



missoula public library

POLICY MANUAL

January 2026

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Approved January 2026

Library Director

Date

Chair, Board of Trustees

Date

MISSION AND VISION

Spark Curiosity. Make Connections. Thrive Together

Missoula County is vibrant, creative, and healthy. MPL gives compassionate, inclusive service to all and is the first place everyone goes to learn, engage, innovate, and have fun.

Missoula Public Library sits on the ancestral homeland of the Bitterroot Salish and Kalispel Peoples. Settlers acquired this land through dispossession and systematic attempts to destroy Indigenous culture. By acknowledging Montana's colonial past and uplifting the Indigenous experience, our community begins the process of reconciliation. Missoula Public Library is committed to providing a welcoming space for Indigenous People, expanding Indigenous engagement and access to library programs and services, and celebrating Indigenous culture through programming, literature, art, collections, and Salish language signage.

Preface

The Missoula Public Library (MPL) Library Board of Trustees' policies on library operations have been compiled in this manual for the use by Library Board of Trustees members, library staff, and library 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.

The Missoula Public Library Board of 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 Library Board of Trustees considers changes (if any) following staff recommendations. Changes are approved and noted in Library Board of Trustees minutes and within the policy.

It is the goal of the Missoula Public Library that 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, social or political views. Library policies are based on patron needs, the library's mission statement, and established goals.

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 strives to provide 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

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:

- 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.

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 section.

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.

Public Meeting Rooms

MPL public meeting room policy supports equitable distribution and access to a shared community resource. The MPL Library 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 of Trustees 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.

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 that are open to the public may be used at no charge. Preference is always given to MPL and its All Under One Roof Partners.

Refer to APPENDIX A: Meeting Room Terms of Use and Agreement. Exceptions to the library's Meeting Room Terms of Use must be approved by the Library Director.

The Library Director or their designee 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.

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. Refer to APPENDIX B: 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. Lids must be used on any drinks. Trash must be disposed of appropriately; staff are available to assist with excessive amounts.

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.

Participants touching food or drinks shall use proper techniques for food safety and hand washing.

Food allergies should be avoided whenever possible. Participants should note food allergies before classes and those with life-threatening food allergies should bring allergy prophylactics or preventive medications in case they need them.

Some presentations may require advance registration due to limited capacity.

Culinary demonstration kitchen equipment and appliances are not available for personal use by the public.

EXHIBIT SPACES

Library Exhibits and Displays

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 should 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
- To educate and inform on a variety of topics

Community Exhibit Space

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 is available as a service to the public and 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.

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

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 a different period is allowed by the Library Director.

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.

Exhibits/displays will be installed and removed by 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, or are subject to removal by staff.

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

All publicity is the responsibility of the sponsoring organization.

The library is a public building. 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.

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.

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

Request for Exhibit/Display Reconsideration

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 (Refer to APPENDIX D: Request for Reconsideration of Library Exhibits/Displays). Requests for reconsideration must be in writing on the approved form. 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:
 - a. The Request for Exhibit/Display Reconsideration Form
 - b. The Community Exhibit Space Policy OR the Library Exhibit Space Policy
 - c. The Request for Exhibit/Display Reconsideration Policy
 - d. The Library Bill of Rights
 - e. The Freedom to Read Statement
 - f. The Freedom to View Statement
3. 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 Library 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 Library Director or person acting in their absence.

4. Within two working days, the Library 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.
5. If a complaint is brought against a community exhibit/display, the Library Director or person acting in their absence will notify the sponsoring organization of the complaint within two working days.
6. 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.
7. The exhibit/display will remain available to the public while the review is taking place.
8. At the end of the review period, or beforehand if done working, the Library Director or designee will make a recommendation for maintaining or removing the exhibit/display.
9. The Director will respond to the patron in writing and inform them of the library's decision.
10. The patron will have seven working days to appeal the Library Director's decision to the Library Board of Trustees.
11. At the next regularly scheduled board meeting, the Library Board of Trustees will vote on maintaining or removing the exhibit if it is still up. This decision is final.
12. All Request for Exhibit/Display Reconsideration forms will be filed with the Library Director for purposes of record keeping and reference.

Public Dissemination of Materials & Information on Library Property

Patrons are welcome to come into the library so long as they do not impede or interfere with others' use of the space.

Petition signature gatherers and political canvassers are welcome outside of the library so 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 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.

Refer to APPENDIX C: Surveillance Footage.

Warrants and subpoenas for disclosure of confidential library information will be referred to the Library Director, who shall discuss the matter with the County Attorney.

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

Library Cards

Missoula Public Library (MPL) welcomes all Montana residents to access the resources, spaces, and services we offer. Library cards are free and available to everyone who lives in Montana.

A temporary-status MPL card is available to any resident of Montana aged 12 or older who applies for a library card. Temporary-status library cards permit checkout of two items. This ensures that every Montana resident can begin using the library right away.

MPL is a member of the Partners Sharing Group, a free-sharing collection of libraries across Montana. Library cards from any member library have checkout privileges at any other member library. Library cards from Partner Sharing Libraries are also honored at MPL. Visitors are encouraged to use their Partner library card, but those relocating to the Missoula area are welcome to register for an MPL card.

To register, applicants provide their full name, physical address, and date of birth.

Cardholders can upgrade to a full-status library card by verifying their identity and current permanent address in Montana. Verification can be provided in digital or printed form.

Parents, guardians, or caregivers may verify the address for children under 15. Children must be present when applying for their library card so they can participate in the process and begin their own library journey.

Patrons should inform MPL if their contact information changes. If MPL is unable to reach a patron by mail, phone, or email, borrowing privileges may pause temporarily until the account information is updated.

Organizations that provide housing or services to short-term residents may choose to allow patrons to use their address and contact information to acquire full-status library cards. Should the patrons' residency change, their library cards may be suspended until updated contact information is provided.

Groups and organizations serving multiple participants can request a group library card. The organization assumes responsibility for materials checked out under the card and identifies staff or members authorized to use it. Group accounts are reviewed and updated annually to ensure continued access.

Loan Periods

Most materials check out for 28 days. New materials, magazines, and media may check out for 14 days.

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

Reference materials do not check out.

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.

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

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

Damaged and Lost Material

All library materials are inspected upon return. Those materials deemed by library staff to be damaged will be assessed a charge equal to either 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.

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 not associated with actual loss, such as overdue fines, are not dischargeable debt under bankruptcy.

Interlibrary Loan (ILL) - Borrowing

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.

- 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.
- ILL service is not available to patrons with fines in excess of \$10.
- ILL service is not available to patrons who have ILL bills for unpaid lost ILL materials.
- Items described as high-value items by the lending library or deemed high-value by MPL staff will be in-house only.

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.
- Overdue ILL materials will be billed at a rate of \$1.00 per day. There is no grace period on ILL materials.
- 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

The library will not lend the following materials through ILL:

- 14-day books.
- Non-circulating 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.

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.

Public Access Laptops

- Public access laptops 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.
- Laptop use is restricted to within the library, including outside spaces which can only be accessed from inside the library.
- Laptops shall not be taken into restrooms.
- Laptops must be turned in fifteen minutes prior to closing.
- A patron who checks out a laptop is responsible for damage to the laptop during the checkout period.
- Patrons may not leave the laptop unattended. Patrons must leave the laptop 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 of Trustees.

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. Staff do 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. If not, the inquiry will be returned for clarification.

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

All people 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 necessary for the referral.

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. The fourth floor is an inspiring keystone of Missoula civic life for community events and public gatherings.

The Library Board of Trustees 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.

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

Branch library hours are altered to the needs of the community they serve and vary from branch to branch. Branch hours are posted on the MPL Website.

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.

School tours and visits should be arranged in advance with the Youth Services department. The maximum number of guests for school tours is 60. Any student library card applications must be submitted at least a week in advance of a tour. Classroom collections will not be assembled for teachers.

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

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 deemed 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 and does not monitor or filter information accessed through the Internet. MPL does not censor access to materials or protect patrons from Internet-based information. Restriction of a child's Internet access is the sole 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 for 3D making, cutting and engraving, sewing and textiles, creative crafting, and a DIY tool library. Material cost recovery fees may apply. Refunds will not be issued.

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.

The Missoula Public Library reserves the right to refuse scanning and/or production of any content at any time, at the discretion of Library staff. Examples include content that would damage the equipment or would be too time consuming to complete.

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

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

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 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 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.

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 be charged criminally, as provided by MCA §45-6-101 Criminal Mischief.

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.

Staff Rights

MPL employees have rights that should not put them in conflict with the rights of patrons. This includes, but is not limited to:

- 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 of Trustees has adopted the following policies.

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 for other patrons or disrupts the ability of staff to perform their duties will be asked to cease such activity. For more information, please refer to a more detailed list of Disorderly Conduct as described in MCA §45-8-101.

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.

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

If a patron exhibits aggressive, abusive, violent or potentially illegal behavior, library staff member(s) are authorized to contact law enforcement.

If a patron threatens staff or others, the police will be called and the patron will receive a trespass notice.

Violations of this policy may result in expulsion from the library by the Library Board of Trustees, 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 of Trustees 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 of a decision to expel or trespass a patron, the Library Board of Trustees 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.

At the meeting, the Library Board of Trustees shall hear from the appealing patron and their representatives and any Library representatives. The Library Board of Trustees 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.

Unattended Children

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 solely 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.

Should an unattended child 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. When possible, 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. When possible, two staff members will remain with the child inside the library's Main Street entrance until law enforcement officials arrive.

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

APPENDIX A: Meeting Room Terms of Use and Agreement

The Missoula Public Library Board of Trustees shall have the authority to deny a meeting if it is deemed inappropriate to the mission of MPL by the Library Director. Upon adequate notice and for adequate reasons, the library reserves the right to revoke permission to use any meeting room. Meetings and exhibits do not necessarily reflect the opinions of the Library Board of Trustees or staff.

1. Users must check in and out with library staff at the beginning and end of a reservation.
2. Library and Partners-oriented activities shall have first priority to use the meeting rooms. With the exception of the library, groups may not reserve the meeting rooms any further in advance than 90 days (30 days for study rooms). Groups may schedule no more than one evening meeting a month. No private parties such as wedding showers, birthday parties, etc., will be allowed during normal library hours of operation unless open to the public or the event is reserved under special arrangement with the Library, MCAT, spectrUM, or Families First.
3. No admission or registration fee may be charged at any meeting. Donations may be accepted to recover meeting materials costs.
4. Organizations or groups using the rooms are required to set up the chairs and tables needed for their meeting and store them after they are finished. Assistance with AV and securing additional furnishings is available by request. AV equipment, peripheral equipment and room functionalities (shades, screens, etc.) must be shut down or reset by presenters or with the assistance of library staff at the end of the reservation. The rooms must be left in as neat and orderly a condition as they are found. All entry points to a meeting room must be closed completely and locked shut before exiting.
5. Organizations holding meetings assume responsibility for any damage to the rooms or contents.
6. Groups must end meetings 15 minutes prior to library closing.
7. Due to high demand, usage is only for the requested time of reservation, Users must exit a meeting space at the end of their reservation. Users must arrive within the first 15 minutes of their reservation or the reservation may be considered cancelled.
8. Meeting room use does not include free unlimited parking privileges. Anyone parking in the library's lot in excess of two hours is subject to being ticketed.
9. Group activities involving more than normal wear and tear will not be permitted.
10. Pursuant to Montana statutes, a person carrying a concealed weapon along with a current and valid permit for that weapon may not be prohibited or

restricted from library facilities. Other weapons are prohibited in County buildings (i.e. the library), even for demonstration or practice.

11. Equipment, supplies, materials, or other items owned by a community group or used by them in the library are not the responsibility of the library, nor can they be stored in the library.
12. Food preparation is limited to designated food preparation areas only. Trash must be disposed of appropriately; staff are available to assist with excessive amounts. Refer to Food and Drink in Meeting Rooms.

I agree to abide by the Missoula Public Library meeting room policies listed above.

Name	Group Name	Date
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APPENDIX B: Reservation of Meeting Rooms and Study Rooms

Library public space includes the Cooper Rooms, the Blackfoot 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 the online reservation system.

1. All public spaces may be reserved during regular business hours but must end 15 minutes prior to library closure.
2. During self-service hours, public spaces have restricted use.
3. A 30-minute buffer is automatically set in the online reservation system for all public space reservations (excluding study rooms).
4. Library public spaces, except for study rooms, may be booked up to 90 days in advance.
5. Study room exceptions:
 - a. Study rooms can be booked up to 30 days in advance.
 - b. Study room bookings are limited to one two-hour block per day per patron.
 - c. Youth services study rooms are reserved for the needs of those age 18 and younger.
 - d. Study room reservation time should be and will be extended upon request if space is available.
6. Reservations are guaranteed but are subject to cancellation under library policy.
 - a. Advance reservations made by the public through the online reservation system are reviewed regularly by senior circulation staff.
 - b. Patrons with problematic reservation requests can expect notice within 24 hours.
 - c. Best practice for same day reservations is to place the request with a staff person, either in person or via phone.
7. Confirmation of arrival
 - a. Patrons must arrive within the first 15 minutes of their reservation. If they do not arrive within 15 minutes of their reservation, the reservation will be cancelled and the space will be made available to other patrons on an as-needed basis. Patrons should call the library if running late to keep a reservation.
 - b. Patrons must sign in and out with staff at floor perches. Staff will indicate the arrival and departure in the patron's system reservation.
8. Abuse of privileges

- a. When reserving a public space through the online reservation system, patrons must agree to the Terms of Use which are also posted in all reservable spaces.
- b. Patron use of public spaces must abide by the library public meeting room policy.
- c. Patrons observed abusing or taking advantage of public spaces will be reminded about library expectations regarding public space use.
- d. Repeated abuse may result in a loss of meeting and study room privileges.

APPENDIX C: Surveillance Footage

To ensure the safety and integrity of library premises, MPL uses surveillance cameras to monitor the outside of the library building and the surrounding streets and sidewalks. Requests for footage can be directed to Missoula County.

Missoula Public Library maintains eleven security cameras that monitor:

- The Jefferson book drop (2 views)
- The parking garage (5 views)
- The parking lot (3 views)
- The café deck (1 view)

These cameras were installed to ensure unstaffed areas of the property are safe and clean. Live and recorded camera footage is accessible by Library Management, Facilities personnel, and Safety Specialists.

MPL does not monitor patron use of library services. Staff does not assist outside parties in locating or identifying library users or determining if and/or when someone may have been on library property.

APPENDIX D: Request for Reconsideration of Library Exhibits/Displays

1. Please describe the exhibit/display in question as fully as you are able. Please use additional pages if necessary. If you have concerns about multiple exhibits/displays, you must fill out a separate form for each item.

Title:

Sponsoring organization:

Topic/theme:

Location in library:

2. How was it brought to your attention?
3. Have you viewed the entire work? If not, how much have you viewed?
4. Which specific parts of the exhibit/display do you find offensive or inappropriate?
5. Are you aware of any acclaim, awards, or professional reviews of items in or the topic of the exhibit/display?
6. Do you see any benefit in having this exhibit/display in the library?
7. Please state the action you wish taken on this exhibit/display:
 Remove from the library
 Other (specify):
8. Why do you recommend the library take the above action? Please explain how such an action would improve the library's service to the community.

9. What do you think will be the result of viewing this exhibit/display?

10. Have you read the following documents:

- a. The Library Community Exhibit Space Policy OR
- b. The Library Exhibit Space Policy
- c. The Request for Reconsideration of Exhibits Policy
- d. The Library Bill of Rights
- e. The Freedom to Read Statement
- f. The Freedom to View Statement

11. Are you acting as a spokesperson for a group or association? If so, please list their information, including name and website.

Contact Information:

Name:

Address:

Phone:

E-mail:

Signature: _____ Date: _____



For Administrative Use Only

When was this form received?

By whom?

When did the Library Director review it?

When did the Library Director acknowledge receipt of the form to the user?