Contents

[MISSION AND VISION 6](#_Toc200451819)

*[Mission Statement of the Missoula Public Library](#_Toc200451820)* [6](#_Toc200451820)

*[Preface](#_Toc200451821)* [6](#_Toc200451821)

*~~[Public Participation Policy](#_Toc200451822)~~* [7](#_Toc200451822)

*[Intellectual Freedom](#_Toc200451823)*  [7](#_Toc200451823)

[PUBLIC SERVICES 8](#_Toc200451824)

*[Programming Policy](#_Toc200451825)* [8](#_Toc200451825)

*[Exhibit Space Policy](#_Toc200451826)* [9](#_Toc200451826)

*[Public Study Rooms](#_Toc200451827)* [10](#_Toc200451827)

*[Public Meeting Rooms](#_Toc200451828)* [10](#_Toc200451828)

*[Food and Drink in Meeting Rooms](#_Toc200451829)* [11](#_Toc200451829)

*[Culinary Demonstration Kitchen](#_Toc200451830)* [11](#_Toc200451830)

*[Equipment Loan](#_Toc200451831)* [12](#_Toc200451831)

*[EXHIBIT SPACE POLICY](#_Toc200451832)*  [12](#_Toc200451832)

*[Community Exhibit Space Policy](#_Toc200451833)* [12](#_Toc200451833)

*[Request for Exhibit/Display Reconsideration Policy](#_Toc200451834)* [13](#_Toc200451834)

*[Public Dissemination of Materials and Information on Library Property](#_Toc200451835)* [14](#_Toc200451835)

[CIRCULATION 14](#_Toc200451836)

*[Confidentiality](#_Toc200451837)* [14](#_Toc200451837)

*[Library Cards](#_Toc200451838)* [15](#_Toc200451838)

*[Proof of address](#_Toc200451839)* [16](#_Toc200451839)

*[Loan Periods](#_Toc200451840)* [17](#_Toc200451840)

*[Fines](#_Toc200451841)* [17](#_Toc200451841)

*[Damaged and Lost Material](#_Toc200451842)* [18](#_Toc200451842)

*[Claims Returned](#_Toc200451843)* [18](#_Toc200451843)

*[Bankruptcy](#_Toc200451844)* [18](#_Toc200451844)

*[Interlibrary Loan (ILL) - Lending Policy](#_Toc200451845)* [19](#_Toc200451845)

*[Interlibrary Loan (ILL) - Fines and Penalties](#_Toc200451846)* [19](#_Toc200451846)

*[Public Access Computers Loan Policy](#_Toc200451847)* [19](#_Toc200451847)

[REFERENCE 20](#_Toc200451848)

[FACILITIES 22](#_Toc200451849)

*[Library Hours](#_Toc200451850)* [22](#_Toc200451850)

[COMMUNITY RELATIONS (Friends, volunteers, coop borrowing) 26](#_Toc200451853)

*[Tours of the Library](#_Toc200451854)* [26](#_Toc200451854)

*[School Services](#_Toc200451855)* [26](#_Toc200451855)

*[Library Programs](#_Toc200451856)* [27](#_Toc200451856)

*[Branch Service](#_Toc200451857)* [27](#_Toc200451857)

[LIBRARY AS A SHARED SPACE (patron responsibilities) 27](#_Toc200451858)

*[Lost and Found](#_Toc200451859)* [27](#_Toc200451859)

*[Internet Access](#_Toc200451860)* [28](#_Toc200451860)

*[3D Printing and 3D Scanning Policy](#_Toc200451861)* [28](#_Toc200451861)

*[3D Printing and Scanning](#_Toc200451862)* [28](#_Toc200451862)

*[Food and Drink in the Library](#_Toc200451863)* [29](#_Toc200451863)

*[Food and Drink in the Library](#_Toc200451864)* [29](#_Toc200451864)

*[Social Media Patrons Policy](#_Toc200451865)* [30](#_Toc200451865)

*[Destruction or Theft of Library Materials or Property](#_Toc200451866)* [31](#_Toc200451866)

*[Staff Rights](#_Toc200451867)* [31](#_Toc200451867)

*[Library Security and Patron Behavior](#_Toc200451868)* [32](#_Toc200451868)

*[Service Animals](#_Toc200451869)* [33](#_Toc200451869)

*[Unattended Child Policy](#_Toc200451870)* [34](#_Toc200451870)

[Notes 34](#_Toc200451871)

# MISSION AND VISION

# *Missoula Public Library welcomes all people in pursuit of their freedom to read, learn, and discover. We shall act as a leader in library services. We will provide cultural, recreational, and educational programs and materials, including new advancements as they become available.*

Spark Curiosity. Make Connections. Thrive Together

June 2025

~~May 2023~~

# *Preface*

The Missoula Public Library (MPL) Board's policies governing library operations have been compiled in this manual for the use by board members, staff and patrons. The manual is intended to ensure consistency in service throughout the library system, to inform the public about the principles on which decisions are made, and to provide a base for the growth of new policies and plans for the library.

Missoula Public Library Board Trustees act as representatives of the community, setting policies and approving services for the institution. Based on these policies, the library administration develops procedures, policy implementation, evaluation and revisions. MPL staff reviews the entire library policy every five years; the board considers changes (if any) following staff recommendations. Changes are approved and noted in board minutes and within the policy.

Library patrons will have a safe and comfortable environment where resources are easily accessible. Free access to library resources is provided to all people in Missoula County regardless of age, race, ethnicity, religion, disability, national origin, sexual orientation, gender identity, citizenship status, ~~incarceration~~, or social or political views. Library policies are based on patron needs, the library's mission statement, and established goals.

# *~~Public Participation Policy~~*

~~The MPL Board of Trustees welcomes public input at its meetings. Each agenda item (unless specified otherwise) will be open for public input at the end of the Trustees' item discussion. At the beginning of the meeting, there will be public comment time for any items not on the agenda. (Revised 10/2019)~~

~~To assure adequate notice and assist in public participation, the agenda will be posted at least 48 hours before the meeting on the library doors and the MPL and City of Missoula Websites.~~

~~Generally, the board meets monthly on the fourth (4th) Wednesday of the month, at 6:00 P.M. On occasion, the board may call a special meeting or need to change the time and date of the monthly meeting. Notice of such changes will be given at least 48 hours before the meeting and will be posted on the locations listed above.~~

~~Everyone wishing to speak must sign in with their name, address, and contact information to allow for accurate spelling of names and identification of those speaking on the various items for inclusion in the official minutes of the meeting. The form will be available on the table in the meeting room.~~

~~Comments may be given orally or in writing. Since time is limited, the board chair reserves the right to set reasonable time limits for public input on each topic. Normally, a person will be limited to three minutes per agenda item. Written comments should be submitted to the library director at least 24 hours prior to the meeting.~~

~~During board deliberation, the public will not make any comments unless responding to a specific question asked by the board chair.~~

# *Intellectual Freedom*

The Missoula Public Library is dedicated to the concept of intellectual freedom and endorses the Library Bill of Rights, Freedom to Read, and Freedom to View Statements of the American Library Association. The Missoula Public Library also accepts the Association's Interpretation of the Library Bill of Rights on Exhibit Spaces and Bulletin Boards. These documents were developed to affirm the commitment of libraries to the rights of freedom of speech and expression under the United States Constitution.

The library preserves the right of citizens to obtain information on all sides of potentially controversial issues so that each individual can decide for themselves the value of opposing ideas. In presenting various sides of a question, the library thus provides citizens with reliable sources of information on which to base intelligent decisions in their daily lives.

The library has a responsibility to protect the rights of all patrons;The library recognizes and understands that some materials may be regarded by certain individuals or groups as controversial, whether because of bias, frankness of language, political expression, or moral implication.

Only parents and legal guardians have the right and responsibility to restrict the access of their children to library resources and services. The display of materials is not inhibited by the possibility that particular works may inadvertently be seen by or come into the possession of children and young adults.

# PUBLIC SERVICES

# *Programming Policy*

A library program is an event that promotes the use of library materials, facilities, or services and/or offers the community an educational, recreational, or cultural experience. Programs are planned for the interest and enlightenment of Missoula County citizens and surrounding communities.

MPL strives to offer a variety of programs for all ages that support the mission of the library and reflect the broad range of our community's interests. Programs may be planned and presented by library staff or by individuals or groups with the library acting as sponsor. Programs may be offered in library meeting rooms as space permits or at other locations designated by the library.

Library staff use the following criteria in making decisions about program topics, speakers, and accompanying resources:

* ~~Community needs and interests~~
* Availability of program space
* Treatment of content for intended audience
* Presentation quality
* Presenter background/qualifications in content area
* Budget
* Relevance to community needs, interests and issues
* Historical or educational significance
* Connection to other community programs, exhibitions or events
* Relation to library collections, resources, exhibits, and programs

Library sponsorship of a program does not constitute an endorsement of the content of the program or the views expressed by participants. Program topics, speakers, and resources are not excluded because of possible controversy.

~~Programs will not be allowed to serve as a platform for generating income for any sponsoring group or individual, except funds to support the library. Library programs must be noncommercial in nature. Although a businessperson or other professional expert may present a program, no solicitation of business is permitted. The sale of products at an adult library program is not allowed. There are two exceptions:~~

~~Writers, performers, and artists may sell their own works at the library following library programs in which they are featured.~~

~~The Friends of the Library may sell items at library programs they sponsor.~~

Attendance at library programs is always free and open to the public, though cost recovery fees for materials may apply. Some popular programs may require a ticket for admittance. The library reserves the right to limit group size and age range for admittance. Program attendance shall not be restricted because of racial, religious, socioeconomic or political status, sexual orientation, or gender identity. To participate in library programs attendees are expected to adhere to our Library Security and Patron Behavior Policy.

Individuals who attend an MPL-sponsored event where photographs or videos are taken have the option to opt-out from appearing in these photos and/or videos. Individuals desiring to opt-out are required to inform MPL staff.

# *~~Exhibit Space Policy~~*

~~Purpose - The Missoula Public Library display spaces are provided to support exhibits and displays of diverse subject matter for children, adults, and families in line with the library's mission, vision, and values.~~

~~Exhibits/displays shall be associated with:~~

* ~~Library programming/resources/services~~
* ~~Special events, holidays, months/days of recognition~~
* ~~Local/regional history or culture~~
* ~~Current events~~
* ~~American Library Association celebrations~~

~~They shall also be used to highlight parts of the library collection.~~

~~Exhibit/displays address one or more of the following educational, recreational, or civic needs:~~

* ~~To provide opportunity to widen horizons, stimulate imagination and reflection, and enlarge experiences~~
* ~~To promote literacy, reading, and lifelong learning~~
* ~~To increase library use by underserved populations (for example, Indigenous community members, teens, refugees/immigrants, and people with disabilities)~~
* ~~To educate and inform on a variety of topics~~

# *Public Meeting Rooms*

Use of Missoula Public Library meeting rooms and study rooms supports the library's mission to "provide free and equitable access to cultural, and educational experiences." Missoula Public Library is committed to racial equity and social justice and we maintain a welcoming and inclusive public space. Meeting and study rooms are heavily used and our policies aim to support equitable distribution of a shared community resource.

The MPL Board of Trustees shall have the authority to deny a meeting if it is deemed inappropriate to the mission of MPL. Upon adequate notice and for adequate reasons, the library reserves the right to revoke permission to use any meeting room. Meetings' content does not reflect the opinions of the library board or staff. The library adheres to the principles of intellectual freedom, adopted by the American Library Association, as expressed in the Library Bill of Rights.

The library retains the right to monitor all meetings, programs and events conducted on the premises to ensure compliance with library regulations. Use of the meeting and study rooms should not interfere with the normal functions of the library. Library staff will have free access to rooms at all times.

All meeting rooms are equipped with AV equipment, tables and chairs. Each room must be returned to the way it was upon the patron's entry to the room. If this is not followed, patrons may lose the privilege to use the meeting room in the future.

Meeting rooms are intended for larger groups than the study rooms and therefore have additional usage requirements; minimum attendance requirements may be imposed. Meeting rooms may be used at no charge for cultural, informational or governmental and civic activities. Preference is always given to MPL and its All Under One Roof Partners. Exceptions must be approved by the library director.

See also Appendix XXX Meeting Room Terms of Use and Agreement.

The library director may authorize the termination of any meeting in progress by any group that is disorderly in any way or otherwise violates the Meeting Room Terms of Use (Appendix G).

Permission to use the building before or after normal hours of operation must be approved by the library director.

*Reservation of Meeting Rooms and Study Rooms*

Library public spaces include the Cooper Rooms, the Blackfoot Communications Boardroom, the Ellingson Room, and study rooms on the 2nd and 3rd floor. Reservations can be made for all public spaces. Reservations are managed using an online reservation system. (See Appendix H Reservation of Meeting Rooms and Study Rooms).

# *Food and Drink in Meeting Rooms*

Personal food and drinks are permitted in meeting rooms. Patrons must clean up any messes made. Lids must be used on any drinks. Trash must be disposed of appropriately; staff are available to assist with excessive a.

# *Culinary Demonstration Kitchen*

The purpose of the culinary demonstration kitchen is to advance food and cooking literacy . This space elevates hands-on, project-based learning, while celebrating community and locally sourced foods.

The importance of food safety and proper handwashing techniques is the most important way to prevent the spread of germs. Participants touching food or drinks will be asked to use proper techniques for food safety and hand washing.

Food allergies are avoided whenever possible. Participants will be asked about food allergies before classes and those with life-threatening food allergies will be asked to bring allergy prophylactics or preventive medicationsin case they need them.

Some presentations may require advance registration due to limited capacity.

The kitchen is not available for personal use by the public.

# *EXHIBIT SPACES*

# *Library Exhibit and Display Policy*

Purpose - The Missoula Public Library display spaces are provided to support exhibits and displays of diverse subject matter for children, adults, and families in line with the library's mission, vision, and values.

Exhibits and displays shall be associated with:

* Library programming/resources/services
* Special events, holidays, months/days of recognition
* Local/regional history or culture
* Current events
* American Library Association celebrations

They shall also be used to highlight parts of the library collection.

Exhibits and displays address one or more of the following educational, recreational, or civic needs:

* To provide opportunity to widen horizons, stimulate imagination and reflection, and enlarge experiences
* To promote literacy, reading, and lifelong learning
* To increase library use by underserved populations (for example, Indigenous community members, teens, refugees/immigrants, and people with disabilities)
* To educate and inform on a variety of topics

# *Community Exhibit Space Policy*

Purpose - The Missoula Public Library display spaces are provided to support library-sponsored programs and as a service for community exhibits/displays in line with the library's mission, vision, and values. MPL display space allows groups to publicize activities, history, and current projects. Content of non-library exhibits is not endorsed by the library and is the sole responsibility of the sponsoring organization. Exhibit and display space is made available as a service to the public and the use of these spaces are not necessarily reflective of the library's viewpoint.

Eligible Exhibitors - Eligible exhibitors may include government, school, and non-profit organizations such as community, youth, and arts groups whose aims are educational, cultural, informational, and lawful. Exhibits/displays may not contain commercial components or concern political parties, political candidates, or ballot issues.

Requesting and scheduling - Exhibit/display space may be requested by submitting an application to the library at least two weeks but no more than three months before the display period. Exhibits/displays are typically scheduled for one month unless allowed by the director.

Approval - All applications are reviewed by a librarian, who will consult with the applicant to answer any questions and discuss scheduling. Librarians forward applications to library management for final approval.

Installation and Removal - Exhibits/displays will be installed and removed by the members of the sponsoring organization. Exhibits can be installed on the first day of the reservation, during normal library hours. They must be removed by the last open day of the reservation, during normal library hours. Exhibits not removed in a timely manner may be removed by staff.

Sales - Exhibit/display items may not be priced for sale or sold while on display at the library.

Publicity - All publicity is the responsibility of the sponsoring organization.

Security - Library facilities are designed to be reasonably secure. Sponsoring organizations may staff their exhibits/displays, but the library will not provide personnel to guard installations. The library is not financially responsible for loss or damage to any exhibits/displays. Sponsoring organizations must assume responsibility for damage caused to MPL facilities by their exhibits/display should it occur.

Insurance - Library insurance only covers property owned by the library. Sponsoring organizations who want their exhibits/displays insured must arrange for and pay for their own insurance coverage through a private insurance agent.

Hours - The display spaces are only open during normal public building hours.

# *Request for Exhibit/Display Reconsideration Policy*

MPL will respond to any concern from patrons about displays or exhibits in the library. No exhibit or display shall be removed or restricted because of a complaint except in accordance with these procedures.

If the Library has been previously presented with a Request for Reconsideration of a specific exhibit/display and determines, according to policy, that the exhibit/display will remain, a request for reconsideration for the same exhibit/display shall not be reconsidered.

This procedure will be followed:

1. When a patron has concerns about an exhibit/display in the library, staff members will ask if they would like to file a request for reconsideration (See Appendix S Request for Reconsideration of Library Exhibits/Displays). Requests for reconsideration must be in writing on the approved form. Telephone calls, rumors, and conversations are not sufficient to initiate action. Staff will not engage in any informal discussions with the person requesting reconsideration.
2. If so, staff will give them a reconsideration packet. Reconsideration packets will be available at the Montana Room desk and will contain the following items:
3. The Request for Exhibit/Display Reconsideration Form
4. The Community Exhibit Space Policy OR the Library Exhibit Space Policy
5. The Request for Exhibit/Display Reconsideration Policy
6. The Library Bill of Rights
7. The Freedom to Read Statement
8. The Freedom to View Statement
9. The patron will fill out and sign the Request for Exhibit/Display Reconsideration Form and give it to a staff member or mail it to the Director. Separate forms must be filled out for each exhibit/display the patron wants reconsidered. All Request for Exhibit/Display Reconsideration Forms received by staff will be forwarded to the Director or person acting in their absence.
10. Within two working days, the Director or person acting in their absence will acknowledge, in writing, receipt of the form. Request for Exhibit/Display Reconsideration Forms that are not fully completed will not be reviewed.
11. If a complaint is brought against a community exhibit/display, the Director or person acting in their absence will notify the sponsoring organization of the complaint within two working days.
12. The Director or person acting in their absence will have seven days to review the exhibit/display. Requests for reconsideration will be considered in terms of the Community Exhibit Space Policy or Library Exhibit Space Policy, the principles of the Library Bill of Rights, and the professional assessment of either the librarian that reviewed community exhibit/display requests or the library staff who organized internal displays.
13. The exhibit/display will remain available to the public while the review is taking place.
14. At the end of the review period, or beforehand if done working, the Director or person acting in their absence will make a recommendation for maintaining or removing the exhibit/display.
15. The Director will respond to the patron in writing and inform them of the library's decision.
16. The patron will have seven working days to appeal the Director's decision to the Library Board.
17. At the next regularly scheduled board meeting, the Board will vote on maintaining or removing the exhibit if it is still up. This decision is final.
18. All Request for Exhibit/Display Reconsideration forms will be filed with the Director for purposes of record keeping and reference.

# *Public Dissemination of Materials and Information on Library Property*

The library board recognizes its responsibility to allow the public an opportunity to express diverse viewpoints in the appropriate location (e.g. the meeting rooms or outreach table) at the appropriate times (e.g. a scheduled meeting, program, lecture, or reservation of the outreach table), so long as the activity does not interfere with use of the library.

Petition signature gatherers and political canvassers are welcome outside of the library as long as they do not interfere with the public's access to the building. These activities are not permitted inside the library building.

# CIRCULATION

# *Confidentiality*

Missoula Public Library subscribes to all provisions, responsibilities and remedies inherent in the applicable statutes of the Montana Code Annotated 22-1-1101 to 22-1-1111 (See Appendix I: Library Records Confidentiality Act) and patrons' expectations of confidentiality while within the library building.

Public use of cameras and video of library patrons or staff is allowed provided it is not disruptive and does not capture personal identifying information

Court-ordered warrants or subpoenas requesting disclosure of confidential library information will be referred to the library director. The library director will confer with the County Attorney regarding compliance.

Patrons may view their library record at any public access computer or by using the library's online system.

# *Library Cards*

A Missoula Public Library card is available to any Montana resident who shows one piece of identification and provides their full name, physical address, and birthday. All applicants under 15 years of age must have a parent, legal guardian, or caregiver present to receive a library card. A parent, legal guardian, or caregiver cannot obtain a library card in a child's name without the child present.

Library cards from Partner Libraries can be utilized at Missoula Public Library. (Adopted 11/2004) Patrons should use their Partner library card unless they are relocating and would like an MPL card instead.

Government-issued photo identification verifies an applicant's identity. Individuals without a photo ID may present at least two alternate forms of ID which together list their current address, proper name, and date of birth (e.g., a credit card, a piece of mail from a utility or government office, a social security card, a birth certificate, etc.).

When a government-issued photo ID also lists the current address of the applicant or their child, MPL will consider the address verified. If the address is different, the library may mail the applicant a proof of address postcard. Alternatively, patrons can verify their address by presenting a lease agreement, USPS-delivered correspondence from a utility or government agency, or an electronic statement from a utility or government, so long as the electronic statement includes the patron's permanent address. Children must have a legal guardian present to verify their address and update their library card to full status.

Cardholders with unverified addresses or who live in temporary housing (e.g., hotels, campgrounds, local shelters) may be registered on a temporary status and may have two items on their library account.

Applicants who use traditionally temporary housing as a permanent, full-time, or extended place of residence will be registered on a temporary status for 60 days. After 60 days, the applicant may request that a proof of address postcard be mailed. Upon timely return of the proof of address postcard, borrowing privileges become permanent. (Revised 04/25/2012)

If a patron's address, phone, or email is unable to receive library correspondence, MPL will bar the account until the patron is able to update and verify their account information.

Group library cards - Requests for a group card must be submitted, stating that the organization is willing to assume responsibility for fines and damaged or lost items. The request must also list who is allowed to use the card and be submitted by the individual who will assume financial responsibility. The group card must be kept by the organization and must be referenced when materials are borrowed. Group cards will be updated on a yearly basis.

Organizations may choose to allow temporary residents of their facilities to use their contact information to acquire individual library accounts. The accounts of patrons who relocate may be barred at the discretion of MPL or the organization until their new contact information is provided.

# *Loan Periods*

Most materials check out for 28 days.-

New materials, magazines, and media may check out for 14 days.

Renewals - 14 and 28 day check outs may be renewed up to two times if they have not been reserved by another patron.

Reference and non-circulating materials do not check out unless prior approval is given by a librarian.,

Alternative circulation rules may apply to other library materials.

# *Fines*

* No overdue fines will be charged for materials that check out for 14 or 28 days.These materials will be marked as lost after they are 30 days overdue, and the patron will owe a replacement fee.
* $1.00 overdue fine per day for interlibrary loan materials
* $1.00 overdue fine per hour for materials that check out for less than a day.
* $10.00 overdue fine for some special collection items.

Suspension - Borrowing privileges will be suspended and accounts will no longer be in good standing when library bills equal or exceed $10

# *Damaged and Lost Material*

All library materials are inspected upon return. Those materials deemed by library staff to be damaged, destroyed, or unusable will be assessed a damaged material charge. The charge will be the retail or stated default price of the material. Good condition replacement copies may be presented as an alternative to fee payment, with staff approval. Lost materials fees are non-refundable.

(Revised 12/2013)

# *Claims Returned*

Claims returns are items on patron accounts that patrons say they returned but cannot be found in the library.

A patron can have a maximum of two "claims returned" items in active status. Any items "claimed returned" over that limit will be billed to the patron's account.

# *Bankruptcy*

If a U.S. Court grants a patron discharge of debt due to bankruptcy, all debt related to actual loss by the library shall be removed from the patron's account. Debt related to actual loss is any fee associated with actual library materials, such as a replacement charge due to damage or failure to return an item.

Debt disassociated from actual loss, such as overdue fines, are not dischargeable debt under bankruptcy.

The borrowing privileges of the bankrupt patron will be reinstated once the library determines that all outstanding materials that constituted the patron's discharged debt are returned.

A 10% payment plan may be established with a staff member for any account that is not paid in full.

*Interlibrary Loan (ILL) - Borrowing Policy*

**Eligibility**

* Interlibrary loan is available to any patron with a Missoula Public Library card in good standing
* Patrons may borrow up to five items through ILL at one time.
* Temporary cardholders are limited to two interlibrary loan requests at a time. (Revised 09/2007)
* A patron may have ten ILL items postage paid per fiscal year. Patrons will be billed $5 postage per item for additional loans in the year. This fee must be paid at time of pick-up.
* Service is not available to patrons with fines in excess of $10.
* Service is not available to patrons who have ILL bills for unpaid lost ILL materials. (Revised 06/2010)
* High-value items will be in-house only. (2/2014)

**Fees and fines**

* If an ILL is not picked up, the patron will be billed $5 for processing and return mailing.
* If material is borrowed from out of the country (including Canada), the user will pay return postage costs.
* If a lending library charges a fee for the material, the Missoula Public Library patron will pay (upon receipt of the material) all charges. (Effective July 1, 1987.)
* Overdue ILL materials will be billed at a rate of $1.00 per day. There is no grace period on ILL materials. (Revised 9/2000)
* Renewals of ILL materials will be allowed only when approved by ILL staff and the lending library.
* If materials are lost or damaged, the lending library determines the replacement cost. The borrowing patron is responsible for paying the replacement cost asked by the lending library.

# *Interlibrary Loan (ILL) - Lending Policy*

The library will not lend the following materials through ILL:

* 14-day books.
* Noncirculating materials except upon individual review by the appropriate librarian and with use limited to a maximum of two weeks in-house.
* Materials from the library of things or other special collections.

Materials are loaned from the MPL collection for five weeks. Renewals are allowed following approval by ILL staff.

Replacement charges will be assessed for lost or damaged materials using MPL's replacement cost.

# *Interlibrary Loan (ILL) - Fines and Penalties*

Library materials held one month beyond due date will be declared lost and will be billed according to the replacement cost.

If materials are not returned or paid for within one month of the date of the bill, the borrowing library's ILL privileges are suspended until the problem is resolved. (Approved 8/7/1990)

# *Public Access Computers Policy*

* Circulate to cardholders in good standing on a first-come, first-served basis.
* Public access laptops check out for a three-hour period.
* No holds may be placed on public access laptops.
* Patrons may check out one public access laptop at a time.
* Computer use is restricted to within the library.
* Computers should not be taken into restrooms.
* Computers must be turned in fifteen minutes prior to closing.
* .
* A patron who checks out a computer is responsible for damage to the computer during the checkout period.
* Patrons may not leave the computer unattended. Patrons must leave the computer with a library staff member if they must exit the library while the device is checked out to them.
* The library is not responsible for any lost files, nor will any files be saved on the hard drive.
* Patrons who knowingly remove laptops from MPL premises will be considered liable for possible theft of library property. MPL will file a criminal report, citing the patron's account information, with the Missoula Police Department for theft of library property. If a criminal citation or conviction results from unauthorized removal and theft of an MPL laptop or if the police must repossess the library laptop from the patron, patron laptop privileges will be revoked. A patron may appeal a decision to revoke laptop privileges by filing an appeal with the chair of the library board.

# REFERENCE

The MPL reference services exist to bring people and information together through a variety of services and resources.. Professional librarians assist patrons in an impartial manner, regardless of the information need.

Serving the public is the highest priority of the library. Reference Staff will locate materials if the current work situation allows. When circumstances do not permit personal assistance, clear instructions will be given to direct the patron to the proper area. eStaff does not undertake in-depth or ongoing research. Staff will assist patrons in finding answers to their questions but will not provide tax, medical, financial, or legal advice; appraisals; tutoring; genealogical research; translations; or transcriptions.

Information requests will be answered using the sources available in the library. If questions cannot be answered using library resources, an effort will be made to refer users to other libraries, groups, or agencies that may be able to help.

Telephone, mail, and email inquiries are accepted and will be answered in a timely manner. The inquiry must be specific ~~and understandable~~. If not, the inquiry will be returned for clarification. Individuals requesting copies of unapproved board minutes will be given a copy marked DRAFT.

The Montana Room has computers for genealogical research, map making, microfilm reading, and other reference uses.

All people, regardless of origin, age, background, or views, possess a right to privacy and confidentiality in their library use. The library protects each library patron's right to privacy and confidentiality with respect to information sought or received and resources consulted, borrowed, acquired or transmitted. Reference questions will be kept private between the patron and reference staff. In cases where staff need to make an internal or external referral, they will provide only that information which will ensure more complete and efficient service.

Compliance with all federal copyright laws is the responsibility of the patron.

# FACILITIES

Focused on sustainability and reflecting the Missoula Valley in its design, MPL’s award-winning library building is a place for people to learn, explore, imagine, create, and connect. The first floor is the intersection of technology, media, DIY experiences, and good coffee. The second floor is devoted to teens, children, families, interactive learning, and MPL Partners. The third floor houses adult fiction/nonfiction collections, reference staff, and an array of library services. And the fourth floor is an inspiring keystone of Missoula civic life for community events and public gatherings.

The Board of Directors is responsible for setting library service hours and holidays. Public hours are established annually at the January meeting, or as circumstances require. Legal holidays, as set forth in Montana Code Annotated 1-1-216, shall be observed. (see Appendix J Legal Holidays M.C.A. and Library Closed Days).

The library building is maintained under direction of the Library Director.

:

Missoula Public Library’s current hours:

* Self-service hours: Monday-Saturday 8am-9am
* Monday-Wednesday 9am-8pm
* Thursday- Saturday 9am-6pm
* Sunday 12-5pm
* **~~Exterior Building Enclosure~~**~~: The library building is designed for optimum energy efficiency. Natural light from the windows is the primary source of lighting, with LED lights being a secondary source. Solar radiation from the windows is a prominent source of heating. Therefore, placing any objects or coverings on or against the building's exterior windows is not permitted, as it decreases the building's energy efficiency. Furniture and objects should be set back in the space to allow sunlight penetration. The enclosure of the building also includes extruded aluminum and brick. No drilling into these surfaces is allowed without prior approval from the library director.~~
* The library provides free parking in the lot for patrons for two hours. The Missoula Parking Commission patrols the lot and is authorized to ticket violators. Overnight parking is prohibited and vehicles will be subject to towing. Public vehicles left overnight in the parking garage will be accessible when the garage gates are next opened as part of daily operations.

Smoking is not permitted within 25 feet of the library building.

Public tours of the library may be arranged with the Library Foundation. The maximum number of guests for tours is 25.

s and visits should be arranged in advance with the Youth Services department. The maximum number of guests for school tours is 60. Any Classroom collections will not be assembled for teachers. Staff will assist teachers and students when they come to the library.

Requests for library staff to visit schools for story times, book talks, and public speaking engagements that are done on library time must be cleared through the staff person's supervisor. Invitations will be accepted at the appropriate supervisor's discretion.

# LIBRARY AS A SHARED SPACE (patron responsibilities)

# *Lost and Found*

The library is not responsible for personal items left in the library or on the library premises. When a member of the public leaves an item in the library, a reasonable attempt will be made to return the lost item to its owner.

In most cases, items found in the library are held for one week, at which time items valued $20 or more will be transferred to the police and the rest discarded.

Hazardous and perishable items are discarded immediately.

If the owner of the item can be determined, staff will attempt to contact the owner in a timely manner.

Bicycles that are chained to the bike rack for longer than five days will be removed and turned over to the city police.

If found items are suspected to be dangerous, the library will alert the police department.

# *Internet Access*

MPL provides access to the internet at all Branches, anddoes not monitor or control information accessed through the InternetMPL does not censor access to materials or protect patrons from Internet-based information. Restriction of a child’s Internet access is the responsibility of the parent or guardian.

Disruptive use of a public access computer or Wi-Fi may result in a loss of computer privileges and access to the Internet.

# *Makerspace*

The Missoula Public Library Makerspace provides access to equipment and technology such as for 3D making, cutting and engraving, sewing and textiles, creative crafting, and a DIY tool library. Minimal materials cost recovery fees may apply.

All Makerspace services are staff supervised and available by appointment or on a first come first served basis.

New patrons must sign a waiver prior to use of the Makerspace. All Makerspace patrons must abide by MPL’s safety rules and the directions of staff and volunteers. Patrons under the age of 13 must be accompanied by a guardian.

Examples of specific content that will not be scanned or 3D printed includes, but is not limited to:

1. Content or objects that are illegal or harmful to minors
2. Content or objects that may be construed as having intent to harm. Such objects include weapons of any kind including guns and knives, or parts of those weapons such as gun stocks and knife handles.
3. Content or objects that may infringe upon the intellectual property rights of a third party.
4. Objects that are perishable.

By submitting content or objects, the patron agrees to assume all responsibility for, and shall hold the Library harmless in, all matters related to patented, trademarked, or copyrighted materials. The Missoula Public Library is not responsible for any damage, loss, or security of data arising from the use of its computers or network, nor for the functionality or quality of content produced on the 3D printer.

Refunds are not permitted.

Customers will be notified via phone or email when their project has been completed, and all files will be deleted from the system at that time. Projects which are not picked up within fourteen (14) calendar days following notification will not be retained.

# *Food and Drink in the Library*

Consumption of food and drink in the library is permitted so long as materials, furnishings and equipment are protected and other patrons' enjoyment of the library is not disrupted. It is the individual's responsibility to dispose of trash and report major spills to staff immediately. Unattended food and/or drinks are subject to disposal by staff. Lids must be used on any drinks. Outside food is prohibited in the coffee shop area. Utensils, paper products, and other items in the coffee shop are for coffee shop customers only.

# *MPL Social Media*

Comments, posts, and messages are welcome on MPL social media sites.

MPL reserves the right to monitor content before it is published on its Web-based sites and accounts, and to modify or remove any messages or postings that it deems, in its sole discretion, to be abusive, defamatory, in violation of copyright, trademark right or other intellectual property right of any third party. Examples of content that will be removed by site authors or administrators include:

* Copyrighted or plagiarized material;
* Private, personal information published without consent including photos and images;
* Comments totally unrelated to the content of the forum;
* Hyperlinks to material that is not directly related to the discussion; or
* Commercial promotions, private business activities, or spam

MPL also reserves the right to edit or modify any submissions in response to requests for feedback or other commentary. Notwithstanding the foregoing, MPL is not obligated to take any such actions, and will not be responsible or liable for content posted by any subscriber in any forum, message board, or other area within the service.

By posting content, including comments to MPL social media sites, patrons acknowledge and agree to the following:

* By making a submission, patrons consent to its online display;
* Patron submissions to MPL social media may be republished through other formats such as the MPL newsletter or Website for promotional purposes

MPL has the right to send e-mail regarding use of the social media.

Social media sites managed by MPL sometimes contain links to content on other Internet sites for which MPL is not responsible. MPL is not responsible for the reliability or accuracy of patron-generated content or of the content on sites to which MPL social media sites may link.

Patrons are encouraged to protect their privacy when participating in online public forums. MPL is committed to protecting patron privacy. (See Appendix J) However, patron privacy does not extend to public forums including social media forums where a patron may choose to identify him or herself as a patron of MPL. By posting content in a public forum, the patron acknowledges that he or she may forfeit any expectation of patron privacy.

A patron may be required to create an account for individual platforms in order to post content to any of MPL's social media.

By posting content, the patron agrees to indemnify MPL and its officers and employees from and against all liabilities, judgments, damages and costs (including attorney's fees) incurred by any of them which arise out of or are related to the posted content. Forums and messaging may not be used for commercial purposes or for organized political activity.

If any patron does not agree to these terms, he or she should not use the service, as violation of the terms can lead to legal liability. (3/2012)

# *Destruction or Theft of Library Materials or Property*

Any person who willfully, maliciously, wantonly or needlessly damages library materials or alters them to be unusable to others may charged, as provided by Missoula City Ordinance Section 1.20.010. (See Appendix L: Destruction or Theft of Library Materials or Property (3-22))

Any person who willfully, maliciously, wantonly or needlessly damages, destroys, defaces, vandalizes, or mutilates library property or premises, which may include furnishings, décor, signage, landscape, or building facilities and features, may be charged, as provided by MCA §45-6-101 Criminal Mischief.

The library will seek restitution where applicable through the legal system.

(Revised 4/2020)

# *Staff Rights*

MPL employees have rights that should not put them in conflict with the rights of patrons:

* The right to be treated respectfully.
* The right to work in a safe environment.
* The right to ask a patron to abide by the policies of the library.
* The right to offer options when a patron’s request exceeds MPL’s resources.
* The right to conduct their essential tasks and library work without interference.

Staff should not provide assistance to patrons in a way that exceeds their role as a library employee or poses a liability or legal risk to the staff person, the library, or the patron.

# *Library Security and Patron Behavior*

In order to provide a readily available collection of library materials and a suitable atmosphere for use of the library's materials and services, the library board has adopted the following policies. For more information, please refer to more detailed list of Disorderly Conduct as described in §45-8-101.

Library patrons are expected to conform to generally acceptable, lawful standards of behavior. A patron who engages in any activity that disrupts the use of the library facilities or disrupts the ability of staff to perform its duties will be asked to cease such activity immediately by library staff. (See Appendix M Disturbances).

If, after staff contact, the patron continues the disruptive behavior, they will be asked to leave the building by staff or the police and may be reported for any suspected criminal behavior, including but not limited to:

* Open containers
* Public intoxication
* Disorderly conduct
* Quarrelling
* Challenging to fight or fighting
* Loud and unusual noises
* Purposefully disrupting elevator operation
* Using threatening, profane or obscene or abusive language
* Carrying weapons
* Disturbing or disrupting any lawful assembly or public meeting

For the safety of patrons and staff, everyone must wear reasonable tops, bottoms and shoes

If a patron exhibits aggressive, abusive, violent or potentially illegal behavior, library staff member(s) are authorized to contact the Missoula Police Department.

If a patron threatens staff or others, the police will be called and the patron will receive a trespass notice. Adopted 10/2008, revised 10/2019

Violations of this policy may result in expulsion from the library by the library board, the library director, or library staff pursuant to the MCA §22-1-311. A decision to expel or trespass a patron will be made by written notice when practical and when there is contact information for the patron. In other circumstances, such as in an emergency, when the health or safety of patrons and staff is threatened, or when there is no contact information to send written notice to, a patron may be verbally expelled by staff.

A patron may appeal a decision to expel them by filing an appeal with the chair of the library board within 30 days of receipt of the notice. An appeal shall state the reasons the patron believes they were wrongfully expelled any relevant mitigating circumstances, a plan to correct or remedy past offensive behavior, and a request for relief. Upon filing an appeal, a decision to expel or trespass a patron, the library board shall schedule a time and place to hear the appeal within 30 days. The meeting to hear the appeal may be at the regularly scheduled trustee meeting or at a special meeting with notice given. (12/2017)

At the meeting, the Board shall hear from the appealing patron and any Library representatives. The Board may affirm the decision to expel the patron, amend the term of expulsion, or may terminate the expulsion notice and restore the patron's privileges immediately.

# *Service Animals*

The use of service animals is acceptable at MPL as long as the animal meets the service animal definition stated in the Amendment to the Americans With Disabilities Act, subtitle A of Title II (42 USC 12131) and Montana State Law (Title 49, Chapter 4, Part 2). (amended 9/15/2010)

The service animal may be asked to leave the library if:

* The animal is out of control and the animal's handler does not take effective action to control it; or
* The animal is not housebroken.

The handler must be given the opportunity to participate in the service, program, or activity without having the service animal on the premises.

The service animal shall be under the control of its handler by means of a harness, leash, or other tether, unless either the handler is unable because of the disability to use a harness, leash, or other tether or the use of a harness, leash, or other tether would interfere with the service animal's safe, effective performance of work or tasks, in which case the service animal must be otherwise under the handler's control (e.g., voice control, signals, or other effective means.) (Adopted 02/2011)

MPL is not responsible for the care or supervision of a service animal.

# *Unattended Child Policy*

Missoula Public Library welcomes children to use its facilities and services. The responsibility for the care, safety, and behavior of children using the library rests with the parent, legal guardian, or designated caregiver. School age children may use the library unattended, subject to other rules and regulations of the library concerning behavior, conduct, and demeanor. (See Appendix M Disturbances.).

Should an unattended child (See Appendix N Unattended Children) exhibit disruptive behavior, library staff will attempt to contact the parent or legal guardian of the unattended child. In the event that the parent or legal guardian cannot be reached within 30 minutes, local law enforcement officials will be called. Two staff members will wait with the child until law enforcement officers arrive.

Teachers, daycare providers, or other youth leaders may not leave groups of unattended students in the library regardless of the age of the students. Parents or guardians of children of any age who have special needs must remain with their children at all times while they are in the library.

Parents should be aware of the library's hours and keep in mind that those hours may change due to holiday schedules, inclement weather, or other unforeseen emergencies. Parents must pick up children at least five minutes before the library's posted closing time.

If an unattended child is alone at closing time, the staff will ask the child to contact their parent. If no one can be reached on the first attempt, the staff will contact local law enforcement officials to assume responsibility for the child. Two staff members will remain with the child inside the library Main Street entrance until law enforcement officials arrive. A note will be placed on the Main Street door of the library notifying the parent, legal guardian, or designated caregiver that the child is in the care of local law enforcement officials.

Under no circumstances shall a library staff member transport any patron.

# Notes

* Create separate document on Collection Management Policy
* Appendices:
  + Community and Groups Defined – delete or add to a separate document on Board Policy
  + ALA Bill of Rights - add to a separate document on Board Policy
  + ALA Freedom to Read - add to a separate document on Board Policy
  + ALA Freedom to View - add to a separate document on Board Policy
  + Materials Selection Aids - add to Collection Management Policy
  + Magazine Subscription Donation Policy - add to Collection Management Policy
  + Meeting Room Terms of Use - Keep (Tie to Section 2)
  + Reservation of Meeting Rooms - Keep (Tie to Section 2)
  + Library Records Confidentiality Act - Keep (Tie to Section 1)
  + Legal Holidays - Keep (Tie to Section 6)
  + Public Display of Obscene Materials - Keep (tie to Section 8)
  + Destruction or Theft - Keep (Tie to Section 8)
  + Disturbances - Keep (Tie to Section 8)
  + Unattended Children - Keep (Tie to Section 8)
  + Union Contract - add to Personnel Policy
  + Surveillance Footage - Keep (Tie to Section 8)
  + Request for Consideration of Library Materials - add to Collection Management Policy
  + Request for Reconsideration of Library Materials - add to Collection Management Policy
  + Request for Reconsideration of Library Exhibits - Keep (Tie to Section 2)