HOMEBOUND

2	0	8	6	7	0	0								
---	---	---	---	---	---	---	--	--	--	--	--	--	--	--

TO OBTAIN A LIBRARY CARD:

- 1) Provide a picture ID.
- 2) Proof of address in Cascade County (driver's license, utility bill, deposit slip, etc. or postmarked envelope that shows applicant/parent/legal guardian's current address.)
- 3) If under 14, parent or legal guardian must be present and provide a signature.
- 4) If a patron is signed up for a limited use card then they will receive a post card that must be returned within 45 days to continue utilizing Library services.

APPLICANT: (please print) -

LAST NAME _____ FIRST NAME _____ MIDDLE NAME _____

ADDRESS _____ CITY _____ STATE _____ ZIP CODE _____

TELEPHONE NUMBER _____ EMAIL ADDRESS _____

APPLICANT DATE OF BIRTH _____ AGE _____

I accept responsibility for all materials checked out on this card and any charges associated with its use. I will notify the library of any address/email changes and/or the loss of my library card. I understand that the abuse of library rules may result in the loss of my library privileges.

APPLICANT SIGNATURE _____ DATE _____

(IF UNDER 14 Parent must sign below)

- YES! Please sign me up for Wowbrary email newsletter
 Malmstrom Air Force Base Personnel or Dependent

AS THE PARENT / LEGAL GUARDIAN, I accept full financial responsibility for all borrowed items and for any fines and fees incurred by the use of this library card.

PARENT / LEGAL GUARDIAN: (please print)

LAST NAME _____ FIRST NAME _____ MIDDLE NAME _____

PARENT/GUARDIAN SIGNATURE _____ DATE _____

FOR YOUR INFORMATION: A parent or legal guardian is not allowed access to their child's library information unless the child has signed the Release of Information form.

***INSTITUTION CARD**

INSTITUTION NAME: _____

ADDRESS: _____

CITY, STATE & POSTAL CODE: _____

TELEPHONE NUMBER: _____ VERIFICATION

****TEMP CARD**

MERCY HOME / YWCA
 RESCUE MISSION
 PRE RELEASE
 OTHER

Rev 10/04/22



Meeting Space Contract

Library meeting space include the Cordingley Room, the Small Meeting Room, the Game Room and the Library Park and Plaza. Scheduling is on a first-come first-served basis. Reservations can be made up to three (3) months in advance.

The following equipment is available for use in the Cordingley Room: 100 chairs; 10 tables; dry-erase board; piano; overhead LCD projector; podium/microphone system. The following equipment is available for use in the Small Meeting Room: large screen TV with HDMI hookup cable.

NOTE: The piano is not a toy and must be used appropriately.

- Cordingley Room maximum occupancy is 100 people.
- The Small Meeting Room has one table to seat 8-10 people and cannot be rearranged.
- Game Room maximum occupancy is 5 people
- Library staff cannot accept calls or relay messages or materials to meetings.
- Library assumes no responsibility for personal property belonging to meeting space users.

The meeting space user agrees to the following conditions:

- Users must pay to the library 20% or a \$50.00 flat fee (whichever is less) of any fees charged for admission, sales, or service (prior approval for charging fees is required).
- Beverages must be in containers with a secure lid.
- Room set-up, break-down, and clean-up is the sole responsibility of the user. The meeting room area must be left in the condition it was when you arrived. Vacuum and cleaning supplies will be available upon request. A cleaning fee of \$40.00 for every 30 minutes of cleaning will be assessed for any work required of Library staff to clean the room. (initial)
- Parking is limited to metered parking lots and the street.
- No meeting may run past library closing hours. (See Library operating hours for closing times.)
- Profanity, horseplay, and all other behaviors deemed unacceptable on library property are not allowed in meeting spaces. All persons on library property, including patrons, renters, or participants will follow the Library Patron Behavior Policy.
- Minimum 24 hour notice is required for any of the following arrangements:
 - Meetings scheduled before Library opening. (Signatory or designee must use rear entrance initially, then monitor front doors to allow attendees access. See Library operating hours for opening times.)
 - Use of library equipment (including dry-erase board, LCD projector, TV, and microphone system)
 - Special room access (use of stairway).
- The following are PROHIBITED:
 - Access to staff areas at any time or to public areas when library is closed.
 - Taping, Tacking, nailing, etc. that could damage walls.
 - Smoking or the consumption of alcoholic beverages.
 - Candles or other open flames
- Users may not place promotional or directional signage in the library or on library premises. Upon request, the Library will provide directional signage to public meetings.
- In the event of an emergency, meeting facilitators are responsible for evacuating meeting participants. See EXIT routes posted in meeting rooms.
- If room reservation is not claimed by signatory or designee within 30 minutes of scheduled time, the reservation will be forfeited.



- Any publicity distributed by the individual or group must include a statement of sponsorship to clarify who is responsible for the meeting. For example, “This program is sponsored by Recovery Anonymous.”
- Groups showing copyrighted movies in the library's public meeting rooms are solely responsible for obtaining written public performance licensing rights. Borrowing, renting, or purchasing a movie does not carry with it the right to show the movie outside the home. The library must be provided with proof of public performance licensing rights.

The library is not responsible for securing these rights, nor is it liable for a group’s violation of this regulation.

What are Public Performance Rights?

U.S. Copyright law requires that all movies displayed outside of the home, or at any place where people are gathered who are not family members, such as in a school, library, auditorium, classroom or meeting room must have public performance rights. Public performance rights are a special license that is either purchased with a movie or separately from the movie to allow it to be shown outside of personal home use. This statute applies to all movies currently under copyright. This includes movies you have purchased, borrowed from the library, or rented from a video store or services like Netflix.

Name _____

Group Name _____

Address _____ Phone _____

Signature _____ Date _____



Great Falls Public Library | 301 2nd Ave. N | Great Falls, MT | 59401 | 406-453-0349 | www.greatfallslibrary.org

Patron Appeal Form

Internet Use: Right of Appeal

An Internet user whose session has been terminated or whose Internet access has been prohibited due to violations of the Library Internet Use policy may submit a Patron Appeal Form to the Library Director.

Library Use: Right of Appeal

A library patron who has been asked to leave the library for a length of time due to violations of the patron behavior policy may submit a Patron Appeal Form to the Library Director.

Library Access: Right of Appeal

A library patron who feels that a Library policy or Library staff action has impacted his/her ability to access Library services may submit a Patron Appeal Form to the Library Director.

PROCESS:

1. The Library Director will review the Patron Appeal Form and provide a written response within 14 days.
2. If the patron is unsatisfied with the Library Director's response, he/she may submit a written request to appeal to the Great Falls Public Library Board.
3. The patron appeal will be placed on the agenda of the next scheduled board meeting. After hearing statements from the patron, Library staff and any public wishing to speak, the Board will make final ruling on the appeal. A written response will be sent to the patron within 14 days

Name: _____

Street Address: _____

City, State, Zip: _____

Telephone Number: _____ Date of Action Being Appealed: _____

Type of Appeal Internet Use Library Use Library Access/Policy

Please explain what Library action or policy is being appealed and what alternative(s) you are requesting. (Use extra pages as needed.)

Patron Signature

Date

Rev 11/09/21



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Patron Behavior Slip

Patron's name: _____ Library card number: _____

Today's Date: _____ Library Staff: _____ Expiration Date: _____

BEHAVIOR:

Noise Rough Housing/Elevator Inappropriate Computer Use Other _____

ACTION:

Library Expulsion Computer Block

DURATION:

2 Weeks 1 Week 1 Day Other: _____

Library staff may ask a patron to leave the premises without prior warning, depending on the seriousness of the violation. When possible, any patron who has been banned from library property/computers for more than a day will be provided with written notification indicating the reason for the ban, the time period of the ban and the appeals process. Any person who enters the library while banned from the premises will be considered to be trespassing and the police may be contacted.

Patron Appeals Process

A library patron who has been asked to leave the library for a length of time, or whose computer access has been terminated or prohibited, may appeal using the Patron Appeal Process.



Payment Plan

Payments must be made monthly or agreement is no longer valid.

Patron Name: _____ Amount Owed: _____

Account #: _____

Guardian's Name (if patron is a minor): _____

Date payment due by: _____

Minimum due (circle):

\$0-50 (\$5)

\$51-100 (\$10)

\$101-up (\$15)

I understand and agree that I owe the above amount and will adhere to this payment schedule. I also understand that if I fall a payment behind, this agreement is no longer valid. Any fees accrued after the original payment plan is signed must be paid in full in addition to the regular payment.

Patron's signature **Date**
 (Guardian signature if patron is under 18)

Library Staff Signature **Date**

Public Services Librarian Signature/Date

Payment Schedule:

Date	Amount Paid	Balance	Date	Amount Paid	Balance



Permission For Checkout

I authorize the following person to check out materials on my library account at the Great Falls Public Library:

Name (Please print): _____

Authorized by:

Name (Please print): _____

Card Number: _____

This form authorizes the listed person to check out library materials on my behalf by presenting their picture identification. I accept responsibility for all materials checked out on my account by the listed designated person. I can rescind this permission for checkout at anytime by contacting the library.

Signature: _____ Date: _____

***Staff note to be entered into SIRSI:** PERMISSION FOR CHECKOUT FORM SIGNED BY (patron's name) ALLOWING (person's name) TO CHECKOUT ON THIS ACCOUNT USING PICTURE ID (date initials)



Great Falls Public Library | 301 2nd Ave. N | Great Falls, MT | 59401 | 406-453-0349 | www.greatfallslibrary.org

PERMISSION TO PHOTOGRAPH

I _____ am 18 years or older.

I _____ am the parent or legal guardian of
_____.

I understand the Great Falls Public Library may photograph the events or activities in which I (or my child/children) participate. I give my permission for the Great Falls Public Library to use photographs of me (or my child/children) for the sole purpose of promoting the library and its services/programs. I give my permission with the following understanding: No compensation of any kind will be paid to me (or my child/children) at this time or in the future for the use of my (or my child/children's) likeness.

No other use of this likeness will be made without written permission.

Signature: _____ Date: _____

Address: _____

City, State, Zip: _____

Telephone: _____



Release to Allow Disclosure of Library Records

The Great Falls Public Library (GFPL) is prohibited from disclosing library records under MCA 22-1-1101, "Library Records Confidentiality Act: of 1985", except as follows:

22-1-1103. Nondisclosure of Library Records. 1) No person may release or disclose a library record or portion of a library record except in response to:

- A. A written request by the person identified in that record, according to procedures and forms giving written consent as determined by the library.
- B. A court order.

RELEASE TO ALLOW EXAMINATION OF LIBRARY RECORDS

By my signature below I give written consent for GFPL to disclose my library record to the person (s) listed.

I understand that I must give written permission to release my library records. I also understand that I can revoke this permission and reclaim privacy under MCA-22-1-1101 by requesting and completing the proper form.

Date: _____ Library Card #: _____

Name (Please Print): _____

Signature: _____

Name of person my library records may be released to (Please Print):

Witness Signature (If unable to sign, indicate signature with "X" and provide witness signature):

Staff Note (to be entered in SIRSI):

RECORDS RELEASE FORM SIGNED BY (patron) ALLOWING (mom, dad, guardian), TO ACCESS ACCOUNT (date initials)

Request for Reconsideration of Library Material Form

A Library patron who feels that an item should not be part of the Great Falls Public Library collection may submit a Request for Reconsideration Form to the Library Director.

PROCESS:

1. The Library Director will review the Request for Reconsideration Form and provide a written response within 14 days.
2. If the patron is unsatisfied with the Library Director's response, he/she may submit a written request to appeal to the Great Falls Public Library Board.
3. The Library Board shall appoint a review committee consisting of a Great Falls Public Library Board member, a Great Falls Public Library patron and a Great Falls Public Library staff member. The committee shall review the Patron Request for Reconsideration Form and the Library Director's response, then submit a written recommendation to the full Library Board within 14 days of being appointed.
4. The patron appeal will be placed on the agenda of the next scheduled board meeting. After reviewing the pertinent documents (Request for Reconsideration Form, Library Director's response & recommendation of the review committee) and hearing statements from the patron, Library staff and any public wishing to speak, the Board will make final ruling on the appeal. A written response will be sent to the patron within 14 days of the final Board decision.

Name: _____

Street Address: _____

City, State, Zip: _____

Telephone Number: _____ Library Card #: 2086700

Description of Item Requested to be removed from the collection:

Title: _____

Creator/Author: _____

Copyright Date: _____ Barcode (Item ID): 3086700

Format of Item Print Book CD DVD

Please fill out the back of this form (and extra pages as needed) to explain why you feel the item described above should be removed from the Great Falls Public Library Collection.

Patron Signature

Date

What brought this material to your attention?

What are your objections to this material or subject matter (please be as specific as possible)?

Have you read, heard or watched the entire title or material?

Have you read any reviews of this title or material? (Please help us by indicating as completely as possible the sources for these reviews or commentary.)

Can you suggest titles of materials which might be added to the collection which address the same or similar issues?

Materials selected for inclusion in the library collection, including donations, are based on the Great Falls Public Library Collection Management Policy, as approved by the Board of Trustees. The library adheres to the principles of the American Library Association Library Bill of Rights.

<https://www.greatfallslibrary.org/wp-content/uploads/2018/12/Collection-Management-Policy-2018.pdf>

Requests for reconsideration are taken very seriously.

Patron Withdrawal Reconsideration Form

From time to time the Great Falls Public Library will withdraw books and materials from the collection. The reasons for doing so are clearly marked on each item. A Library patron who feels that an item should not be removed from the Great Falls Public Library collection may submit a Withdrawal Reconsideration Form to the Library Director. (Please submit material being withdrawn with the form.)

PROCESS:

1. The Library Director will review the Withdrawal Reconsideration Form and provide a written response within 14 days.
2. If the patron is unsatisfied with the Library Director’s response, he/she may submit a written request to appeal to the Great Falls Public Library Board.
3. The Library Board shall appoint a review committee consisting of a Great Falls Public Library Board member, a Great Falls Public Library patron and a Great Falls Public Library staff member. The committee shall review the Patron Withdrawal Reconsideration Form and the Library Director’s response, then submit a written recommendation to the full Library Board within 14 days of being appointed.
4. The patron appeal will be placed on the agenda of the next scheduled board meeting. After reviewing the pertinent documents (Patron Withdrawal Reconsideration Form, Library Director’s response & recommendation of the review committee) and hearing statements from the patron, Library staff and any public wishing to speak, the Board will make final ruling on the appeal. A written response will be sent to the patron within 14 days of the final Board decision.

Name: _____

Street Address: _____

City, State, Zip: _____

Telephone Number: _____ Library Card #: 208700

Description of Item Requested to remain in the collection:

Title: _____

Creator/Author: _____

Copyright Date: _____ Barcode (Item ID): 3086700

Format of Item Print Book CD DVD

Please use the back of this form (and extra pages as needed) to explain why you feel the item described above should remain in the Great Falls Public Library Collection.

Patron Signature

Date



Revocation of permission to allow disclosure of library records

The Great Falls Public Library (GFPL) is prohibited from disclosing library records under MCA 22-1-1101, "Library Records Confidentiality Act: of 1985", except as follows:

22-1-1103. Nondisclosure of Library Records. 1) No person may release or disclose a library record or portion of a library record except in response to:

A. A written request by the person identified in that record, according to procedures and forms giving written consent as determined by the library.

B. A court order.

REVOCAION OF PERMISSION TO ALLOW EXAMINATION OF LIBRARY RECORDS

By my signature below I revoke previous written consent for GFPL to disclose my library record to any person (s) and reclaim my right to privacy under MCA-22-1-1101, ff.

Date: _____ Library Card #: _____

Name (Please Print): _____

Signature: _____

Witness Signature (If unable to sign, indicate signature with "X" and provide witness signature):

Staff Note (to be entered in SIRSI):

RECORDS RELEASE FORM SIGNED BY (patron) ALLOWING (mom, dad, guardian), TO ACCESS ACCOUNT (date initials)

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SUGGESTION FORM

Library Card #: _____

Name (Please Print): _____

Address: _____

City/State: _____ Zip Code: _____

Phone Number: _____ Email _____

If the library orders this item, I would like it placed on hold when it is available YES NO

I would like to suggest that the library purchase the following item:

Adult Materials:

_____ Book _____ Movie _____ Audiobook
_____ Other (Specify): _____

Juvenile or Young Adult Materials:

_____ Book _____ Movie _____ Audiobook
_____ Other (Specify): _____

Title: _____

Author: _____

Other Information (publisher, price, review source, etc.): _____

Why do you think the library should purchase this item: _____

Other suggestions for improving library services: _____



VOLUNTEER APPLICATION and AGREEMENT

The Great Falls Public Library welcomes and encourages members of the community to volunteer their time and talents to enrich and expand library services. Volunteer services may be used for Special events, projects and activities or on a regular basis to assist staff.

CONTACT INFORMATION

First name: _____ Last Name: _____

Address: _____

City: _____ State: _____ Postal Code: _____

Main Phone Number: _____ Cell Landline

Alternate Phone Number: _____ Cell Landline

Email Address: _____

I Prefer to be contacted via: Phone Text Message Email

If under the age of 18, please provide the name and contact information for your parent/guardian:

First name: _____ Last Name: _____

Main Phone Number: _____ Cell Landline

AREAS OF INTEREST

- | Books & Audio/Visual | Bookmobile | Youth & Adult Programs | Building & Grounds | Montana Room |
|---|--|---|---|---|
| <i>(most help needed here)</i> | | | | |
| <input type="checkbox"/> Shelving Books/AV
<input type="checkbox"/> Adult Books
<input type="checkbox"/> Youth/Teen Books | <input type="checkbox"/> Cleaning of books and shelves | <input type="checkbox"/> Ready 2 Read
<input type="checkbox"/> Summer Reading
<input type="checkbox"/> Music in the Park
<input type="checkbox"/> Youth Activities
<input type="checkbox"/> Adult Activities
<input type="checkbox"/> Assemble Craft/Activity Kits
<input type="checkbox"/> Book sale | <input type="checkbox"/> Sweeping and Vacuuming library.
<input type="checkbox"/> Cleaning trash up in park and grounds
<input type="checkbox"/> Cleaning out flowerbeds
<input type="checkbox"/> Mowing <i>(age restricted)</i> | <input type="checkbox"/> Monitor room and assist with patron inquires.
<input type="checkbox"/> Cleaning book shelves
<input type="checkbox"/> Shelving Books
<input type="checkbox"/> Shelf Reading |
| <input type="checkbox"/> Shelf Reading
<input type="checkbox"/> Adult Books
<input type="checkbox"/> Youth/Teen Books | | | | |
| <input type="checkbox"/> Cleaning of books/AV and shelves
<input type="checkbox"/> Book Mending | | | | |

AVAILABILITY

Most volunteer positions at the library require an on-going time commitment.

Days Available: Mon. Tue. Wed. Thu. Fri. Sat. Times Available: _____

Length of commitment: 1 month 3 months 6 months On-Going Seasonal

FILE: GFPL Volunteer Applica1ti4o132n

OTHER INFORMATION

Please list any special skills, training, or education you may have.: _____

Do you have any physical limitations restricting your activities?: YES NO

If yes, please explain: _____

In case of emergency, whom should we call?:

Name: _____ Phone: _____ Relationship: _____

Volunteering at the Great Falls Public Library is a commitment of time, both yours and ours. If you offer to become a volunteer, we are depending on you to be here at the agreed upon times. If you are not able to come in at your scheduled time, please call and let us know. Training will be provided by the department you will be volunteering with prior to you starting any volunteer work.

AGREEMENT

By signing below, I, _____, hereby accept a position as a volunteer for the Great Falls Public Library (GFPL), upon agreeing to the following terms and conditions:

TERMS AND CONDITIONS

- 1) My services to the GFPL are provided strictly in a voluntary capacity, as a volunteer I understand I am volunteering my time without any expressed or implied promise of salary, compensation or payment of any kind.
- 2) Volunteers are expected to conform to all policies of the GFPL, and are selected and retained for as long as the library needs their services and their assigned duties are performed satisfactory.
- 3) I understand that GFPL, without notice or hearing, may terminate my services as a volunteer at any time, with or without cause.
- 4) Volunteers may apply for paid positions under the same conditions as other outside applicants.
- 5) I will not bring guests or family members to GFPL while on duty, unless they are also in the volunteer program.
- 6) I will communicate any job-related problems, concerns, differences of opinion, conflicts, or suggestions to the Volunteer Coordinator or my library supervisor.
- 7) I will notify the Volunteer Coordinator or my library supervisor of any changes in my schedule including, discontinuing to volunteer my services with the library.
- 8) Volunteers cannot purchase donated or discarded books prior to the AAUW or Friends of the Library book sales.
- 9) I will provide the Volunteer Coordinator the last 4 numbers of my social security number so it can be reported on the Volunteer Workers Compensation Report and the city background check, which the library is required to file.
- 10) I will report the number of hours I work daily on the designated Volunteer Timesheet.

Signature of volunteer applicant: _____ Date: _____

Last 4 numbers of your Social Security Number _____

**CITY OF GREAT FALLS
APPLICANT RELEASE FORM**

I, _____, presently residing at
Name (First, Middle, Last)

_____ have applied for
Address (Street, City, State, and Zip)

employment with the City of Great Falls. For the purposes of determining my fitness and suitability for employment with the City of Great Falls, I hereby release from liability and promise to hold harmless from any liability any and all persons who shall furnish any information regarding my background, employment history, personal skills or attributes. I authorize any person or legal entity who may be contacted by a representative of the City of Great Falls to release and transmit to such representative any information or data they may have regarding my background, employment history, personal skills or attributes. I hereby release from liability and promise to hold harmless from any liability any and all persons and entities contacted by the City of Great Falls, and I hereby waive the right to maintain such information as confidential.

I agree to hold harmless and release from liability the City of Great Falls and its designated representative, for any statements, acts, or omissions in the course of the investigation into my background, employment history, personal skills or attributes.

NOTE: IF APPLYING FOR A POSITION WITHIN THE POLICE OR DISPATCH DEPARTMENTS INCLUDE THIS FORM WITH YOUR APPLICATION. ALL OTHERS WILL COMPLETE DURING THE INTERVIEW PROCESS.

READ CAREFULLY BEFORE SIGNING—IF NOT UNDERSTOOD, SEEK COMPETENT LEGAL ADVICE.

Signature of Applicant

Date

Printed Full Name (First, Middle, Last)

Other Names Used (maiden, etc.)

Social Security Number

Date of Birth

****Note: Dispatcher and Police Information Technician applicants must also pass a National Criminal Information Center background check.**

PD _____

CW _____

SVR _____

RESULTS _____

APPROVED BY _____

By-Laws of the Great Falls Public Library Board of Trustees

The following By-Laws shall govern the Board of Trustees of the Great Falls Public Library (hereafter called the "Board") until amended or replaced by the Board.

Article I. Purpose

The Board oversees library policy and operations, including materials, policies and service to the city and Cascade County.

Article II. Members

Section 1. Make-up of the Board and Length of Terms

In accordance with MCA 22-1-307, the Board shall consist of five (5) regular members appointed by the Great Falls City Commission (hereafter called the "City Commission") on staggered terms of five years each. No member may serve more than two (2) consecutive five-year terms. If a member is appointed to fill out the term of another Board member, that time shall not be considered as part of the total time of term allotted to Board members.

Section 2. Ex-Officio Members

The Board may include ex-officio members who may participate in discussion but have no voting authority. Ex-Officio members may include a representative of the City Commission and a representative of the Commissioners of Cascade County (hereafter called the "County Commission"), each representative selected and appointed to a term set by each Commission. Other ex-officio members may be appointed as deemed necessary by the Board.

Section 3. Quorum

A quorum of the Board shall consist of three voting (3) Board members. If less than a quorum is present, the members may adjourn the meeting without further notice.

Section 4. Manner of Acting

The votes of a Quorum of the Board shall be necessary for the adoption of any official Board action, unless a greater proportion is required by law or by these By-Laws.

Section 5. Library Director

The library director shall execute and administer the policies adopted by the Board, and shall, in addition, be responsible for the direction and supervision of the library staff and for the operation of the library itself. The library director shall submit periodic reports to the Board, but not less than monthly, of the condition and finances of the library and shall make recommendations to the Board of such policies and procedures as will promote the efficiency of the library and its service to the people it serves. The library director will annually propose a budget for the Board's consideration.

The library director is hereby authorized to pay vendors, personnel and other expenses of the library in a timely manner, and all such payments must be reported to the Board for confirmation at the next meeting.

Article III. Officers

Section 1. Officers

The officers of the Board shall be Chair and Vice-Chair, empowered to have the authority and to perform the duties herein described. The Board may elect additional officers, as it may deem necessary.

Section 2. Election and Term of Office

The officers of the Board shall be elected annually by the Board at its July regular meeting. If no meeting is held in July, the Board will elect officers at the first meeting after the start of the fiscal year. Each officer so elected shall take office immediately and shall hold office until his or her successor shall have been elected and shall have qualified. New offices may be created at any meeting of the Board. The term of each office shall be for one year or until the date of the next election.

Section 3. Attendance

Board members are expected to attend all regularly scheduled meetings and special sessions. In the event of a foreseeable absence, board members shall give prior notice of an absence by notifying the board Chair or the library Director.

The Board shall follow attendance requirements as provided in Title 2, OCCGF, Chapter 23, Sections .010 through .020. A board member who misses more than one third of the regular meetings in a calendar year without a health or medical excuse, shall lose his or her status as a board member. In addition, a valid, excused absence may be accepted by the board.

The Board shall follow removal requirements as provided in Title 2, OCCGF, Chapter 23, Sections .010 through .020. The City Commission shall appoint replacements to the Board to fill out the unexpired terms of Board members so removed.

Section 4. Vacancies

With the exception of a vacancy in the representation of the County Commission, which shall be filled by the County Commission, a vacancy in any office or of the Board because of death, health, resignation, removal, disqualification, or otherwise, may be filled by appointment by the Great Falls City Commission for the unexpired portion of the term. Such service will not be counted as part of the term limitations of the Board member or officer.

Section 5. Chair

The Chair shall preside at all meetings, shall appoint all standing and special committees, shall set the agenda of meetings, and shall perform all duties incidental to the office of Chair, and other such duties as prescribed by the Board from time to time.

Section 6. Vice-Chair

In the absence of the Chair, or in the event of his or her inability or refusal to act, the Vice-chair shall perform all duties of the Chair, and when so acting, shall have all the powers of the Chair, and be subject to all of the restrictions placed upon the Chair. The Vice-Chair will perform other duties from time to time as may be assigned to him or her by the Chair.

Section 7. Secretary

The Secretary to the Board shall be the Director of the Library, who may delegate the actual performance of that duty with the approval of the Board. The Secretary shall keep minutes of the meetings; shall see that all notices are duly given in accordance to these By-Laws; shall be the custodian of the records of the Board; and shall perform such other duties as the Board may prescribe.

Article IV. Meetings of the Board of Trustees

Section 1. Regular Meetings

The regular meeting of the Board shall be the fourth Tuesday of each month at 4:30 p.m.

Section 2. Special Meetings

Special meetings may be called at any time by the Chair or by any two members of the Board.

Section 3. Place of Meetings

All regular meetings shall be held in the Great Falls Public Library, or at such places as may be designated by the Board.

Section 4. Notice of Meetings

Written notice stating the place, day and time of all regular and special meetings shall be delivered personally or by mail, or by other means, to all members of the Board, to the City Commission and to the interested media no less than three (3) days, nor more than fifteen (15) days prior to the meeting. In the case of a special meeting, the purpose of the meeting shall be stated in the notice.

Article V. Amendments to Bylaws

These bylaws may be altered, amended or repealed and new bylaws may be adopted by a majority of the Trustees present at any regular meeting or at any special meeting, fat least three days'written notice is given of the intentbn to alter, amend, or repeal, orto adopt new bylaws at such meeting.

- Originally adopted on January 22, 2001
- Reviewed and amended on June 16, 2014
- Reviewed and amended on April 19, 2016
- Reviewed and amended on January 17, 2017
- Reviewed and amended on November 27, 2018
- Reviewed and amended on October 27, 2020
- Reviewed and amended on November 28, 2023

Whitney Olson, Chair W.

Anne Bulger, Vice-chair & f.t.e _____ /41/;

Jessica Crist _____

Samantha DeFoVst. S. DeFoVst.

Noelle Johnson Noelle Johnson

Great Falls Public Library Naming Policy:
January 2021

AUTHORITY:

The Board of Trustees of the Great Falls Public Library (Library Board) has the final and exclusive authority for the naming of library facilities pursuant to Montana Code §22-1-309. Library facilities include buildings, gardens, outdoor spaces (except Library Park), rooms, spaces, collections, Bookmobiles, vehicles and other facilities.

- a. The Library Park is maintained by the Library but falls under the jurisdiction of the City of Great Falls Parks and Recreation Department. Park renaming would follow the procedures laid out in the Official Code of the City of Great Falls.

II. PURPOSE:

- a. The Library Board recognizes that public libraries and the communities they serve benefit greatly from private funding and encourages the support of Library patrons, friends, corporations, and other organizations interested in contributing to the advancement of the Library.
- b. The Library Board considers naming of library facilities to be a distinct honor.

III. LIBRARY NAMING CRITERIA:

- a. Tribute for Gift(s): Library facilities may be named for individuals, families, organizations or businesses whose actions and reputations reflect the mission of the Great Falls Public Library in tribute for naming gifts.
 - i. The Library Board, in collaboration with the Library Director and the Great Falls Public Library Foundation, will be responsible for maintaining an approved list of commemorative gift opportunities (meeting rooms, reading areas, outdoor spaces, programs, vehicles etc.) and their costs. Donors who wish to name approved facilities must meet the specified funding level. The list shall not be exclusive and the Library Board may consider naming opportunities not included on the list.
 - ii. Naming opportunities are available for outright gifts as well as for long-term pledge agreements with the stipulation that these pledges will be paid over a maximum period of three years. A name conferred in recognition of a pledge is contingent on fulfillment of that pledge. Seventy-five percent of the total pledge must be paid prior to public recognition of the naming opportunity. If the donor does not honor their pledge agreement in its entirety, the Library Board may terminate the naming opportunity or substitute another naming opportunity commensurate with the cash

amount received.

- iii. Naming opportunities are not generally available for gifts of real or personal property until such gifts have been converted to cash, which will then be used as the value of the gift for naming purposes.
- b. Tribute in Honor: Library facilities may be named in honor of individuals or families whose actions and reputations reflect the mission of the Great Falls Public Library *and* who meet one of the following criteria:
 - i. Recognized as a regional leader with strong ties to the Library; or
 - ii. Recognized as distinguished in the area of Library service to the Cascade County community
- c. When a proposal involves the use of the name of a deceased person, approval is contingent on the agreement of that person's next of kin. In the event the deceased person made a bequest in his or her will, the Library Director and Board will obtain approval from the decedent's personal representative in compliance with the will's directives.
- d. In order to avoid any appearance of commercial influence or conflict of interest, or any other potentially adverse consequences, additional due diligence shall be undertaken before recommending the naming opportunities that include a commercial enterprise. Naming opportunities may be assigned that include a commercial enterprise only if the proposed name is appropriate to the public setting of the Library and will not detract from the Library's use or the Library's reputation as a public entity.
- e. Naming agreements may be modified in the event that: 1) the named facility or subunit of a facility is substantially renovated, expanded or designated for another use; 2) the named facility or subunit of a facility is sold, destroyed, removed or abandoned; 3) a named business, organization or entity changes its name and/or focus of operations, or ceases operation.
- f. During their tenure, members of the staff, the Library Board, the Great Falls Public Library Foundation Board, and elected officials are not eligible for naming.
- g. The Library Board reserves the right to terminate a naming opportunity if, in its judgement, there are compelling reasons or circumstances justifying such action.

IV. LIBRARY NAMING PROCESS:

- a. Notification of the Library Board

- i. **Tribute for Gift(s):** Upon receipt of an appropriate naming gift, the Library Director in collaboration with the Great Falls Public Library Foundation or Friends of the Library shall submit a *Tribute for Gifts Naming Proposal* to the Library Board. The *Tribute for Gifts Naming Proposal* shall identify the Library facility to be named, describe the proposed commemorative tribute and confirm receipt of the naming gift as defined in Section III of this policy.
 - ii. **Tribute in Honor:** Members of the public may submit a *Tribute in Honor Naming Proposal* in writing to the Library Board. A *Tribute in Honor Naming Proposal* shall identify the Library facility to be named, describe the proposed commemorative tribute and provide information about the person to be honored including how they meet the criteria described in Section III of this policy.
 - iii. If the *Naming Proposal* calls for the renaming of a Library facility, the Library Director shall also submit a *Director Renaming Report* to the Library Board. The *Director Renaming Report* shall review any agreements or documentation that covers an existing name, the historical significance of that name and costs associated with changing the name.
- b. **Public Consideration:** Within 90 days of receiving a *Naming Proposal*, the Library Board will hold at least one public meeting to consider a name for a Library facility. Public notice of the meeting(s) shall be given not less than 30 days before the date of the meeting, and will include notice to the Cascade County and Great Falls City Commissions for opportunity for the Commissions' input as to the proposal. Notice shall include the proposed name, date, time and location of the meeting. Notice shall also indicate means of responding to the *Naming Proposal* either in person or in writing. The public meeting may take place during a regularly scheduled Library Board meeting as long as the above public notice requirements are met.
- c. **Board Decision:** After review of the *Naming Proposal*, the *Director Renaming Report* (if necessary) and all public comment, the Library Board shall approve or decline the *Naming Proposal* according to the procedures defined in the Library Board by-laws.
- d. **Implementation:**
 - i. Plaques, signage and other recognition vehicles will be placed in appropriate locations and will be consistent with the Library's image and design requirements.
 - ii. Naming timelines will be commensurate with the degree of change for the Library. Timelines will include adequate time for the creation of appropriate logos, signs, website changes etc.

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Great Falls Public Library Board of Trustees Rules of Conduct and Procedure of Board of Trustee Meetings

Introduction: Rules of conduct and procedure are to facilitate the transaction of public business in an orderly way. These rules of procedure are intended to ensure that the Board of Trustees can accomplish its work efficiently, in full view of the public, and with reasonable opportunity for the public to participate in the deliberations and decisions of the Library.

The Board of Trustees thus adopts these Rules of Conduct and Procedure of Board Meetings this 26th day of March, 2024:

Rule 1. Meetings of the Board of Trustees

1.1 Regular Meetings

The established regular meetings of the Board of Trustees are held at the Great Falls Public Library, 301 2nd Ave. N, on the fourth Tuesday of each month beginning at 4:30 o'clock p.m., except legal holidays and federal election days. The Board generally omits one monthly meeting each year, on a month determined by the Board.

When the day affixed for any regular meeting of the Board falls upon a day designated by law as a legal or national holiday, such meeting may be scheduled at the same hour on the next succeeding day which is not a holiday, rescheduled to the proceeding week day and time, or the meeting may be canceled by the Board.

1.2 Special Meetings

Special meetings may be called at any time by the Chair or by any two members of the Board.

1.3 Emergency Meetings

In the event of an emergency situation, such as a storm, fire, explosion, community disaster, insurrection, act of God, or other potential destruction or impairment of Library property or business that affects the health and safety of the residents, employees or the functions of the Library, the Library Director may call a meeting to be convened by a majority of the Board without providing two days' notice. The Library Director shall use reasonable efforts to inform the public of the emergency meeting.

1.4 Executive Session/Closed Meetings

The presiding officer of any meeting may close the meeting during the time the discussion relates to a matter of individual privacy if and only if the presiding officer determines that the demands of individual privacy clearly exceed the merits of public

disclosure. The right of individual privacy may be waived by the individual about whom the discussion pertains and, in that event, the meeting must be open.

A meeting may be closed to discuss litigation strategy when an open meeting would have a detrimental effect on the litigating position of the Library, except when the opposing party is another governmental entity.

By majority vote in a public meeting, the Board may hold executive sessions as permitted as set forth above. The motion and vote to go into executive session must be made in public, and the reason must be stated. No vote or formal action shall be taken in executive session, except to return to public session.

After returning to public session and calling the meeting back to order, the presiding officer or designee shall generally report what was discussed in executive session. The presiding officer shall then, if appropriate, ask the will of the Board, and call for the vote.

Minutes of closed meetings or executive sessions shall be maintained and sealed by the Library Director, or Board-approved designee.

Rule 2. Notice

The schedule of regular meetings of the Board has been established as the fourth Tuesday of every month at 4:30 o'clock p.m. with the exception of one month each year; on a month determined by the Board.

The agenda for the meeting is a legal document that, when posted, provides additional notice to the public that the Board is planning to meet and to conduct the Library's business at a certain time and place. To perform this legally required "notice" the agenda for all official meetings of the Board (as set forth in Rule 1, with the exception of Emergency Meetings) should be posted on the Library's website and Great Falls Public Library posting board on the first floor of the Library, 301 2nd Ave. N, at least two days prior to the meeting and must set forth the date, time, place and all items to be considered.

Rule 3. Requirements of an Open Meeting

All meetings of the Board shall be open to the public, except for those portions of meetings in limited situations as set forth in Rule 1.4. The four essential elements in the Montana "open meeting" laws are:

- If a quorum of the Board is convened by either the physical presence of the members or by means of electronic equipment; and
- The Board will hear, discuss or act upon a matter over which it has supervision, control, jurisdiction or advisory power; then
- The meeting must be open to the public; and

- Minutes of the meeting must be kept and made available for public inspection. Meetings will also be recorded and made available for the public, but the written minutes remain the official record of the meeting.

3.1 Violation of the Open Meeting Laws

Any decision made in violation of the open meeting laws may be declared void by a district court having jurisdiction. A suit to void a decision must be commenced within 30 days of the date of which the plaintiff or petitioner learns, or reasonably should have learned, of the Board 's decision.

Rule 4. Parliamentary Authority

Meeting conduct, decorum, and procedures not provided for in these rules, state statute or Library rules or regulations, shall be guided by General Parliamentary Procedure.

Rule 5. Attendance

Board members are expected to attend all regularly scheduled meetings and special sessions. In the event of a foreseeable absence, board members shall give prior notice of an absence by notifying the board Chair or the library staff.

The Board shall follow attendance requirements as provided in Title 2, OCCGF, Chapter 56, Sections .010 through .020. A board member who misses more than one third of the regular meetings in a calendar year without a health or medical excuse, shall lose his or her status as a board member. In addition, a valid, excused absence may be accepted by the board.

The City Commission shall appoint replacements to the Board to fill out the unexpired terms of Board members so removed.

Rule 6. Agenda Preparation

The purpose of an agenda is to provide a framework within which a meeting can be conducted. The agenda for a meeting provides opportunity for public participation before a final decision is taken by the Board that is of significant interest to the public. However, the Board may not take action on any matter discussed unless specific notice of that matter is included on an agenda and public comment has been allowed on that matter.

Rule 7. Agenda – Order of Business

The agenda shall be in substantially the following form:

Agenda Approval
Staff Introductions
Public Comment
Adoption of the Minutes
Acceptance of the Financial reports
Reports

- Director's Report
- Statistical Reports
- Personnel Reports
- Foundation Report
- Chair Report
- Board Reports
- Other Reports as deemed necessary

Proposals/Comments from Trustees
Old Business
New Business
Adjournment

The order of business may be adjusted by consent of the Board, but items will not be added that require action without the required public notice.

Rule 8. Regular Meeting Minutes

Appropriate minutes of all meetings will be kept and be available for inspection by the public when requested. Minutes will include: the date, time and place of the meeting; a list of the individual members of the Board who were in attendance; the substance of all matters proposed, discussed, or decided; and, a record of votes taken. Pursuant to Robert's Rules of Order, and the Montana Code Annotated, minutes are a concise and official record of the proceedings of a meeting, not a verbatim transcript. Meetings will also be recorded and made available for the public, but the written minutes remain the official record of the meeting.

Rule 9. Public Participation

Procedures for encouraging and assisting public participation, and established protocol and rules of decorum at public meetings held by the Library Board, are as follows:

1. Persons addressing the Board shall provide for the record that person's name and address, and, if applicable, the person, firm or organization the person represents.
2. Speakers shall address their comments to the presiding officer and the Board as a body and not to any individual member of the Board or Library staff.
3. During public comment periods, speakers shall limit their address to the Board on agenda items to three (3) minutes, unless further time is granted by the presiding officer with the concurrence of the Board.
4. Speakers shall keep their comments germane to the subject item on the agenda or, during petitions and communications, matters of significant public interest which are within the jurisdiction of the Board. Public comment generally is not intended for a two-way dialogue between speaker(s), Board member(s), and/or the Library Director or Library staff; however, the presiding officer, with the concurrence of the Board, may allow questions to be asked of or by speakers. The time involved in such questions and replies shall not count against any time limit imposed by these protocols or by the presiding officer.
5. Speakers shall refrain from irrelevant or unduly repetitious communications or other behaviors, which disrupt, disturb or impede the orderly conduct of the meeting, or incite violence.
6. Speakers are prohibited from using vulgar, discriminatory, profane or impertinent speech, or personal attacks and personal accusations, which disrupt, disturb or impede the orderly conduct of the meeting, or incite violence.
7. Speakers and persons in the audience shall not delay or interrupt the proceedings or refuse to obey the orders of the presiding officer.
8. Any person, including one with special needs, who may want to offer public comment on any matter, may provide a written statement for the record to the Library Director for distribution to the Board in lieu of offering oral comment. The time limits set forth above shall apply to any oral presentation or reading of any such written statement of testimony.
9. Objects that are deemed a threat or perceived to be a threat to persons at the meeting or the facility infrastructure are not allowed and the object, or the person

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***Explore, discover, connect
See you @ the Library!***

Collection Development Policy

OCTOBER 2021

GREAT FALLS PUBLIC LIBRARY COLLECTION DEVELOPMENT POLICY

LIBRARY MISSION STATEMENT

The Great Falls Public Library serves as a connection point; we empower the community and enhance the quality of life by providing individuals access to information and social, cultural, and recreational resources.

PURPOSE OF THE POLICY

The Collection Development Policy is a tool to guide the selection, maintenance and distribution of materials relevant to the community. It serves as a touchstone for planning and long-range development. It provides for accountability to the Board, staff, and users. It contains flexibility and responsiveness.

It is not the purpose of the collection to serve as a school or academic library, although many of its materials may be used as supplements to such collections. The purpose of the collection, and the policy governing selection, is to reflect the needs of the community as a whole.

COLLECTION AUTHORITY AND RESPONSIBILITY

Final authority for the determination of policy in the selection and acquisition of materials is vested in the Great Falls Public Library Board of Trustees. The actual selection of materials has been delegated by the Board to the Director and staff acting within the guidelines of this policy and within the limitations imposed by the materials budget. The Collection Development Librarian is responsible for the reference, Montana Room and adult circulating collections. The Youth Services Librarian is responsible for young adult and juvenile collections. The Library participates in the MontanaLibrary2Go consortium to provide eBook and eAudiobook materials. The MontanaLibrary2Go selection team is responsible for the selection and acquisition of shared digital resources within the guidelines of MontanaLibrary2Go [collection development policy](#) and within the limitations imposed by the consortium budget.

COLLECTION MANAGEMENT OF MATERIALS:

PHILOSOPHY

The Library serves the entire community. Collection development efforts reflect our obligation to have a variety of points of views, reading levels and formats. Library users make their own choices as to what they will use based on individual interests and concerns. Great Falls Public Library supports the right of each family to decide which items are appropriate for use by their children. Responsibility for a child's use of library materials lies with their parent or legal guardian.

The Great Falls Public Library adheres to the principles of intellectual freedom adopted by the American Library Association as expressed in the Library Bill of Rights, Freedom to Read statement and Freedom to View statement. We strive to build a diverse and inclusive collection that contains content by and about a wide array of people and cultures to authentically reflect a variety of ideas, information, stories, and experiences. (See **Appendix C** for full statements about what we believe.)

INTERLIBRARY LOAN & PARTNER SHARING:

The Great Falls Public Library believes that resource sharing and cooperative collection management improve community access to the widest array of materials.

Interlibrary loan is an integral part of collection development. Great Falls Public Library lends and borrows materials to and from other libraries. Great Falls Public Library maintains online connections to OCLC and uses its system to facilitate Interlibrary Loan services.

As part of its 2019-2022 Strategic Plan, the Great Falls Public Library is working to join the Montana Partners Sharing Group. The Montana Shared Catalog Sharing Group libraries have agreed to take down walls and share collections for the benefit of their patrons. A patron whose library participates in a sharing group can place holds on items owned by other libraries in their group. Using a combination of mail and courier service, the item is delivered to the patron's home library. Participation in the Partners Sharing Group will increase library patron access to an array of materials.

SCOPE OF COLLECTION:

The collection currently contains about 134,000 items and is primarily in English.

NEW MATERIAL

New materials are shelved separately and identified with yellow NEW stickers. The purpose of the NEW collections (Juvenile, Young Adult, Adult, and Audiovisuals) is to provide patrons with easy access to newly acquired materials. Books are considered to be NEW to the library if they have been published within the last 2 years or at the discretion of the Collection Development Librarian. These items will remain on the NEW shelf for a period of 10 months or less if space is limited. Typically, any audiovisual item new to the library AV is placed on the new shelf, DVDs and Audiobooks are kept in the NEW area of the AV collection for a period of 3 months

ADULT COLLECTIONS

Adult materials are collected to meet the diverse educational, cultural, and recreational needs of adults across our community. Efforts are made to collect popular, current materials in high demand as well as classics and informative materials.

- **Grab and Go:** The purpose of this collection is to increase access to the most popular fiction and nonfiction current titles. No holds or renewals are allowed on these items. Items remain in this collection until they stop circulating for a period of at least 2 weeks.
- **Fiction (including large print, western and popular fiction):** The purpose of the adult fiction collection is to offer to adult readers a variety of pleasurable and educational fictional reading materials.
- **Nonfiction (including large print and popular nonfiction):** The purpose of the nonfiction collection is to provide adults with current, accurate information on a wide variety of general interest topics to support their education, self-guided research and pleasure reading. The circulating non-fiction collection integrates juvenile and young adult materials in order to provide a range of materials regardless of reading ability or interest.
- **DVD:** The purpose of the DVD collection is offer to adult patrons a variety of pleasurable and educational watching materials. This collection includes a wide variety of topics both fiction and nonfiction as well as television series and Great Courses.
- **Audiobook:** The purpose of the adult audiobook collection is to offer to adult patrons a variety of pleasurable and educational listening materials. The CD book collection focuses on popular fiction and nonfiction, unabridged titles.
- **Music:** This collection is being phased out based on lack of circulation.

- **Graphic Novel:** The purpose of the adult graphic novel collection is to offer to adult readers a variety of pleasurable and educational reading materials in the graphic novel format. This collection is designed for the adult graphic novel reader.
- **Periodicals:** The purpose of the periodical collection is to provide patrons with access to current Montana newspapers and magazines. Collection consisting of newspapers from Montana and popular magazines from around the country. Subscriptions are limited to items that can be delivered in a timely manner. Popular and Montana related magazines both purchased and donated to the library. Donated magazines must meet the collection development policy and space requirements. This collection is supplemented by the provision of downloadable magazines in the MontanaLibrary2Go collection.

JUVENILE COLLECTIONS

Materials for children are collected to meet the diverse educational, cultural, and recreational needs of babies and children birth to 12 years. Efforts are made to collect popular, current materials in high demand as well as classics and informative materials.

- **Children's fiction and leveled reader collection (J FIC, J P FIC, J E, J PAPERBACK, and J BOARDBOOK):** The purpose of this collection is to support the literacy development of babies and children birth to age 12 by providing diverse and engaging reading material on all levels.
 - J BOARDBOOK-Durable books for babies and preschoolers birth to 5
 - J E FIC and NONFICTION-Leveled readers for ages 5 to 8
 - J FIC-Chapter books for ages 5 to 12
 - J PAPERBACK-Popular classic picture book series books (Berenstain Bears, Curious George, etc.) for ages 3 to 8
 - J P FIC-Picture books for ages 3 to 8
- **Children's nonfiction collection:** The purpose of this collection is to provide children 5 to 12 with current, accurate information on a wide variety of general interest topics to support their education and self-guided research. Two nonfiction collections are of particular note
 - **J Fairy:** (formerly J 398.2) This is a well-developed collection of fairy and folktales from around the world. Most are in picture book format.
 - **J 92-Biographies:** This strong collection of biographies for children supports a variety of school assignments, most notably Wax Museum projects where students research a person from history and then develop a dramatic performance as that person.
- **Children's graphic novels:** The purpose of this collection is to support the literacy development of babies and children birth to age 12 by providing diverse and engaging reading material on all levels. They are especially popular with reluctant readers who use the pictures to help decode the story. Popular series are maintained, and titles with high circulation are often replaced when they wear out.
- **Children's AV materials:** The juvenile AV collection includes popular film and television shows, film classics, documentaries, educational, and instructional DVDs and audio books on CDs. Unabridged audio books CDs are selected whenever possible. Music CDs are occasionally purchased to enhance children's listening and educational needs, but they are being phased out due to low circulation.

YOUNG ADULT COLLECTIONS

Materials for young adults are collected to meet the diverse educational, cultural, and recreational needs of teens 12-18. Efforts are made to collect popular, current materials in high demand as well as classics and informative materials of particular interest to teens.

- **Young Adult Fiction (YA FIC):** The purpose of this collection is to support the literacy development of teens 12 to 18 by providing diverse and engaging reading material on a variety of reading levels.
- **Young Adult Nonfiction Collection:** Teens 12 to 18 are generally well-served by nonfiction for children and adults for their general information needs. However, a small collection of nonfiction about topics of special interest to teens is also included in the collection.
- **Young Adult Graphic Novels:** The purpose of this collection is to offer to young adult readers a variety of pleasurable and educational reading materials in the graphic novel format. Graphic novels and manga for teens are in high demand. They are especially popular with reluctant readers who use the pictures to help decode the story. Popular series are maintained, and titles with high circulation are often replaced when they wear out.
- **Young Adult AV materials:** The Young Adult collection includes popular films and TV series, film classics, documentaries, educational, and instructional DVDs, and audio books (both abridged and unabridged). Whenever possible, unabridged audiobooks are selected.

SPECIAL COLLECTIONS

- **Montana Room:** In recognition of the importance of Montana history, the Montana Room holds a special collection of materials relating to Montana. The purpose of the collection is to provide, preserve and protect this type of material for present and future use. This collection does not circulate and is staffed by volunteers.
- **MontanaLibrary2Go:** Digital library consortium providing digital eBooks, audiobooks and magazines to those with an active library card. The purpose of this collection is to offer to adults, children and young adult readers a variety of downloadable fiction and nonfiction reading materials.
- **Hotspot:** The purpose of the hotspots is to increase community internet access. Hotspots were purchased by the Montana State Library federal COVID grant. Current funding is estimated to run out in December 2022 or sooner if the devices extend their lifespan.
- **Chilton Automotive Repair Database:** The purpose of the database is to provide accurate, accessible information about specific car repair. Access is available for use in the library and on the go for patrons with an active library card.
- **Bookmobile:** The purpose of the Bookmobile collection is to provide access to Library materials for the wider Cascade County community. It contains a curated collection based on the needs and wants of the community visited on each trip.
- **Little Free Libraries:** The purpose of the Little Free Libraries is to provide increased access to reading materials and improved community connection through sharing. The library assists in providing space and donations to fill the libraries as well as facilitating structural maintenance and filling if necessary.
- **Genealogy:** Rented space to Great Falls Genealogy Society. Please contact the Great Falls Genealogy Society. (406) 727-3922 gfgenealogy@genlibrary.org
- **Reference:** The purpose of the reference collection is to provide access to expert, specialized informational materials such as car repair manuals, Montana Code

Annotated, building codes, collecting resources and etc. This collection consists of non-circulating informational material. (This collection continues to be downsized as more convenient and accurate reference resources are available online.)

- **Book Club Kits:** The purpose of this collection is to support community Book Clubs. Each kit consists of a cloth bag containing ten copies of the title, that may include a folder with miscellaneous notes, discussion questions, biographical information, and reading lists to assist book discussion leaders.
- **Vertical File:** The purpose of the vertical file is to provide access to ephemera that are not digitally accessible. A vertical file collection containing pamphlets and documents directly related to Montana and Great Falls.
- **Archives:** Three separate archival files are maintained - one each for Great Falls, Cascade County, and Montana. Contents constitute mostly newspaper clippings and are for in-house use only.
- **Microform:** The purpose of the microfilm collection is to preserve access to historical newspapers. Complete microfilm files are maintained of The Great Falls Tribune; limited years of The New York Times and The Great Falls Leader.
- **Maps:** The map collection includes a collection of USGS topographic maps (quadrangles) for Montana, plus several historic and current regional maps. Electronic mapping resources are available.

COLLECTION SELECTION:

Collection Development Librarian and Youth Services Librarian will be responsible for the majority of the selection for the library collection with advisement and guidance from the Director.

TOOLS:

Selectors will utilize popular library guides, news sources, reviews and patron requests to find the most popular items for the library collection.

The general criteria considered for selection of materials:

- Patron demand or interest
- Requests by Great Falls Public Library patrons
- Format options
- Critical reviews (The Library subscribes to various professional review journals that help guide selection decisions.)
- Literary award selections
- Historical significance
- Relevance to current national and local trends or events
- Relation to existing collection
- Replacement need
- Cost
- Qualifications and/or reputation of author or producer
- Relevance to the experiences and contributions of diverse populations
- Quantity based on need and hold ratios
- Language (based on need, donation or gift)
- Preselected titles by vendors/standing orders

PURCHASING EXCLUSIONS:

The Great Falls Public Library attempts to avoid duplication of expensive specialized material, such as:

1. Medical materials, except those of a general nature. The most up-to-date information is available through electronic resources such as Medlineplus and Pubmed.
2. Exhaustive Montana or Cascade County materials (collected by the Montana State Historical Library or the Cascade County Archival Library);
3. Materials for the specialist or professional reader, such as doctors or lawyers, are housed in a variety of special libraries;
4. College or university level course materials, which are housed at the University of Providence, and other state colleges and universities;
5. K-12 course and teaching materials, housed at school libraries or Montana Office of Public Instruction (OPI);
6. Genealogical materials other than those of a general nature (housed at special genealogical libraries such as the Great Falls Genealogical Society Library);
7. Self-published materials not related to Great Falls, Cascade County or Montana Exceptions to this rule can be made on a case by case basis.
8. Formats not collected by GFPL include MP3 CD, Playaway, BluRay, Audio Cassettes, Video cassettes, text books, donations over 10 years old

HOLDS RATIOS AND MULTIPLE COPIES

Holds Ratios for popular materials is 4 holds per individual item (ex. *Gambling Man* by David Baldacci, 16 holds equals 4 copies of the title). Based on circulation trends and current popularity of an author or subject the Collection Development Librarian will determine how many copies to keep of a title after circulation slows and hold needs are met. (Please see Discarding of Library Material for further information.)

PATRON REQUESTS

Patron purchase request, monetary donation and memorial requests are all filled based on our collection development policy and selection decisions based of Collection Development Librarian. The Library values requests for purchase. If it is determined that a requested item is not appropriate to be added to the collection, staff will attempt to provide access to the item through interlibrary loan.

Patrons can request that the Library add an item to the collection by filling out a paper form, calling the Library or submitting a request electronically on the library website. (Please see Patron Suggestion Form in Appendix C.)

DONATIONS: GIFT MATERIALS

Physical materials donated to the library will be evaluated to fill a need or replacement in the current collection based on the collection development policy. Once accepted and processed, all gifts are subject to the Library's regulations and procedures. Materials offered to the Library with restrictions which require special handling or which prevent integration of the materials into the general collection will not be accepted. Appraisal and delivery of items are the responsibility of the donor. Donations not used by the library will be used for Neighborhood Little Free Libraries, AAUW/Friends of the Library Book Sale or may be may be donated to various nonprofit organizations, recycled, sold by the library or disposed of as library staff deem appropriate. (Please see the Gift Materials form in Appendix C.)

DONATIONS: FUNDS FOR MATERIALS

Cash donations for materials, including memorial and honor books will be accepted, provided no specific restrictions are attached. Funds may be directed toward a specific category of materials such as nonfiction, mysteries, young adult etc. Donors may recommend titles or

subjects for memorial books, but final judgment will rest with the professional staff. (Please see the Donations for Memorials form in Appendix C.)

REQUEST FOR RECONSIDERATION OF LIBRARY MATERIALS

A Library patron who feels that an item should not be part of the Great Falls Public Library collection may submit a Request for Reconsideration Form to the Library Director. Requests for reconsideration are taken very seriously. (Please see Request for Reconsideration Form in Appendix C.)

PROCESS:

1. The Library Director will review the Request for Reconsideration Form and provide a written response within 14 days.
2. If the patron is unsatisfied with the Library Director's response, he/she may submit a written request to appeal to the Great Falls Public Library Board.
3. The Library Board shall appoint a review committee consisting of a Great Falls Public Library Board member, a Great Falls Public Library patron and a Great Falls Public Library staff member. The committee shall review the Patron Request for Reconsideration Form and the Library Director's response, then submit a written recommendation to the full Library Board within 14 days of being appointed.
4. The patron appeal will be placed on the agenda of the next scheduled board meeting. After reviewing the pertinent documents (Request for Reconsideration Form, Library Director's response & recommendation of the review committee) and hearing statements from the patron, Library staff and any public wishing to speak, the Board will make final ruling on the appeal. A written response will be sent to the patron within 14 days of the final Board decision.

COLLECTION MAINTENANCE

DISCARD POLICY

Discarding items (weeding) is an essential component of library collection management. The Library has limited shelf space. In order to maintain a relevant book collection for everyone and have room for new materials, Library staff need to remove items from the collection. Weeding is necessary to remain relevant to our users and true to our missions.

Library materials are evaluated based on physical condition, use or circulation, publication date, date of acquisition, replacement availability, current trends, outdated materials, number of copies owned or those that no longer fit within the collection development policy. The decision to remove an item from the library collection will be made by the librarian with the Library's collection development goals in mind. The library often purchases multiple copies of a popular title. When the book circulation slows, it is then necessary to reduce the number of copies because of shelf space and bottom line circulation of the entirety of the title's circulation. Discarded items have the discard reason for doing so are clearly marked on each item.

The library maintains a permanent collection of selected newspapers and magazines. Magazines not retained by the library are discarded after 1 year. Newspapers not retained by the library are recycled after 6 months.

Discarded materials may be donated to various nonprofit organizations, recycled, sold by the library or disposed of according to City of Great Falls disposal policy.

WITHDRAWAL RECONSIDERATION

A Library patron who feels that an item should not be removed from the Great Falls Public Library collection may submit a Withdrawal Reconsideration Form to the Library Director. (Please see Withdrawal Reconsideration Form in Appendix C.)

PROCESS:

1. The Library Director will review the Withdrawal Reconsideration Form and provide a written response within 14 days.
2. If the patron is unsatisfied with the Library Director's response, he/she may submit a written request to appeal to the Great Falls Public Library Board.
3. The Library Board shall appoint a review committee consisting of a Great Falls Public Library Board member, a Great Falls Public Library patron and a Great Falls Public Library staff member. The committee shall review the Patron Withdrawal Reconsideration Form and the Library Director's response, then submit a written recommendation to the full Library Board within 14 days of being appointed.
4. The patron appeal will be placed on the agenda of the next scheduled board meeting. After reviewing the pertinent documents (Patron Withdrawal Reconsideration Form, Library Director's response & recommendation of the review committee) and hearing statements from the patron, Library staff and any public wishing to speak, the Board will make final ruling on the appeal. A written response will be sent to the patron within 14 days of the final Board decision.

POLICY IMPLEMENTATION, EVALUATION AND REVISION

This policy was approved at the October 26, 2021 meeting of the Great Falls Public Library Board of Trustees. The policy will be evaluated and reviewed every three years by the library staff and the Board of Trustees.

Library Director Date

Chair, Board of Trustees Date

APPENDIX A: COMMUNITY DESCRIPTION

<h2>Great Falls, MT</h2> <p>Place in: Cascade County, MT, Great Falls, MT Metro Area, Montana, United States</p> <p>58,835 Population 23 square miles 2,561.3 people per square mile</p> <p>Census data: ACS 2019 5-year unless noted</p>	<h2>Cascade County, MT</h2> <p>County in: Montana, United States</p> <p>81,366 Population 2,698.2 square miles 30.2 people per square mile</p> <p>Census data: ACS 2019 1-year unless noted</p>
<p>38.6 Median age</p> <p>about the same as the figure in the Great Falls, MT Metro Area: 38.3 a little less than the figure in Montana: 39.9</p> <p>Population by age range</p> <p>Population by age category</p>	<p>37.4 Median age</p> <p>about 90 percent of the figure in Montana: 40.5 a little less than the figure in United States: 38.5</p> <p>Population by age range</p> <p>Population by age category</p>
<p>Sex</p> <p>Race & Ethnicity</p> <p>* Hispanic includes respondents of any race. Other categories are non-Hispanic.</p>	<p>Sex</p> <p>Race & Ethnicity</p> <p>* Hispanic includes respondents of any race. Other categories are non-Hispanic. ACS 2019 5-year data</p>
<p>Income</p> <p>\$30,130 ±\$2,055 Per capita income about the same as the amount in the Great Falls, MT Metro Area: \$30,110 ±\$1,509 a little less than the amount in Montana: \$31,151 ±\$376</p> <p>\$46,965 Median household income a little less than the amount in the Great Falls, MT Metro Area: \$49,913 about 80 percent of the amount in Montana: \$54,970</p> <p>Household income</p>	<p>Income</p> <p>\$27,116 Per capita income about 80 percent of the amount in Montana: \$32,625 about three-quarters of the amount in United States: \$35,672</p> <p>\$51,227 Median household income about 90 percent of the amount in Montana: \$57,153 about 80 percent of the amount in United States: \$65,712</p> <p>Household income</p>
<p>Poverty</p> <p>14.7% Persons below poverty line about 10 percent higher than the rate in the Great Falls, MT Metro Area: 13.3%[†] about 10 percent higher than the rate in Montana: 13.1%</p> <p>Children (Under 18)</p> <p>Seniors (65 and over)</p>	<p>Poverty</p> <p>15.4% ±3.1% (12,153 ±2,472) Persons below poverty line about 25 percent higher than the rate in Montana: 12.7% 131,882 (±0.8% / ±8,022) about 25 percent higher than the rate in United States: 12.3% 39,490,096 (±0.1% / ±242,000)</p> <p>Children (Under 18)</p> <p>Seniors (65 and over)</p>
<p>Households</p> <p>25,659 Number of households the Great Falls, MT Metro Area: 34,329 Montana: 427,871</p> <p>2.2 Persons per household a little less than the figure in the Great Falls, MT Metro Area: 2.3 about 90 percent of the figure in Montana: 2.4</p> <p>Population by household type</p>	<p>Households</p> <p>32,816 Number of households Montana: 437,651 United States: 122,802,852</p> <p>2.4 Persons per household about the same as the figure in Montana: 2.4 about 90 percent of the figure in United States: 2.6</p> <p>Population by household type</p>
<p>Educational attainment</p> <p>91.5% High school grad or higher about the same as the rate in the Great Falls, MT Metro Area: 91.8% about the same as the rate in Montana: 93.6%</p> <p>25.4% Bachelor's degree or higher about the same as the rate in the Great Falls, MT Metro Area: 25.7% about 80 percent of the rate in Montana: 32%</p> <p>Population by minimum level of education</p> <p>* Universe: Population 25 years and over</p>	<p>Educational attainment</p> <p>92.7% High school grad or higher about the same as the rate in Montana: 94.3% a little higher than the rate in United States: 88.6%</p> <p>25.6% Bachelor's degree or higher about three-quarters of the rate in Montana: 33.6% about three-quarters of the rate in United States: 33.1%</p> <p>Population by minimum level of education</p> <p>* Universe: Population 25 years and over</p>
<p>Veteran status</p> <p>14.4% Population with veteran status a little less than the rate in the Great Falls, MT Metro Area: 15.2% about 1.4 times the rate in Montana: 10.4%</p> <p>Veterans by wartime service</p> <p>6,507 Total veterans 5,620 Male 887 Female</p> <p>* Civilian veterans who served during wartime only</p>	<p>Veteran status</p> <p>15.9% Population with veteran status about 1.5 times the rate in Montana: 10.3% more than double the rate in United States: 6.9%</p> <p>Veterans by wartime service</p> <p>9,659 Total veterans 7,984 Male 1,675 Female</p> <p>* Civilian veterans who served during wartime only</p>

<https://censusreporter.org/profiles/05000US30013-cascade-county-mt/>

Employment by Occupations

27.5k

2018 VALUE
± 1,067

0.157%

1 YEAR GROWTH
± 5.46%

From 2017 to 2018, employment in Great Falls, MT grew at a rate of 0.157%, from 27.4k employees to 27.5k employees.

The most common job groups, by number of people living in Great Falls, MT, are Office & Administrative Support Occupations (3,431 people), Sales & Related Occupations (3,232 people), and Management Occupations (2,228 people). This chart illustrates the share breakdown of the primary jobs held by residents of Great Falls, MT.

Data from the Census Bureau ACS 5-year Estimate.



COMMUNITY AND SPECIAL USER GROUPS

The Great Falls Public Library serves the informational and recreational needs of the City of Great Falls and Cascade County. Cascade County is Montana's fifth most populous county, with an estimated 81,654 residents as of July 1, 2017. Great Falls, the county seat, is the state's third largest city, with a population estimated at 58,876 in 2017. Great Falls accounts for approximately 72% of Cascade County's total population.

Other cities and towns in Cascade County include: Belt, Cascade, Monarch, Neihart, Sun River, and Ulm.

Great Falls is bordered on the west by the Rocky Mountains, to the southeast by the Little Belt and Highwood Mountains, and by the Hi-line area to the north. The city is home to Malmstrom Air Force Base, which is a driving force in the regional economy. There are 3,146 active duty personnel stationed at Malmstrom Airforce base. Additionally, there are 3,137 family members; 619 AF civilian employees; 800 contractors associated with Malmstrom Air Force Base. Great Falls also boasts the C. M. Russell Museum, the Lewis & Clark Interpretive Center, and two colleges: the University of Providence, and the Great Falls College MSU.

-Montana Dept. of Labor and Industry, Research & Analysis Bureau, Cascade County Flier

APPENDIX B: WHAT WE BELIEVE

1. Library Bill of Rights
2. Freedom to Read
3. Freedom to View
4. Diverse Collections: An Interpretation of the Library Bill of Rights
5. Diversity in Collection Development: Windows and Mirrors

Library Bill of Rights

The American Library Association affirms that all libraries are forums for information and ideas, and that the following basic policies should guide their services.

- I. Books and other library resources should be provided for the interest, information, and enlightenment of all people of the community the library serves. Materials should not be excluded because of the origin, background, or views of those contributing to their creation.
- II. Libraries should provide materials and information presenting all points of view on current and historical issues. Materials should not be proscribed or removed because of partisan or doctrinal disapproval.
- III. Libraries should challenge censorship in the fulfillment of their responsibility to provide information and enlightenment.
- IV. Libraries should cooperate with all persons and groups concerned with resisting abridgment of free expression and free access to ideas.
- V. A person's right to use a library should not be denied or abridged because of origin, age, background, or views.
- VI. Libraries which make exhibit spaces and meeting rooms available to the public they serve should make such facilities available on an equitable basis, regardless of the beliefs or affiliations of individuals or groups requesting their use.

Adopted June 18, 1948.
Amended February 2, 1961, and January 23, 1980,
inclusion of "age" reaffirmed January 23, 1996,
by the ALA Council

ALA Freedom to Read Statement

The freedom to read is essential to our democracy. It is continuously under attack. Private groups and public authorities in various parts of the country are working to remove or limit access to reading materials, to censor content in schools, to label "controversial" views, to distribute lists of "objectionable" books or authors, and to purge libraries. These actions apparently rise from a view that our national tradition of free expression is no longer valid; that censorship and suppression are needed to counter threats to safety or national security, as well as to avoid the subversion of politics and the corruption of morals. We, as individuals devoted to reading and as librarians and publishers responsible for disseminating ideas, wish to assert the public interest in the preservation of the freedom to read.

Most attempts at suppression rest on a denial of the fundamental premise of democracy: that the ordinary individual, by exercising critical judgment, will select the good and reject the bad. We trust Americans to recognize propaganda and misinformation, and to make their own decisions about what they read and believe. We do not believe they are prepared to sacrifice their heritage of a free press in order to be "protected" against what others think may be bad for them. We believe they still favor free enterprise in ideas and expression.

These efforts at suppression are related to a larger pattern of pressures being brought against education, the press, art and images, films, broadcast media, and the Internet. The problem is not only one of actual censorship. The shadow of fear cast by these pressures leads, we suspect, to an even larger voluntary curtailment of expression by those who seek to avoid controversy or unwelcome scrutiny by government officials.

Such pressure toward conformity is perhaps natural to a time of accelerated change. And yet suppression is never more dangerous than in such a time of social tension. Freedom has given the United States the elasticity to endure strain. Freedom keeps open the path of novel and creative solutions, and enables change to come by choice. Every silencing of a heresy, every enforcement of an orthodoxy, diminishes the toughness and resilience of our society and leaves it the less able to deal with controversy and difference.

Now as always in our history, reading is among our greatest freedoms. The freedom to read and write is almost the only means for making generally available ideas or manners of expression that can initially command only a small audience. The written word is the natural medium for the new idea and the untried voice from which come the original contributions to social growth. It is essential to the extended discussion that serious thought requires, and to the accumulation of knowledge and ideas into organized collections.

We believe that free communication is essential to the preservation of a free society and a creative culture. We believe that these pressures toward conformity present the danger of limiting the range and variety of inquiry and expression on which our democracy and our culture depend. We believe that every American community must jealously guard the freedom to publish and to circulate, in order to preserve its own freedom to read. We believe that publishers and librarians have a profound responsibility to give validity to that freedom to read by making it possible for the readers to choose freely from a variety of offerings.

The freedom to read is guaranteed by the Constitution. Those with faith in free people will stand firm on these constitutional guarantees of essential rights and will exercise the responsibilities that accompany these rights.

We therefore affirm these propositions:

1. *It is in the public interest for publishers and librarians to make available the widest diversity of views and expressions, including those that are unorthodox, unpopular, or considered dangerous by the majority.*

Creative thought is by definition new, and what is new is different. The bearer of every new thought is a rebel until that idea is refined and tested. Totalitarian systems attempt to maintain themselves in power by the ruthless suppression of any concept that challenges the established orthodoxy. The power of a democratic system to adapt to change is vastly strengthened by the freedom of its citizens to choose widely from among conflicting opinions offered freely to them. To stifle every nonconformist idea at birth would mark the end of the democratic process. Furthermore, only through the constant activity of weighing and selecting can the democratic mind attain the strength demanded by times like these. We need to know not only what we believe but why we believe it.

2. *Publishers, librarians, and booksellers do not need to endorse every idea or presentation they make available. It would conflict with the public interest for them to establish their own political, moral, or aesthetic views as a standard for determining what should be published or circulated.*

Publishers and librarians serve the educational process by helping to make available knowledge and ideas required for the growth of the mind and the increase of learning. They do not foster education by imposing as mentors the patterns of their own thought. The people should have the freedom to read and consider a broader range of ideas than those that may be held by any single librarian or publisher or government or church. It is wrong that what one can read should be confined to what another thinks proper.

3. *It is contrary to the public interest for publishers or librarians to bar access to writings on the basis of the personal history or political affiliations of the author.*

No art or literature can flourish if it is to be measured by the political views or private lives of its creators. No society of free people can flourish that draws up lists of writers to whom it will not listen, whatever they may have to say.

4. *There is no place in our society for efforts to coerce the taste of others, to confine adults to the reading matter deemed suitable for adolescents, or to inhibit the efforts of writers to achieve artistic expression.*

To some, much of modern expression is shocking. But is not much of life itself shocking? We cut off literature at the source if we prevent writers from dealing with the stuff of life. Parents and teachers have a responsibility to prepare the young to meet the diversity of experiences in life to which they will be exposed, as they have a responsibility to help them learn to think critically for themselves. These are affirmative responsibilities, not to be discharged simply by preventing them from reading works for which they are not yet prepared. In these matters values differ, and values cannot be legislated; nor can machinery be devised that will suit the demands of one group without limiting the freedom of others.

5. *It is not in the public interest to force a reader to accept the prejudgment of a label characterizing any expression or its author as subversive or dangerous.*

The ideal of labeling presupposes the existence of individuals or groups with wisdom to determine by authority what is good or bad for others. It presupposes that individuals

must be directed in making up their minds about the ideas they examine. But Americans do not need others to do their thinking for them.

6. *It is the responsibility of publishers and librarians, as guardians of the people's freedom to read, to contest encroachments upon that freedom by individuals or groups seeking to impose their own standards or tastes upon the community at large; and by the government whenever it seeks to reduce or deny public access to public information.*

It is inevitable in the give and take of the democratic process that the political, the moral, or the aesthetic concepts of an individual or group will occasionally collide with those of another individual or group. In a free society individuals are free to determine for themselves what they wish to read, and each group is free to determine what it will recommend to its freely associated members. But no group has the right to take the law into its own hands, and to impose its own concept of politics or morality upon other members of a democratic society. Freedom is no freedom if it is accorded only to the accepted and the inoffensive. Further, democratic societies are more safe, free, and creative when the free flow of public information is not restricted by governmental prerogative or self-censorship.

7. *It is the responsibility of publishers and librarians to give full meaning to the freedom to read by providing books that enrich the quality and diversity of thought and expression. By the exercise of this affirmative responsibility, they can demonstrate that the answer to a "bad" book is a good one, the answer to a "bad" idea is a good one.*

The freedom to read is of little consequence when the reader cannot obtain matter fit for that reader's purpose. What is needed is not only the absence of restraint, but the positive provision of opportunity for the people to read the best that has been thought and said. Books are the major channel by which the intellectual inheritance is handed down, and the principal means of its testing and growth. The defense of the freedom to read requires of all publishers and librarians the utmost of their faculties, and deserves of all Americans the fullest of their support.

We state these propositions neither lightly nor as easy generalizations. We here stake out a lofty claim for the value of the written word. We do so because we believe that it is possessed of enormous variety and usefulness, worthy of cherishing and keeping free. We realize that the application of these propositions may mean the dissemination of ideas and manners of expression that are repugnant to many persons. We do not state these propositions in the comfortable belief that what people read is unimportant. We believe rather that what people read is deeply important; that ideas can be dangerous; but that the suppression of ideas is fatal to a democratic society. Freedom itself is a dangerous way of life, but it is ours.

This statement was originally issued in May of 1953 by the Westchester Conference of the American Library Association and the American Book Publishers Council, which in 1970 consolidated with the American Educational Publishers Institute to become the Association of American Publishers.

Adopted June 25, 1953, by the ALA Council and the AAP Freedom to Read Committee; amended January 28, 1972; January 16, 1991; July 12, 2000; June 30, 2004.

ALA Freedom to View Statement

The **FREEDOM TO VIEW**, along with the freedom to speak, to hear, and to read, is protected by the **First Amendment to the Constitution of the United States**. In a free society, there is no place for censorship of any medium of expression. Therefore these principles are affirmed:

1. To provide the broadest access to film, video, and other audiovisual materials because they are a means for the communication of ideas. Liberty of circulation is essential to insure the constitutional guarantee of freedom of expression.
2. To protect the confidentiality of all individuals and institutions using film, video, and other audiovisual materials.
3. To provide film, video, and other audiovisual materials which represent a diversity of views and expression. Selection of a work does not constitute or imply agreement with or approval of the content.
4. To provide a diversity of viewpoints without the constraint of labeling or prejudging film, video, or other audiovisual materials on the basis of the moral, religious, or political beliefs of the producer or filmmaker or on the basis of controversial content.
5. To contest vigorously, by all lawful means, every encroachment upon the public's freedom to view.

This statement was originally drafted by the Freedom to View Committee of the American Film and Video Association (formerly the Educational Film Library Association) and was adopted by the AFVA Board of Directors in February 1979. This statement was updated and approved by the AFVA Board of Directors in 1989.

Endorsed January 10, 1990, by the ALA Council

Diverse Collections: An Interpretation of the Library Bill of Rights

Collection development should reflect the philosophy inherent in Article I of the Library Bill of Rights: “Books and other library resources should be provided for the interest, information, and enlightenment of all people of the community the library serves. Materials should not be excluded because of the origin, background, or views of those contributing to their creation.” A diverse collection should contain content by and about a wide array of people and cultures to authentically reflect a variety of ideas, information, stories, and experiences.

Library workers have an obligation to select, maintain, and support access to content on subjects by diverse authors and creators that meets—as closely as possible—the needs, interests, and abilities of all the people the library serves. This means acquiring materials to address popular demand and direct community input, as well as addressing collection gaps and unexpressed information needs. Library workers have a professional and ethical responsibility to be proactively inclusive in collection development and in the provision of interlibrary loan where offered.

A well-balanced collection does not require a one-to-one equivalence for each viewpoint but should strive for equity in content and ideas that takes both structural inequalities and the availability of timely, accurate materials into account. A diverse collection should contain a variety of works chosen pursuant to the library’s selection policy and subject to periodic review.

Collection development, as well as cataloging and classification, should be done according to professional standards and established procedures. Developing a diverse collection requires: selecting content in multiple formats; considering resources from self-published, independent, small, and local producers; seeking content created by and representative of marginalized and underrepresented groups; evaluating how diverse collection resources are cataloged, labeled, and displayed; including content in all of the languages used in the community that the library serves, when possible; and providing resources in formats that meet the needs of users with disabilities.¹

Best practices in collection development assert that materials should not be excluded from a collection solely because the content or its creator may be considered offensive or controversial. Refusing to select resources due to potential controversy is considered censorship, as is withdrawing resources for that reason. Libraries have a responsibility to defend against challenges that limit a collection’s diversity of content. Challenges commonly cite content viewed as inappropriate, offensive, or controversial, which may include but is not limited to prejudicial language and ideas, political content, economic theory, social philosophies, religious beliefs, scientific research, sexual content, and representation of diverse sexual orientations, expressions, and gender identities.

Intellectual freedom, the essence of equitable library services, provides for free access to varying expressions of ideas through which a question, cause, or movement may be explored. Library workers have a professional and ethical responsibility to be fair and just in defending the library user’s right to read, view, or listen to content protected by the First Amendment, regardless of the creator’s viewpoint or personal history. Library workers must not permit their personal biases, opinions, or preferences to unduly influence collection development decisions.²

Adopted July 14, 1982, by the ALA Council; amended January 10, 1990; July 2, 2008; July 1, 2014 under previous name "Diversity in Collection Development"; and June 24, 2019.

1 “Services to People with Disabilities: An Interpretation of the Library Bill of Rights,” adopted January 28, 2009, by the ALA Council under the title “Services to Persons with Disabilities”; amended June 26, 2018.

2 ALA Code of Ethics, Article VII, adopted at the 1939 Midwinter Meeting by the ALA Council; amended June 30, 1981; June 28, 1995; and January 22, 2008.

Diversity in Collection Development: Windows and Mirrors

What are mirrors and windows?

A mirror is a story that reflects your own culture and helps you build your identity. A window is a resource that offers you a view into someone else's experience. It is critical to understand that people cannot truly learn about themselves unless they learn about others as well.

Why are mirrors important?

Mirrors are texts in which people can find themselves, their families, and their communities reflected and valued. When people read books where they see characters like themselves who are valued in the world, they feel a sense of belonging.

Why are windows important?

Windows are texts that help us develop understandings about the wider world. All people need to learn about how other people conduct themselves in the world in order to understand how they might fit in. For some people, this may be the first time they are exposed to differences in culture, skin color, religion, and lifestyle. It's important that their introduction is one of nonjudgment and supportive acceptance.

Why are "Own Voices" books important?

"Own Voices" books are books about marginalized communities written by those from marginalized communities. "Own Voices" authors and illustrators create not with an observer's gaze, but with the cultural nuance from being an active member of that culture.

Diversity in Collection Development:

Key Subject Areas:

- Books by or about minority groups in our community
- American Indians
- Indigenous, Black and People of Color
- Religious minorities
- LGBTQ
- Other groups

Rationale:

- We need diverse books!
- Every child deserves to see themselves reflected in the books that they read.
- All stories should reflect the authentic experience of the community described.
- We have a small minority population in Great Falls so books about minority groups may have lower circulations but still need to be available.

APPENDIX C: FORMS

1. PATRON SUGGESTION FORM
2. GIFT MATERIALS
3. DONATIONS FOR MEMORIALS
4. REQUEST FOR RECONSIDERATION
5. REQUEST FOR WITHDRAWAL RECONSIDERATION
6. PATRON APPEAL



Gift Materials

The Great Falls Public Library welcomes gifts to be used for the benefit of the library. It is the library's policy to accept gifts with the understanding that the Director, the Board of Trustees and /or appropriate staff use their discretion as to the use of these materials.

Once donated, items (including containers) become the property of the Great Falls Public Library.

Materials donated may be used for the following:

- **Adding to the library's collection**
- **Book sales**
- **Little Free library distribution**
- **Summer Reading Program incentives**
- **Donations to other nonprofits**
- **Recycling**

It is the responsibility of the donor to deliver donated items to the library. If the donor has more than one box of items, the library must be contacted in advance to determine if the library can use the items. The library will not appraise any donated materials.

See the back of this form for a list of items the library will and will not accept.

Please fill out the bottom portion of this form, as it will be the only acknowledgement of your gift. Thank you for thinking of your public library.

Please fill in the number of items donated:

_____ Books _____ DVDs _____ CDs
_____ Other: (Specify): _____

Received from (Please Print): _____

GFPL Staff (Please Print): _____

Date: _____

Thank you for your gift to the library

The library asks that donated items be delivered to staff inside the library in small boxes that can be easily lifted and carried. Please do not place donated materials in the book drops or outside the library.

Dated, yellowed, damaged (including water damage) or musty items will not be accepted. Books must have the original covers attached.

Great Falls Public Library will accept the following types of materials in new or nearly new condition.

- Hardcover books- 10 years old or newer
- Paperback books– 3 years old or newer
- Literary classics/enduring titles/local history– any publication year, based on condition and library need
- CDs– only with original cases and booklets
- Audiobooks– only with original cases and booklets
- DVDs– only with original cases and booklets

The library does NOT accept the following types of items:

- Readers Digest condensed books
- Book club editions
- Textbooks, workbooks or educational handouts
- Video and audio cassette tapes
- Encyclopedia/reference sets older than three years; incomplete sets of any age can not be accepted
- Magazines or newspapers
- Vinyl records

There may be other organizations in the community which will accept materials the library cannot. You may want to try these options if your materials fall outside library guidelines.

Goodwill- (406) 453-0311

Salvation Army Thrift store- (406) 452-0616

St. Vincent De Paul Thrift store- (406)761-0870



Donations for Memorials

For donations of \$20 or more, a bookplate may be placed in purchased materials. After purchase, a letter is sent to both the honoree and the donor informing them of the title of the materials.

Monetary donations not designated for books will go to benefit the library. Please consult with the library staff for current needs. If you wish to donate to a special project, please use the Donor Directive Form.

Please check one to indicate type of bookplate to be used:

- In Honor of
- In Memory of
- No Bookplate Necessary

Please check on to indicate type of book purchase desired:

- Nonfiction (\$30 Minimum)
- Fiction (\$30 Minimum)
- Juvenile (\$20 Minimum)
- Young Adult (\$20 Minimum)

Amount of donation: \$ _____

Please make your check payable to the **Great Falls Public Library** unless otherwise indicated

PLEASE PRINT THE FOLLOWING INFORMATION:

Name of person for whom the donation is given: _____
PLEASE PRINT (As you would like it to appear on the bookplate)

Name and address of person/family to whom an acknowledgement should be sent:

Donor's name, address and phone number (as it should appear on the bookplate):

Thank you! Please return this form to the library or mail it to:
Great Falls Public Library, 301 2nd Ave N, Great Falls, MT 59401

Please be aware that materials purchased by the library, including those purchased as memorials, have a physical lifetime that may require withdrawal or replacement at a future time.

We treat donors' records as confidential, unless otherwise directed.

Request for Reconsideration of Library Material Form

A Library patron who feels that an item should not be part of the Great Falls Public Library collection may submit a Request for Reconsideration Form to the Library Director.

PROCESS:

1. The Library Director will review the Request for Reconsideration Form and provide a written response within 14 days.
2. If the patron is unsatisfied with the Library Director's response, he/she may submit a written request to appeal to the Great Falls Public Library Board.
3. The Library Board shall appoint a review committee consisting of a Great Falls Public Library Board member, a Great Falls Public Library patron and a Great Falls Public Library staff member. The committee shall review the Patron Request for Reconsideration Form and the Library Director's response, then submit a written recommendation to the full Library Board within 14 days of being appointed.
4. The patron appeal will be placed on the agenda of the next scheduled board meeting. After reviewing the pertinent documents (Request for Reconsideration Form, Library Director's response & recommendation of the review committee) and hearing statements from the patron, Library staff and any public wishing to speak, the Board will make final ruling on the appeal. A written response will be sent to the patron within 14 days of the final Board decision.

Name: _____

Street Address: _____

City, State, Zip: _____

Telephone Number: _____ Library Card #: 2086700

Description of Item Requested to be removed from the collection:

Title: _____

Creator/Author: _____

Copyright Date: _____ Barcode (Item ID): 3086700

Format of Item Print Book CD DVD

Please fill out the back of this form (and extra pages as needed) to explain why you feel the item described above should be removed from the Great Falls Public Library Collection.

Patron Signature

date

What brought this material to your attention?

What are your objections to this material or subject matter (please be as specific as possible)?

Have you read, heard or watched the entire title or material?

Have you read any reviews of this title or material? (Please help us by indicating as completely as possible the sources for these reviews or commentary.)

Can you suggest titles of materials which might be added to the collection which address the same or similar issues?

Materials selected for inclusion in the library collection, including donations, are based on the Great Falls Public Library Collection Management Policy, as approved by the Board of Trustees. The library adheres to the principles of the American Library Association Library Bill of Rights.

<https://www.greatfallslibrary.org/wp-content/uploads/2018/12/Collection-Management-Policy-2018.pdf>

Requests for reconsideration are taken very seriously.

Patron Withdrawal Reconsideration Form

From time to time the Great Falls Public Library will withdraw books and materials from the collection. The reasons for doing so are clearly marked on each item. A Library patron who feels that an item should not be removed from the Great Falls Public Library collection may submit a Withdrawal Reconsideration Form to the Library Director. (Please submit material being withdrawn with the form.)

PROCESS:

1. The Library Director will review the Withdrawal Reconsideration Form and provide a written response within 14 days.
2. If the patron is unsatisfied with the Library Director's response, he/she may submit a written request to appeal to the Great Falls Public Library Board.
3. The Library Board shall appoint a review committee consisting of a Great Falls Public Library Board member, a Great Falls Public Library patron and a Great Falls Public Library staff member. The committee shall review the Patron Withdrawal Reconsideration Form and the Library Director's response, then submit a written recommendation to the full Library Board within 14 days of being appointed.
4. The patron appeal will be placed on the agenda of the next scheduled board meeting. After reviewing the pertinent documents (Patron Withdrawal Reconsideration Form, Library Director's response & recommendation of the review committee) and hearing statements from the patron, Library staff and any public wishing to speak, the Board will make final ruling on the appeal. A written response will be sent to the patron within 14 days of the final Board decision.

Name: _____

Street Address: _____

City, State, Zip: _____

Telephone Number: _____ Library Card #: 208700

Description of Item Requested to remain in the collection:

Title: _____

Creator/Author: _____

Copyright Date: _____ Barcode (Item ID): 3086700

Format of Item Print Book CD DVD

Please use the back of this form (and extra pages as needed) to explain why you feel the item described above should remain in the Great Falls Public Library Collection.

Patron Signature

date

Patron Appeal Form

Internet Use: Right of Appeal

An Internet user whose session has been terminated or whose Internet access has been prohibited due to violations of the Library Internet Use policy may submit a Patron Appeal Form to the Library Director.

Library Use: Right of Appeal

A library patron who has been asked to leave the library for a length of time due to violations of the patron behavior policy may submit a Patron Appeal Form to the Library Director.

Library Access: Right of Appeal

A library patron who feels that a Library policy or Library staff action has impacted his/her ability to access Library services may submit a Patron Appeal Form to the Library Director.

PROCESS:

1. The Library Director will review the Patron Appeal Form and provide a written response within 14 days.
2. If the patron is unsatisfied with the Library Director's response, he/she may submit a written request to appeal to the Great Falls Public Library Board.
3. The patron appeal will be placed on the agenda of the next scheduled board meeting. After hearing statements from the patron, Library staff and any public wishing to speak, the Board will make final ruling on the appeal. A written response will be sent to the patron within 14 days

Name: _____

Street Address: _____

City, State, Zip: _____

Telephone Number: _____ Date of Action Being Appealed: _____

Type of Appeal Internet Use Library Use Library Access/Policy

Please explain what Library action or policy is being appealed and what alternative(s) you are requesting. (Use extra pages as needed.)

Patron Signature

date



PERSONNEL POLICY MANUAL

*for Employees of the
City of Great Falls*

May 2016

(Revised March 1, 2021)

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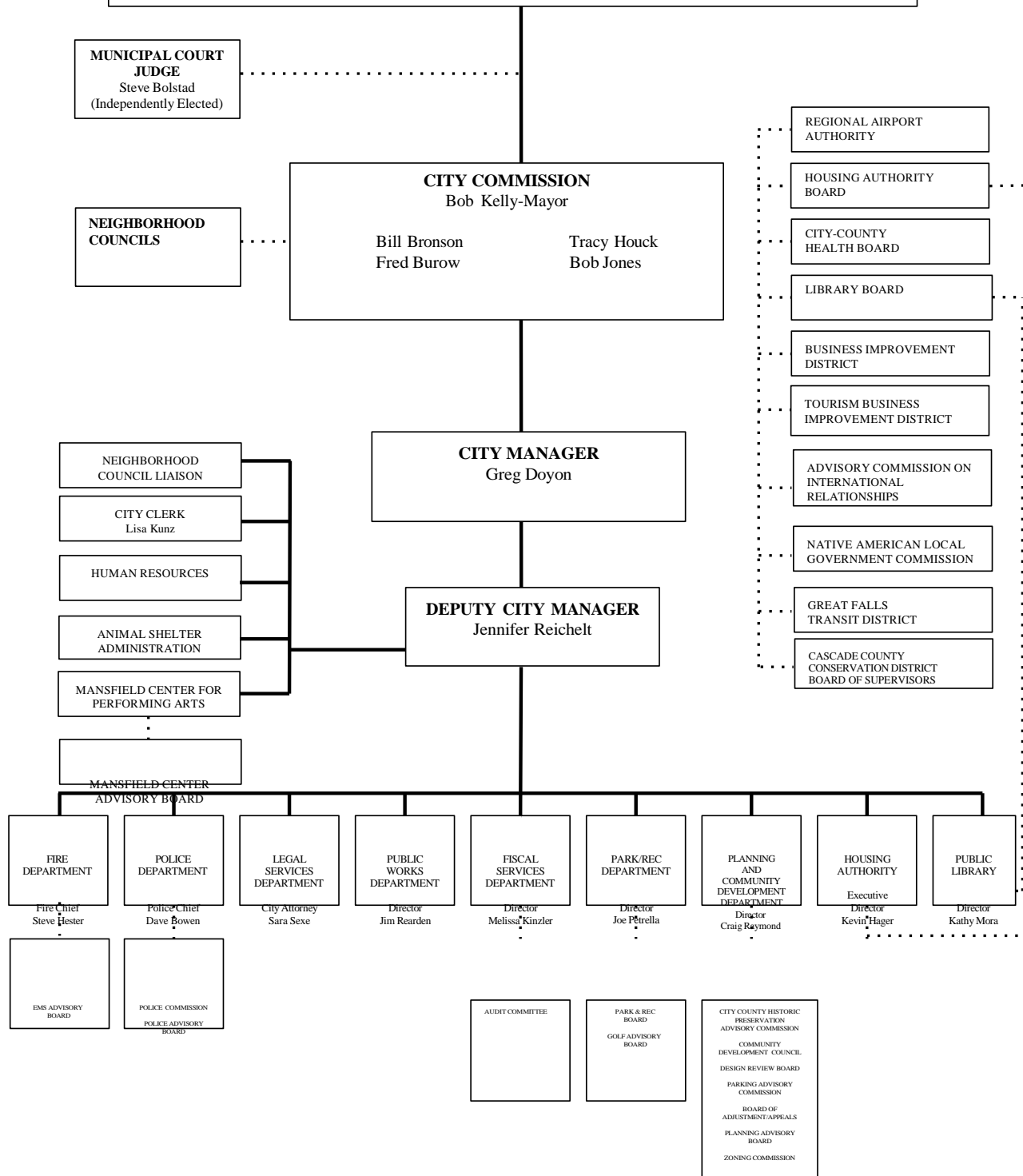
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CITIZENS OF GREAT FALLS



Administration		
City Manager	2 Park Drive S, Room 201	455-8450
Deputy City Manager		455-8417
City Clerk/Commissioners	2 Park Drive S, Room 204	455-8451
Fire Department		
Fire Station 1 & Administration	105 9 th Street So.	727-8070
Fire Station 2	731 6 th Street NW	727-8505
Fire Station 3	3325 Central Avenue	727-8076
Fire Station 4	1900 Fox Farm Road	727-0538
Fiscal Services	2 Park Drive S, Room 104	455-8423
Housing Authority, Great Falls 453-4311	1500 Chowen Springs Loop	
Human Resources	2 Park Drive S, Room 202	455-8545
Information Technology	2 Park Drive S, Room 8	455-8483
Library, Great Falls Public	301 2 nd Avenue N	453-9706
Legal/City Attorney/Civil	2 Park Drive S, Room 204	455-8578
Legal/City Attorney/Prosecutors	2 Park Drive S, Room 102	455-8535
Mansfield Center for the Performing Arts	2 Park Drive S, Room 105	455-8510
Mapping and Addressing	2 Park Drive S, Room 5	455-8437
Municipal Court Office	2 Park Drive S, Room 2	771-1380
Park and Recreation	1700 River Drive N	771-1265
Payroll	2 Park Drive S, Room 104	455-8426
Planning and Community Development	2 Park Drive S, Room 112	455-8438
Police	112 1 st Street S	727-7688
Public Works		
Director	1005 25 th Avenue NE	727-8390
Engineering	1025 25 th Avenue NE	771-1258
Operations	1025 25 th Avenue NE	771-1401
Water/Sewer Utilities	1005 25 th Avenue NE	727-8045
Water Treatment Plant	1301 Lower River Road	727-1325
Risk Management and Safety	2 Park Drive S, Room 202	455-8446
Utility Billing	2 Park Drive S, Room 104	727-7660

Great Falls at a Glance

Form of Government.....	Commission-Manager
Legislative Body.....	Five member commission, including a mayor.
Election Schedule.....	Commission members are elected at large or by district to staggered four-year terms. The Mayor is elected at large every two years. There are no term limits.
Population*	59,152
Area	23.4 square miles
Number of Employees**	481.56 full-time & part-time positions (approximately 250 temporary annually)

* 2014 US Census Population Estimate

**FY 2016 City Budgeted Full-Time Equivalents (FTE's)

About our City

Great Falls is named after the Great Falls of the Missouri River which were discovered by Lewis and Clark in 1805. Founded in 1884 by Paris Gibson, Great Falls became an incorporated city in 1885. The first City Council election was held November 21, 1888. In 1896 Great Falls became a first class city as defined in MCA §7-1-4111 (every city having a population of 10,000 or more is a city of the first class).

The county seat of Cascade County, Great Falls is one of the largest cities in Montana, with a population of approximately 59,152 (2014 US Census population estimate). The City comprises an area of around 23.4 square miles.

Great Falls is the regional trade center for a 12-county area. The top employers in Cascade County in 2014 included Malmstrom Air Force Base, Benefis Health Care, Great Falls Public Schools, Montana Air National Guard, City of Great Falls, Cascade County, Wal-Mart, Easter Seals Goodwill, and Great Falls Clinic. In 2011, there were nearly 2,500 businesses in Great Falls in a variety of economic sectors, including agriculture and forestry, manufacturing, government, transportation and communication, and construction. The largest number of businesses in Great Falls is in the services and retail trade sectors.

The Great Falls School District administers a comprehensive educational program to students in 15 elementary, three middle, and three high schools (including one alternative high school). Great Falls is also home to the Montana School for the Deaf and Blind. There are several post secondary educational opportunities available in Great Falls, including the University of Great Falls, Great Falls College - Montana State University, and satellite campuses for a variety of other nationally accredited universities.

How the City Government Works

The Commission-City Manager form of government was adopted by a majority vote in 1972. This system of local government combines the political leadership of elected City Commissioners with the executive experience of a City Manager.

The Commission is Great Falls' legislative body. It sets policy, approves the budget, and determines the tax rate. Members of the Commission are elected at-large to four year staggered terms on a non-partisan ballot. The Mayor is elected individually, under a charter amendment approved by the voters in 1986. The Mayor is the presiding officer at Commission meetings and is the chief elected official of the City.

The Commission hires the City Manager. The Manager is responsible for carrying out the Commission's policies, for ordinance enforcement, and for the administration of all City business. The Manager directs the work of all departments, ensures enforcement of all laws and ordinances, conducts studies and makes recommendations for Commission direction, and prepares the annual budget for review and adoption by the Commission.

With few exceptions, every employee hired by the City is directly or indirectly responsible to the City Manager. The City Manager is responsible to the City Commission. The City Commission is, in turn, responsible to the citizens of Great Falls.

Welcome to the City of Great Falls!

As your employer, the City's goal is to provide you with a safe working environment and an opportunity to grow in your new position. The success of any organization depends on its employees. We recognize that our employees are the City's greatest asset.

We strive to foster a service-oriented culture focused on responsiveness, efficiency, and exceeding expectations. Public employees are very visible in the community and the manner in which you conduct your duties reflects on the entire organization. I encourage you to keep this in mind as you go about your daily duties.

The Personnel Policy Manual outlines City policies and benefits. As a condition of your employment, it is your responsibility to review the Manual, know it, and follow its guidance. Updates occur to the Manual from time to time. When the updates occur, the employee is responsible for keeping the Manual current.

The Human Resource Department can assist you with answering any questions you may have about the Manual. When in doubt, ask. If you work in an employment group covered by a Collective Bargaining Agreement, you may need reference the Agreement for specific policies and benefits applicable to your group.

Once again, I extend my personal congratulations and best wishes in your employment with the City of Great Falls. I look forward to working with you in making a Great Falls a Great community to work and live.

Sincerely,



Gregory T. Doyon
City Manager

Any organization can be viewed as a system with three distinct subsystems: *WHY*, *WHAT*, and *HOW*. The *WHY* describes *WHY* the organization exists and where it is going, which includes the mission, vision, and values of the organization. The *WHAT* describes *WHAT* the organization does to achieve its mission and vision, which includes the goals of the organization. The *HOW* describes *HOW* individuals, teams, and departments interact, which includes the attitudes, habits, and behaviors of each employee.

The City of Great Falls, as an organization, has developed a Leadership Philosophy, Mission, Vision, and Goals. Each employee plays a role in carrying out the goals of the organization and ultimately achieving the mission and vision. By understanding the overall mission and vision of the City, we can all appreciate the contribution that we and others make to our organization.

1.1 Leadership Philosophy

We hold the common good of an enriched community as our highest goal. We lead by serving those around us, by maintaining honesty and integrity, and by fostering mutual trust, respect, and support. We reach our potential in a climate that encourages individual and community growth by listening, valuing our differences, and by engaging in the free flowing exchange of ideas.

1.2 Vision Statement

Our vision is that of a responsive local government strategically prepared for change and challenge. We will build partnerships throughout the community. We will be recognized for our efficient, effective, and caring delivery of service products. Nurtured and inspired by this vision, we will create a passion for excellence. Our core values of honesty, respect, and openness will constantly guide our actions.

1.3 Mission Statement

As a responsive and innovative local government, we strive to enrich our community by fostering partnerships and collaboration, by delivering superior service and products, and by acting as a catalyst for a dynamic future. We do this by valuing honesty and integrity, by empowering our employees to be the best they can be, and by listening to diverse opinions and ideas.

2.1 The Employment Relationship

All employees, regardless of role, position, or salary, have a critical contribution to make in achieving the City's mission. The City is committed to providing a work environment free from discrimination, harassment, alcohol and drugs; a workplace where employees can creatively address their responsibilities and function in supportive relationships with managers; and a place where employees can interact responsibly with colleagues and customers. This requires mutual respect and honest communication.

2.2 Purpose of the Personnel Policy Manual

This Manual is designed to provide guidance to the workforce and effective human resources management. These policies are designed to provide flexibility for independent judgment by employees and managers while ensuring accountability to the public. Employees should be empowered to make the decisions necessary to provide fast, flexible service to residents and businesses they serve within ethical and managerial guidelines.

2.3 Applicability of the Personnel Policy Manual

This Manual applies to all employees of the City of Great Falls unless otherwise provided herein. Employees will sign the Receipt and Acknowledgement form (Appendix D) verifying they have received and are familiar with this Manual. Human Resources (HR) will place this form in each employee's Personnel File. This Manual replaces all previous personnel policy material issued by HR for the City.

2.4 Format and Maintenance of the Personnel Policy Manual

The City Manager has final authority for administration of this Manual. HR is responsible for the daily administration, development of policy recommendations, instructions for implementation, and is the source of expertise in the application and intent of these personnel policies. If policy discrepancies arise, the City Manager and/or HR will determine the application and intent of these policies.

2.4.1 Maintenance of the Personnel Policy Manual

This Manual is issued and maintained by HR.

2.4.2 Changes to the Personnel Policy Manual

The policies, procedures, and benefits herein may be altered at any time by the City Manager or because of action taken by the City Commission, Congress, Montana Legislature, or courts. When a policy, procedure, or benefit is altered, employees will be notified in writing or by electronic means through supplements to this Manual. Employees are expected to insert or remove the appropriate items to keep their Manual up-to-date. This Manual will also be updated on the City intranet.

2.4.3 Conflict with Collective Bargaining Agreements

If any of the provisions of these policies conflict with a negotiated Collective Bargaining Agreement (CBA), the CBA will take precedence to the extent applicable.

2.5 Bulletin Boards

Throughout the City's offices are bulletin boards where required notices of employment laws are posted. Information of general interest is posted regularly on bulletin boards, including in-house position announcements. Any employee who would like to post notices on the City bulletin boards should ask their supervisor for approval.

All personnel records and personnel administration functions at the City have been assigned to Human Resources (HR). Questions about employment, including insurance, wages, benefits, and interpretation of policies should be directed to HR or your supervisor.

3.1 Employee Orientation

New and re-hired employees are required to complete paperwork including payroll and benefit forms in the HR Office on their first day of work. Employees will be provided copies of the Personnel Policy Manual and other employment materials.

The City normally conducts employee orientation sessions near the onset of employment. These sessions are intended to introduce employees to the organization, provide an opportunity to exchange information, develop working relationships, promote teamwork, improve work performance, and answer policy and benefit questions. Attendance should be coordinated by the employee’s supervisor.

3.2 Personnel File

Except in limited circumstances, personnel records are confidential and are used solely for business purposes and are kept in Human Resources. Medical information and records are confidential and securely stored in a file separate from the employee’s personnel file. You must notify HR and your supervisor if your address or phone number change or of changes in marital and/or dependent status, which may require changes to tax and insurance records. Coverage and/or benefits that employees and their families may receive could be negatively affected if the information in their file is not accurate. Employees may change their information on-line at <https://public.greatfallsmt.net/websites.hr.portal/Default.aspx>.

3.2.1 Updates to Personnel File

It is in employee’s best interest, and their responsibility, to ensure their personnel files include information about completion of licenses, certification, educational or training courses, outside civic activities, and areas of interest and skills.

3.2.2 Access to Personnel File

Through HR employees can request access to their personnel file at any time. However, personnel files may not be taken out of HR.

3.3 Equal Employment Opportunity

The City of Great Falls provides an equal employment opportunity (EEO) to all persons regardless of race, color, religion, sex, political belief, national origin, age, physical or mental ability, marital status or other characteristic protected by law. The City will provide opportunities to disabled employees on the same terms and conditions as the employees without disabilities, unless it is shown that accommodation is not reasonable, or that the particular disability prevents the performance of the work involved.

The City is committed to complying with all applicable provisions of the Americans with Disabilities Act (“ADA”), the ADA Amendments Act and equivalent state disability laws. It is the City’s policy not to discriminate against any qualified employee or applicant with regard to any terms or conditions of employment because of such individual’s disability or perceived disability so long as the employee can perform the essential functions of the job

with or without a reasonable accommodation. Consistent with this policy of nondiscrimination, the City will provide reasonable accommodations to a qualified individual with a disability, provided that such accommodation does not constitute an undue hardship on the City and/or a direct threat to the health and/or safety of the individual or others.

Employees or applicants who believe they need a reasonable accommodation to perform the essential functions of their job should contact the HR Department to request such an accommodation. The City will conduct an investigation to identify the barriers that make it difficult for the applicant or employee to have an equal opportunity to perform his or her job. The City will then identify possible accommodations, if any, that will help to eliminate the limitation or barrier. If the accommodation is reasonable and will not impose an undue hardship on the City and/or a direct threat to the health and/or safety of the individual or others, the City will make the accommodation.

The City may also propose an alternative accommodation(s). The City is not required to provide the accommodation preferred by the individual, to reallocate essential job functions, or to provide personal use items (i.e., eyeglasses, hearing aids, wheelchairs, etc.)

The City will also make reasonable accommodations for conditions related to pregnancy, childbirth or related medical conditions, if requested with the advice of the employee's health care provider, as required by law.

3.3.1 Application of EEO Policy

The EEO policy applies to recruitment, hiring, training and development, transfer, promotion, termination, layoff, compensation benefits, social and recreational programs, and all other conditions and privileges of employment in accordance with applicable federal, state, and local laws.

3.3.2 Posting of EEO Notices

EEO notices are posted on employee bulletin boards and can also be found posted in the HR Office. EEO notices summarize the rights of employees to equal employment opportunity and indicates which government agencies may be contacted to report possible violations of EEO policy. To report a violation, contact any of the following: City of Great Falls HR department at 455-8448; the Human Rights Bureau, Department of Labor and Industry, 1625 11th Ave., PO Box 1728 Helena, MT 59624-1728, (800) 542-0807; or the United States Equal Employment Opportunity Commission, 909 First Avenue Suite 400, Seattle, WA 98104-1061, (800) 669-4000.

3.3.3 Implementation of EEO Policy

HR is primarily responsible for seeing that the City's EEO policies are implemented. However, all employees share responsibility for ensuring that the policies are effective and applied uniformly by their personal actions.

3.3.4 Disciplinary Action

Any City employee found to be involved in unlawful discriminatory practices will be subject to disciplinary action, up to and including termination.

3.4 Recruitment Guidelines

The City Manager is ultimately responsible for all City hires, however daily involvement in this is impractical and as such, the City Manager delegates hiring authority to departments. Department Heads may delegate hiring to lower level supervisions. All recruitment and hiring must be coordinated with Human Resources (HR), using its hiring practices and may be subject to different policies under applicable CBA's. HR is responsible for providing expertise, assistance, and support to each department.

3.4.1 Vacation of Position

Upon any action that leaves a position vacant, the employing department submits a final Personnel Action Form (PAF) to HR on behalf of the employee. The PAF states the reason the employee vacated the position and the effective date.

3.4.2 Creation of Job Description

The supervisor of the vacated position shall review the existing job description to determine if the responsibilities and requirements are accurate. The supervisor should work with HR if a revision, update, or new description is needed.

3.4.3 Position Announcement

If the City Manager approves and the budget is available, the employing department may submit a Personnel Requisition Form to HR in order to initiate filling a position. The requisition will then be forwarded to the City Manager's Office for authorization. If authorized, recruitment will begin. HR will draft a position announcement and the department head or supervisor will review the announcement before it is distributed to ensure accuracy.

3.4.4 Placement of Position Announcement

The Department Head or designee will instruct HR as to where to advertise the position. Advertising options include in-house, locally, regionally, or nationally.

3.4.5 In-house Posting of Positions

If the position is for a licensed professional, it may not be posted in-house before being posted to the general public. Posting other positions in-house gives current City employees the first opportunity to apply. This practice does not infer preference. After a position has been posted in-house for three working days, the position may be posted for the general public to apply at the department head's discretion. For the purpose of recruitment, an in-house applicant is defined as an active City employee in a pay status or on FMLA or Workers' Compensation leave on the day the position announcement is distributed (in-house applicants do not include individuals in an unpaid leave of absence status).

3.4.6 Screening Applications

Once the posting period closes, HR will record all of the applications and make them available for the supervisor and/or designated personnel to review and screen in order to assess qualifications. The screening process determines which applicants will be interviewed.

3.4.7 Scheduling Interviews

HR or the hiring department will schedule interviews with the selected applicants and coordinate any testing that may be required to review and assess qualifications for the position.

3.4.8 *Interview Panel*

The supervisor and/or Department Head has the discretion to convene an interview panel prior to conducting interviews, which may consist of any combination of the following as determined by the supervisor and/or Department Head:

- Immediate supervisor;
- Another representative from the employing department;
- A representative from another (not the employing) department;
- A Human Resources representative; and/or
- A member of the public with expertise, knowledge, or interest in the responsibilities of the position.

If the supervisor and/or Department Head determines that HR will not be involved in the interview process, it is strongly recommended that training in the City's techniques be obtained. HR will assist all supervisors in this training process as necessary.

3.4.9 *Selection of Applicant for Position*

After the interview panel has completed interviews and the department has selected an applicant they wish to hire, a reference/background check is conducted. The employing department submits a PAF on behalf of the successful applicant prior to notifying the applicant of the job offer. HR contacts unsuccessful applicants, unless the employing department wishes to do so itself. **New hires must complete necessary paperwork provided by HR prior to performing work duties.**

3.5 Job Descriptions

HR maintains job descriptions for the City. Departments should conduct periodic reviews of job descriptions to ensure any changes in the duties and responsibilities of each position are accurately reflected, particularly when there is a vacancy in the position. Changes in the duties and responsibilities of a position should be updated in the job description. Job descriptions are available from supervisors or HR.

3.6 Management Rights

Except as otherwise provided by law, contract, or elsewhere in this Manual, management reserves the right to operate and manage the City of Great Falls. These rights include, but are not limited to, the right to:

3.6.1 Direct employees.

3.6.2 Determine the methods, means, job classifications, and personnel by which operations are conducted and subsequently hire, promote, transfer, assign and retain employees.

3.6.3 Relieve employees from duties because of lack of work or funds or under conditions where continuation of such work would be inefficient and/or non-productive.

3.6.4 Maintain the efficiency of operations.

3.6.5 Establish minimum performance standards, methods, and processes by which work is performed.

3.7 Department Head Responsibilities

Department Heads and other management officials may perform the following personnel management functions:

- 3.7.1 Screen and select applicants for employment.
- 3.7.2 Assign duties and responsibilities to employees.
- 3.7.3 Make personnel-related decisions for their department.
- 3.7.4 Make salary recommendations.
- 3.7.5 Establish work expectations, resolve conduct and performance issues, maintain discipline, and develop operating procedures.
- 3.7.6 Schedule daily procedures within the department, including hours of work, rest and lunch periods, and clean-up time. Ensure that changes in established work schedules are reasonable and made as necessary to maintain efficient operations.
- 3.7.7 Identify training and development needs and provide for on-the-job training when necessary and appropriate.
- 3.7.8 Develop organizational structures and recommend staffing levels based on departmental goals and budget requirements.
- 3.7.9 Communicate work and performance expectations to employees in the department and ensure these expectations are conducive to the department's mission.
- 3.7.10 Issue departmental rules, regulations, and operating procedures necessary for the efficient functioning of the department; however, such rules and regulations shall not be in conflict with any portion of this Manual.
- 3.7.11 Delegate wholly or in part management functions to supervisors within their department.

3.8 Supervisor Responsibilities

Immediate supervisors provide day-to-day guidance and counsel regarding work assignments and progress made, including:

- 3.8.1 Assigning work, recommending pay increases, conducting written performance reviews, and maintaining order and discipline in the workplace. Employees are responsible for seeking clarification of regulations or responsibilities as necessary.
- 3.8.2 Showing employees where the department's employee bulletin board is located, which posts the required employment law notices.
- 3.8.3 Providing or directing education/training specific to the operation of the equipment and tasks the employee is required to perform.
- 3.8.4 Providing or arranging for work orientation and education including risk management, information technology and safety training.

4.1 Ethics Policy

The City strives to provide officials and employees with information concerning possible conflicts of interest that may arise in the performance of their duties. The City's ethical standards are designed to encourage employees and officials (elected or appointed) to be dedicated to the concepts of effective and democratic local government in order to honor integrity in all public and personal relationships. This, in turn, earns respect and confidence and also affirms the dignity and worth of government services. These standards help maintain a positive attitude toward urban affairs and a deep sense of social responsibility as a public servant. The City aims to instill in all employees and officials that local government exists to serve the best interests of the people.

4.2 Ethical Standards

The following is a synopsis of the City's ethical standards, adopted by the City Commission on January 19, 1993 by Ordinance 2643 and applicable Montana law. Employees and officials of the City of Great Falls shall comply with these provisions.

4.2.1 Appointed or elected officials, employees, or their immediate family members or any organization in which they have an interest cannot:

- a. Have interest in an organization or engage in any activity OR act in an official capacity in a matter that might impair their objectivity, independence, or judgment OR undertake any private employment or service that might prejudice independent judgment or conflict with their City duties.
- b. Use or attempt to use their City position to secure privileges or advantages.
- c. Solicit or accept any gift, favor, contribution, service, promise of employment, or other thing of value for the purpose of influencing, directly or indirectly, the discharge of their City duties.
- d. Use or allow the use of a public office or information not generally available to the members of the public, which they receive or acquire in the course of their duties, for securing financial gain.
- e. Represent another person or party in connection with a cause, proceeding, application, or other matter pending before the City.
- f. Request, use, or allow the use of any public property, vehicle, equipment, labor, or service for their own or any other person's personal convenience or advantage.
- g. Approve, disapprove, or recommend the payment of a bill, voucher, or indebtedness in which they have direct or indirect interest.

4.2.2 Employees and officials elected or appointed in the City shall:

- a. Receive formal written authorization from the appropriate person or body prior to disclosing any confidential information concerning any other employee or official, or any other person, or any property or governmental affairs of the City.

- b. Exercise prudence and integrity in management of public funds in their custody and in all financial transactions.
- c. Uphold the letter and spirit of the constitution, statutes, and regulations governing their duties, and report violations of the law to appropriate authorities.
- d. Be responsive to the concerns and questions of the public.
- e. Prevent distribution or dissemination of information not generally available to the public, such as confidential or private information provided to the City by members of the public.

4.3 Nepotism

All personnel matters shall be administered on the basis of merit and through regular management procedure except:

4.3.1 No one participating actively in the appointment of a position (i.e., City Commissioners, City Manager, representatives of Human Resources, the appointing Department Head) shall appoint any person they are related to or connected by consanguinity within the fourth degree or by affinity within the second degree.

4.3.2 No one may be appointed to a position within a City department if related or connected by consanguinity within the fourth degree or by affinity within the second degree to any person sitting on a board or commission representing or advising that department. The above shall include but not be limited to: City Commission, Board of Adjustment, Board of Health, Housing Authority, Library Board, Park and Recreation Board, Parking Commission, Planning Board, and Police Commission.

Note: "Consanguinity" means blood relation. Degrees are determined as follows:

- A parent and child are first degree
- A grandparent, grandchild, brother and sister are second degree
- An uncle, aunt, nephew, niece, and great grandparent are third degree
- A first cousin, great uncle/aunt, and great-great grandparent are fourth degree

"Affinity" means a relationship by marriage. Degrees are determined as follows:

- Husband and wife are first degree;
- Brothers-, sisters-, fathers- and mothers-in-law are second degree.

4.3.3 Employment of relatives in the same area of an organization may cause conflict and problems affecting employee morale or could result in perceived favoritism and claims of partiality. The City may refuse to assign or reassign related employees when conflicts have occurred or are likely, or may create difficulties in the work environment.

4.4 Conflict of Interest

City employees are subject to the provisions of Title 2, Chapter 2, MCA. This portion of the Montana law essentially restricts public employees from utilizing information, accepting gifts or benefits, or participating in business undertakings or employment which would affect their economic interests, or influence the faithful and impartial discharge of their public duties, unless their participation is necessary to obtain a quorum or otherwise enable the body to act, and if they comply with the voluntary disclosure procedures. The voluntary disclosure procedures state that public officers or employees may, prior to acting in a manner which may impinge on their fiduciary duty, disclose the nature of their private interest which creates a conflict.

4.5 Confidential Information

City employees may hear, discuss, and become knowledgeable of, or involved with, important, confidential, personal and/or sensitive information relating to employees, customers or others that is not appropriate to discuss with or disclose to other employees, family, or others. City employees are expected to identify and appropriately administer confidential information under applicable law. All employees must maintain this confidentiality even after terminating their position.

Violations of confidentiality seriously injure the City's reputation and effectiveness and may subject the City to liability for inappropriate disclosure of information. Employees who are concerned about the appropriateness of releasing information must request guidance from their supervisor, or the party requesting the information may be directed to the supervisor or the City Manager's Office.

4.5.1 Removal of Confidential Information

No one is permitted to remove any City records, reports or documents without prior approval from management.

4.5.2 Disciplinary Action

Because of the serious nature associated with confidential information, disclosure of such information could lead to disciplinary action, up to and including dismissal.

4.6 Political Activity

City employees are bound by MCA §13-35-226 preventing them from soliciting any money, influence or service, or in any other way engaging in political activity or campaigning regarding a public office while acting as a representative of the City of Great Falls or at their place of employment. City employees cannot simultaneously hold a position with the City and an elected or appointed City Commission or Board position as the two functions are incompatible and pose an irreconcilable conflict. Employees are free to express their personal political views, with the understanding that they not interfere with the conducting of business. As a public employee, recognize that your personal actions may adversely affect your ability to perform your job duties.

Certain city employees also are bound by the terms of the federal Hatch Act and must not use their official authority to influence or interfere with the outcomes of elections or nominations or to directly or indirectly coerce contributions from subordinate employees to support a political party or candidate. If you have questions regarding this Act and its application, contact HR.

4.7 Public Statements

Unless appearing in an official capacity as an officer or employee of the City, employees must not make any reference to their employment or position with the City when making public statements or expressing public opinions, while on duty or in uniform.

5.1 Employee Classification

When hired, each employee is classified as full-time or part-time, as regular or temporary (or short-term), and as exempt or non-exempt. HR maintains each employee's job classification.

5.1.1 Exempt Employee

Exempt employees include certain supervisors, executives, professional staff, administrative staff, and others whose duties and responsibilities allow them to be exempt from overtime pay provisions as provided by the Federal Fair Labor Standards Act (FLSA) and applicable state laws.

5.1.2 Non-Exempt Employee

By law, employees classified as non-exempt are entitled to overtime pay for hours worked in excess of 40 hours per week. Non-exempt employees are not exempt from, and therefore should receive, overtime pay.

5.1.3 Full-time Employee

Employees regularly scheduled to work 40 hours per week are considered full-time.

5.1.4 Part-time Employee

Employees regularly scheduled to work less than 40 hours per week are considered part-time. Part-time employees are scheduled as needed. Regular part-time employees earn some benefits on a prorated basis. Refer to each benefit policy for information on eligibility of part-time employees.

5.1.5 Regular Employee

A regular employee is someone whose term of employment is not expected to expire on a specific date. Regular employees may work either a full- or part-time schedule.

5.1.6 Temporary Employee

Employees hired for specific periods of time in excess of ninety non-consecutive days, but not exceeding twelve months are considered temporary employees. Temporary employees may qualify for some benefits, such as accrual of sick leave.

5.1.7 Short-term Employee

Employees hired on an on-call basis or for periods of time not to exceed ninety non-consecutive days are considered short-term employees. Short-term employees do not qualify for any benefits.

5.2 Probationary Period

Unless specifically provided for in writing, employees must complete a probationary period of at least six months after their start date. This period allows new employees an opportunity to determine if they are satisfied with the conditions and nature of their work. Similarly, the City uses this period to determine if a new employee is well suited to a position. If a new employee's work performance or conduct does not meet the City's expectations during this period, the employee may be terminated. Completion of the probationary period does not guarantee continued employment. If a probationary employee is approved for leave during the probation period, the

probationary period will be suspended during the time off and will resume upon return from leave.

5.2.1 Extension of Probationary Period

On rare occasions and with City Manager's approval, the length of a probationary period may be extended by the City of Great Falls for performance, training, disciplinary or other reasons. Employees will receive written notice of an extension in their probationary period prior to the end of the original probationary period. The extension notice will contain reason(s) for the extension. If, for example, an employee takes approved unpaid leave during the probationary period, the probationary period may be extended by that length of time.

Unless the employee receives written notification that he/she has not satisfactorily completed the established probationary period on or before the end of the probationary period, the employee's classification will change from probationary to regular.

When an employee is employed by a new City department in a separate position, that employee is subject to a new six (6) month probation period for that new position.

5.2.2 Probationary Period Performance Evaluation

During the probationary period, a supervisor will evaluate the employee's job performance. Employees will receive input about their job performance and are encouraged to share their comments and ideas.

5.3 Driver's License and Driving Record Requirements

Employees whose work requires operation of a motor vehicle must present and maintain a valid driver's license and a driving record acceptable to the City's insurer or indemnity carrier and must follow the safety manual guidelines. Employees must report any changes in driving record or status to their supervisor immediately. Failure to do so may result in disciplinary action, and possible dismissal. Employees whose job requires a Commercial Driver's License (CDL) are subject to and need to meet any additional Federal- and state-established license requirements.

5.4 Scheduling of Work

Employees' work schedules depend on their positions. Generally, operating hours for City offices are 8:00 a.m. to 5:00 p.m., Monday through Friday, unless changed by the City Manager's Office. Department Heads and supervisors have discretion in assigning employees days and hours of work and scheduling lunch periods and breaks based on the needs of the department. Employees are expected to be at their workstation and ready to work at the time designated by their supervisor and are expected to remain at their workstation until the end of their assigned work hours, except for breaks and lunch, as determined by their supervisor. Hourly, non-exempt employees are not permitted to begin work more than 10 minutes before their scheduled starting time nor end work more than 10 minutes after their scheduled work time without their supervisor's approval. Employees who are exempt from overtime regulations are expected to work the hours necessary to satisfactorily fulfill their job duties, including work outside the general operating hours of the City offices.

5.4.1 *Leave*

The City provides leave for times when emergencies, illnesses, or pressing personal business cannot be scheduled outside work hours. Employees are expected to inform their supervisor when they are unexpectedly unable to report to work. Planned absences require prior approval. For detailed information, see §11.2 and §11.3 herein. Unapproved absences from work may be considered voluntary resignation. Excessive absence from work, for any reason, can lead to disciplinary action up to and including termination.

5.4.2 *Tardiness*

Employees are expected to immediately inform their supervisor, prior to arriving to work, if they will be arriving late. This information should be given directly to a supervisor. An employee who is unable to relay this information to a supervisor himself or herself should have someone call on his or her behalf.

5.5 **Break Policy**

As representatives of the City of Great Falls, in any public area, facility, and/or business, employees are expected to conduct themselves in a courteous manner while on break, including acceptable language and actions. All employees, regardless of their position, should use common sense. City employees work for and are paid by the public and their actions are visible and accountable to the public.

5.5.1 *General Break Entitlement*

Employees are entitled to two 15-minute breaks when working an eight-hour shift. One break is taken during the first half of the shift and one during the second half of the shift. Breaks may not be taken during the first or last hour of the shift without supervisors approval. The timing of the break is intended to begin once an employee leaves the work station or location and is not performing work duties.

5.5.2 *Where to Take a Break*

Breaks times should be staggered whenever possible. Supervisors have the discretion to allow occasional exceptions to these break guidelines to meet special employee needs, but these exceptions cannot become routine or normal.

- a. Office personnel, and those working in one location such as the central garage or water plant, should take breaks in the designated break room provided. Breaks should be coordinated with a supervisor to ensure adequate office coverage at all times. If a break room is provided and an employee needs to leave the area, the employee should request approval from a supervisor prior to leaving the building.
- b. Field personnel, and those who are out in the community such as Public Works and Park and Recreation staff, should take breaks within the immediate area where they are working. The break should be taken at the closest location where a clean-up facility is available. Employees should not drive any further distance than necessary and should not drive across town to take a break.
- c. No more than two City vehicles should be at any break location (other than on City-owned property) at any time. Exceptions will be made if more than one crew is working in an area at the same time and there is only one location nearby with clean-up facilities. City vehicles cannot be used to travel to a break area away from where the employee is working when a break area is provided.

Unless approved by the Department Head, the use of a City vehicle by employees to visit a residence for a break is not allowed.

5.6 Smoking Policy

The Montana Clean Indoor Air Act of 1979, MCA §50-40-101 *et seq.* prohibits, among other things, tobacco smoking in enclosed public places and places of employment. The City prohibits the use of electronic cigarettes and vapor products (as defined under MCA §16-11-302) in public places as well. References to “smoke” or “smoking” in this policy means the use of tobacco, vapor or any other smokable products. These policies protect public health and welfare, recognize the right of nonsmokers to breathe smoke free air, and recognize that the need to breathe smoke free air shall have priority over the desire to smoke. Please refer to state law for specific language.

5.6.1 Prohibition of Smoking in Public Places

Smoking is prohibited in all enclosed public places within the City including but not limited to all office buildings and offices; places of work; trains, buses and other public transportation; auditoriums, arenas and assembly facilities; meeting rooms open to the public; and other areas identified under Montana law.

5.6.2 Regulation of Smoking in Places of Employment

- a. The City provides a smoke free workplace for all employees.
- b. Smoking is prohibited in all enclosed areas within City buildings, including common work areas, conference and meeting rooms, hallways, lounges, stairs, restrooms, and work and office spaces.
- c. The City prohibits smoking in City-owned vehicles.

5.6.3 Reasonable Distance

When smoking outside an area where smoking is prohibited, employees must ensure that tobacco smoke does not enter the enclosed area through entrances, windows, a ventilation system or other means.

5.6.4 Violations and Penalties

- a. It is unlawful for City employees to violate the provisions of section 5.6.
- b. It is unlawful for any person to smoke in any area where smoking is prohibited.

Any person who violates this policy during a scheduled shift may be subject to discipline up to and including termination.

5.6.5 Non-Retaliation

The City will not discharge, refuse to hire, or in any manner retaliate against any employee, applicant for employment, or customer because such employee, applicant, or customer exercises any right to a smoke free environment afforded under applicable law.

5.7 Meal Period

Generally, employees scheduled to work in excess of four hours daily will be given an unpaid meal period. Department Heads and supervisors have the discretion to schedule meal periods depending on the needs of each department. Generally, supervisors will assign a meal period schedule to each employee.

Employees are expected to take the full time allotted for a meal and not perform any work during this time, unless specifically requested to do so by a supervisor. In this event, the meal period may be rescheduled or the employee will be compensated for the time worked.

5.8 Employee Parking

Employees who drive to work are required to use parking areas designated for City employees. The location of these parking areas is maintained by Planning and Community Development. Employees who qualify to park in handicapped parking spots may park in available spaces, provided they display the appropriate permits and decals. The parking spaces adjacent to or in front of City buildings are for visitors only.

5.8.1 Alternate Transportation

The City suggests that employees consider methods of transportation to get to work other than driving personal vehicles (i.e., bus, bicycle, walking, and carpooling) to reduce parking demands at City buildings and facilities.

5.8.2 Vehicle Accidents

Courtesy and common sense in parking will avoid accidents, personal injuries, and damage to vehicles. The City does not assume liability for loss or damages to any employee or vehicle while in a City parking lot.

a. City Vehicles

Employees causing damage while driving a City-owned vehicle must report the incident and pertinent information to a supervisor and the Risk Manager.

b. Private Vehicles

Employees causing damage in a City parking lot while driving a privately owned vehicle must provide their contact information to the other vehicle.

5.9 Performance Reviews

5.9.1 Purpose of Performance Reviews

The primary purpose of performance reviews is to identify and reinforce positive attributes and identify weaknesses that require improvement. Performance reviews make employees aware of and document how their job performance compares to the objectives and expectations outlined in their job description and how their performance supports their department's mission. The performance review is also an opportunity to discuss interests and future goals.

5.9.2 Frequency of Performance Reviews

The City strives to conduct periodic formal reviews of each employee, with the goal of having annual reviews. New employees or those on probationary status may be

reviewed more frequently. A review may also be conducted in the event of a promotion, disciplinary action, or change in duties and responsibilities.

5.10 Layoff of Employees

In the event of a reduction in the workforce, unless otherwise covered under a Collective Bargaining Agreement, the City Manager or designated representative will authorize the layoff of employees within job categories based on factors such as past performance, qualifications, seniority, and where applicable, veterans status. Written notice will be provided to the affected employees, and their collective bargaining agent, if applicable, at least sixty (60) days prior to a reduction in force when twenty-five (25) or more employees are affected, or fourteen (14) days when less than twenty-five (25) employees are affected. Employees covered by a Collective Bargaining Agreement should reference the appropriate section of their agreement dealing with layoffs. Affected employees may continue health or indemnity insurance coverage under the City's COBRA plan for up to 18 months through self-payment of premiums. Accrued vacation, sick and compensatory leave balances are cashed out in accordance with applicable laws and policies on the effective layoff date.

5.10.1 Veterans Preference

In accordance with MCA §39-29-111, *et seq.* and other applicable law, when layoffs occur, a veteran, disabled veteran, or eligible relative whose performance has not been rated unacceptable under our performance appraisal system shall be retained over other employees with similar duties, qualifications, and length of service for any position that is not covered by a Collective Bargaining Agreement.

5.11 Recall of Employees

If it becomes appropriate to recall employees from layoff status, recall will occur in reverse order from the original layoff. Recall of employees covered by a Collective Bargaining Agreement will follow the appropriate section of the applicable agreement.

5.11.1 Notification of Recall

Unless otherwise covered under a Collective Bargaining Agreement, employees will be notified of the recall by mail to their last known address or by telephone at the number in their personnel file. Failure to respond to the recall within five calendar days of mailing date of the notice will be considered a voluntary resignation. Employees are responsible for informing the City of any change in mailing address or telephone number during a lay-off period. An employee who is laid off and is interested in returning to work in the event of a recall, but leaves the area or will be unreachable for a period of time, should contact Human Resources with contact information.

5.12 Exit Interviews

Employees voluntarily resigning their position may be asked for an exit interview. The exit interview is an opportunity to express opinions freely, offer insights for possible improvements, or express concerns with management. The information provided will in no way affect any future reference information the City provides on any employee's behalf, but will be reviewed and evaluated by appropriate management personnel.

5.13 Loss or Damage of Personal Property

The City is not responsible for any loss, damage, or theft of any personal items. Employees are responsible for all of their personal items.

6.1 Harassment

The City of Great Falls prohibits sexual, ethnic, racial or religious harassment and other unlawful harassment of employees, applicants for employment, or members of public. The workplace and all City functions should be free from intimidation, harassment, and other inappropriate behaviors. The City is committed to providing a work environment free from sexual discrimination and sexual harassment. The City does not condone or permit sexual harassment by or of employees. This includes sexual harassment by or toward co-workers, business contacts, or members of the public.

No hardship, loss, benefit, nor penalty may be imposed on an employee as punishment for:

- a) Filing or responding to a bona fide complaint of discrimination or harassment;
- b) Appearing as a witness in the investigation of a complaint; or
- c) Serving as an investigator.

Please report any retaliation under the processes set forth in the Problem Resolution and Grievance Procedures set forth in Section 14 of this Manual. Any report of retaliatory conduct will be objectively, timely and thoroughly investigated by the City. Retaliation or attempted retaliation is a violation of this Manual and anyone who retaliates or attempts to retaliate will be subject to disciplinary action, up to and including termination.

6.1.1 Purpose

The City seeks to maintain a quality working environment for all employees and our customers. Employees deserve to work in an environment free from intimidation, humiliation, insult, and harassment. Employees should not be subject to offensive physical or verbal abuse or actions of a sexual, ethnic, racial, religious, or other discriminatory nature, nor shall they inflict harassment upon others. The City prohibits the printed or electronic distribution, circulation, or copying of any such material. Harassment is an offense first against a specific employee or group of employees, and second, an offense against the City.

6.1.2 Definitions

- a. Harassment refers to physical or verbal actions that have the purpose or effect of either creating a hostile, offensive, or intimidating working environment and/or having an ethnic, racial, religious, sexual, or other discriminatory basis. For purposes of this policy, harassment is defined as unwelcome or unsolicited comments, gestures, or physical contact where:
 1. Submission to or rejection of the conduct becomes the basis for an employment decision affecting an employee; or
 2. The conduct unreasonably interferes with work performance or creates what a person would view as an intimidating, hostile, or offensive working environment.

Examples include, but are not limited to: unwelcome physical contact; racial or ethnic, sexual, or religious related jokes, comments, insults, or cartoons; innuendoes and/or personal conduct or mannerisms that could be construed as offensive to a reasonable person.

- b. Under Title VII of the Civil Rights Act of 1964, as amended and the Montana Human Rights Act, sex discrimination is defined as unwelcome sexual advances, requests for favors, and other verbal or physical contact of a sexual nature when:
 1. Submission to such conduct is made either explicitly or implicitly a term or condition of an individual's employment;
 2. Submission to or rejection of such conduct by an individual is used as the basis for employment decisions affecting such individual; or
 3. Such conduct has the purpose or effect of unreasonably interfering with an individual's work performance or creating an intimidating, hostile, or offensive working environment.

Examples of Sexual Harassment

Sexual harassment can range from subtle pressures for sexual activity to physical assault. Examples of this conduct include, but are not limited to:

- a. Sexual advances which are unwelcome (this includes situations which began as reciprocal attraction but later ceased to be reciprocal);
- b. Sexual gestures such as leering, staring, or making obscene signs with body parts;
- c. Displaying sexually suggestive objects, pictures, cartoons, calendars, or posters;
- d. Sexually oriented jokes, limericks, poems, stories, and related teasing;
- e. Verbal or written comments of a sexual nature such as suggestive letters and invitations, telephone calls, pressure for sexual favors or dates, or comments about body parts or sex;
- f. Reprisals or threats after negative response to sexual advances;
- g. Employment benefits effected in exchange for sexual favors;
- h. Use of terms such as "dear", "honey", "doll", "babe", "sweetie", or "hunk";
- i. Physical contact including assault, attempted rape, and deliberate unsolicited touching of another person's hair, body, or clothing including hugging, kissing, patting, bumping, pinching, grabbing, stroking, leaning over, cornering, or massaging neck or shoulders; and/or
- j. Allowing an environment in which offensive behavior is so pervasive that it becomes intimidating or hostile.

6.1.3 *Employee's Responsibility*

- a. Employees must report incidents to the following:
 1. The individual exhibiting harassing behavior. Inform them that their behavior is unwelcome, offensive, or inappropriate. Request the behavior stop immediately, but do not assume that the problem will go away.
 2. The first level supervisor who is not involved in the alleged harassment, the Department Head, or Human Resources.
- b. Employees who believe they are victims of harassment must report the incident(s) and/or action(s) as soon as possible after the alleged harassment occurs. Employees are responsible to take action if they feel they are being harassed.
- c. Employees who are aware of possible harassment of others or who are not personally the victims of harassment but observe actions they interpret to be harassment, are expected to bring the actions to the attention of their supervisor, Department Head, or HR.
- d. All employees shall cooperate with the investigation and verification of reports.

6.1.4 *Management's Responsibility*

- a. Upon receipt of a report of sexual harassment, management shall promptly inform Human Resources regardless of the perceived merit of the complaint. Any supervisor made aware of possible harassment must promptly advise HR. Failure to report harassment may result in disciplinary action. HR will then inform either the City Manager, or designee, City Attorney, and/or the Police Chief, assuming these individuals are not subject to the allegations and investigate the allegations or appoint an investigator. The Police Department may be requested to conduct a formal investigation of the allegations. During investigations of this nature, the investigator will act in an administrative capacity under the general direction of HR and City Attorney. If the allegations involve the City Manager, City Attorney, Police Chief or member of HR, an independent investigator may be appointed.
- b. A report of harassment, its investigation, the outcome of the investigation, and any action(s) taken relating to a specific employee is confidential unless prohibited by applicable law. Dissemination of confidential information shall be limited to persons who require the information to conduct the related investigation or by application of law or court order.
- c. The investigation may include interviews with the employee who filed the complaint, the alleged harasser, and other employees (including former employees) with knowledge of the alleged actions. The interviews will be documented with signed statements.
- d. Action taken by management, including disciplinary action when appropriate, to resolve the complaint will be based on facts verified during the investigation. Actions may include, but are not limited to, education about harassment,

counseling, increased office awareness, disseminating the City's policy and procedure, and taking action with respect to non-employees which result in reports of harassment of employees in the workplace.

- e. If alleged harassment occurred more than one year prior to the filing of a report, management is not obligated to investigate or respond to the report.

6.1.5 *Violations of Policy*

- a. Substantiated violations of this policy may result in disciplinary action up to and including discharge, if the initial violation is sufficiently severe or if lesser violations are repeated.
- b. If, after investigating any complaint of harassment the City finds that the complaint is fabricated, or that an employee has provided false information regarding the complaint, disciplinary action may be taken against the individual who provided the false information.
- c. No employee who files a complaint or assists/participates in the investigation of a complaint will be retaliated against.
- d. A follow-up review will be completed within six (6) months after harassment allegations have been confirmed to ensure the sexual harassment has discontinued and all parties involved are not subjected to retaliatory behaviors.
- e. If disciplinary action is taken as the result of a report of sexual harassment, the employee subject to disciplinary action objects to such disciplinary action, the employee must utilize the Problem Resolution and Grievance Procedure under this manual as provided in Section 14, or under his or her relevant grievance procedure under the applicable CBA.

7.1 Purpose

The City will not tolerate workplace violence, or the threat of violence, by any of its employees, customers, the general public, and/or anyone who conducts business with the City. The City intends to provide a workplace that is free from physical attacks, verbal attacks, harassment, property crimes, threats, or any other violent acts. Acts or threats of violence may result in disciplinary action, including termination.

7.2 Reporting Violations

Any employee who becomes aware of another employee or person violating the City's policies against acts or threats of violence, weapons, or both has a duty and an obligation to properly report such violations by either or both notifying a direct supervisor immediately or dial 911 if the situation poses an immediate emergency. After reporting alleged violations, the City will promptly investigate the allegations and will take the appropriate action.

7.3 Threats

A threat involves statements or suggestions of a possible physical attack and is taken seriously. Any instance where an individual's personal safety is threatened, including statements like "If you do that, I will hurt (or kill) you" or "I'm going to get you," qualifies as a threat. Threats are significant because they may precede actual acts of violence. There is also evidence that threats may produce significant psychological damage to the recipient. Stalking any individual is also considered a threat. Threats will be evaluated and appropriate response will be pursued.

7.4 Property Crimes

Some people express their anger and aggression through physical acts. This tends to result in property crimes, including sabotage, theft, vandalism, and destruction.

7.5 Physical Attacks

Some people express their anger and aggression through physical attacks on other people. This includes physical acts such as shoving, pushing, hitting, or other aggressive or unwanted contact occurring between two people. Any physical attack is considered assault and may be pursued as such.

7.6 General Policy

7.6.1 Employees involved in personal disputes resulting in injunctions, restraining or court orders are asked to include their work location on the court order. The City requests that employees inform their supervisor when they are involved in the issuance of such an order. Any employee who has not secured a court order, but fears for his or her safety is asked to notify the applicable supervisor and Police Department.

7.6.2 Report every incident of violent behavior in the workplace, regardless of who commits the incident. The Police Department will conduct an investigation. The City Manager or a designee will determine the appropriate corrective action to be taken, which may include, but is not limited to:

- a. Assessing an employee's fitness for duty (through physician and mental health professional evaluation) and selecting intervention techniques;

- b.* Establishing methods of protection for co-workers and other potential targets;
 - c.* coordinating actions with affected parties such as victims, families, employees, media, or law enforcement personnel;
 - d.* Referring victims to appropriate assistance and community service programs;
 - e.* Ensuring immediate and ongoing counseling is available to victims.
- 7.6.3 Employees who report actual or implied violent behavior will not be subject to any form of retaliation.
- 7.6.4 False or malicious reporting of violent behavior will result in an investigation of the reporting individual(s) and appropriate corrective action.

8.1 Purpose

The City has a vital interest in maintaining safe, healthful, and efficient working conditions for its employees. Being under the influence of a drug or alcohol on the job poses serious safety and health risks to the person under the influence, all coworkers, and our customers. The City has established guidelines with regard to use, possession or sale of alcohol and/or illegal drugs or other controlled substances. These guidelines apply to all City employees.

8.2 Drug-Free Workplace

As the City is a recipient of Federal funds, and in accordance with the federal Drug-Free Work Place Act of 1988, the City maintains a drug free workplace. Employees are obligated as a condition of employment to refrain from unlawfully manufacturing, distributing, dispensing, possessing, or using controlled substances or illegal drugs, including but not limited to marijuana, in the workplace. Employees whose position or function receives federal funding must notify their supervisor of any conviction or no contest plea related to a drug charge within five days of disposition. Employees found to be in violation of this policy are subject to disciplinary action, including participation in a drug-abuse assistance or rehabilitation program, or discharge.

8.3 Substance Abuse Standards

8.3.1 The manufacture, possession, use, distribution, sale, purchase, or transfer of, or being under the influence of, alcohol, illegal drug, or controlled substance is strictly prohibited while on City premises or while performing City business.

8.3.2 Although not encouraged, gifts of alcohol given or received by employees, but not opened or consumed on City premises, are not considered a violation of this policy.

8.3.3 Employees are not permitted to work while under the influence of any illegal drug, controlled substance, or alcohol. Supervisors who suspect an employee is unfit for duty may suspend that employee pending further investigation. Individuals who appear to be unfit for duty may elect to take or may be subject to drug or alcohol screening or a medical evaluation. Employees found to be working under the influence are subject to disciplinary action, including termination from employment.

8.3.4 The use of controlled substances will not be tolerated if:

- a. The use adversely affects an employee's job performance;
- b. The use jeopardizes the safety of other employees, the public, or City facilities;
- c. The use jeopardizes the security of City finances or business records; and/or
- d. The use adversely affects citizen's or the public's trust in the ability of the City to carry out its responsibilities.

8.3.5 Employees undergoing prescribed medical treatment of a controlled substance that may affect the safe performance of their duties are required to report this treatment to their supervisor and HR through their personal physician. When possible, employees will be allowed to retain employment, and may receive a temporary reassignment if their treatment adversely affects the work environment.

- 8.3.6 The City recognizes that alcoholism and/or drug abuse is a treatable illness. The City shall not discriminate against employees based on the actual or perceived nature of an illness. Employees who seek assistance for a substance abuse problem will not have their job security threatened. Employees who have a substance abuse related illnesses are offered the same options for referral and treatment that are afforded to employees having other illnesses.
- 8.3.7 Supervisors who suspect an employee of on-the-job substance abuse will immediately remove the employee from the work environment. The supervisor may then either suspend the employee or bring their concerns to the attention of the Department Head and/or Human Resources so further action may be taken.
- 8.3.8 An employee who voluntarily seeks treatment for a substance abuse problem, which requires a leave of absence for treatment, shall be granted such leave of absence and further shall be eligible for benefits under the specifications of the existing insurance or indemnity policy. Employees may use FMLA and accrued benefits for such treatment, any further leave of absence will be unpaid.
- 8.3.9 Nothing in this policy is construed to prohibit the City from its responsibility to maintain a safe and secure work environment for its employees. The City may, at its sole discretion, invoke disciplinary actions as appropriate for employee misconduct related to the use or abuse of alcohol or drugs or both.
- 8.3.10 All testing for the purposes of detecting drug or alcohol use will be performed in accordance with the provisions of MCA §39-2-207 and 49 CFR § 40. A copy of the City of Great Falls Drug and Alcohol Testing Policy and associated procedures will be provided to all employees required, as a condition of their employment, to hold a Commercial Driver's License. These employees are required to sign the Notification Letter attached to the Policy upon hire.

9.1 Standards of Conduct*9.1.1 Purpose*

Standards of conduct are established so all City employees can work together and serve the public efficiently, effectively, safely, and amicably. By accepting employment here, employees have a responsibility to the City and their co-workers to adhere to certain rules of behavior and conduct. These rules are not designed to restrict rights, but rather to provide an understanding of the City's expectations of employee conduct and what is necessary to effectively conduct daily business.

9.1.2 Basic Expectations

Employees are expected to follow City policies and rules and respect the rights, property, and privacy of co-workers and residents and businesses the City serves. In addition to other standards communicated or reasonably expected by the City, employees explicitly may not:

- a. Fight with, physically abuse, threaten, intimidate or coerce co-workers or others on or off City premises at any time, for any purpose.
- b. Destroy, deface, misuse, damage, misappropriate, make unauthorized use of or wrongfully acquire property, documents, funds or assets belonging to the City or others.
- c. Be under the influence of or possess any intoxicant, controlled substance (except as prescribed by a licensed physician and which does not impair work performance), or illegal drug, during working hours and/or on City owned or controlled property. Tests to determine drug and alcohol use will be utilized where permitted by law and will conform to the Code of Federal Regulations, Title 49, Part 40 (49 CFR 40). For more information, see Section 8.
- d. Conduct any unauthorized gambling on City property or when on duty.
- e. Violate security or safety rules or fail to observe safety rules or City safety practices; fail to wear required safety equipment or tamper with the City equipment or safety equipment.
- f. Be in unauthorized possession of dangerous or illegal firearms, weapons, or explosives on City property or while on duty.
- g. Engage in criminal conduct or acts of violence, or make threats, or provocation of violence toward anyone, fight, engage in horseplay, or negligently damage City property.
- h. Refuse to obey instructions properly issued by any supervisor pertaining to work or refuse to assist in any way required by a department. Fail to follow established City and department policies and procedures.
- i. Behave in a manner that is offensive to others or conduct themselves in a manner contrary to recognized professional standards.

- j. Engage in an act of sabotage; willfully or with gross negligence cause the destruction or damage of City property or records, or the property of co-workers, citizens, suppliers, or visitors in any manner, or
- k. Release or disseminate confidential information regarding employees, public, or others.
- l. Falsify or misrepresent information on their employment application or other work record; misrepresent use of leave; falsify a reason for a leave of absence or other data requested by the City; or alter City records and/or documents.
- m. Fail to report to a supervisor or HR, of any act which is not in compliance with these or other City personnel policies.
- n. Engage in malicious gossip and/or spread rumors; engage in behavior designed to create discord and lack of harmony; interfere with another employee on the job; willfully restrict work output or encourage others to do the same.
- o. Engage in activity contrary to that expected by the terms of applicable CBA, licensing or certification.

9.1.3 Interactions with Public

Employees who interact with members of the public must:

- a. Be courteous, polite and respectful;
- b. Be responsive and timely to public requests; and
- c. Seek to resolve issues and be problem solvers.

Unfortunately, despite employees' efforts, there are occasions when interactions with the public become strained. While debate on public issues should be uninhibited, robust, and wide-open, and may result in unpleasantly sharp attacks, employees are not expected to tolerate threats or abuse from the public or elected officials. If this occurs, the employee should advise the person that the conversation or telephone call will be terminated and terminate the conversation or call until the conversation can proceed without such threats or abuse.

9.2 Outside Employment

Full-time employees of the City are expected to consider their positions here as their primary employment. If a City employee secures supplemental employment, Management requests that a supervisor be notified. Supplemental employment will not be considered an acceptable reason for poor job performance, absenteeism, tardiness, or refusal to work overtime as business demands may require. If supplemental employment interferes with City employment, an employee may be required to cease that supplemental employment or be terminated. Employees may not solicit on behalf of or promote any outside or private employment during their work shift.

9.3 Personal Conduct Outside the Workplace

Any personal activity outside City employment cannot interfere with an employee's ability to perform assigned duties properly or undermine the employees' ability to perform job duties. Activities away from work must also avoid any impression of a conflict of interest.

9.4 Dress Code Standards

Public employees are responsible for ensuring that their personal appearance and hygiene represent a favorable image of the City. Impressions, both positive and negative, are formed partly by appearance. Employees are to be well groomed and dressed in clothes that are clean, not excessively worn, and appropriate to the type of service they are providing. It is important to portray a positive image of our professionalism and commitment to service.

9.4.1 *Departmental Application of Dress Code Policy*

Department Heads are responsible for designating, informing, interpreting, and enforcing appropriate attire for their employees. Variations between departments will occur (e.g., one department may be allowed to wear jeans and another may not). The goal is to administer the dress code consistently within each department. The Department Head may allow exceptions to the following Dress Code Standards (e.g., athletic shoes, t-shirts, jeans, caps/hats, etc.) when deemed acceptable.

9.4.2 *Dress Code Standards for Non-Uniformed Personnel:*

a. "Business casual" may be acceptable dress. Employees should dress according to the day's events, meetings, etc. Business casual should present an appearance of professionalism, and can be defined as:

Women

Suits; dresses; skirts; slacks; khakis; skorts; culottes; sweaters; blouses; dressy t-shirts; shirts with City logo; jackets; and vests.

Men

Suits; khakis; dress, sport, or golf shirts; vests; shirts with City logo; slacks; sport jackets; and sweaters. Ties are welcomed.

- b. Clothing should be neat, clean, free of body odor, and not be wrinkled.
- c. Clothing with offensive/obscene language written on it is not allowed, nor is any advertising alcohol or tobacco products permitted.
- d. Clothing that is excessively revealing (including mini skirts, low cut tops, midriff exposed clothing, etc.) is not allowed.
- e. Athletic shoes and caps/hats are generally not acceptable, unless the type of work warrants their wear and the supervisor approves.

9.4.3 *Disciplinary Action for Violation of Dress Code Policy*

Employees wearing inappropriate attire will either be informed not to wear the attire again, or sent home to change into appropriate attire (in such case employee shall use vacation leave or leave without pay for the time away from work). Subsequent offenses will result in further disciplinary action.

9.5 Personal Phone Calls and Electronic Device Use

Keep personal phone calls and personal electronic device use (including cell phones, tablets, computers or other devices) to a minimum so as to not interfere with an employee's work duties. Generally, receptionists' phones should not be used for personal phone calls, as these phones are an office's main connection to customers. Personal long distance phone calls on the City's phone system are not permitted. Limited local area calls on City phones, as well as limited use of personal cell phones, for essential personal business are allowed. Do not abuse this privilege. Emergency calls regarding family illness or injury, changed family

plans, or similar calls may be made at any time. Incoming urgent calls will be directed to employees.

9.6 Cellular Phone Use

The Official Code of the City of Great Falls Section 10.39.110 prohibits employees from using a mobile telephone or hand held electronic communication device while driving a motorized vehicle or bicycle, regardless of whether the cell phone was issued for business use or is the employee's personal cell phone, unless during emergencies or while using hands free devices. Safety must come before all other concerns. While driving, employees must pull off to the side of the road and safely stop the vehicle before placing or accepting a call. Special care should be taken in situations where traffic or inclement weather is present. Employees who are charged with traffic violations resulting from the use of their phone while driving will be responsible for the cost of the traffic violation and may be subject to disciplinary action. **Use of cellular phones or hand held communication devices while operating or working around equipment and/or machinery is prohibited.**

9.7 Mail

Employees must not use the City's address as a personal mailing address and must not use City postage or letterhead for personal correspondence. Employees may not use departmental mail codes or City-purchased postage to send personal mail. If an employee does so, he or she will be subject to disciplinary action, up to and including termination.

9.7.1 Opening Other People's Mail

Department heads have the discretion to set policy in each department for the procedure of opening mail. Generally, the City considers any piece of mail addressed to any employee as City property and public record. Staff assigned to open and/or route mail in each department may open general mail so it may be date-stamped. Letters marked confidential should not be opened, but given directly to the addressee or the Department Head.

9.8 Theft

The City will not tolerate property theft. Property theft is considered the unauthorized use of City services or facilities, or the taking of any City property for personal use. The following list of examples is not all-inclusive, but provides illustrations of several activities that are considered theft.

9.8.1 Use of City Copy Machines for Personal Use

Office copiers are not provided as a free service to employees. Department Heads should use their discretion in allowing personal copies and/or establishing reimbursement for personal copies. Do not abuse any copying privileges given. An employee may, for example make a copy of a recipe, but do not attempt to copy a cookbook.

9.8.2 Use of Computers

The City's personal computers (personal computers in the office, or laptops made available for work away from the office) are to be used for City purposes. Any use of City computers for outside employment endeavors is strictly prohibited. Keep personal use of computers to a minimum; it cannot interfere with employee's work duties. This includes accessing personal e-mail or entertainment through the City's computer system. All such access should be made through the employee's personal devices. Do not abuse this privilege.

9.8.3 *Use of Fax Machines*

Keep personal fax use to a minimum. Long-distance faxes, like long-distance phone calls, are charged at a higher rate than local faxes. Employees are required to reimburse their departments one dollar for each page which is sent long distance. Limited local faxes for essential personal business are allowed. Do not abuse this privilege.

9.8.4 *Taking of City property*

No item purchased or supplied by the City should ever be removed from City premises without express authorization of an immediate supervisor. Unauthorized possession or removal of City property is a very serious offense. Any violation of this policy may result in immediate discipline up to and including termination.

9.9 Restricted Areas

In the interest of safety and security, some City facilities may be restricted to authorized personnel only. Such areas will be clearly marked.

9.10 Social Media Guidelines and Usage Policy

9.10.1 *INTERNAL POLICY*

The purpose of this document is to define the social media policy for City employees. Social media includes all means of electronic communications or posting information or content of any sort on the internet through web logs, blogs, social networking or affinity web sites, web bulletin boards or chat rooms, including personal usage. To address the fast-changing landscape of the internet and the ways the public communicates to obtain information online, City departments may consider using social media tools to reach a broader audience. The City encourages the use of social media to further the goals of the City, the missions of its departments, where appropriate to create a community and connect with others. This policy is in addition to, and complements, any existing or future City employment policies regarding, but not limited to, Ethics in the Workplace (Section 4), Employee Conduct (Section 9), and Technology Policies (Section 13) this Manual.

a. *Personal Use*

Employees shall not use City social media sites for personal communications. An employee's personal site should remain personal in nature and be used to share personal opinions and non-work related information. Following this principle helps ensure a distinction between sharing personal and City views.

If an employee chooses to comment/post about official City business on any personal site, the employee should post their name and role, and add the following disclaimer: ***“The postings on this site are my own and do not reflect or represent the opinions of the City for which I work.”***

Employees must never use a City e-mail account or password in conjunction with any personal social media/networking site.

b. *Professional Use*

All official City-related communication through social media/networking outlets should remain professional in nature and should always be conducted in accordance with City policies, practices, and expectations. Employees must not

use City social media/networking sites for political purposes, to conduct private commercial transactions, to engage in private business activities, or for any reason which violates City policy or applicable law.

City employees should remain mindful that inappropriate usage of official City social media/networking sites may be grounds for disciplinary action. If social media/networking sites are used for official City business, the entire City site, regardless of any personal views, is subject to best practices guidelines and standards.

Only individuals authorized by the Department Head may publish content to a social media/networking site. Employees should attempt to ensure that any photos/images/recordings are used with permission of the copyright owner and/or are royalty-free stock photos. In order to provide accessibility, City employees should make sure any information contained in a photo/image/recording is also available as text.

Social media may be used to post City-related news, events, and updates and should work in coordination with the City's official website.

c. Approval and Registration

New social media sites must be approved by the Department Head and the City Manager's Office by completing a Social Media Site Request Form. This form must be approved prior to the creation of any new social media sites or pages. All approved Social Media Site Request Forms will be forwarded to the Office of the Communications Specialist to ensure fulfillment of records retention requirements.

All City social media sites must have at least two Site Content Managers for redundancy purposes. Site Content Managers must complete a Computer Access Form authorized by the Department Head and submit it to the Information Technology office. Site Content Managers are required to provide their Department Head with the login information to access the social media account in the event the employee becomes unable to perform their duties.

d. Oversight and Enforcement

Employees representing the City through social media outlets or participating in social media features on City websites must maintain a high level of ethical conduct and professional decorum. Failure to do so is grounds for revoking the privilege to participate in City social media sites and may subject the employee to disciplinary measures, up to and including termination.

Appropriate and respectful content must be presented following professional standards for tone, good grammar, spelling, brevity, clarity and accuracy; use of jargon and acronyms should be minimized.

City employees recognize that any content posted on social media websites is public and may be considered a representation of the City. Social media should not be used to circumvent other policies and/or procedures. The official City website is <https://greatfallsmt.net> and should be utilized in unison with City social media sites.

Site Managers should closely monitor the sites they are responsible for and respond to comments, questions, or requests for removal of information within three days, when feasible. Department heads and the City's Communications Specialist are responsible for oversight of the Site Managers and reserve the right to revoke management privileges if they fail to comply with policy requirements. City employees may not publish information on City social media sites that includes:

- Confidential information,
- Copyright violations,
- Profanity, discriminatory, threatening, intimidating, or derogatory content,
- Partisan political views,
- Commercial endorsements or SPAM, and
- Information which violates Federal, State, or City law and/or policy

Any employee who retaliates against another employee for reporting a possible violation of this policy will be subject to disciplinary action, up to and including termination.

e. *Records Retention*

Social media sites contain communications sent to or received by the City and its employees, and such communications are, therefore, public records subject to Montana records retention laws and guidelines. These retention requirements apply regardless of the form of the record (i.e., digital text, photos, podcasts, audio, and video).

Social media records are captured in a continuous, automated fashion throughout the day to minimize a potential loss of data due to deletion and/or changes on the social media site.

Social media records are maintained in an authentic format (i.e., ideally the native technical format provided by the social network such as XML or JSON) along with complete metadata.

Social media records are archived in a system that preserves the context of communications, including conversation threads and rich media, to ensure completeness and availability of relevant information when records are accessed.

Social media records are indexed based on specific criteria such as date, content type, and keywords to ensure that records can be quickly located and produced in an appropriate format for distribution (i.e., PDF).

The City utilizes an automated archiving solution to comply with applicable public records laws and to fulfill the above record retention requirements.

9.10.2 *EXTERNAL POLICY*

The following three guidelines must be displayed, or made available by hyperlink, on all social media sites.

a. *Moderating of Third Party Content*

The purpose of utilizing social media is to provide timely information regarding the City of Great Falls to its many residents, businesses, and visitors and is

subject to monitoring. The City does not necessarily review posted content on a regular basis.

We encourage users to submit comments. Once comments are posted, the City reserves the right, but does not assume the obligation, to remove inappropriate user-generated posts. Removal criteria includes, but is not limited to, content which:

- Is off-subject or out of context,
- Contains obscene, lewd, offensive, profane, or sexually explicit content,
- Contains confidential or sensitive personal information,
- Contains threatening, harassing, hateful or discriminatory language,
- Incites violence or illegal activities,
- Contains information that reasonably could compromise individual or public safety,
- Consists solely of commercial advertising,
- Promotes or endorses political campaigns or candidates,
- Infringes upon intellectual property, copyright or trademark rights of others,
- Includes spam or links to other sites which violate any City guidelines,
- Violates Federal, State or Local laws, and
- Is requested for removal by subject of the post.

b. *Public Records Law*

The City of Great Falls' use of social media is for informational purposes only. Any content in a social media format that is related to City business, including a list of subscribers and posted communications, is considered a public record and subject to records retention schedules. The City Clerk's office is responsible for responding to public records requests, including those for social media content. Please be advised that users participate at their own risk, taking personal responsibility for comments, username, and any information provided. **Content of social media sites is an effective and accepted form of communication but should not be construed as private.**

The City utilizes an archiving solution to capture, archive, and maintain records of City-connected social media account activity to comply with applicable public records laws and to fulfill record retention requirements.

- c. The City of Great Falls' use of social media is for informational purposes only and the City assumes no responsibility or liability for content not posted by the City. Posted comments do not necessarily reflect the views of the City of Great Falls. The City is not responsible for the security of social media sites and/or any applications that reside outside the City's domain. Communications sent via the internet or through social media sites shall in no way be deemed to constitute legal notice to the City of Great Falls and/or any of its employees where notice to the City is required by any law, rule, regulation or contract. The City's official source of information is <https://greatfallsmt.net>; a full disclaimer regarding the City's social media use may be found at <https://greatfallsmt.net/general/social-media-disclaimer>.

10.1 Pay Period and Hours

The payroll workweek begins Sundays at 12:00 a.m. and ends Saturdays at 11:59 p.m. Pay periods are biweekly and end on every other Saturday. The pay date will occur on Wednesday eight (8) working days after the end of the pay period. If a scheduled payday falls on a holiday, payroll will be issued on the work day preceding the holiday.

An employee who leaves employment of the City will be paid all unpaid wages due on the next regular pay day for the pay period during which the employee was separated from employment OR 15 calendar days from the date of separation from employment, whichever occurs first, either through the regular payroll process or by mail, if requested by the employee.

10.2 Deductions from Paycheck

There are deductions from each employee's gross earnings each pay period. Some are required by law (mandatory) and others are voluntary. Deductions are itemized on each employee's check stub.

10.2.1 Mandatory Deductions

a. Federal and State Taxes

The amount of taxes deducted depends on an employee's earnings and W-4 form. An employee whose number of dependents or exemptions changes should complete and submit a new W-4 Form to HR, as changes affect withholdings. Employees receive a W-2 Form annually indicating the tax amount withheld.

b. Social Security

Social Security deductions are made pursuant to Federal laws and regulations.

c. Medicare

Regular employees (and uniformed personnel hired after April 1, 1986) are subject to a Medicare (or hospital insurance) deductions are made pursuant to Federal laws and regulations.

d. Retirement Systems

- *Public Employees' Retirement System (PERS)*

PERS membership is mandatory for City employees not covered by another state retirement plan working an excess of 960 hours per fiscal year and optional for those working less than 960 hours per fiscal year. Working retirees have specific rules applicable to them; contact HR for details.

- *Firefighters' Unified Retirement System (FURS)*

Membership in FURS is mandatory for all City firefighters.

- *Municipal Police Officers' Retirement System (MPORS)*

Generally, membership in MPORS is mandatory for all City police officers hired after July 1, 1977. MPORS is a complex system. All new officers are encouraged to review their MPORS Handbook for deduction details.

e. Other Mandatory Deductions

Employees will be notified when the City has been directed to take any other mandatory deductions from their paycheck, such as court-ordered garnishments.

10.2.2 *Voluntary Deductions*

a. *Deferred Compensation (ICMA)*

Each employee may choose to participate in the City's deferred compensation program, which sets aside a portion of earnings for retirement. See §11.6 herein.

b. *Community Service Contributions*

Employees may be offered the option to consider offering a tax-deductible contribution to non-profit, community service organizations. Employees who choose to make a donation may opt to have this contribution automatically deducted from their earnings.

c. *Union Dues*

Employees covered under Collective Bargaining Agreements (CBA) are required to pay dues or a representation fee. These employees sign a form, which is then kept in their Personnel File, authorizing the deduction of dues or the fee.

d. *Other Voluntary Deductions*

There are several other voluntary payroll deductions available to employees. Some are department- or union-specific while others offer additional savings options. See the City's Payroll Technician for more details.

10.3 **Error in Pay**

Every effort is made to avoid errors on paychecks. Employees who believe an error has been made on their paycheck must tell their supervisor **immediately**. HR and/or Fiscal Services will work with the employee and the supervisor to research the problem and make any necessary corrections once payroll is completed. For errors that do not involve pay, such as time charged against an employee's compensatory accrual when the employee requested to use vacation leave, employees must notify their supervisor and/or payroll by the following pay period in order for adjustments to be made. Exceptions will be considered on a case by case basis, and must be approved by the department head and Human Resources.

10.4 **Time Records**

By law, the City must keep accurate records of time worked by "non-exempt" or hourly paid employees. Departments are required to submit time records on behalf of their employees to Fiscal Services in order to process payroll. Employees are responsible for their time record and are expected to accurately report the time they have worked. Inaccurate time reporting is cause for disciplinary action. Do not alter another person's time record, or influence anyone else to alter a time record; doing so is cause for disciplinary action.

10.5 **Overtime**

Employees are expected to perform overtime as needed as a condition of employment. Non-exempt, non-uniformed employees will either be paid one and one-half times their regular hourly wages for any time worked over 40-hours per week in a seven day work week or be given commensurate time off work during that same work week. CBA's outline how overtime will be compensated in detail. There are two types of overtime work:

10.5.1 *Scheduled Overtime*

Scheduled overtime is planned, may involve an entire department, and becomes part of the required workweek. Supervisors or Department Heads will review employee requests to be excused from performing scheduled overtime on a case-by-case basis.

10.5.2 Unscheduled Overtime

Unscheduled overtime generally results from extenuating circumstances where extra time is needed to complete work normally completed during regular hours. Employees need advance approval from their supervisor for unscheduled overtime.

10.6 Salary Plan

For information on the City's job classification and pay system, please refer to the Classification and Compensation Plan, which is kept in Human Resources. The City Manager sets the wages for non-CBA covered employees.

10.7 Voluntary Termination of Employment

The City requests that employees who terminate voluntarily will give at least two weeks written advance notice.

Full-time employees enjoy all of the benefits described in this Manual as soon as they meet the eligibility requirements for each benefit. Part-time employees should review each policy for eligibility information. Short-term or temporary employees are not eligible for certain benefits.

11.1 Retirement

The City participates in Montana Public Employees' Retirement Administration (MPERA). MPERA administers eight retirement systems, including the Public Employees' Retirement System, the Firefighters' Unified Retirement System, and the Municipal Police Officers' Retirement System. Each system provides retirement, disability, and death benefits to plan members and beneficiaries. Benefits are based on age and/or years of service and final average salary. Membership in a retirement system is generally mandatory for all City employees not otherwise covered by a state retirement plan. New employees who have previously worked for an agency subject to the regulations of MPERA can receive credit for past service. Employees should refer to their respective Membership Handbook for details.

11.1.1 *Public Employees' Retirement System (PERS)*

PERS generally covers City employees not covered under another MPERA retirement system. PERS was established in 1945 and is governed by Title 19, Chapters 2 and 3, MCA. Member rights are vested after five years of service. Employees contribute a portion of their gross salary, and the City and State contribute to match each employee's contribution. Employees have several options under PERS and should refer to the PERS Membership Handbook for details.

11.1.2 *Firefighters' Unified Retirement System (FURS)*

FURS is mandatory for all City firefighters. FURS, established in 1981, is governed by Title 19, Chapters 2 and 13, MCA. Member rights are vested after five years of service. Employees contribute a portion of their gross salary; the amount will vary depending on their hire date. Regardless of hire date, the City and the State contribute to match each employee's contribution. Employees have several options under FURS and should refer to the FURS Membership Handbook for details.

11.1.3 *Municipal Police Officers' Retirement System (MPORS)*

MPORS covers the City's police officers. MPORS, established in 1975, is governed by Title 19, Chapters 2 and 9, MCA. Membership rights are vested after five years of service. Employees contribute a portion of their gross salary; the amount varies depending on their hire date. Regardless of hire date, the City and the State contribute to match each employee's contribution. Employees have several options under MPORS and should refer to the MPORS Membership Handbook for details.

11.2 Paid Leave of Absence

11.2.1 *Annual Leave (Vacation)*

Employees begin accruing annual leave on their start date and may use annual earned leave credits for absence with pay at the employee's request and with prior approval from the supervisor, after completing six months of continuous employment.

a. Accrual and Use of Annual Leave

All employees, except short term, earn annual leave credits from the first full pay period of employment. Part-time employees are entitled to prorated annual leave benefits.

b. *Annual Leave Entitlement*

Years of Eligible Service	Part-time Employees Leave Earned per Hours Worked*	Full-time Employee Leave Days Annually*
Start Date to 10 years	.058	15 days
After 10 years	.069	18 days
After 15 years	.081	21 days
After 20 years	.092	24 days

* Refer to applicable CBA's as leave may be accrued at a different rate.

c. *Eligible Service Calculation*

Employees may calculate length of service using any public employment (state, county, city, etc.) in Montana. Employment does not need to be continuous. Employees who provide documentation of eligible previous public employment will be given credit toward annual leave entitlement. Credit will not be given retroactively; calculations will begin on the date documentation is provided.

d. *Annual Leave Accumulation*

Employees may accumulate two times the total number of annual leave credits they are eligible to earn per year. For example, an employee earning 15 days per year is limited to "carrying" 30 total days of unused annual leave into a third year of accumulation. Excess leave is calculated annually at the end of the first pay period in January. Employees forfeit excess annual leave by March 31 of the following year. When an employee makes a reasonable written request to their supervisor to use excess annual leave and that request is approved, then the employee will have three months or until the end of the next fiscal year to use the excess annual leave.

e. *Request for Annual Leave*

To take annual leave, employees must request advance approval, either verbally or in writing, from their supervisor. Requests will be reviewed on a case-by-case basis, considering workload and staffing requirements. Consider alternate dates if the original leave request is not approved. Employees covered by CBA's should refer to their relevant agreements for any further details about when and how annual leave may be taken.

When a legal holiday is observed during approved annual leave, an employee will not be charged annual leave for that day. Illnesses during annual leave will not be chargeable against unused annual leave credits if an employee provides written documentation of said illness, and the time off will be charged as sick leave.

f. *Compensation for Unused Annual Leave*

Upon termination of employment, and completion of the six-month qualifying period, employees will receive compensation for unused annual leave, which will be calculated at the rate of pay at the time of termination.

g. Annual Leave Management

Supervisors manage annual leave and must provide reasonable opportunity for employees to use annual leave, rather than accrue and potentially forfeit excess annual leave. Employees are responsible for making reasonable, written requests to use annual leave during their term of employment, and should work with their supervisors to expend excess annual leave by March 31 (see §11.2.1.d. above).

h. Annual Leave Supplementation

Employees who are receiving Workers' Compensation benefits may supplement their Workers' Compensation benefits with accrued unused annual leave.

11.2.2 Holidays

The City Commission, in accordance with OCCGF 2.18.010, has set holidays for City employees. Except for employees whose CBA's provide otherwise, the following holidays are observed by the City of Great Falls:

- New Year's Day, January 1;
- Martin Luther King Jr. Day, the third Monday in January;
- President's Day, the third Monday in February;
- Memorial Day, the last Monday in May;
- Independence Day, July 4;
- Labor Day, the first Monday in September;
- Veterans Day, November 11;
- Thanksgiving Holiday, the fourth Thursday and Friday in November;
- Christmas Day, December 25; and
- State General Election Day. (State primary elections are not holidays.)

If any of these holidays fall on a Saturday, the holiday will be observed on the preceding Friday. If the holiday falls on a Sunday, the holiday will be observed on the following Monday.

Library and Municipal Court employees should consult that Department's Holiday Schedule for applicable holidays and policies.

- a.* Full-time employees in a paid status receive eight hours of holiday benefits for each holiday. Part-time employees receive prorated holiday benefits.
- b.* Employees covered by a CBA should refer to their agreement for detailed information about holiday observation and compensation.
- c.* An exempt full-time employee whose schedule calls for a day off, but who must work on the day a holiday is observed, is entitled to receive a different day off with pay as agreed to by the employee and supervisor. If a day off cannot be provided, the City will provide at least eight hours of pay at the regular rate, unless the employee is in leave without pay status.
- d.* A non-exempt, full-time employee not covered under a CBA, who works on the day a holiday is observed, who is in a paid status will receive either of the following at the supervisor's discretion:

- Taking the holiday benefit as a paid day off at a later date. The employee will receive pay at the regular rate for every hour worked on the holiday, or
- Taking no day off, but instead receiving the holiday benefit as payment. The employee will receive premium pay (regular rate times 1½) for every hour that employee is required to work on the holiday.

11.2.3 *Sick Leave*

All employees, except short term, accrue sick leave credits. Part-time employees earn prorated sick leave. Sick leave accrual begins on an employee's start date and employees are eligible to use sick leave upon completion of 90 days of continuous employment.

a. *Accrual of Sick Leave*

Sick leave credits are calculated at the end of each pay period. Employees earn sick leave credits at a rate of twelve 8 hour days days per year, or one day per month. There is no limit to the amount of sick leave that may be accumulated during employment.

b. *General Sick Leave Policy*

Employees covered under Collective Bargaining Agreements should refer to those agreements for applicable sick leave policies. Other employees will be paid for days lost under the following circumstances to the extent they have accrued sick leave:

- Employees may be required to furnish medical certification verifying the reason for a sick leave request.
- For purposes of this section 11.2.3., Immediate family members include the employee's spouse, parents, children, and any other members of the employee's household;
- An employee becomes ill, has a medical disability, is in an accident or is otherwise injured, develops a maternity-related disability, or is quarantined as a result of exposure to a contagious disease;
- At the discretion of the department head, when needed to care for an immediate family member, any other member of an employee's household, or other relative who is ill, this leave may not exceed more than forty (40) work hours at any one time, unless it qualifies under FMLA below;
- To attend medical, dental, or eye examinations or receive treatments and for travel time necessary to obtain medical treatment;
- Normally, no more than forty (40) work hours sick leave may be used upon the death of and/or to attend the funeral of an immediate family member or any other member of an employee's household, unless approved on a case-by-case basis by the Department Head or the need for leave qualifies under FMLA below. Supervisors may approve annual or sick leave to attend the funeral of other relatives and friends on a case-by-case basis;
- If the conditions of an employee's absence qualify for coverage under Wage Loss Workers' Compensation Insurance, the employee may choose to take accrued sick leave or Wage Loss Workers' Compensation during the absence. Employees may supplement their Workers' Compensation benefits

only if authorized by the employee's CBA. See HR or the Risk Manager for more information and/or clarification; and

- Employees who become ill, injured, or quarantined during the use of annual leave may use sick leave for that period in lieu of annual leave.

c. *Notification of Absence*

An employee, or an immediate family member, must notify a supervisor of an inability to report for duty prior to normal report time or as soon as possible. CBA's may contain more detailed information about sick leave reporting requirements. Employees covered under such an Agreement are required to meet the requirements outlined in the Agreement.

d. *Abuse of Sick Leave*

Abuse of sick leave (including falsifying medical excuses and requesting leave under false pretenses) is cause for disciplinary action including termination and forfeiture of compensation for unused portion of sick leave. Employees on paid sick leave for personal illness/injury are expected to be at home recuperating/rehabilitating unless seeking medical attention.

e. *Sick Leave Donation*

Employees may donate or receive up to 15 days of sick leave per calendar year from any other employee(s). Any one employee may donate and/or receive only one day of sick leave to and/or from another individual employee. However, an employee may donate one day of sick leave to 15 different individuals each calendar year. Employees will not be granted more donated sick leave than they actually need. Employees requesting donated sick leave must first use all of their accrued leave before donations will be granted (Employees should refer to their respective CBA for further guidelines). HR can provide more details on sick leave donation.

f. *Compensation for Unused Portion of Sick Leave*

After an employee completes 90 days of continuous service, upon termination of employment, that employee will receive one-fourth of the sick leave balance at the rate of pay at the time of termination.

11.2.4 **Jury Duty**

Employees will be excused from work under summons to serve as a juror or when subpoenaed to serve as a witness by the court system. Employees dismissed from jury duty prior to the end of a regular work shift are expected to either report to work or contact their supervisor for instructions. Employees choose one of these options concerning pay for court ordered service:

- a. Employees will only be allowed to keep expense and mileage allowance paid; employees may not keep the juror fee paid by the court. Forward all fees received as a result of the service to the Department Head who will forward it to Human Resources. The fees are then credited against the employee's regular compensation.

-OR-

- b. Charge court service against annual leave and keep the juror fee and any expense or mileage allowance paid to the employee by the court. Employees will be paid their normal paycheck and will be charged annual leave. Employees will keep all payments received from such service.

11.2.5 **Military Leave**

The City will comply with all provisions outlined in the Uniformed Services Employment and Reemployment Rights Act, (USERRA, 38 USC § 4031 *et seq.*) as well as all relevant state laws (to include MCA §10-1-1009) covering members of the Montana Army and Air National Guard.

An employee who is a member of the Montana National Guard or any United States military force or Reserve Corps and who has been an employee for a period of six months will be given leave of absence with pay for a period of time not to exceed 120 hours in a calendar year.

Unused leave may roll to the next calendar year, not to exceed 240 hours total for the calendar year. Any excess leave, beyond 240 hours, will be forfeited. Military Leave can be for attending regular encampments, training cruises, and similar training programs of the military forces of the United States.

Employees employed less than six months are entitled to unpaid leave for the purposes listed above. Employees using Military Leave must report it as such on their timesheets and have prior approval for leave. This leave will not be charged against the employee's annual leave.

11.2.6 **Bereavement Leave (Non-Union Employees)**

The City will grant five (5) days of Bereavement Leave to all regular full-time, non-union employees who may experience the death of an immediate family member. The five (5) days will apply to death of an immediate family member whether in or out of state.

An immediate family member is defined as the employee's spouse, child, stepchild, mother, father, sister, brother, grandparent, grandchild, and corresponding in-laws.

Procedures:

- An employee must notify their immediate supervisor of the need for bereavement leave as soon as reasonably possible. The notification will include the anticipated length of time bereavement leave is required, up to a maximum of five (5) days.
- Any bereavement leave must be approved by the immediate supervisor prior to taking the leave and will be paid at the employee's regular rate of pay.
- When coding timesheets, the employee will utilize the payroll code of "BEREAVE" for the time away from work.
- If additional time beyond the five (5) days of bereavement leave is required, the time may be deducted from vacation or comp leave accruals. All additional requests for vacation or comp leave time should follow the regular time off request procedures. Additional time off may qualify under the Family Medical Leave Act (FMLA).
- The City reserves the right to request proof of bereavement.

11.3 Unpaid Leave of Absence

11.3.1 *Educational Leave of Absence*

An educational leave of absence may be approved if the curriculum is of mutual benefit to an employee and the City. Apply in the same manner as a personal leave of absence (as described in 11.3.4).

11.3.2 *Family and Medical Leave of Absence*

After being employed by the City for at least 12 months, employees may be eligible for leave under the provisions of the Family and Medical Leave Act (FMLA) of 1993. Other provisions regarding such leave may be incorporated into any applicable CBA. Qualifying employees must have worked at least 1,250 hours during the 12-month period preceding any leave taken under this policy. Employees will be required to provide documentation of the need for, length of, and return from, FMLA Leave for medical reasons.

a. *Taking FMLA Leave*

Generally, leave approved under FMLA is taken in consecutive, full-day increments. Where medically necessary, employees may be entitled to intermittent- or reduced-schedule leave. Eligible employees may request, or the City may designate, up to 12 weeks of FMLA leave in a 12-month period for any combination of the following reasons:

- Upon the birth or adoption of a child or foster care of a child. Leave taken for this purpose may be taken within one year of the date of the birth, adoption, or placement;
- When a health care provider determines an employee's presence is needed to care for a child, spouse, or parent who has a serious health condition;
- When employees are unable to perform the functions of their position because they have a serious health condition;
- Qualifying exigency leave for families of members of the National Guard or Reserves or of a regular component of the Armed Forces when the covered military member is on covered active duty or called to covered active duty; or
- Military caregiver leave (also known as covered service member leave) to care for an injured or ill service member or veteran.

b. *Serious Health Condition Defined*

The "serious health condition" referenced above includes those situations where:

- An illness, injury, impairment or physical or mental condition results in inpatient care; or
- When an employee or a qualifying dependent has a period of incapacity requiring absence from regular daily activities for more than three consecutive full work days and is receiving continuing treatment by a health care provider.

Routine physical exams and other short-term health conditions are not considered serious health conditions. Additional information on the definition of a serious medical condition is available from Humans Resources.

c. *FMLA Leave Calculation*

Employees receive a total of 12 weeks during a designated 12-month period. The City calculates FMLA leave availability 12 months forward from the first designated leave date. All qualifying FMLA leave taken during this 12-month period will count toward an employee's 12-week maximum. Questions about FMLA leave calculation should be directed to HR.

Employees can take up to 26 weeks for FMLA circumstance related to military caregiver leave during a single 12 month period. FMLA leave already taken for other FMLA circumstances will be deducted from the total of 26 weeks available.

If both spouses work for the CITY/TOWN and each wishes to take leave for the birth of a child, adoption or placement of a child in foster care, or to care for a parent (but not parent-in-law) with a serious health condition, the spouses together may only take a total of 12 weeks of leave.

d. Benefits during FMLA Leave

During approved FMLA leave, the City will continue to make its regular contribution toward health insurance or indemnity premiums. Employees are responsible for paying any difference between the City's contribution and the total cost of their insurance plan. The City reserves the right to seek recovery of unearned health insurance or indemnity premiums made on behalf of an employee during authorized FMLA leave if the employee does not return to work at the end of the leave period. Employees will not earn annual or sick leave during unpaid FMLA leave (see §11.3.2.h. for details about paid and unpaid FMLA leave).

e. Reinstatement upon Return from FMLA Leave

At the end of approved leave, employees are entitled to restoration to the same position held at the time that they began leave or an equivalent position unless such positions are not reasonably available.

f. Notification Prior to FMLA Leave

When possible, employees should provide at least 30 days notice prior to taking FMLA leave. If sufficient notice is not provided, the requested leave may be delayed for up to thirty days from the notice date. Except in cases of emergency, the request for FMLA leave should be in writing and include the dates and/or times being requested. Employees are expected to provide notice of the need for unexpected FMLA leave within two work days of the issue causing the leave. Once notice of the need for leave is given, the employee will receive notification of the rights, responsibilities, and options related to their leave. If any leave request (including sick or annual) qualifies as FMLA leave, the City may charge the absence to an employee's FMLA leave eligibility.

g. Medical Certification for FMLA Leave

If the FMLA request is for medical leave, the employee will be required to provide a completed and signed *Certification of Physician or Practitioner Form* documenting the serious health condition and the necessity for being away from work before the leave will be approved. Management may request the required information be provided within 15 days. At its discretion, the City will require a subsequent opinion(s) and/or medical re-certification at the City's expense.

h. Use of Paid Leave Prior to FMLA Leave Approval

If an employee has requested FMLA leave **and** is eligible to use annual or sick leave **and** the reason for FMLA leave qualifies under the annual and sick leave policies, the employee *must* substitute any paid sick leave before any unpaid FMLA leave is granted (except for members of the GFPPA). Regardless of paid or unpaid FMLA leave use, the total amount of FMLA leave taken cannot exceed 12 weeks. Employees may not elect or be required to use paid leave for a non-qualifying purpose.

i. Further Information on FMLA

The U.S. Department of Labor has published additional rules related to FMLA in 29 CFR 825. Questions should be directed to Human Resources.

11.3.3 Maternity or Paternity Leave

Employees who have biological or adopted children are eligible for up to 12 weeks of leave after the birth or adoption of the child. Such leave may be taken under any combination of these guidelines:

- a. Eligible employees who have accrued enough time may take up to six weeks of paid sick leave without any medical documentation.
- b. Employees who qualify for additional sick leave, and who have accrued enough time, may take additional paid sick leave. Employees will be required to show certification from their health care provider showing additional time is medically necessary.
- c. Employees may make up any difference between their sick leave taken and the 12 week leave limit with unpaid FMLA leave.
- d. Annual leave may be taken within the maximum 12 week period.

Women returning from maternity leave who wish to continue breastfeeding or separate expression of milk for their child(ren) will be provided a private space (other than a toilet stall) with suitable lighting and electricity if necessary for pumping apparatus. The selection of the space will be made on a case-by-case basis in consultation with the employee. Standard break times will be primarily utilized with additional unpaid break time provided as mutually agreed upon. Additionally, the City will make every effort to provide suitable facilities for milk storage during the employee's daily work period. All requirements listed in MCA 39-2-215, 39-2-216, 39-2-217 will be complied with.

11.3.4 Unpaid Leave of Absence *(other than work-related injury)*

- a. The City may grant an unpaid leave of absence if a cost/benefit analysis of both direct and indirect costs does not result in a net loss to the City, and the absence does not interfere with the operations of the department or the City. Employees will not be granted an unpaid leave of absence to obtain outside employment.
- b. Employees must use all accrued paid leave before an unpaid leave of absence begins.
- c. Department Heads review and either approve or deny leave of absence requests of 30 days or less. Leave of absence requests of more than 30 days should be submitted to the department head for review and then forwarded to the City Manager for a final decision. Failure to return from leave at the time agreed will result in termination of employment.
- d. During unpaid leave of absence, benefits such as holiday, annual and sick leave do not continue to accrue. Employees self-pay insurance premiums during

unpaid leave of absence. Consult HR to obtain information as to the level and duration of insurance coverage.

11.3.5 Insurance Premium Payment during an Unpaid Leave of Absence

During an unpaid leave of absence, except FMLA Leave, employees are responsible for paying the total premiums for insurance coverage selected for themselves and their dependents. Employees who fail to pay these premiums will lose insurance coverage.

11.3.6 Public Office Leave

Employees elected or appointed to a public office will be granted an unpaid leave of absence, not to exceed 180 days per year while performing the public service. Employees will be restored to their positions, with the same seniority, status, compensation, hours, locality, and benefits as existed prior to their leaves of absence for public service. Employees must return to work within 10 days following the completion of the service unless they are unable to return due to an illness that has been certified by a health care provider. The City will comply with all relevant restrictions and guidelines provided within the Hatch Act, (5 U.S.C. 7321 through 7326, as amended).

11.4 Group Insurance Coverage

The City is interested in the health and well being of employees and their families and offers a health insurance program to its full-time, regular employees. Coverage begins on the first of the month following the employee's hire date. Eligible employees will receive an information packet that explains the health plan and provides the forms necessary to apply for coverage. Employees are responsible for returning these forms to HR within 30 days of hire. Employees who are terminated or lose eligibility to remain covered under the City's group health insurance program may qualify for continued coverage for a limited period of time at their or their dependent's expense. Consult HR for details.

11.5 Flexible Spending Plan

11.5.1 Flexible Spending Account

The City offers employees the option of redirecting a portion of their gross salary (pre-tax) to provide reimbursement for dependent care and unreimbursed medical expenses. At the beginning of each plan year, employees indicate a specific dollar amount to be reallocated for each of these expenses. This program is renewed annually. Consult HR for details.

11.5.2 Other AFLAC® Products

An AFLAC® representative should contact all new regular employees within one month of their hire date. The representative will review each of the policies offered by AFLAC®, including the Flexible Spending Accounts outlined above, with the new employee. Examples of other policies offered include life insurance coverage, cancer policies, accident and disability policies, intensive care policies, etc. Premiums for each AFLAC® policy are deducted from gross earning on a pre-tax basis.

11.5.3 Open Enrollment

Each May, AFLAC® offers open enrollment into the flexible spending plans available for the next plan year (July 1 to June 30). Employees may discontinue or enroll in any AFLAC® program at this time.

11.6 Deferred Compensation Program

Deferred compensation is payment withheld until a future date. The City has partnered with the International City Management Association Retirement Corporation (ICMARC) and Nationwide Retirement Solutions to offer employees the option of deferring a portion of their gross earnings (pre-tax) into a supplemental retirement savings program through payroll deduction. Employees will be given information about each program during orientation. Employees may decide to participate in either program at any time during their employment. Consult HR for questions regarding these programs.

11.7 Education Assistance

The City of Great Falls encourages the continued education and training of its employees. This program is designed to help employees achieve personal growth and professional development. The benefits to be derived by the employee and the City will be evaluated when considering requests. Departments are not required to allocate funding for the tuition reimbursement program.

The following criteria will be applicable for tuition reimbursement upon approval:

- 11.7.1* Reimbursement, or direct payment to a facility approved by the Department Head and City Manager, will be paid at 100 percent, with a maximum payable of \$1,500 per calendar year, per employee.
- 11.7.2* The eligible employee is required to maintain a grade C or equivalent. If a grade C is not achieved and payment has been made in advance, the employee will be required to reimburse the City the full costs which had been paid by the City.
- 11.7.3* Qualifying classes are job-related and pre-approved by the department head and City Manager. A signed agreement with the employee shall be obtained after approval from the department head and City Manager.
- 11.7.4* Enrollment with an accredited educational institution is recommended.
- 11.7.5* Books and related supplies are not included in reimbursement.
- 11.7.6* Seminars and workshops are excluded from this policy.
- 11.7.7* Leave to attend an approved course may be granted by a supervisor. Employees are encouraged to make up time missed during the workweek whenever possible.
- 11.7.8* This policy is not a guarantee that funding will be available. Funding availability depends on training budgets within each department.

11.8 Wellness

The City of Great Falls supports workplace wellness for its employees. This includes the promotion of healthful food and beverages, physical activities during the workday, stress management and preventative screenings each year.

The City is committed to providing and ensuring a safe work environment for all employees and our customers by conducting all operations as safely and efficiently as possible. Safety is the responsibility of every employee – whether it is your own or your coworkers’.

12.1 Safety and Loss Control Program

Upon hire by the City, employees will receive a copy of the *City of Great Falls Safety Manual*. Employees are required to familiarize themselves with the contents of the Safety Manual and sign the Safety Manual's Acknowledgement Form, which indicates they have done so.

12.1.1 Safety Manual Overview

The Safety Manual outlines the responsibilities of Department Heads, department safety coordinators, supervisors, and employees. It provides information on the prevention of slips, falls, back injuries, fire prevention, and information on ergonomics in the workplace in order to prevent cumulative trauma disorders.

12.1.2 General Safety Policy Overview

These safety rules and procedures are not meant to replace any safety rules and procedures already enforced by any department within the City. Each department should have its own standard safety rules and procedures, as well as safety rules and procedures to follow in cases of emergency. Departments are required to review their safety manuals annually and make updates as necessary.

All Employees must:

- a. Not take unnecessary chances or work under hazardous conditions and must understand and use approved safe job methods and recognize potential hazards.
- b. Report any recognizable hazardous condition or procedure, accidents, injuries, or exposure to hazardous substances to a supervisor.
- c. Report needed additional safety training.
- d. Possess a valid driver's license to operate a motor vehicle. Employees are subject to an annual check of the status of this license.
- e. Only operate machinery or equipment they are authorized and trained to use, and only use tools, machinery, and vehicles that are in safe working order.
- f. Keep an orderly and clean work area.
- g. Consider the safety of others in the performance of duties; do not engage in horseplay, practical jokes, or other careless activities.
- h. Not work while under the influence of certain medications, alcohol, or controlled substances which affect the employee's ability to perform work duties.
- i. Recognize and report "near misses" to a supervisor; cooperate in the investigation of any accident to prevent its reoccurrence.

12.1.3 *Motor Vehicle and Mobile Equipment Safety*

City vehicles are usually marked with logos and government plates, are easily identifiable, and thus constitute a traveling advertisement seen by citizens. Members of the public closely watch City employees' operation of vehicles and driving conduct. Poor driving conduct generates complaints and poor public perception and is unacceptable. City vehicles used for travel shall be used for business purposes and not for pleasure. Employees must abide by Federal, State and local laws regarding the operation of motor vehicles. Additionally, the following safety rules are established for the use of motor vehicles and mobile equipment:

- a. Before operating a vehicle, check all safety equipment installed on the vehicle, ensure repair of defective equipment, and adjust equipment for use.
- b. When backing up a vehicle, be certain the way is clear.
- c. The City prohibits smoking in City-owned vehicles.
- d. When filling fuel tanks:
 - Shut off the motor of the equipment.
 - Do not smoke near gasoline pumps.
 - Keep the hose nozzle against the edge of filler pipe.
 - Do not fill tank too fast or too full.
- e. All City equipment that is fully enclosed or equipment that has roll bars that are stamped "approved" shall have seat belts and anchoring systems regardless of the age of the equipment.
- f. All heavy equipment must have a dry chemical "ABC" extinguisher in the cab.
- g. Load security:
 - Supplies transported in motor vehicles shall be secured.
 - Drawers in motor vehicles shall be secured.
 - Check and secure all tower equipment prior to movement of the vehicle.
 - Only transport materials, equipment, and personnel necessary to carry on City work in or on City vehicles.
 - Fasten a red flag (or a red lamp at night) to the end of material that extends beyond the tailgate. No material should extend over the sides.
 - Bulk and weight capacity of a vehicle should be observed.
- h. No more than three persons may ride in the front seat of any vehicle. Safe and secure seating must be provided for each person transported in any vehicle. Do not ride on the back or sides of a vehicle unless appropriate manufactured handrails have been installed, and other fastening devices are used for security.

- i. Parking vehicles:
 - Unless conditions require otherwise, parked vehicles must have the motor stopped, key removed, emergency brake set, and left in gear or in "park."
 - On a downgrade, turn front wheels toward the curb. On an upgrade, turn wheels away from the curb.
 - Do not park vehicles facing traffic, except in case of emergency.
 - Use adequate warning signals (and flag person, if traffic warrants) when vehicles stop on streets or highways.
- j. Be especially watchful for children and drive carefully and slowly while working near schools, parks, playgrounds, swimming pools, or community centers.
- k. Keep a distance behind other vehicles so as to avoid tailgating. Do not allow others to tailgate. Slow down, pull to the side, and let them pass.
- l. Follow these procedures in an accident involving a City-owned vehicle:
 - Render first aid, if necessary.
 - Notify the Police Department or other appropriate law enforcement agency immediately.
 - Remain at the scene of the accident until proper authorities have arrived. Offer no information regarding the responsibility for the accident or what should have been done to avoid the accident.
 - The driver of the City vehicle reports the accident to his or her supervisor; the supervisor reports the accident to the Risk Manager.
 - All claims against the City insurance or indemnity policies are to be forwarded to the Risk Manager within 24 hours of the accident.

12.2 Workers' Compensation

Safety is every employee's responsibility. Unfortunately, accidents do occur in the workplace. Under State law, the City provides workers' compensation indemnity coverage to its employees. The City's current provider is Montana Municipal Interlocal Authority (MMIA), a risk management pool comprised of other Montana cities and towns.

MMIA charges its rates in part by measuring prior workers compensation claims. Employee accidents are detrimental to the operations of the City and when injuries occur, they affect not only the employee, but the employer as well. Serious accidents cause lost work time for the employee and impede City services. Most accidents are preventable – do not take safety short cuts.

State law requires employers keep records of all illnesses and accidents that occur at the workplace or during the course of conducting business. The City requires that employees report work-related illnesses or injuries within 24 hours, no matter how slight. Filing procedures and associated documents are available electronically as shared documents identified in the "Risk Management Forms" folder on the City's intranet. Contact the Risk Manager for guidance on accessing or preparing these forms. If employees fail to report an injury, they may jeopardize their workers' compensation coverage including medical

benefits. State law also provides employees the right to know about any health hazards that might be present on the job. Questions or concerns should be directed to the Risk Manager or the employee's supervisor.

12.2.1 Reporting workers' compensation claims:

- a. Under state law, the **employee** has 30 days to notify his or her supervisor and/or employer of any on-the-job accident, injury, or illness. Verbal notification is sufficient, but requires the supervisor to document the notification and the specifics. This documentation includes having the employee complete an Employee's Loss Control Report and the supervisor completes the Supervisor's Loss Control Report and the Workers' Compensation Form. If there is no medical treatment involved, only the employer signs the Worker's Compensation Form.
- b. The **employee** has one year to file a written claim for workers compensation benefits with HR.
- c. The **employer** has 30 days to respond to the claim.

12.2.2 Employees Do Not Complete the Workers' Compensation Forms

Employees complete the Employee's Loss Control Reports. Supervisors then use the information to complete the Workers' Compensation Form. An accident investigation may be conducted.

12.2.3 If an employee is not available to sign the Workers' Compensation Form, the supervisor must forward the report to the Risk Manager. The form will be filed with the Montana Municipal Interlocal Authority without the employee signature.

12.2.4 All reports are submitted to and maintained by the Risk Manager for processing.

12.3 Seat Belt Use and Compliance with Traffic Laws

Motor vehicles purchased by the City are equipped with seat belts in compliance with Federal motor vehicle standards.

12.3.1 Purpose

The City requires all employees and non-employees riding as passengers with employees use available seat belt equipment in City-owned vehicles or in private vehicles during scheduled shifts. The use of restraint devices reduces the possibility of death or serious injury in an accident.

12.3.2 Seat Belt Use Policy

This policy applies to all City employees while driving or as a passenger in either a City-owned vehicle or a personal vehicle being used for City business.

- a. Employees are required to use and ensure all vehicle occupants are properly using their seat belts before moving the vehicle.
- b. Employees who are observed failing to use seat belts, or are in an accident while not wearing a seat belt, or are cited by law enforcement for not wearing a seat belt will be subject to disciplinary action.

- c. Employees are required to limit the number of passengers in a vehicle to the number of seat belts or other safety restraints.

12.3.3 Compliance with Traffic Laws

Employees are required to comply with all applicable laws when operating City or private vehicles for City business, including but not limited to safety and motor vehicle liability insurance law.

Since the development of facsimile machines, computers, electronic mail, and voice mail, security of and access to information demands a greater level of attention than ever before. The majority of the City's employees have some level of access to electronic equipment, some of which contain sensitive information, require passwords for access, and/or require restrictions on use. Section 13 governs ALL City-owned computer equipment. Please keep in mind that computers, smart phones and other electronic communication devices purchased with City funds are City property and adhere to the same policies. The City's technology policies help enhance productivity by emphasizing consistency and simplicity while maintaining compatibility, connectivity, and security. Violations may result in disciplinary action, up to and including termination.

13.1 Departmental Oversight

The Information Technology Division (I.T.) of the Fiscal Services Department has the authority and responsibility to acquire and maintain all computers and software for the City. The I.T. Division is responsible for all computer hardware, software, and training. All I.T. related needs, including modification or new or expanded software must go through the I.T. Operations Manager and/or the Department Head.

13.2 Hardware

13.2.1 New Installation/Initial Installation of Hardware

Departments propose new installations to I.T. Operations Manager. The I.T. Operations Manager then meets with I.T. staff to determine if it meets overall security and hardware/software requirements. If the new installation proposal does not meet these requirements, I.T. staff will assist in finding alternative hardware/software. Authorized installations are either funded by the I.T. Division and blended into overall internal service charges or the Department is responsible for funding.

13.2.2 Modifications or Upgrades

Computers are modified or upgraded as needed. I.T. must be notified once a Department Head determines that modifications or new or expanded computer needs are necessary.

13.2.3 Peripherals, Local Area Networks (LANs), Computer Linking

No computer modifications, peripherals, VPN's, LAN's, computer linking, routers, hubs, or switches are authorized unless installed by, or under the direction of, I.T. This includes, but is not limited to sound cards, modems, scanners, printers, and compact disk drives.

13.2.4 Passwords

Employees who require computer and/or network access must be authorized by their Department Head. They will then receive a user ID and a password. **Do not share your password(s) with anyone.** Security controls are provided by the Network Operating System to help prevent unauthorized use. Unauthorized use may result in disciplinary action, up to and including termination.

13.2.5 Equipment Revolving Schedules

The I.T. Operations Manager coordinates and maintains equipment revolving and reserve programs for all computer equipment and software. This revolving schedule maintains an efficient and economical computer inventory and replacement schedule for the City.

13.2.6 Equipment Lease Charges

Departments lease computer systems from I.T. The lease does not create an ownership interest in any specific piece of equipment. I.T. will work with computer users to identify and provide for computer equipment needs. Departments may include “department specific” equipment or software in the Equipment Lease Charge structure in order to provide an ongoing funding mechanism for that department.

13.3 Computer Software

13.3.1 Authorized Software

Only those programs authorized by I.T. will be allowed on City computers. The I.T. Division approves software for specific locations before it is installed on a City computer.

13.3.2 Games, Screen Savers, Chat Programs and Instant Messengers Prohibited

No computer games shall be installed or run on City computers. Default screen savers available in Windows may be used. However, no unauthorized screen savers may be installed. Chat programs, games, Instant Messenger programs, and blogs are not allowed.

13.3.3 Live Video and/or Audio Streaming is prohibited

Internet radio stations, movies, programs, and/or live video (including but not limited to sports broadcasts, videos, and peer-to-peer sharing such as torrents) are not allowed on City computers without the permission of your Department Head and/or I.T. Operations Manager.

13.3.4 Software and Data

Any unauthorized programs, screensavers, games, unlicensed copies of authorized software, etc. found on City computers will be removed by I.T. Repeated unauthorized installations will be referred to the I.T. Operations Manager and/or direct supervisor for further action, including disciplinary action.

a. Unlicensed Software

Unlicensed or "bootleg" copies of software are not permitted on City computers. Software is generally copyrighted and licensed. It is a federal crime to copy or reproduce copyrighted software and documentation. Software may only be copied for archival purposes and will only be done by I.T. personnel as required.

b. Property of the City

All programs and data placed on any City computer are the property of the City of Great Falls and can be subject to search without prior notice. The purposeful destruction of data (work-related) is prohibited and may lead to discipline, including termination.

All information, particularly email communication, may be subject to right to know requests; if a request for information occurs, contact the City Clerk and/or City Attorney to arrange response.

c. Information Requests.

Employees should avoid using personal computer, smart phones or other devices to conduct City business as that may subject those devices to public right to know requests.

13.3.5 Passwords

No software program or file access passwords are allowed on City computers, unless pre-approved and recorded with the direct supervisor and the I.T. Operations Manager.

13.4 File Backups

Computers occasionally break down, lock-up, are inadvertently damaged, or may be the subject of theft or vandalism. To ensure that important data is backed up, users should store their files on the “O” network share. The I.T. Division will back up primary network servers to ensure data availability. To ensure that a current copy is on the server, users should log off daily. Personal data (including but not limited to pictures, music or videos) is prohibited on server network shares.

Any files stored in a location other than a network share or “My Documents” is the responsibility of the employee(s). I.T. provides a variety of equipment for backups, including CD/DVD writers, flash drives, and/or external portable hard drives. If an employee is in need of a backup device, he/she will need approval from their manager/supervisor and the I.T. Operations Manager.

13.5 Training

The I.T. Division is responsible for the coordination of computer training for all City operations. Training includes beginner through advanced classes in the City’s primary word processing, spreadsheet, multimedia presentation, e-mail client and other software applications. Training will be conducted throughout the year in the Morony Room in the Civic Center. I.T. will post upcoming training sessions in advance. Employees requiring training on software programs should contact I.T. for training availability. Some self-study courses are available for checkout in the I.T. office. Training is also available on the City’s intranet web site. Formal training classes are periodically scheduled, either on or off-site.

13.6 Internet Access

The City provides Internet access for employees, officials, and volunteers as a work-related resource.

13.6.1 Employees, elected officials, and volunteers, should not do anything with City Internet access resources that would be considered illegal or inappropriate. Viewing or downloading erotica, or other inappropriate sites, playing games, and running a private business are examples. The downloading of music, videos or other personal data from websites (examples: Napster, Bittorrent) is prohibited on City computers.

13.6.2 All existing laws and City of Great Falls policies apply to conduct on the Internet, especially those that deal with property protection, privacy, misuse of City resources, sexual harassment, data security and confidentiality.

13.7 E-mail Use

Electronic mail (e-mail) is a quick and readily available tool for communication. The City provides this communication tool to its employees to enhance productivity. This policy refers to all e-mail software and messages that are used by any City-owned computer.

13.7.1 E-mail may be public record as defined by MCA §2-6-202. Public records are subject to discovery, subpoena, and use in litigation as other records of the City. Therefore, e-mail must be managed and publicly accessible like any other public record.

13.7.2 All data and messages created, received, transferred to or from, or maintained on any City computer are property of the City.

13.7.3 All existing laws and City policies apply to conduct with e-mail, including data security, property protection, privacy, resource misuse, confidentiality, and sexual harassment.

13.7.4 **Keep personal e-mail to a minimum. Incidental, occasional and appropriate** personal use of e-mail is permitted. Appropriate personal use does not impede City business, interfere with work performance of the user or others, include commercial use, or result in personal financial gain for the user. **Do not abuse this privilege.**

The City does **not** permit creating or forwarding “chain letters”. The City does not condone, and strongly discourages forwarding “jokes”. Any and all communications, including “jokes” that contain inappropriate/questionable material is strictly prohibited.

13.7.5 Most e-mail messages are subject to the Great Falls Records Retention Schedule. For retention periods, please check with the City Clerk.

13.7.6 E-mail users should be aware that, more than other communications media, e-mail facilitates the forwarding, copying and manipulation of messages beyond the creator’s control.

13.7.7 Each user is responsible for administering their individual mailbox, including checking e-mail at least daily, responding to e-mail promptly, and learning how to effectively use the software of the current e-mail system.

13.8 E-mail Etiquette

13.8.1 *Proofread*

Take time to proofread your messages for spelling and grammar mistakes.

13.8.2 *Be Aware of Differences Across e-mail Systems*

Employees should avoid features such as bold, underline, special fonts, or stationary as people receiving e-mail may have different features or capabilities.

13.8.3 *Identify Yourself*

If you are acting on behalf of the City, identify yourself with name, title and department. Include your e-mail address in the message and any attachments to it.

13.8.4 Don't be Hasty

If a message or posting generates negative feelings, set it aside and re-read it later. Consider that a misunderstanding or misinterpretation might occur. When in doubt, don't send the email.

13.8.5 Avoid Putting Text in all Capital Letters

Text in all capitals appears ANGRY or HARSH. Only use all capitals when adding extra emphasis.

13.8.6 Be Careful What You Say About Yourself and Others

Avoid committing anything to an e-mail message that should not become public knowledge. Exercise discretion when addressing sensitive information via email, such as personnel, legal or other potentially confidential or private matters. Be wary of including personal information about yourself or others in messages. E-mail messages are archived and retained for a period of time that is determined by the City Clerk.

13.8.7 Try to Keep Messages to a Single Subject; Use Subject Line Entries

The subject line of an e-mail message enables people to discern the subject of a message, its urgency, indexes the message, and identifies messages as "records." Appropriately identify confidential communications in the subject line.

Be aware that oftentimes direct communication is preferable than email as email cannot replace necessary interpersonal interaction needed to address complex work matters.

13.8.8 Do not Send Large Attachments without Prior Permission from the Recipient

Before sending large attachments, ask the recipient if they have time to receive them or indeed want them.

13.9 Internet and E-mail Monitoring

13.9.1 The City has software and systems in place that can filter and/or monitor and record Internet usage. The City has the capability of filtering and recording World Wide Web site visits (hits), chat sessions, newsgroup or e-mail messages, and file transfers that occur on the City network, and it reserves the right to do so at any time (Title 18 United States Code, Chapter 121, Sections 2710-2711).

13.9.2 Preparing and providing reports of Internet usage

The I.T. staff may periodically run reports of all internet usage on government computers. These include employee names, workstations ID's, dates and times of internet activity and a list of visited websites. Reports can be generated for management upon request.

13.9.3 Responsibility of the Department

The I.T. Division will not assume the responsibility of monitoring and/or taking action to ensure compliance with this policy. The employee's division and/or

department is ultimately responsible for managing computer usage, including internet and e-mail usage.

13.10 Remote access to City's Network

In today's workplace, it is common practice to provide employees the ability to work from remote locations (home, hotel, etc.). Remote access may be granted to employees with a **critical need** to access City computer resources from any host. Depending on need, this access may be granted on a temporary or permanent basis. The policies within this section are designed to minimize the potential exposure to the City from damages which may result from unauthorized use. Potential damages include the loss of sensitive or confidential data, intellectual property, damage to public image, damage to critical city internal systems (computers, network, mainframe, etc.). Failure to adhere to these policies may result in discipline, up to and including termination.

13.10.1 The Remote Host becomes your Work Computer

Section 13 applies to all employees who access the City network from any host and employees must adhere to Section 13. Access to the network is granted for the reason of conducting city business, not personal business or recreation, or any other business precluded by City policies.

13.10.2 The Right to Deny Access

I.T. reserves the right to reject and/or terminate remote access at any time.

13.10.3 The Ability to Work Remotely

Any employee requesting remote access will need Department Head and I.T. Staff approval.

This policy applies to employees, including laid off or terminated employees (for this section 14, included in the term “employees”), except where there are differing procedures set forth in an applicable Collective Bargaining Agreement. The Employee Assistance Program is available to all employees as an additional option for problem resolution. Contact HR for further details.

14.1 Problem Resolution Policy and Counseling

Normally, an employee will be expected to use the Employee Problem Resolution Procedure to resolve a problem. However, if the problem or complaint is of a personal nature, or a very delicate matter, the employee may first meet with any member of management, including the City Manager, to discuss it. If the complaint, suggestion, or question is of such a nature that resolution would be hampered by the Employee Problem Resolution Procedure, then management will take appropriate action. If management determines that the employee should first discuss the problem with an immediate supervisor, the employee will be directed to use the Employee Problem Resolution Procedure.

14.2 Employee Problem Resolution Procedure

Employees are responsible for seeking information or advice on any matter that is troubling them, to call attention to management any action that they believe is inconsistent with these policies or procedures or to grieve, or object to, management action. The City's policy is to attempt to resolve job-related problems whenever possible through informal discussions between employees, their immediate supervisors and/or managers. Members of Collective Bargaining Agreements should refer to their respective agreements for additional or other applicable resolution procedures.

Employees who have made an attempt to correct a problem through informal discussions and believe the problem has not been resolved must file a written complaint using the formal procedure described below. Probationary employees are not eligible to use this procedure unless they are alleging unlawful acts on the part of management. Terminated employees must follow this procedure prior to taking any further action related to their termination. A copy of this policy must be provided to any employee within seven days of discharge.

Note: Some of the time frames established in this procedure may be extended upon written mutual agreement of the parties. Unless otherwise noted, the term "day" as used in this policy refers to work days, Monday through Friday, which are not observed as holidays by the City of Great Falls. The grieving party carries the burden of moving the grievance forward within the time period specified. Failure on the part of the grieving party to advance the grievance to the next step of the procedure within the allotted time frame may result in dismissal of the grievance.

14.2.1 Step One

Submit the complaint in writing to an immediate supervisor within 10 calendar days after the alleged incident(s). In the written document, employees should describe the complaint and indicate what action(s) they believe the City of Great Falls should take to resolve the complaint. The supervisor will then have 10 calendar days to investigate the alleged incident(s) as necessary and respond to the employee's written complaint.

If the employee is a Department Head, that complaint must advance directly to step three, set forth below, as that employee's immediate supervisor is the City Manager.

14.2.2 Step Two

Employees must notify management in writing of their desire to proceed to step two of the procedure within five calendar days of the date the response was provided, was due, or if the immediate supervisor is directly involved in the complaint. Submit the complaint along with supporting materials and a copy of the response received in Step One, if any, to Human Resources (HR). HR or its designee may interview those involved in the dispute and may conduct any investigation HR believes is necessary to render an appropriate decision.

HR has 30 calendar days from the date of the written complaint in step two to issue a decision. If HR is the subject of a complaint or if the department's ability to render an impartial decision is in question, the City Manager may appoint another person to review the complaint and issue a decision.

14.2.3 Step Three

Employees who are not satisfied with the decision rendered on their complaint in step two may appeal an issue if it involves **demotion, suspension, or discharge**. Appeals are made to the City Manager within five calendar days after the date of the decision.

The City Manager may, within 15 calendar days of the appeal, (or in the case of Department Heads, the grievance) either appoint a committee to collect additional information to hear the grievance, or may schedule time to personally hear the complaint and render a final and binding decision.

The goal of a City employee is to serve the public; follow rules and regulations on work performance and personal conduct; work well with co-workers, supervisors and the public; and do all the other things that contribute to good job performance and reaching City goals. When employee behavior departs from the standards set by the City, the need for disciplinary action arises.

15.1 Discipline Defined

Discipline is training that corrects, molds, or perfects behavior towards an orderly or prescribed conduct. Discipline should be viewed as corrective rather than punitive. The City generally applies a series of disciplinary actions, graduating in degree, based on the initial severity or on repetition of the problem behavior.

15.2 Good Cause for Discipline

The basic rule is that there must be **good cause** for imposing discipline. Good cause is defined in MCA §39-2-903 as reasonable job-related grounds for action based on a failure to satisfactorily perform job duties, disruption of the employer's operation, or other legitimate business reasons. The City must demonstrate and practice good faith when exercising discipline.

15.3 Disciplinary Responsibilities

HR is responsible for distributing this Personnel Policy Manual to all employees. Employees are responsible for reading and familiarizing themselves with this Manual. Supervisors are responsible for informing their employees of work rules and work performance standards particular to their department and that may not be included in this Manual. When an employee does not follow these rules or standards, a supervisor should use the Disciplinary Procedure to correct such behavior.

15.4 Discipline Steps

Management will generally follow these procedures when taking disciplinary action. However, depending on the severity or nature of the offense, management, in its discretion, reserves the right to skip one or more of these discipline steps. Management will determine the first step in the disciplinary process. When deciding how to initiate discipline, consideration will be given to such factors as the seriousness of the offense, repetition of the problem, behavior, or offense, and prior employment record. Management will conduct investigations that include the employee in question's input before making determinations as to formal discipline.

15.4.1 Informal Disciplinary Actions

a. Corrective Counseling

Corrective counseling is a constructive step taken to improve unsatisfactory behavior. The key component is a meeting during which the supervisor and the employee agree on the nature of the problem and the steps necessary to correct the problem. Success results from positive, non-threatening counseling and communicating that the employee is responsible for the problem and its resolution. These steps can be useful to both the employee and the supervisor during informal counseling for conduct or performance problems:

- State the purpose. Get to the point.

- Describe the specific behavior problem. Cite the rule, policy or standard that has been violated, and the reasoning behind the rule or policy.
- Listen. Both the supervisor and employee should be active in this evaluation. Listening allows the other person to understand.
- Pinpoint any evidence showing the employee is responsible for the problem. Determine the cause(s) of the problem. Remain objective—the goal is to resolve the issue.
- The employee should offer remedies to the problem. Mutually develop an action plan to correct the problem.
- The employee should provide an overview of the discussion and the solution, in order to ensure both parties are in agreement.
- Schedule a follow-up meeting, as appropriate, to review the progress of the employee's behavior.
- At the conclusion of the meeting, document the employee's name, the date and time of the meeting, the problem, the agreed solution, and the date of the follow-up meeting, if any.

b. Oral Warning

Oral warnings are those given to an employee verbally, as opposed to in writing. Supervisors are responsible for keeping a record of all oral warnings; it is advisable that employees do the same. The record should contain:

- The employee's name;
- The date and time of the oral warning;
- Date, time and location of the incident or problem resulting in discipline;
- Names of others involved, either as witnesses or participants;
- An objective, factual description of the employee's behavior, specific to the incident or problem resulting in discipline;
- An accurate summary of the oral warning given to the employee, including the employee's statement in defense of their behavior, if any; and
- Any other documentation available such as letters of complaint from other departments, employees, supervisors, or the public; examples of the employee's work if related to the behavior in question; and memos that outline the results of corrective counseling.

15.4.2 Formal Disciplinary Actions

a. Written Warning

A written warning is normally the third step in the disciplinary process and the first formal disciplinary action. Critical elements to be included in the written warning are:

- The good cause (reasons) for the disciplinary action;

- A description of the disciplinary action, including dates and duration, if applicable;
- The improvements or corrections expected of the employee;
- Consequences (further discipline) if the employee fails to improve or correct behavior within a specified period of time; and
- The employee's signature and/or receipt of the warning.

The written warning must be presented to the employee for review and signature. If the employee subject to discipline refuses to sign the warning, a witness to the refusal must sign the notice in the presence of the supervisor and the disciplined employee. In addition to grievance rights, the employee has the right to respond to the notice either verbally, in writing, or both. Any written response must be attached to the notice and included in the employee's personnel file.

b. Suspension With or Without Pay

Suspension without pay is an unpaid leave of absence ordered by management. If a written warning is given and fails to produce the desired change in behavior, the supervisor may impose a suspension. Some infractions may warrant a suspension on the first occurrence. Examples of such infractions may include, but are not limited to sexual harassment, physical fighting on the job, violence or threats of violence, and/or insubordination.

A suspension may be imposed in either of the following ways:

- In writing and given to the employee in a disciplinary meeting; the notice should include a copy of the employee's appeal or grievance process; or
- Immediately and orally at the time of the infraction (followed in writing, with copy of the employee's appeal or grievance process attached, if the suspension is without pay).

Immediate suspensions are used in situations where it is necessary to remove the employee immediately from the work environment and/or when time to conduct an investigation of the situation to determine the appropriate course of action.

c. Discharge

Discharge means employment is terminated for good cause. Discharge is appropriate when prior disciplinary actions have failed to resolve unacceptable conduct, or there is a performance problem that directly affects department operations. Some infractions may warrant discharge on the first occurrence, therefore, the City reserves the right to discharge an employee without prior disciplinary action pending an investigation.

All instances of discharge will be in writing. The discharge should contain a statement of good cause for the action, relevant documentation, and notice of the appeal or grievance process.

- 15.5 All employees must follow the Problem Solving and Grievance Procedures set forth in Section 14 if they object to any of the disciplinary policy steps taken in this Section 15.

16.1 Expense Reimbursement

Employees need authorization (requisition/purchase order, etc.) prior to incurring an expense on behalf of the City. To be reimbursed for all authorized expenses, including fuel purchased by employees for City vehicles, employees must submit an expense report/voucher accompanied by required receipts. A supervisor must approve the expense report/voucher prior to submittal. Generally, claims will not be paid without proper documentation. Contact your supervisor or the Fiscal Services Director for additional information.

16.1.1 Reimbursement Claim Documentation Required

Depending on the amount claimed, receipts must support reimbursement claims. Support can include receipts for individual meals (if the base allowance is exceeded), transportation (plane, train, rental car, etc.), lodging, enrollment and registration, and miscellaneous business expenses.

16.1.2 Documentation Exemptions

There are occasions when receipts are not required. These include instances when individual meal claims fall within the base allowance, personal transportation claims fall within the rate per mile, and for costs associated with incidental miscellaneous expenses where receipts are not normally available (pay phones, taxis, parking, etc.).

16.1.3 Lost Receipts

Employees who have lost a receipt but know the amount or approximate amount of an expense may submit their claim as usual and note the receipt loss in a brief, written explanation. The City then may reimburse the employee if the expense and explanation are reasonable.

16.2 Meal Reimbursement

The base allowance provided for a meal is considered a realistic reimbursement rate. Meals at or below the base rate do not require receipt documentation, as outlined above.

16.2.1 Standard Meal Allowance

The standard meal allowance for both in-state and out-of-state City travel is established by policy. Alcohol expenses will not be reimbursed or paid. Contact Fiscal Services for current amounts.

16.2.2 Explanation of Standard Meal Allowance

The meal allowance is not a daily allowance or limit; it is an allowance or limit per meal, including any tip. Employees departing after 7:00 a.m. and returning before 7:00 p.m. qualify for the lunch allowance only. Employees departing after 7:00 a.m. and returning after 7:00 p.m. qualify for both the lunch and dinner allowances. Employees departing before 7:00 a.m. and returning after 7:00 p.m. qualify for the breakfast, lunch and dinner allowances.

16.2.3 Special Meal Circumstances

If a meal is not associated with a business meeting, or if a meal exceeds the standard meal allowance, the meal may qualify under special meal circumstances. The City understands that some locations are, by their nature, more expensive. Employees in locations such as these may exceed individual meal allowances. Any extra costs may

be claimed. Employees should attach a receipt and a brief, written explanation to their claim form for each meal. The request for additional meal expense coverage will be subject to the claim approval process.

16.3 Transportation Reimbursement

16.3.1 Personal Vehicle Travel Allowance

The travel allowance for use of a personal vehicle is at a rate equal to the mileage allotment allowed by the United States Internal Revenue Service. Fiscal Services will notify Departments each year what the rate is and what date the rate will be effective. This reimbursement covers all vehicle-related expenses such as gas, oil, maintenance, insurance, etc. When employees share personal transportation, only the employee providing the personal vehicle is eligible for reimbursement. (See MCA §2-18-503(3).) Unless otherwise approved by the supervisor, if an employee uses a personal vehicle when a City vehicle is available to that employee for such use, the employee will only be reimbursed for fuel costs. On extended trips, if an employee chooses to travel which is more expensive than an alternative mode of travel, the employee will only be reimbursed the lesser cost. For example, if an employee chooses to travel in a personal vehicle, where the mileage/fuel costs are greater than the airfare, the employee will only be reimbursed the amount of the round trip airfare costs for the trip.

16.3.2 Travel Allowance Conflict with Monthly Car Allowance

Employees who receive a monthly car allowance from the City are only eligible for the per mile rate when travel takes them beyond a 10-mile radius from the City limits. For extended travel, the total trip mileage is reimbursable at the per mile rate.

16.3.3 Public Transportation

Public transportation for City purposes shall be limited to coach rates, unless special circumstances exist and are documented. Actual fares paid for air transportation, not to exceed coach rates, will be reimbursed with appropriate receipts. The cost of one checked bag will be reimbursed. All fares should be billed to the City, if possible. Advance planning should be used to take advantage of airline special rates. When airfare rates are considerably less by leaving a day earlier or by staying a day later, the City will pay the extra day's meals and lodging (the savings must be at least the cost of the extra lodging and meal costs).

16.3.4 Travel Cost Trade-off

Employees should try to reduce overall business travel costs. The timing of travel can result in savings associated with taking advantage of special rates. Accordingly, the City may choose to pay additional lodging, meals, etc. if the result is a net savings.

16.3.5 Car Rental

Rental of vehicles is not an allowable expenditure, except with prior written approval of the Department Head. All costs of rental vehicles should be determined in advance of travel. An explanation for the necessity of a rental car will be included on the Travel Advance/Reimbursement Request Form.

16.3.6 Travel Forms

All travel should have a Travel Advance/Reimbursement Request Form filled out and approved by the Department Head and City Manager's office prior to the

employee's travel. All out of state travel arrangements must be approved by the Department Head and City Manager's office prior to being made.

16.4 Other Business Expense Reimbursement

16.4.1 Lodging

The City has not established cost parameters for lodging. Employees should select reasonably located and priced lodging, considering the business purpose. Employees are responsible for room deposits and lodging payments, unless advance payment is processed. In order to pay a lodging facility directly, payment must be processed in advance through normal claim procedures. If an employee is accompanied by a non-employee, the lodging invoice must bear a notation, signed by an authorized representative of the lodging facility as to the single room rate. The employee is responsible for the difference between the single and rate charged.

16.4.2 Registration and Fees

Fees for schools, seminars, and other events requiring advance payment should be paid by through the City's normal claim procedure (plan ahead for timely payment).

16.5 Travel Advance

Employees can and are encouraged to receive advance payment for known travel expenses (such as meal allowance, lodging, and fees) and submit the Travel Requisition form to Fiscal Services at least ten days before the travel date. Advances require normal claim processing. If adequate time is not provided for processing, the request may be rejected. Employees must immediately return advanced expenses to the City for all cancelled travel.

16.6 Travel Requisition Form

The Preparation of the Travel Requisition form should be submitted to the City Manager *at least ten calendar days* in advance of the travel date. An itemized description of actual expenses should be completed and returned to Fiscal Services *within five calendar days* after return from travel.

16.7 Coordinated Personal Travel

There are benefits associated with coordinating business travel with personal travel, especially when it results in cost savings for the City. Extending a personal trip into a business trip, or taking personal time after completing the business portion of a trip often results in lower travel costs for the City.

APPENDIX

Harassment Complaint and Authorization to Investigate

Name: _____ Date: _____

STATEMENT OF COMPLAINT

(Be specific. Read the Harassment policy before completing.)

Date of incident(s): _____

Name(s) of person(s) accused of wrongdoing: _____

Name(s) of witness(es): _____

Description of incident: _____
(Describe in your own words the actions of all involved, including yourself.)

Use back of form, or attach additional pages if more space is needed

Action requested:

I understand that Human Resources, the City Attorney, Police Chief and/or a chosen representative will be conducting an investigation of my complaint. A report of harassment, its investigation, the outcome of the investigation, and any action(s) taken relating to a specific employee is confidential unless prohibited by law or subject to court ordered dissemination. Dissemination of confidential information shall be limited to persons with a need to know in order to conduct an investigation.

I hereby authorize Human Resources, the City Attorney, Police Chief and/or chosen representative to discuss this complaint with other persons on a need to know basis to conduct an investigation.

I acknowledge that I have read and understand the above statements.

Employee: _____ *(Signature)* Date: _____

Submitted to: _____

Human Resources: _____ *(Signature)* Date Received: _____

Police Chief: _____ *(Signature)* Date Received: _____

May 2016

A

Unpaid Leave of Absence Request Form

Name: _____

Date: _____

Department: _____

Dates of Requested Absence from Work:

Date Leave is Requested to Begin: _____

Date Employee Agrees to Return to Work: _____

Reason for Requesting Leave of Absence from Work: _____

Employee Signature

Factors that will be considered in the approval/denial process will include items such as:

- A cost/benefit analysis, which weighs both direct and indirect costs against benefits to the employee and City.

Costs considered will include:

- ☞ Loss of productivity
- ☞ Overtime or compensatory time for other current employees
- ☞ Hiring and training a temporary replacement
- ☞ Impact on the budget

Benefits considered will include:

- ☞ Long-term retention of employee
- ☞ Improved job performance as a result of the requested leave
- ☞ An overall savings to the City as a result of the requested leave

Department Head Approval: _____

City Manager Approval: _____

Tuition Reimbursement Authorization and Contract

I, _____, hereby acknowledge that I am in receipt of \$ _____ from the City of Great Falls as reimbursement for tuition to attend _____ class that I am taking during the _____ semester/quarter. (Receipts attached.)

-OR-

I, _____, have requested direct payment in the amount of \$ _____ payable to _____ to attend _____ class that I am taking during the _____ semester/quarter.

I am aware of the requirement that I maintain a letter grade of "C" or the equivalent. If I fail to attain a letter grade "C" or the equivalent, I authorize the City of Great Falls to deduct the amount listed above from my payroll check in equal amounts over a period of not more than four months, or eight pay periods.

Dated this _____ day of _____, 20_____.

Employee Signature

Department Head Signature

Print Employee Name

City Manager Signature

***Receipt and Acknowledgment of
City of Great Falls
Personnel Policy Manual***

This Personnel Policy Manual is an important document intended to help employees become acquainted with the City of Great Falls. This Manual should serve as a guide; it is not the final word in all cases. Individual circumstances may call for individual attention.

Please read the following statements and sign below to indicate receipt and acknowledgment of the City of Great Falls Personnel Policy Manual.

1. I have received and read a copy of the City of Great Falls Personnel Policy Manual. I understand that the policies, rules, and benefits described therein are subject to change at the sole discretion of the City of Great Falls at any time. I understand that this Manual replaces (supersedes) all previous employment materials.
2. I understand that this Manual expresses no contract of employment, real or implied. I may willingly resign my position at any time during my employment. Conversely, the City of Great Falls may terminate my employment at any time, within the guidelines of this Manual, City Charter, and Montana law.
3. I understand that, should the content of the City of Great Falls Personnel Policy Manual be changed in any way, I may be required to provide an additional signature to indicate that I am aware of and understand any new or updated policies.
4. I understand that my signature below indicates that I have read and understand the above statements and have received a copy of the City of Great Falls Personnel Policy Manual.

Employee's Printed Name

Position

Employee's Signature

Date

Last 4 of SS number

Supervisor's Signature

Date