POLICY ESSENTIALS

THE PURPOSE OF POLICIES?

Translate service priorities into actions

Allow staff to perform jobs effectively

Ensure equal treatment for all

Educate public

Provide legal support

Good Policies

Reflect library priorities – a balancing of library resources and patron wants and needs

Are current, comprehensive and consistent and reviewed regularly

User-friendly, easy to access

Comply with local, state and federal regulations

Policy Development

Determine priority – is there an issue more pressing than others?

Keep library goals and community needs in mind

Brainstorm various responses, what are the consequences of each?

Identify current practice and best practice

Customer Service Policy

Just A.S.K.

We take pride in being…

• Accessible
• Service-Oriented
• Knowledgeable

As a library staff, our first priority is to the people we serve. When coming to the library most patrons have a goal in mind, whether it is to read for pleasure, seek information, study, or simply find a quiet place to relax. We will encourage both adults and children to rely on the wealth of resources that can be found in a library. We desire to provide an environment that is safe, orderly, and harassment-free. Those entering our doors will receive prompt, efficient, and accurate service. We value teamwork and cooperation in seeking to fulfill the needs of our patrons. Every Patron Is Important

Mountain Home Public Library - Idaho

Other Things to Consider

Involve Staff

Consider language and terms used

Review and Ask – Do We Need This?

Clear & Concise-Most policies are a page or less

Reasonable and Measurable – Fines 10 cents a day, no specifications, $5

Equitable – fair to everyone. City employee does not get charged fines

Top Policies Every Library Should Have

Collection Management Policy

- Purpose of Collection
- Selection and de-selection criteria including different formats
- Handling donations
- Challenged Materials Policy and Reconsideration Form
- ALA Bill of Rights

Circulation Policy (Materials Use Policy)

- Requirements for library cards & patron responsibilities
- Loan periods
- Fees
- Interlibrary Loans
- Confidentiality of records

Behavior Policy

- Expected behaviors
- Consequences of unacceptable behaviors

Computer and Internet Use Policy

- Acceptable use of public computers
- Acceptable use of wireless
- Printing & Scanning
- Level of assistance staff provide
- Safety

Top Policies Every Library Should Have

Meeting Room Use (if necessary)

- Scheduling
- Rules and Conditions
- Charges or Fees

Personnel Policy

- Employee Benefits
- Salaries and position classification
- Procedures

Other Policies to Consider

Programming
Display, Exhibits, Bulletin Boards
Handling of Gifts
Volunteer Policy
Emergency Closing Policy
Inclement Weather
Social Media Policy
Public Comment Policy
Child Safety and Vulnerable Adult Policy

Meeting Room Use

The Burlington Public Library provides a variety of meeting room options in its role as a community gathering place for informational, cultural, and educational purposes to promote lifelong learning.

Meeting Rooms A and B and The Create Space
The primary purpose of the large meeting rooms is for library events. When not in use for library events, these rooms can be reserved on a first-come, first-served basis.

Meeting rooms A& B are equipped with a ceiling mount projection screen and projector, wireless Internet access, dry erase board, folding tables, chairs, counter, and a sink.

Because the Create Space has cooking and other special equipment, there must be an adult present during use.

Library sponsored activities have first priority. If the scheduled room is needed for library purposes, the library reserves the right to work with a group to reschedule or reassign.

These rooms are not available for private parties, such as birthdays or baby showers.
.
Study and Small Group Rooms
The primary purpose of the study and small group rooms is for private study, tutoring, and small group meetings. Individuals and organizations can reserve these rooms in advance on a first-come, first served basis. When available, walk-in requests are welcomed.

These rooms have fixed seating arrangements.

All Rooms
Meeting rooms will be made available on an equitable basis, regardless of the beliefs or affiliations of individuals or groups requesting their use (see the Library Bill of Rights Article 6). Use of meeting rooms in no way implies library endorsement of ideas expressed in the meetings or of the aims and goals of the organizations. Organizations may not advertise the use of the library facility in any way that implies sponsorship by the library other than to indicate the name and address.

For-profit organizations may use the rooms for trainings or meetings. Individuals, groups, and for-profit organizations may not use the rooms to describe, promote or sell products or to solicit funds or future sales or for gambling. Admission or fees may not be charged prior to or during the use of the rooms. These public meeting rooms may not be used for private gain. The library reserves the right to allow sales conducted by the Friends of the Burlington Public Library, Burlington Public Library Foundation, the library itself, or the City of Burlington.

Use of meeting rooms can be denied if the intended use presents a danger of riot, disorder, or other immediate threat to public safety, peace, or order. The library's Conduct Policy, which includes food and beverage use information, applies to meeting room use.

Activities and signage related to a function in a meeting room must stay in the room. Reservation of a meeting room does not include use of the lobby for the group's function.

The user is responsible for setting up the meeting room and leaving it in good order, and is financially responsible for any damage to or loss of library property. All furniture and equipment must be returned to their original locations. No lit candles or open flames are allowed. No materials of any type may be attached to the walls or doors without permission. Storage of equipment or materials is not allowed without permission. Groups will be charged for damage or extraordinary room clean up that results from use (minimum charge of $25). The individual named as the contact person on the reservation will be held responsible for all charges.

There is no fee for the use of the library meeting rooms. Donations are encouraged and will be used for maintaining and improving the meeting rooms.

Equipment may be available for check-out at the Customer Service desk.

The library is not responsible for any accident, injury, loss or damage to private property incurred by groups or individuals while using the meeting rooms.

Arrangements for meetings to start before or end after library hours must be approved by the Library Director in advance.

Social Media Policy

From West Allis Public Library – As a form of government, all comments are considered public comment and therefore retained and archived. You participate at your own risk, taking personal responsibility for your comments, your username and any information provided.

From Omaha Public Library – All content posted to sites maintained by the library is subject to OPL's Rule of Conduct. Individuals who violate the library's social media policy may be banned from OPL's social media site and or facilities and authorities may be contacted.

Behavior Policy

No Person Shall:

- Commit or attempt to commit any activity that constitutes a violation of Federal, State, or Local criminal statute or ordinance.

- Leave Children Unattended

- Engage in disruptive, disorderly or unsafe conduct

- Threaten, harass, harm or violate the rights of library users and/or staff

- Interfere with others' use of the library

- Conduct surveys, solicit money or signatures inside or adjacent to the library

- Abuse computer privileges

Policy vs Procedure

Policies are philosophical in nature dealing with how library staff may respond in a situation

Procedures are practical, a list that spells out step by step what a library staff member needs to do in a situation
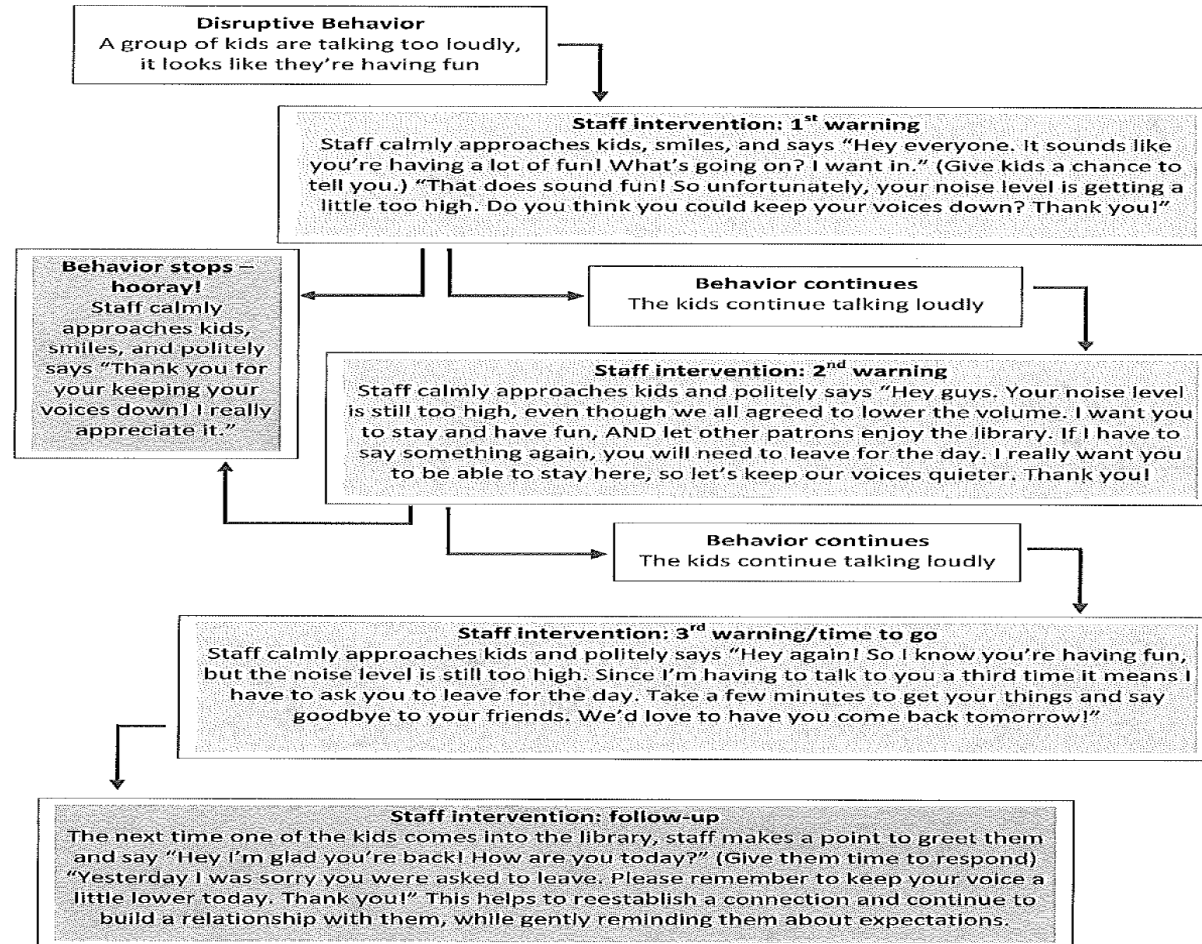
DISRUPTIVE BEHAVIORS PROCEDURE FLOWCHART

Defined as: behaviors that are disruptive, but do not pose a substantial threat to the safety of others, right of others to use and enjoy library facilities, and to library resources and/or facilities.

- *Adapted from ALA Guidelines for the Development of Policies and Procedures*

Examples of problematic behaviors:

- Talking loudly/yelling
- Playing music/games too loud
- Running
- Making messes

Disruptive Behavior
A group of kids are talking too loudly, it looks like they're having fun

Staff intervention: 1st warning
Staff calmly approaches kids, smiles, and says "Hey everyone. It sounds like you're having a lot of fun! What's going on? I want in." (Give kids a chance to tell you.) "That does sound fun! So unfortunately, your noise level is getting a little too high. Do you think you could keep your voices down? Thank you!"

Behavior stops – hooray!
Staff calmly approaches kids, smiles, and politely says "Thank you for your keeping your voices down! I really appreciate it."

Behavior continues
The kids continue talking loudly

Staff intervention: 2nd warning
Staff calmly approaches kids and politely says "Hey guys. Your noise level is still too high, even though we all agreed to lower the volume. I want you to stay and have fun, AND let other patrons enjoy the library. If I have to say something again, you will need to leave for the day. I really want you to be able to stay here, so let's keep our voices quieter. Thank you!

Behavior continues
The kids continue talking loudly

Staff intervention: 3rd warning/time to go
Staff calmly approaches kids and politely says "Hey again! So I know you're having fun, but the noise level is still too high. Since I'm having to talk to you a third time it means I have to ask you to leave for the day. Take a few minutes to get your things and say goodbye to your friends. We'd love to have you come back tomorrow!"

Staff intervention: follow-up
The next time one of the kids comes into the library, staff makes a point to greet them and say "Hey I'm glad you're back! How are you today?" (Give them time to respond) "Yesterday I was sorry you were asked to leave. Please remember to keep your voice a little lower today. Thank you!" This helps to reestablish a connection and continue to build a relationship with them, while gently reminding them about expectations.

Tracie Miller

traciemiller@scls.info

608-246-5612