Great Falls Public Library Policy Manual

Updated September 2026

GREAT FALLS PUBLIC LIBRARY

Connecting People & Knowledge

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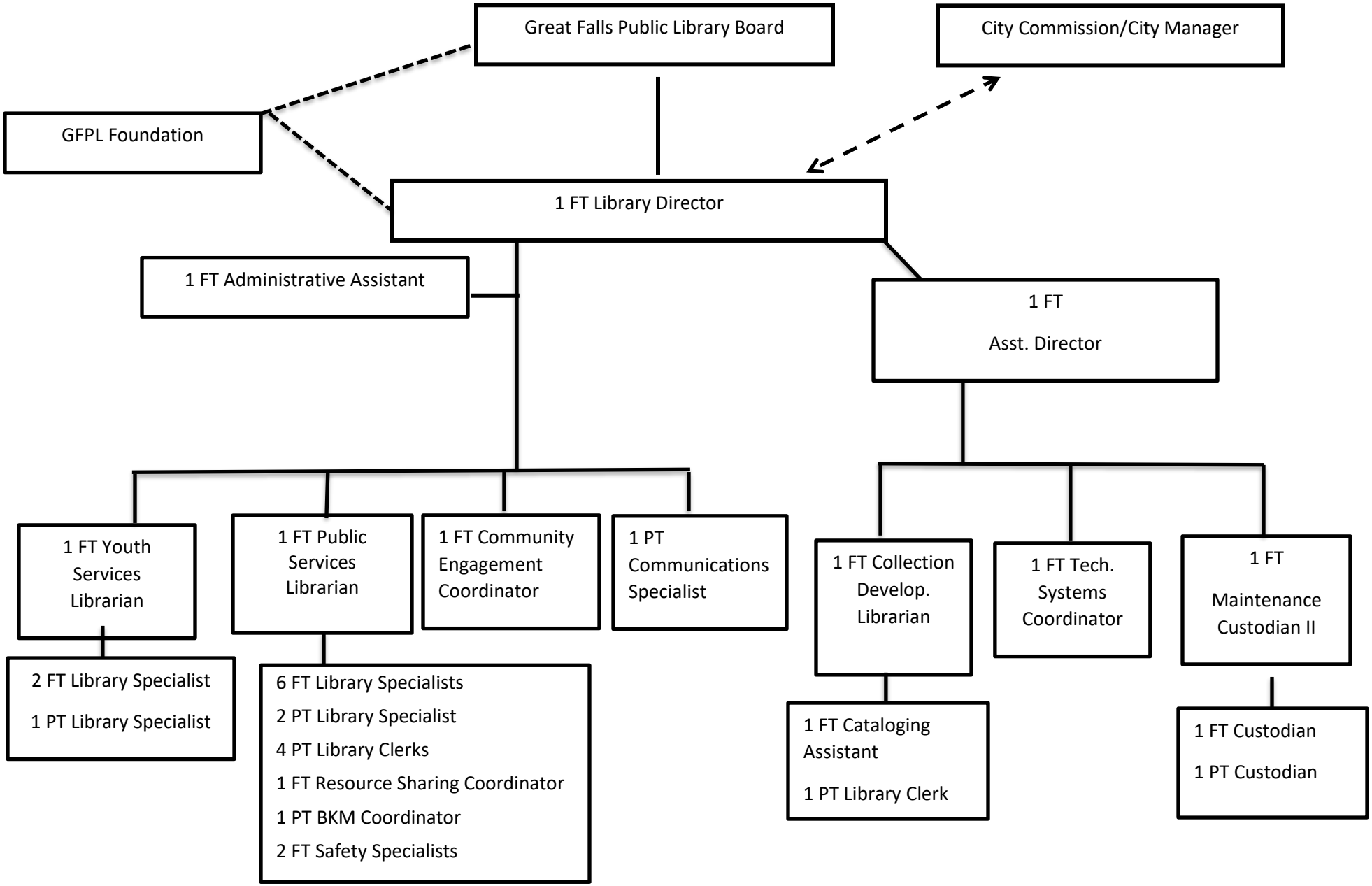
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Library Organizational Chart



1-1 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. Draft 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

Connecting People and Knowledge

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
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.

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 6-31.
- To request that an item NOT be removed from the collection, please see the *Withdrawal Reconsideration Form* on page 6-34. To appeal being banned from the Library or from the use of Library computers, please see the *Patron Appeal Form* on page 6-26.
- 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 6-26

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 7-2)* for the full procedures for public participation in Board meetings.

Please see the City of Great Falls social media guidelines https://greatfallsmt.net/general/social-media-disclaimer for the full guidelines for public participation in Library social media conversations.

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 Foundation that are given to the Library (either in person or by mail) will be promptly forwarded to the 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 Development 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.

2-1 Section Two

Personnel & 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.

https://greatfallsmt.net/hr/policies

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.
https://greatfallsmt.net/hr/collective-bargaining-agreements

Contents of this policy manual may provide details about personnel policies but do not superseded the above documents.

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.

An incident report binder is on the shelf outside of the safe room. Items include in this binder may include:

- Incident reports
- Trespass notices
- Other patron behavior matters

An additional binder for unattended items is located on the same shelf.

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 without permission.

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 feedback
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 Community Engagement Coordinator will explain the positions currently open and attempt to match one of these with the volunteers' skills and interests. The Library will 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 Community Engagement 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.

Feedback:
Volunteers will receive informal staff feedback, 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 Community Engagement 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 Community Engagement Coordinator 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

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.

When needed by staff, credit cards can be obtained from the Administrative Assistant. Cards and receipts 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.

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. Some staff will be assigned open spots in order to accommodate overflow.

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. Parking permits can be obtained by request from the Administrative Assistant.

Recycling

Great Falls Public Library supports environmental awareness by encouraging recycling of paper, toner cartridges, batteries, and aluminum cans. A procedure for collection of recyclables at departmental levels is encouraged. The Library will not accommodate recycling for individuals or other organizations.

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.

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

Outgoing fax:..... $ 0.00/page

International fax: .....$ 3.00/page

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.

Limited 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 staff and their guests to use during lunch and breaks. Staff members are responsible for cleaning up any areas they use in the staff room. A smaller break area is also available on the third floor for staff only.

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 for members. Library staff who wish to attend such conferences using library funds are expected to join, support and participate in the organizations. Library staff who are not members of the sponsoring organization will be expected to pay the fee difference when attending a conference.

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, Library donors, the City of Great Falls and its taxpayers, staff is encouraged to plan and travel in the most economical way including possible short-term rentals. Suggestions include:

- Room sharing, when possible. Staff who decline sharing a room for a personal preference will be expected to pay the cost difference.
- Carpooling and/or using the Library vehicle.
- Accepting reimbursement for actual gas used rather than mileage.

3-1

Access & Use of Facilities, Services and Materials

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.

Community Corner

The Great Falls Public Library is proud to bring the Community Corner as a permanent exhibit space. The purpose of the community corner is to connect our patrons and community members to essential support and resources that are available locally.

Essential support and resources are the following:

- Mental Health
- Physical Health
- Family Support

The Community Corner may not be used for exhibits that are commercial in nature, promote a specific religious concept, espouse partisan politics or demean groups or individuals. This exhibit is also not for soliciting volunteers, donations, memberships, or personal information.

Items in the Community Corner do not imply endorsement by the library.

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 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 Public Library reserves 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 Public Library reserves 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, online catalog tablets, and device 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. The Library strives to provide Internet access at all times the Library is open, but downtimes occasionally occur, and will be announced in advance when possible.
- 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 staff with input from other library staff.
- 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 or restrict 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, devices, 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.

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 U.S. Code) governs the making of photocopies or other reproductions of copyrighted material. The person using this equipment is liable for any infringement.

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 through 22-1-1111, 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, community partners 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 after two business days will be discarded.

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. The patron behavior policy applies to all people using the meeting rooms, with the exception of having devices on silent or using headphones. Staff will enforce the policy and may ask people to leave if necessary.

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.

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. _

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, vaping or the consumption of alcoholic beverages
- Candles or other open flames

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 Development 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 22-1-110111(*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.

4-1 Section Four

Emergency Procedures

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:

Basement:

- At Staff Stairs going up to first floor
- At both the Fire Exits

First Floor:

- Outside Circulation Desk Supervisors Office
- At Fire Door in Adult Fiction Section
- At Fire Door in the Kids Place

Second floor:

- By the Public Services Office and stairs going up to third floor
- At both the Fire Exits

Third Floor:

- By stairs going down to 2nd flood across from the Montana Room
- At both the Fire Exits

Fire Extinguishers are found at the following locations:

Basement:

- In the staff break room
- Inside and outside the main annex door
- Inside Maintenance office
- Inside the server room
- At the fire exit by the Cordingley Room (large conference room)

First Floor:

- Outside Women's' Restroom
- By key box in Circulation
- On the wall to the left of the pick-up window
- Kids Place fire exit
- In the garage next to door by the back-staff area
- Bookmobile behind desk

Second Floor:

- Outside staff elevator
- At both fire exits
- Under the clock by the public computers

Third Floor:

- By door leading to second floor
- Boiler room on staff workroom side
- Between the boiler room and the staff workroom
- In Genealogy to the Right of the Fire Exit on the other side of the book shelf.

Roof:

- Inside Elevator Mechanical room

If fire or smoke is discovered inside or in the immediate vicinity of the building, or in the event of other emergency situations, proceed to the nearest exit, calling staff and patrons with you as you go. Pull the fire alarm as you exit the building.

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

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 the 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 406-771-1974

Utility Shut Off Control Locations and Procedures

Item	Location	Procedure
Main water shut off	NW corner of basement. **Green handle gate valve.**	Rotate handle clockwise until tight (to shut off) will also shut off sprinklers
Sprinkler shut off	NW corner of basement. **Blue Gate Valve**	Rotate lever clockwise ¼ turn (straight down)
Fire Alarm Annunciator panel	1st flood behind the Circulation Desk. **By key box in circulation.**	Check to see if light located under "Ready" is lit; if not, Check for problem pull switch in other areas of the building.
Main Electrical Cut off switch	3rd floor in the boiler room across from the entry door.	Turn main electrical cut off switch to off (switch is labeled)
Main gas shut off switch	In the alley behind the dumpster. **Yellow pipe coming out of the ground up to a flat valve.**	Need a crescent wrench. turn ball valve ¼ turn counter clockwise, until holes line up.
Oil cut off switch	N/A	undefined
Security System controls	N/A	undefined

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.

5-1 Section Five

Board of Trustees

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 Ill. 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, if at least three days' written notice is given of the intention to alter, amend, or repeal, or to 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
Reviewed and approved on August 27, 202024

Whitney Olson, Chair

Anne Bulger, Vice-chair

Jessica Crist

Samantha DeForest

Noelle Johnson

Great Falls Public Library Naming Policy:

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.

I. 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.

II. 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 creating and 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.

III. 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 (Article 2 Section 4) .

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.

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 __27th___ day of __August_____, 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

Old Business
New Business
Proposals/Comments from Trustees
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. Every effort will be made to record the meetings and make the recordings 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 city or county of residence, 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 possessing the object, may be subject to search for weapons and other dangerous materials.
10. Speakers and persons in the audience shall refrain from creating, provoking or participating in any type of disturbance, which disrupts, disturbs or impedes the orderly conduct of Library business or which incites violence, including but is not limited to, unwelcome physical contact, or verbal, physical or emotional abuse or intimidation.
11. Cell phones, pagers, smart phones or other electronic communication devices shall be put in silence mode during meetings. Persons who need to place or receive a telephone call are requested to leave the room for that purpose.
12. Failure to comply with the rules of decorum which disturbs, disrupts or impedes the orderly conduct of the meeting shall, at the discretion of the presiding officer, be ruled out of order, and may result in the speaker's removal from the meeting and/or possible arrest.

Rule 10. Effective Date and Amendment

These Rules and Procedures shall be effective from August 27, 2024 . Any amendment to these Rules and Procedures shall be approved by the Board of Directors.

Great Falls Public Library
Fiscal Policy

AUTHORITY:
The City Commission and the Great Falls Public Library Board of Trustees have both approved a City/Library Management Agreement. The City/Library Management Agreement acknowledges the financial oversight role of the Library board, requires that the Library comply with all City financial policies, and provides for the Library to continue to receive internal services through the current City procedure.

RELEVANT SECTIONS FROM AGREEMENT:

> ***WHEREAS**, pursuant to Section 22-1-309, MCA, the Trustees have the exclusive power and authority to determine policy for the operation of the Library, prepare budgets, authorize expenditures, determine the selection of materials, negotiate contracts, expend public library funds subject to a budget approved by the City Commission, as well as other powers authorized by the aforementioned statute; and*

1. ***Compliance with City Policies.***

> 2.*b.* ***Financial Policies.** The Trustees and Library Director agree to comply with all City financial and accounting policies and procedures, including the City's cash receipting policy, as set forth from time to time by the City Commission and/or the City's Director of Finance.*
>
> ***City Operational Service Charges.** The City shall provide human resources, payroll, finance, accounting, and other services under the same internal service charge structure applicable to City departments. The Library will provide compensation to the City for these services through the internal service charge process with funds budgeted from the Library fund.*

PURPOSE:

IV. The Library Board recognizes that financial stewardship and oversight of Library financial transactions is essential.
V. The Library Board confirms the necessity for the Library to follow all of the fiscal policies of the City of Great Falls.
VI. The Library Board establishes the following roles for financial approvals to ensure proper oversight of Library transactions.

GREAT FALLS PUBLIC LIBRARY BOARD:

1. **ANNUAL BUDGET:** The Library Board approves the Great Falls Public Library annual budget and presents the yearly proposed budget to the City Commission for their final approval.
2. **FINANCIAL OVERSIGHT:** The Library Board reviews and accepts the Library financial reports at each regular Board meeting.
3. **FINANCIAL APPROVALS:** The Library Board and Library Director provide approval of financial transactions as defined below.

PURCHASING	APPROVALS	APPROVAL PROCESS
All vehicle and mobile equipment (trailers, other types of mobile equipment, etc.) related purchases must be reviewed by the Central Garage Fleet Supervisor and approved by the City Manager, if required, PRIOR to purchase through the electronic purchase order process.	• Garage Fleet Supervisor • Library Director • Library Board	**Library Director** coordinates with Garage Fleet Supervisor and obtains verbal permission before purchasing any vehicles or mobile equipment. **Library Director** approves purchases through regular City Fiscal procedures and according to the Library Budget approved by the Library Board. **Library Board** approves all vehicle and mobile equipment through a vote at a Library Board meeting. • Meeting notes documenting Board approval will be submitted as part of financial invoice procedure
Purchases up to and including $25,000 the department may purchase at the Department Head's discretion. Two written or oral quotes or other supporting documentation is recommended.	• Library Director	**Library Director** approves purchases through regular City Fiscal procedures and according to the Library Budget approved by the Library Board.
Purchases over $25,000 and up to $80,000 the department shall solicit a minimum of two written quotes. Documentation must accompany the request for approval. The City Manager must approve the purchase through the electronic purchase order process prior to ordering the supply or equipment.	• Library Director • Library Board (agenda item) • City Commission (contracts list)	**Library Director** approves purchases through regular City Fiscal procedures and according to the Library Budget approved by the Library Board. **Library Board** approves all purchases over $25,000 through their approval of an agenda item at a Library Board meeting. • Meeting notes documenting Board approval will be submitted as part of financial invoice procedure **City Commission** approves the purchase through their approval of the contracts list that includes the proposed purchase.
Purchases over $80,000 for automobiles, trucks, other vehicles, road machinery, other machinery, apparatus, appliances, equipment, and contracts must follow the formal advertisement process outlined in Montana law and have City Commission approval by agenda item. [1]	• Library Director • Library Board	**Library Director** approves purchases through regular City Fiscal procedures and according to the Library Budget approved by the Library Board. **Library Board** approves all purchases over $80,000 through their approval of an agenda item at a Library Board meeting.

1 See Cooperative Purchasing Exception at end of document.

	(agenda item) • City Commission (agenda item)	• Meeting notes documenting Board approval will be submitted as part of financial invoice procedure **City Commission** approves all purchases over $80,000 through their approval of an agenda item at a City Commission meeting.
SPECIAL CASES FOR SOLE SOURCE PURCHASES	**APPROVALS**	**APPROVAL PROCESS**
Special Cases for Sole Source Purchases bids or quotes are not required where it is in the best interest of the City to maintain a compatible and/or reliable system provided by a single vendor or professional. The sole source form must be provided to the Finance Department for approval through the electronic purchasing process prior to purchase.	• Finance Director • Library Director • Library Board Chair ((for purchases over $80,000)	**Finance Director** will approve the proposed purchase through current fiscal practices **Library Director** approves purchases through regular City Fiscal policies and according to the Library Budget approved by the Library Board **Library Board Chair or Designee** reviews the proposed purchases and provides written approval. • Copy of written approval will be submitted as part of financial invoice procedure
Architectural, Engineering, and Land-Surveying Services	**RECOMMENDED APPROVALS**	**NOTES**
Architectural, engineering, and land surveying services and negotiated contracts for such professional services are made based on demonstrated competence and qualifications for the type of professional services required and at fair and reasonable prices. Refer to the separate Architects, Engineers, and Surveyors policy prepared by Public Works. Any project involving construction, remodeling, master planning, or rate study should receive an Office File number and a project number assigned by an Intent to Create Form.	• Required approvals based on size of contract—see above	Required approvals based on size of contract—see above ○ **Purchases up to and including $25,000** ○ **Purchases over $25,000 and up to $80,000** ○ **Purchases over $80,000**

5) Cooperative Purchasing Agreements for supplies, equipment, and other professional services may be purchased through purchasing agreements entered into with another government entity or use of state contracts without additional bids or advertisements when done so at a savings to the City. Some of the state contracts and City agreements include but are not limited to US Communities, Source Well, NIPA, HGAC, etc.[xiii]

a) It should be noted that these purchasing arrangements are often, but not always, the lowest prices available.

Great Falls Public Library
Staff Oversight Policy

AUTHORITY:
The City Commission and the Great Falls Public Library Board of Trustees have both approved a City/Library Management Agreement. The City/Library Management Agreement acknowledges the staff oversight role of the Library board, requires that the Library comply with all City Personnel policies, requires that the Library comply with all Collective Bargaining Agreements, and provides for the Library to continue to receive internal services through the current City procedure.

2. **Employment Status of Library Personnel.**
    c. **Library Personnel.** All Library personnel shall be City employees, shall enjoy all rights and benefits of City employment, and shall be subject to all terms, conditions and policies applicable to City employment. The Trustees, with the recommendation of the Library Director shall make all hiring decisions and supervise all Library staff. Library employees who are union members shall be compensated in accordance with the applicable collective bargaining agreement negotiated by the City. The Library Director shall participate, along with the City, in all collective bargaining agreement negotiations with the unions whose members include Library employees. Compensation rates for non-union Library personnel shall be determined by the Trustees. All other employment benefits shall be governed by the City's Personnel Policy Manual.

3. **Compliance with City Policies.**
    a. **Employment Policies.** The Trustees and Library Director shall follow City policies and procedures for payroll, supervision, hiring, handling grievances, discipline and/or termination of employees. The Library Director and the Trustees agree to confer with, cooperate with, and follow the recommendations of, the City's Human Resources Department with respect to any employee grievance, discipline or termination.

City Operational Service Charges. The City shall provide human resources, payroll, finance, accounting, and other services under the same internal service charge structure applicable to City departments. The Library will provide compensation to the City for these services through the internal service charge process with funds budgeted from the Library fund.

PURPOSE:
VII. The Library Board recognizes that proper oversight of Library staff is essential.
VIII. The Library Board confirms the necessity for the Library to follow all of the personnel policies of the City of Great Falls.
IX. The Library Board confirms the necessity for the Library to follow all of the applicable Collective Bargaining Agreements of the City of Great Falls.
X. The Library Board establishes the following roles for the Library Board to ensure proper oversight of Library staff.

GREAT FALLS PUBLIC LIBRARY BOARD:

4. **ANNUAL BUDGET:** The Library Board approves the Great Falls Public Library annual budget and presents the yearly proposed budget to the City Commission for their final approval.
5. **ORGANIZATIONAL CHART:** The Library Board reviews and approves any changes to the Library organizational chart. If Library staff feel that a job description needs major updates or that a new position needs to be created, they will work with HR (and the union if necessary) to develop an appropriate job description. The Library Board reviews and approves the new job description before the position is filled.
6. **NON-UNION COMPENSATION:** The Library Board approves non-union pay grades and any merit-based pay raises or salary adjustments for non-union employees.
7. **SUPERVISION OF LIBRARY DIRECTOR:** The Library Board supervises the Library Director including setting their compensation and conducting a yearly evaluation.
8. **SUPERVISION OF LIBRARY STAFF:**
    - The Library Board delegates the day-to-day supervision of Library staff as defined in the City of Great Falls personnel policy.
    - The Library Board approves the hiring of new staff
    - The Library Board approves Library staff policies
9. **PARTICIPATION IN GRIEVANCE/COMPLAINT PROCEDURE:** The Library Board participates in the City of Great Falls Grievance/Complaint Procedure as defined below.

LIBRARY CLARIFICATION FROM MMIA:

COMPLAINT/GRIEVANCE AGAINST THE LIBRARY DIRECTOR:

If a non-union employee submits a job-related complaint or grievance against the Library Director:

- The complaint will be referred to the Library Board.
- The Library Board, in consultation with the City of Great Falls Human Resources Department and the City Attorney, will investigate the complaint.
- The process will follow Section 14.2.3 of the City of Great Falls Personnel Policy Manual, with the Library Board assuming the role typically assigned to the City Manager.
- Confidentiality will be maintained throughout the process, and retaliation against complainants is strictly prohibited.
- If any Library Board member has a conflict of interest, they must recuse themselves from the process.

If the complaint is submitted by a union employee and it is against the Library Director, the process outlined in the pertinent Collective Bargaining Agreement will be followed.

6-1 Section Six

Collection Development Policy

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 reference, Montana Room and adult circulating collections. The Youth Services Librarian is responsible for young adult and juvenile collections. The Collection Development Librarian, Youth Services Librarian, Public Services Librarian and the Library Director work collectively on the selection of additional electronic resources such as Chilton, Mango Languages and LinkedIn Learning 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 DEVELOPMENT OF MATERIALS:

PHILOSOPHY

The Library serves the entire community. (See **Appendix A** for a description of our community and service area.) Collection development efforts reflect our obligation to have a variety of points of view, 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 development 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 worked 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, started in February 2023, has increased library patron access to an array of materials.

SCOPE OF COLLECTION:

The physical collection currently contains about 117,866 items and is primarily in English. As noted above, joining the Partners increased patron access to include the collections of 31 other Montana libraries. The combined collection of the Partners group contains about 914,440 items and is primarily in English. The MontanaLibrary2Go Collection contains 29,000 eBooks, 11,832 eMagazines/Newspapers and 43,319 eAudiobooks.

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.

- **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.
- **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 and popular newspapers and magazines. . Subscriptions are limited to items that can be delivered in a timely manner. More news outlets are digital only or provide only digital editions several times a week. The library provides stationary tablets to access a variety of newspaper subscriptions digitally. Donated subscriptions 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 children ages 5 to 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.

ELECTRONIC RESOURCES: Electronic resources are added to meet the informational and recreational needs of the community. Platforms are evaluated on the value of their content to Library patrons, the usability of the platform for Library patrons and the cost of the platform compared to projected Library usage.

- **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.
- **Mango Languages: The purpose of this database is to provide accessible language learning** through a wide variety of adaptable exercises and learning activities, learners pick up on new vocabulary, intuit unfamiliar grammatical structures, train pronunciation, and boost their cultural knowledge about their new language.

- **LinkedIn Learning:** The purpose of this database is to provide a variety of business, technology and creative content to expand the knowledge of GFPL patrons. A GFPL library card grants patrons access to relevant courses led by instructors that teach in-demand skills on a user-friendly online learning platform
- **Starfall:** Starfall offers educational games for children pre-K to 5th grade (about 4 to 11 years). Curriculum materials such as worksheets and projectable slides make Starfall a particularly valuable resource for homeschool families.

COLLABORATIVE COLLECTIONS/RESOURCES: The Library collaborates to provide access to collections when it serves the interests of our patrons and can be done in an efficient manner.

- **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 and periodical 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 access will remain until funding for this program ends.
- **Genealogy:** The Library collaborates with the Great Falls Genealogy Society. We provide space for their collections and they provide specialized services and resources to Library patrons during limited hours. Please contact the Great Falls Genealogy Society. (406) 727-3922 info@gfgenealogy.org.

MONTANA ROOM COLLECTION:

- **Current Collection**: In recognition of the importance of Montana history, the Montana Room holds a special collection of non-fiction materials relating to Montana. The purpose of the collection is to provide, preserve and protect the materials for present and future use. This collection does not circulate and the Montana Room is staffed by volunteers.
  Montana Room Guidelines:
  - Current items collected will primarily consist of published materials in book format.
  - **Priority will be given to materials related to Great Falls, Cascade County and Little Shell Tribe.**
  - Nonfiction materials must consist of 50% or more Montana or territory related content.
  - Gift items will be added to the Montana Room at the discretion of the Collection Development Librarian in consultation with other Library staff. Items not added will be offered to organizations better equipped to preserve the materials.

- **Collaborative Efforts:** The History Museum, Genealogy Society and Library are committed to collaboration. We believe that by working together we can be more effective in our separate missions. We aim to complement the work of each other—not to duplicate or compete. Through regular meetings, all three organizations are developing their collections to reflect the priority of our local collaboration and our commitment to ensuring local preservation. We make mutual collection and

deaccession decisions to improve application and avoid duplication.

- **Future Plans:** Currently fiction and juvenile materials are excluded from the Montana Room Collection. The Library recognizes the cultural and historical importance of many fiction and juvenile materials and considers their inclusion an important step in future expansion of the collection. While there is not enough space to house the additional materials in the Montana Room at this time, steps will be taken to identify and preserve at risk fiction and juvenile materials until a solution has been identified.

OTHER SPECIAL COLLECTIONS

- **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.
- **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. Book Club Kits are made available through Kit Keeper which allows reservations for specific future dates.
- **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.
- **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.
- **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.
- **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.)
- **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. This collection is in the process of being scanned and indexed.

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 (including access through Interlibrary Loan and the Partners)
- 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, special education curricula and text books, Genealogical materials other than those of a general nature (housed at special genealogical libraries such as the Great Falls Genealogical Society Library);
6. 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.
7. 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

GFPL attempts to keep the hold ratio to 4/1 (ex. Gambling Man by David Baldacci, 16 holds equals 4 copies of the title) for currently published materials. This ratio may not be the case for items purchased by partner libraries, that do not meet our Collection Policy guidelines or if GFPL has acquired more copies of a title and the ratio between partner libraries is unevenly distributed. Based on circulation trends and current popularity of an item, the Collection Development Librarian will determine how many copies to keep of a title after circulation slows and holds needs are met. (Please see Discarding of Library Materials 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 development. 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.

Magazines not retained by the library are discarded after 1 year. Newspapers not retained by the library are recycled after 6 months.

HISTORICAL COLLECTION OF NEWSPAPERS AND MAGAZINES: The library has previously maintained a permanent collection of selected newspapers and magazines. GFPL has partnered with The Genealogy Society and The History Museum to identify duplicated materials. At this time, we recognize the library is not equipped to handle fragile collections, we are working with The History Museum to transfer our collection so that it can be properly preserved. We will no longer maintain print copies of newspapers or popular magazines. The Library will continue to maintain the collection of local newspaper microfilm. GFPL is part of the Digital Born News work group that is working to ensure preservation of digital born news.

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 22, 2024 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

Great Falls, MT

Place in: Cascade County, MT, Great Falls, MT Metro Area, Montana, United States

58,835 Population

23 square miles

2,561.3 people per square mile

Census data: ACS 2019 5-year unless noted

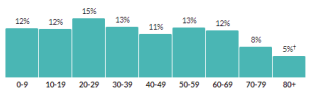
Age

38.6 Median age

about the same as the figure in the Great Falls, MT Metro Area: 38.3

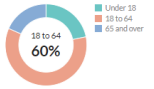
a little less than the figure in Montana: 39.9

Population by age range



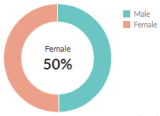
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Population by age category



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Sex



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Race & Ethnicity



* Hispanic includes respondents of any race. Other categories are non-Hispanic.

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Income

$30,130 ±$2,055 Per capita income

about the same as the amount in the Great Falls, MT Metro Area: $30,110 ±$1,509

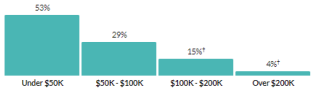
a little less than the amount in Montana: $31,151 ±$376

$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

Household income



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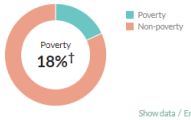
Poverty

14.7% Persons below poverty line

about 10 percent higher than the rate in the Great Falls, MT Metro Area: 13.3%†

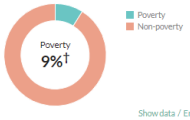
about 10 percent higher than the rate in Montana: 13.1%

Children (Under 18)



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Seniors (65 and over)



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Households

25,659 Number of households

the Great Falls, MT Metro Area: 34,329

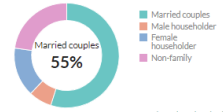
Montana: 427,871

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

Population by household type



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Educational attainment

91.5% High school grad or higher

about the same as the rate in the Great Falls, MT Metro Area: 91.8%

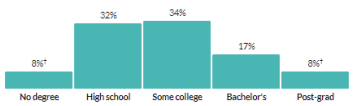
about the same as the rate in Montana: 93.6%

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%

Population by minimum level of education



* Universe: Population 25 years and over

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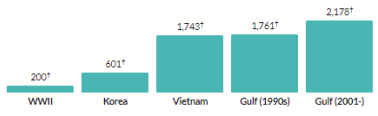
Veteran status

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%

Veterans by wartime service



* Civilian veterans who served during wartime only

Show data / Embed

6,507 Total veterans
5,620 Male
887 Female

Cascade County, MT

County in: Montana, United States

81,366 Population

2,698.2 square miles

30.2 people per square mile

Census data: ACS 2019 1-year unless noted

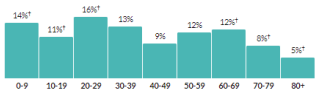
Age

37.4 Median age

about 90 percent of the figure in Montana: 40.5

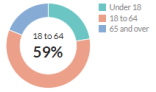
a little less than the figure in United States: 38.5

Population by age range



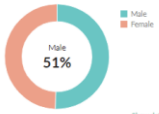
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Population by age category



Show data / Embed

Sex



Show data / Embed

Race & Ethnicity



* Hispanic includes respondents of any race. Other categories are non-Hispanic.; ACS 2019 5-year data

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Income

$27,116 Per capita income

about 80 percent of the amount in Montana: $32,625

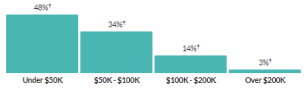
about three-quarters of the amount in United States: $35,672

$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

Household income



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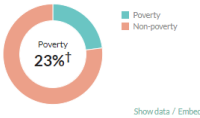
Poverty

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)

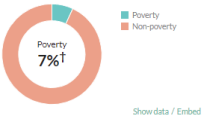
about 25 percent higher than the rate in United States: 12.3% 39,490,096 (±0.1% / ±242,000)

Children (Under 18)



Show data / Embed

Seniors (65 and over)



Show data / Embed

Households

32,816 Number of households

Montana: 437,651

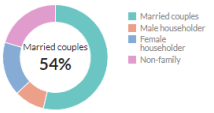
United States: 122,802,852

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

Population by household type



Show data / Embed

Educational attainment

92.7% High school grad or higher

about the same as the rate in Montana: 94.3%

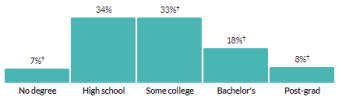
a little higher than the rate in United States: 88.6%

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%

Population by minimum level of education



* Universe: Population 25 years and over

Show data / Embed

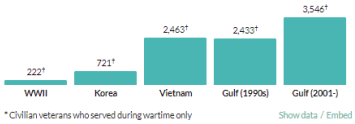
Veteran status

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%

Veterans by wartime service



* Civilian veterans who served during wartime only

Show data / Embed

9,659 Total veterans
7,984 Male
1,675 Female

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

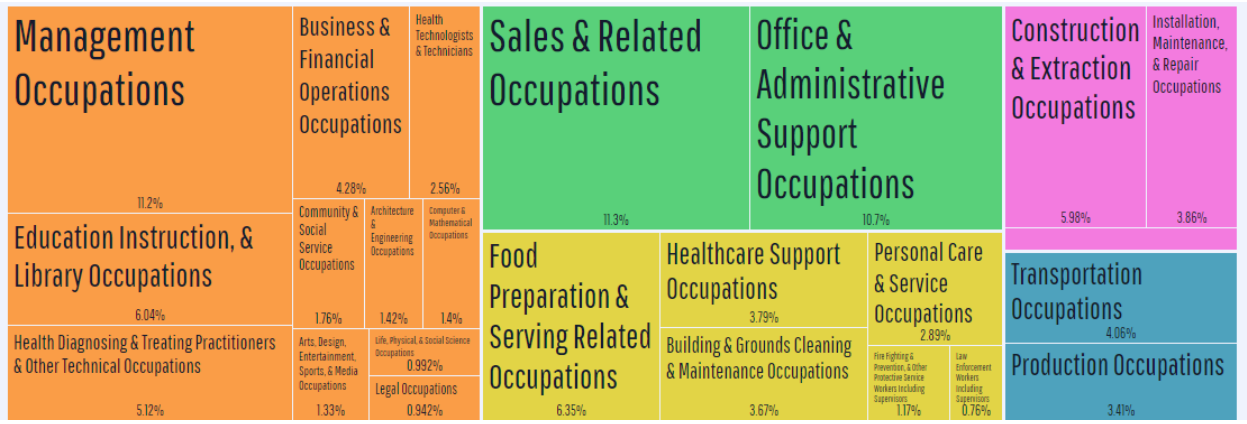
38.3k
2022 VALUE
± 1,455

−0.175%
1 YEAR DECLINE
± 5.42%

From 2021 to 2022, employment in Cascade County, MT declined at a rate of −0.175%, from 38.4k employees to 38.3k employees.

The most common job groups, by number of people living in Cascade County, MT, are Sales & Related Occupations (4,334 people), Management Occupations (4,272 people), and Office & Administrative Support Occupations (4,107 people). This chart illustrates the share breakdown of the primary jobs held by residents of Cascade County, MT.

Data from the Census Bureau ACS 5-year Estimate.



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 81,366 residents. Great Falls, the county seat, is the state's third largest city, with a population estimated at 58,835. 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, Ulm, and. 7 Hutterite Colonies.

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.

Malmstrom Air Force base is located east of Great Falls. It has about 4,000 active-duty military and civilian members assigned. Approximately 2,500 family members live and work on and around the base, and an estimated 6,500 veterans live in the local area. Malmstrom Air Force Base's economic impact on the local economy in fiscal year 2023 totaled approximately $425.6 million. It is a major employer in Montana and created 1,841 indirect jobs in fiscal year 2023.

Great Falls also boasts the C. M. Russell Museum, the Lewis & Clark Interpretive Center, Paris Gibson Square Museum of Art, the History Museum and many other attractions. It is also home to Touro University, the University of Providence, and the Great Falls College MSU.

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.

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 18, 1948.
Amended February 2, 1961, and January 23, 1980,
inclusion of "age" reaffirmed January 23, 1996,
by the ALA Council, January 29, 2019.

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.[2]

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

2 “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.

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.[3]

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.

3 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:

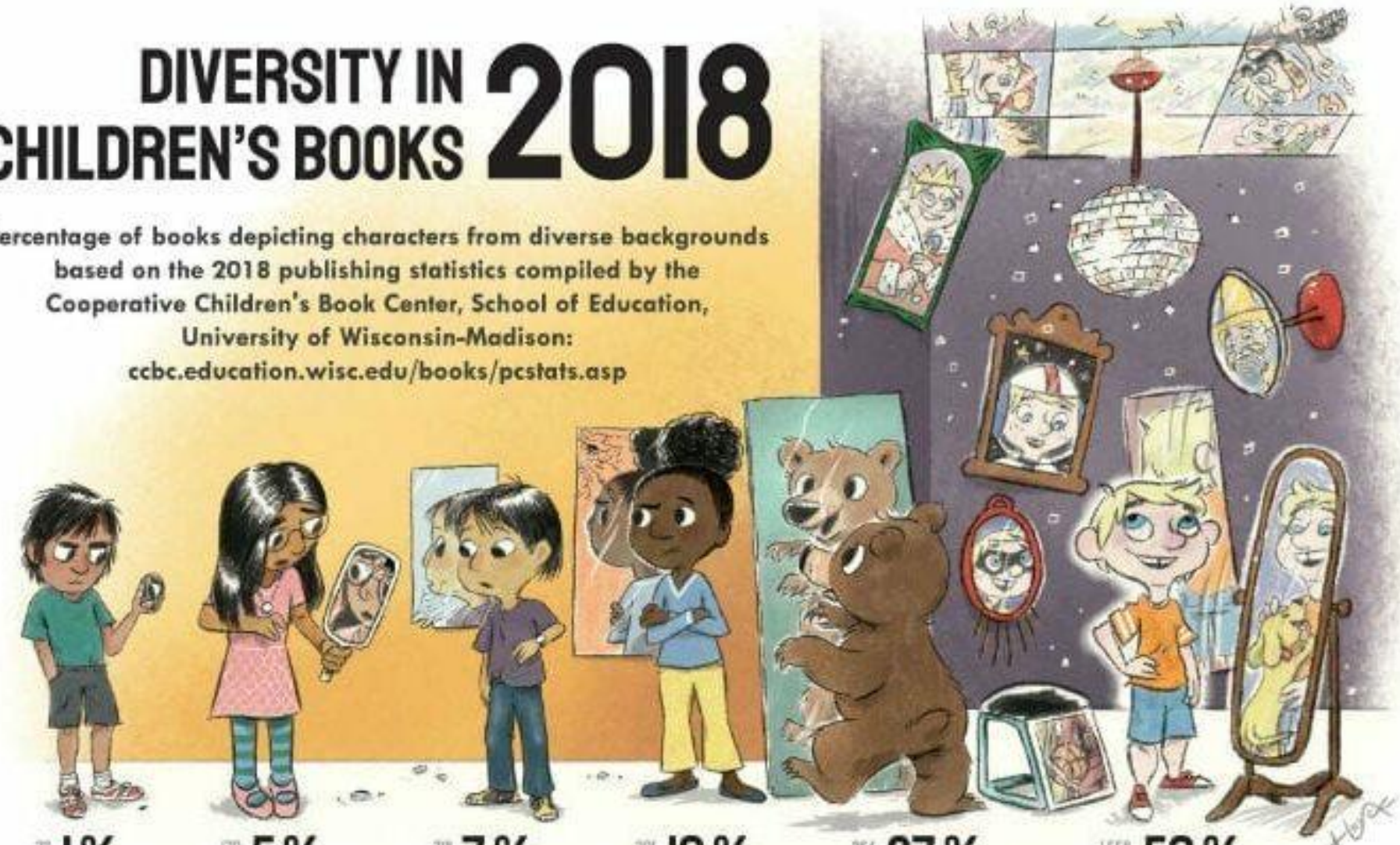
- Books by or about minority groups in our community
- American Indians
- Indigenous, Black and People of Color
- Religious minorities
- LGBTQ
- Other groups

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.

DIVERSITY IN CHILDREN'S BOOKS 2018

Percentage of books depicting characters from diverse backgrounds based on the 2018 publishing statistics compiled by the Cooperative Children's Book Center, School of Education, University of Wisconsin-Madison: ccbc.education.wisc.edu/books/pcstats.asp



23 BOOKS	170 BOOKS	218 BOOKS	301 BOOKS	864 BOOKS	1558 BOOKS
1%	5%	7%	10%	27%	50%
American Indians/ First Nations	Latinx	Asian Pacific Islander/Asian Pacific American	African/ African American	Animals/Other	White

Illustration by David Huyck, in consultation with Sarah Park Dahlen

Released under a Creative Commons BY-SA license: https://creativecommons.org/licenses/by-sa/4.0/

The CCBC inventory includes 3,134 books published in 2018. This graphic would not have been possible without the statistics compiled by the CCBC, and the review and feedback we received from Edith Campbell, Molly Beth Griffin, K. T. Horning, Debbie Reese, Ebony Elizabeth Thomas, and Madeline Tyner. Many thanks.

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

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:
_____ 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:

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

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. http://greatfallslibrary.org/wp-content/uploads/2024/06/Collection-Development-Policy.pdf

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 _____