



**missoula
public
library**

POLICY MANUAL

July 2024

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Mission Statement of the Missoula Public Library

Spark Curiosity. Make Connections. Thrive Together
May 2023

Preface

The Missoula Public Library Board's policies governing library operations have been compiled in this manual for the use by board members, staff and users. 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 then develops procedures, policy implementation, evaluation and revisions. MPL staff reviews the entire library policy regularly; the board considers changes (if any) following staff recommendations. Changes are approved and noted in board minutes and within the policy.

Library users will have a safe and comfortable environment where resources are easily accessible. Free access to library resources is provided to all residents of the Missoula Public Library's service area regardless of age, race, religion, disability, national origin, sexual orientation, gender identity, or social or political views. Library policies are based on user needs and the library's mission statement and established goals.

Approved 9/25/1990

Revised 10/15/1990

Revised 12/26/1994

Entire policy revised and approved 9/2000

Collection management policy revised and approved 11/2004

Policy reviewed and changes approved 11/2004

Policy changes in 07/2006

Policy revisions and review 12/2007, 1/2009, 6/2010, 7/2011, 8/2014, 11/2017, 11/2019

Complete policy revision and review 4/2020

Complete policy revision and review 2/2022

Policy updates in 06/2024

Slaven Lee

Date: July 2024

Library Director

Megan Moore

Date: July 2024

Chair, Board of Trustees

PERSONNEL POLICY

Personnel policies are in accordance with union contract and [Missoula County Personnel Policies](#). (See [Appendix O: Union Contract and Missoula County Personnel Policy](#)).

General Work Rules

- Regular attendance is required for all employees.
- Breaks – Employees are permitted one 15-minute break for every three hours worked (twice for each six-(6) or eight-(8) hour shift and three for each ten-(10) hour shift). Any variation on the 15-minute breaks scheduled midway during each half-shift of the 8-10 hour work day requires prior approval from the supervisor. Breaks may be taken off the premises. Abuse of this privilege will result in suspension of the privilege of leaving premises during break period.
- Staff earning compensation time in lieu of overtime pay or for being scheduled to work a paid holiday are required to notify their supervisor prior to earning the time (reason for earning must be approved). The labor contract addresses earning and using compensation time, rate of earning, limitation on carrying length, etc. Staff will request approval from supervisor when compensation time is being used. Time can be taken only after being earned and recorded. The county payroll record will be the final authority. With supervisor’s approval, staff may earn compensation time when participating in library-related events and activities that occur outside of regular staff schedules, in accordance with union contract and Missoula County personnel policies.
- Staff will be in the scheduled work area and be ready to work at the scheduled time.
- Food and beverages (in covered beverage containers) may be discreetly consumed in non-public view. This privilege may be suspended by the library director or supervisors if the professional image of the library is impaired.
- Staff will notify supervisor or co-workers in work area when leaving the work area. Staff will notify the Person-in Charge (PIC) when leaving the building, except for a dinner break which is on the schedule.
- If a key is issued for any reason, the employee is responsible for the whereabouts and return of the key. Failure to do so may result in a charge to rekey the lock(s) in question.
- All Under One Roof staff [MPL staff and anchor tenants of the Missoula Public Library, including, Families First, Missoula Community Media Resources, University of Montana spectrum Discovery Area and Living Lab] who are issued a swipe card are responsible for the whereabouts and return of the swipe card. Swipe cards should not be loaned to or shared with another person. External organizations (e.g., couriers and delivery companies) that are issued swipe cards must follow MPL swipe card procedures. Regularly

losing or damaging a swipe card may result in a loss of building access privileges. The cost for replacing a lost or damaged swipe card is \$5.00.

- Staff will wear approved apparel and identity tags provided by management which clearly identifies them as a library employee. Employees are expected to wear identifying apparel and tags during work hours when working directly with the public. Identification of staff **must be displayed** above the waist and visible to the public.
- In order to project a professional public image and enhance morale and efficiency, as well as to provide a safe working environment, each employee is required to maintain a clean and orderly work area.
- Staff is not allowed in the MPL building outside of its hours of operation. Otherwise, staff must notify management to access the building for any reason.
- Staff members are expected to dress in a professional manner that will inspire confidence in their ability to perform their job functions.
- As all employees are in contact with the library's external and/or internal users, the library asks that all employees refrain from wearing excessive fragrance (perfume or lotions).
- No smoking is permitted in the library at any time, or within 25 feet of the building. (City ordinance)
- At the director's discretion, staff may utilize library equipment for personal business. Public use has priority. Personal use of equipment must not conflict with library use and must be taken during non-work hours.
 - Staff will not use computers for personal use at public service desks during the hours the library is open.
 - Supplies associated with the operation of any of the above listed equipment are the responsibility of the staff member.
- Use of the county vehicles is restricted to library purposes only and use is restricted to authorized drivers.

Management Structure

Ongoing communication among staff, management, and the library board is essential for the efficient operation of the library. To allow free communication among all library personnel, the proper procedure is to talk with the immediate supervisor first. If this is not possible or appropriate, then talk with the library director. If the issue is still not resolved, approach the MPL Board. Similarly, any professional concerns of the MPL Board will be communicated to library personnel through the director who will disseminate the information appropriately. See the [Negotiated Union Agreement for the proper steps. \(Appendix O: Union Contract and Missoula County Personnel Policy\)](#).

The library enforces zero tolerance for sexual harassment.

The library board and staff will adhere to all statutory requirements regarding sexual harassment in the workplace.

Standard Operating Procedure manuals exist electronically for all departments.

Approved 9/25/1990

Revised 9/2000, 11/2004, 1/2009, 1/2010, 2/2014, 7/2017, 1/2019, 4/2020

Current revision 2/2022

COLLECTION DEVELOPMENT POLICY

Materials Selection Policy

The purpose of the Materials Selection Policy is to list the general standards used to select materials in accordance with the Missoula Public Library mission statement and current policies, including equity, diversity and inclusion of all users.

Selection Policy Objectives:

- A written material selection policy serves as a guide to library personnel involved in materials selection. It assists them in selecting and acquiring a useful, well-rounded materials collection to meet the needs of the community served.
- A written selection policy helps the library board instruct new board members about existing policy and assists the board in determining whether the staff is doing an acceptable job of building a collection of materials that is relevant to current needs.
- A written selection policy will help to explain to library employees and other interested parties the basis on which materials have been selected.

Materials Collected

Present Collection Level: Missoula Public Library continually collects current, relevant materials referencing professional journals for reviews. In addition, user requests are strongly considered. The focus of collection development changes as demands from the users and formats change.

Subject Areas Collected

Subjects: Missoula Public Library categorizes nonfiction materials according to specific Dewey Decimal numbers.

Present Collection Levels: The library acquires nonfiction works based on long-term permanent value and current interest. Some titles are also selected in large print and audiobook formats. Downloadable audiobooks and eBooks are purchased for the digital consortium. Materials for learning another language are generally in

digital format (Mango Languages) or in audiobook format. Electronic reference sources have replaced many print versions.

The following is a breakdown of MPL's adult nonfiction collection:

SUBJECTS COLLECTED BY DEWEY CLASSIFICATION NUMBERS

000 GENERALITIES

- 004-006 COMPUTER SCIENCE—basic level, up-to-date coverage of relevant computer-related topics; the library purchases materials on popular computer programs, operating systems, software applications, hardware and the Internet, to include social networking materials and electronic devices; minimal older material is retained for users who have earlier versions of programs.
- 020-029 LIBRARY SCIENCE—basic level, up-to-date theoretical and practical works relevant to the public library. A professional development collection is maintained for staff continuing education.
- 030 ENCYCLOPEDIAS—basic level, Online editions are current.
- 051 PERIODIC INDEXES—basic level, up-to-date online retrospective from 1890-1982
- 060.4 RULES OF ORDER—basic level, newest edition is reference and check-out.

Future Acquisitions: Materials in the computer science section will be continually updated to maintain a relevant collection encompassing a variety of computer topics, keeping up with this rapidly changing field.

100 PHILOSOPHY AND PSYCHOLOGY

- 128 HUMANKIND—basic level, up-to-date
- 130 PARAPSYCHOLOGY AND OCCULTISM—basic level, including classic and current texts in this high-demand field
- 150 PSYCHOLOGY—basic level, new materials replace older titles, including overviews, memory and learning, imagination, intelligence, dreams, and hypnotism
- 155-158 SELF-HELP—basic level, maintaining a variety of new, popular titles
- 180-199 ANCIENT, MEDIEVAL & EASTERN PHILOSOPHY—basic level, including Buddhist philosophy and yoga

Future Acquisitions: Collection development in this area will include self-help and psychology, while focusing on meeting increased demand for classic and current philosophy texts, to include the major philosophers and their basic writings. High quality, up-to-date parapsychology, astrology, ESP, hypnosis and occultism titles will be added to keep up with local demand.

- 200 RELIGION**—basic level, providing general and historical information, as well as doctrinal and devotional items for Christian and non-Christian religions, including the Buddhist, Muslim, Hindu and

Jewish religions. Witchcraft, Mythology and Super Naturals are in high demand.

Future Acquisitions: The newest devotional and doctrinal materials for Christian and non-Christian faiths.

300 SOCIAL SCIENCE

- 305 SOCIAL GROUPS—basic level, including current and relevant titles on women, the elderly, teens, gender studies, and racial groups
- 306 MARRIAGE AND THE FAMILY—basic level, new titles
- 310 STATISTICAL ABSTRACTS AND ALMANACS- basic level
- 320 POLITICAL SCIENCE—basic level, current information
- 330 ECONOMICS—basic level, current titles
- 340 LAW—minimal level, current MT Code and layman law texts on a variety of legal issues, including leases, living wills and trusts, estate planning and bankruptcy are kept current.
- 363-364 TRUE CRIME—basic level, classic and current true crime texts
- 370 EDUCATION—minimal level of new titles in many areas including home schooling and learning disabilities. Books on choosing a college, financial aid and scholarships are kept current.
- 398 FOLKLORE—minimal level of various countries' customs and folklore.

Future Acquisitions: The emphasis of collection development in the social sciences is on current issues and relevancy to the Missoula community. This very large subject area includes sociology, social groups, political science, economics, law, military science, social problems, criminology, education, commerce, communications, transportation, customs, etiquette and folklore. The latest true crime texts will be continually added to keep up with high demand.

400 LANGUAGE—Basic level, including self-teaching texts and dictionaries for foreign languages – Mango Online can be used anywhere with an MPL Library Card.

Future Acquisitions: Several dictionaries, sign language materials, grammar, thesauri and other resources are retained for languages that are relevant in the Missoula community are collected as the community grows and has new interests.

500 SCIENCE—Mathematics, physics and chemistry, astronomy, geology, climate and weather, prehistory and fossils, biology, botany and animal resources are collected primarily for the general reader trying to understand life in the universe.

Future Acquisitions: Basic materials in mathematics, physics and chemistry need to be monitored for usage and replaced often to remain current. *Works* of significant historical value should be retained.

600 TECHNOLOGY

600-609 TECHNOLOGY—Minimal level

610-619 MEDICAL SCIENCE— Current, basic collection of general materials. Internet resources such as MedlinePlus are used often. Reference titles include medical dictionaries and family medical guides. Specialty Directories provide phone numbers for various health agencies.

610 PHARMACOLOGY—Current prescription drug books and current PDR titles

Future Acquisitions: Information for this diverse area is constantly changing and the resources in this collection must keep up with new research. Materials will continually be updated with new information and the oldest titles are only 5 years old.

620-629 ENGINEERING—Minimal, includes smelting and mining materials with historical significance.

635 GARDENING—Basic level, up-to-date and classic gardening texts, both general and specific to Montana’s climate. Organic gardening books are in high demand. The Seed Library is available and stocked with an heirloom seed collection selected for the Missoula climate.

636 ANIMAL HUSBANDRY—Minimal, small animal care, and poultry are used heavily

641 COOKBOOKS—Basic level, both general and specialty cooking, including topics on health, allergies, vegetarian and vegan cooking, international and cultural cuisine, canning, baking, etc.

646 SEWING—Basic level including periodicals, magazines and videos, as well as a large selection of print materials.

Future Acquisitions: The gardening collection will continue to be updated with new, relevant materials, including seed saving due to the Seed Library and the high community interest. Emphasis will also be placed on current, popular home decorating and home organization books, and new quilting and sewing titles.

649 CHILD REARING—Basic collection

Future Acquisitions: Parents are always looking for the latest research in this area. This collection needs to be continually updated. Pregnancy and childbirth books are in high demand and must be acquired regularly.

650 BUSINESS—Basic level of current materials ranging from office and business management and job searching, to setting up a small business. Periodicals and newspapers include Business Week, Barrons, Wall Street Journal, Forbes, Consumer Reports, Money and Kiplingers.

Future Acquisitions: Information in the business world is constantly changing and this collection must provide library users with the most up-to-date business

information, to include materials on all aspects of starting and managing a business. Databases and Internet resources also provide current information.

- 671.5 JOINING AND CUTTING METALS—Minimal level
- 684 HOME WORKSHOP—Study level, collection includes periodicals
- 690 BUILDINGS—Basic level on home building, plumbing, and alternative building methods. Collection includes periodicals, and DVDs.

Future Acquisitions: This collection is fairly adequate for the needs of our users. New, relevant titles that fit the collection will be considered for purchase.

700 ARTS AND RECREATION

- 700-730 ART AND ARCHITECTURE—Study level, includes art encyclopedias, catalogs, and history of art materials
- 740 DRAWING AND HANDICRAFT—Large, study level collection including classic and current texts, how to draw titles, popular cartoon characters and the history of comics.
- 746 KNITTING, CROCHET & OTHER TEXTILE ARTS – Especially popular and need to be constantly updated with new titles.
- 750 PAINTINGS AND PAINTERS—Basic level
- 770 PHOTOGRAPHY—Basic level, includes how-to manuals and photography collections
- 780 MUSIC—Basic level, information on music genres and musicians, sheet music for piano and other instruments
- 790 SPORTS AND RECREATION—Basic level, high demand for fly hunting, fishing, hiking, biking and climbing materials. Periodicals include Field and Stream, Outdoor Life, Sports Illustrated, Bicycling and Velo News, among others. Videos on sports, exercise and fishing enhance the collection. Fly tying kits are available for use in the Makerspace.

Future Acquisitions: The library has a strong core collection in this area. All materials are at a popular demand; therefore, development is influenced by user requests. This area needs frequent *monitoring*. The music collection needs to be updated, especially how-to manuals. Hiking guides are updated as new editions are published. Current collectible/price information is now available on the internet.

- 800 LITERATURE**—Study level, core collection of American and English literature titles and the Classical titles of Greek and Roman literature. Literature of other languages is minimal at this time. Materials on writing, literary, history, and criticism are part of this collection, as well as a strong collection of Montana poetry.

Future Acquisitions: New titles in French and Spanish are being added. New titles on the writing and publishing process should continually be added to the collection to support the active local author audience. APA and MLA style manuals need to be kept updated; however, the Internet is a valuable resource for current guidelines.

900	GEOGRAPHY AND HISTORY
910	GEOGRAPHY—Basic level
912	ATLASES— Adequate up-to-date collection.
	913-919 TRAVEL AND DESCRIPTION—Basic level, heavily used, current travel and cultural guides for locations worldwide. Travel guides are no more than three years old. U.S. travel kits are available
930	HISTORY OF THE ANCIENT WORLD—Basic level
940	HISTORY OF EUROPE—Basic level
950	HISTORY OF ASIA—Basic level
960	HISTORY OF AFRICA—Minimal level
973-978	HISTORY OF THE US—Basic level, includes old and new titles
980-990	HISTORY OF SOUTH AMERICA AND OTHER AREAS—Minimal level

Future Acquisitions: Information on regions other than the United States and Europe are updated and expanded so that the last 20 years have coverage. Travel books, to include Frommer's, Lonely Planet, Moon, Rick Steves, and Fodor's, are continually updated to keep the collection current. New titles about the Queen and the Royal Family continue to be popular. Books dealing with the Vietnam War, the Gulf Wars, the Iraq and Afghanistan conflicts are current. Materials on the Native American tribes and their cultures and all phases of American History are acquired, especially the American Revolution and the Civil War and WWI & WWII. Many titles covering more recent United States history, the presidents and political issues during their terms are popular and are acquired based on demand.

Other Adult nonfiction:

- Biographies
- Popular foreign language and instructional video and audio materials
- Local and State History – A strong collection of local history is developed with the following objectives in mind:
 - Local history should contain materials relating to the municipality and the state. Included in local history are non-book activities, such as indexing the local newspaper and collecting vital records.
 - State documents relating to the local area may be collected.
 - The library will take a broad view of works by and about the state's authors, as well as general works relating to the state, whether or not such materials meet the standards of selection in other aspects.
 - The library reserves the right to accept gifts of local history material, as described in the Library's Gift Policy (page 18).

The Reference Collection: is developed with the following criteria:

- Select and maintain a reference collection that meets the needs of MPL users.
- Materials that can be updated will be current.
- Academic and/or technical level should be within the range of users and staff.

Future acquisition levels or goals: With all collections, the intent is to maintain currency, weed dated and/or obsolete materials, and listen carefully to user

requests. Completing (and keeping up with) series in all fiction collections is achieved through cooperative collection development with the "Partners."

Special Collections: The local history and genealogy collections are housed in the Tony Veazey Montana Room. Rare materials are shelved in a locked area within that room. These books are non-circulating, but are made available to other libraries for in-house use through interlibrary loan on a case-by-case basis.

Other special adult collections:

- Board games
- Telescopes
- Birding backpacks
- Auto diagnosis devices
- Public access computers (in-house only)
- Chrome books for check-out (in-house only)
- Gaming controllers (in-house only)
- Kilowatt testers
- Life jackets
- Mono-mouse
- Memory kits
- Book chat kits
- Kitchen gadgets
- Vinyl records
- Assistive reading devices
- Hot spots
- Other ephemeral items (e.g., bike locks)

There is a circulating seed collection. Its purpose is to aid users in growing vegetation that is hardy and will be sustainable in the conditions of Missoula, Montana. The Five Valley Seed Library Group collects seeds and stocks the cabinet. Seed Libraries are part of a sustainable community.

Adult Fiction: A basic collection of popular titles and well-known authors with multiple copies of bestsellers.

The graphic literature collection is continually developed and contains both fiction and nonfiction.

Children's materials: Materials in various formats to meet the needs of children for recreational, informational, and self-educational use. This collection is primarily a circulating collection, except for pop-up books, the newest editions of encyclopedias, some dictionaries and other general reference works. Earlier editions of such materials do circulate whenever updates become available.

The nonfiction collection is mostly current with the exception of traditional literature and poetry. If those titles are found in the Storytellers Sourcebook or the Poetry

Index, they are kept indefinitely. Fiction award winners, such as Newbery or Caldecott, are kept indefinitely. Worn copies are replaced regularly when in print.

Various collections are separated according to age and developmental needs:

- Toddler books (concept books, Board books)
- Beginning to read books (controlled vocabulary)
- Picture books
- Picture books for everyone
- Storytime kits (books, audio visual and activities on various themes)
- Toys
- Fiction (recreational reading for school age children)
- Nonfiction (biographies, recreational reading, supplementary to school collections for homework assignments)
- Children's magazines
- Children's music and audio books
- Book chat kits
- Children's videos
- Reference materials (bibliographies, children's literature texts, author information, encyclopedias, and children's historical collection, including Native American)
- Professional, non-circulating storytime materials
- Children's comics
- Native American literature

Young adult materials: Materials in various formats to meet the needs of young adults for recreational, informational, and self-educational use.

Collections include:

- Fiction (readers ages 14-18)
- Young adult audio books
- Young adult comics and Manga
- Young adult magazines
- Young adult reference

Periodicals: May be discontinued as public demand, space considerations, and budget allows.

- Montana magazines are kept indefinitely.
- Area Montana newspapers are stored for three months.
- The Missoulian is collected and archived on microfilm
- National newspapers
- Nearby metropolitan newspapers

Audiovisual materials: collected in formats such as DVDs and digital format to meet popular demand.

Public Access Computers: circulated for in-house use only.

Materials Selection Procedure

Ultimate responsibility for materials selection, as for all library activities, rests with the director, who operates within the framework of policies determined by the MPL Board. The initial selection of material for the library as a whole, however, is the responsibility of the staff, as assigned by the Director. The professional staff maintains general guidance material selection for the entire library in their particular areas of service.

Selectors are given direct responsibility for selection in specific subject areas, under the supervision of the Director. All library employees are encouraged to make suggestions and requests for purchase of materials. Subject and title suggestions are also accepted from library users for consideration (See [Appendix Q: Request for Consideration of Library Materials](#)).

Criteria for Selection:

The selectors acquire materials using the following criteria (Note: not all criteria listed need apply to every item selected):

- Authoritativeness and literary merit;
- The importance of the subject matter to the collection and scarcity of material on the subject;
- Timeliness or permanence of the material;
- Appearance of the title in special bibliographies or indices;
- Clear presentation and readability;
- Accurate information;
- Availability of material in other local library collections;
- The author's reputation and significance as a writer;
- Reputation and standing of publisher;
- Format;
- Price, popularity and user demand

Selection aids may include:

- Book reviews in professionally recognized periodicals and journals as a primary source for selection (see [Appendix E: Materials Selection Aids](#) for representative titles of individual selection aids).
- Standard bibliographies and booklists by recognized authorities, such as library association and professional library journal publications.
- Advice of competent people in specific subject areas.

Duplication of Purchasing: Duplicate copies may be purchased to fill demand as finances allow. The purchase of less popular, but still important, materials will not be neglected.

Replacement of Materials: Whenever materials are lost, worn out, or otherwise withdrawn, replacement will be reviewed with the same general criteria as for original purchase. Replacement will depend on the need of the collection and whether other, similar, or more up-to-date materials are available.

Reference and Circulating Collection: The decision to designate materials for in-library use only is at the discretion of the selectors.

Gifts

The library will encourage and accept gifts suitable for its materials collection, including print and physical items such as artwork. Gift materials must meet the same criteria for selection as purchased materials. Any unneeded duplicates and out-of-date materials will not be added.

- Format must be suitable to library use. If the binding, condition of paper, or unusual format makes an item unsuitable for library use, it will not be added.
- Items not added to the library collection will be given to another library, to a non-profit organization, to the Friends of MPL for sale to benefit the library, or will otherwise be disposed of.
- Nameplates will be put in gift books at the donor's request.
- Whenever a gift is no longer needed in the collection, it will be disposed of in the same manner as purchased materials.
- Gifts that are cataloged and added to the collection will be shelved in their regular classified place on the library shelves and will be available to all borrowers in the MPL system, and otherwise handled as any other material belonging to the Library.
- Individuals and organizations that donate magazine subscriptions shall do so according to the library's Magazine Subscription Donation Policy. (See [Appendix F: Magazine Subscription Donation Policy & Procedure](#)).
- All gifts not designated as part of the materials collection (for example, property, stocks, etc.) will be accepted by and disposed of at the discretion of the library board.
- Unrestricted monetary gifts of \$1,000 or more will automatically go into the account of the MPL Foundation. Gifts under \$1,000 will go into the account of the Friends of MPL. (approved December 27, 1994)

Collection Maintenance

The MPL Board recognizes that Missoula is a diverse community and affirms that the library will attempt to provide books and other library resources for the interest, information, and enlightenment of the entire community within the budget's constraints. See [Appendix A: Community and Groups Defined](#) for community demographics.

Limitations and priorities of the MPL

- Format - The library will purchase material in a format (hardback, paperback, DVD, digital, microform, map, picture, periodical, pamphlet, etc.) appropriate to its anticipated use, availability in alternate formats, cost, and storage space availability.
- The library does not attempt to acquire textbooks or other curriculum-related materials, except when such materials also serve the general public.
- Branches – Basic reference collections consisting of dictionaries, almanacs, an encyclopedia, etc., will be housed at branch sites. Gifts of materials and

money to purchase materials may be accepted by branch staff, providing the MPL Gift Policy is adhered to and materials are cataloged into the MPL collection.

- Series – The decision to purchase additional items in a series or to initially purchase a series will be based on the same selection criteria used to purchase single volume materials.

Special Collections: Certain collections (Genealogy, Large Type, Young Adult Comics, and Adult Graphic Literature) may be shelved separately to encourage use by the public.

Large type (primarily fiction) is updated as the budget allows and includes popular authors, as well as favorites.

Audiovisual materials are collected in DVD and digital formats to meet popular demand. As formats become obsolete they will no longer be supported.

- The goal of the DVD collection is to be well-balanced, serving the needs of the entire community. Materials are selected for all ages and all levels of comprehension. Selection is based on informational, educational, and recreational value and is also considered in terms of timeliness, demand, quality, and authority.
- The DVD collection contains feature films, TV series, and informational films for all ages. The collection may include current high interest films, old classics, award winners, foreign films, and nonfiction subjects.
- Feature films should contribute to the value of the library's collection as a whole by representing all types and styles of motion pictures that provide pleasant viewing for recreational and creative use of leisure time. Serious works, which present honest aspects of life, are not necessarily excluded for frankness of expression.
- Children's materials are selected in order to encourage the child's joy in learning and creativity. Visual recordings are selected to offer adventures of the mind and spirit for growing children, cultivate an appreciation of literature and film, and encourage the creative use of leisure time. Special attention is given to visual recordings of use and value to parents or other adults working with children.
- Appropriateness, expected long-term use, and value to the collection are deciding factors in the selection.
- Preference is given to the purchase of new titles rather than replacements, but titles in high demand may be replaced as available. Multiple copies may be considered for high-interest films and those items on the Partner holds report. (1 copy per five MPL holds)
- Visual recording purchases will stem from reviews in the most highly regarded sources, although suggestions from users are always welcome and are given serious consideration. Close attention is paid to professional reviews, especially in the selection of documentary and "how-to" films.
- Attempts will be made to purchase films at a reduced price. However, there are times when a film is so popular that the library decides to purchase it immediately at full price.

- The library recognizes and understands that some visual recordings may be regarded by certain individuals or groups as controversial, whether because of bias, frankness of language, political expression, or moral implication. Selection will not be made on the basis of anticipated approval or disapproval by any individual in the community, but rather on the evaluation of the visual recording's critical merit, authenticity, honesty of presentation, topical interest, and use by the audience for whom it is intended. The primary aim of visual recording selection is to establish a balanced collection, which adequately represents various points of view on many subjects.

Weeding

In order to maintain an up-to-date collection, staff will continually re-evaluate worn and obsolete materials. Systematic evaluation and weeding of the collection is required in order to keep the collection responsive to users' needs, to ensure its vitality and usefulness to the community, and to make room for newer materials. Weeding (removing materials from the collection) is the responsibility of the professional employees of the library. Weeding both the purchased and donated material collection will be done continually in order to keep the materials collection relevant to the needs of the community.

Disposition Procedure

Material withdrawn during the weeding process will be given to the Friends of the Missoula Public Library for sale to benefit the library or will be otherwise disposed of. *(Approved 8/7/1990)*

Censorship and Materials Selection

The library board and administration are dedicated to the principles of intellectual freedom. They believe that the right to read is basic to the intellectual freedom of democracy and therefore adopt the following three basic documents on intellectual freedom as official policy of the library:

- The Library Bill of Rights (See [Appendix B: American Library Association Library Bill of Rights](#) for complete text)
- The Freedom to Read Statement (See [Appendix C: American Library Association: The Freedom to Read](#) for complete text)
- The Freedom to View Statement (See [Appendix D: American Library Association Freedom to View Statement](#) for complete text)

The function of material selection is to obtain the best print and non-print resources suited to the needs of the community with the funds available. It is not to be confused with censorship and selectors must be constantly alert not to allow their own preferences or prejudices, pressure by individuals or groups, or fear of such pressure to influence selection. Following the democratic principles under which it operates, the library is obligated to make all sides of a controversial question available, as much as possible.

The decision to purchase materials should be guided by qualified reviews and based on the literary value and social importance of the material, the needs of the community, availability of other materials on the subject, and funds available.

Materials which come within the [Montana Supreme Court's definition of obscenity](#) should be excluded, but no item should be eliminated because of coarse language, violence, or frank discussion of sexual episodes when such episodes are pertinent to the plot or character delineation.

Indicating an item's point of view or bias by labeling it or shelving it in a special area is considered an unwarranted assumption on the part of the library. Cataloging and classification should in no way reflect a value judgment of the material.

The presence of material in the library does not indicate an endorsement of its contents by the library board, staff, or funding agencies.

Request for Reconsideration Policy

MPL will respond to any concern from users about library materials owned by MPL (defined as items with a Missoula Public Library stamp). No item 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 title and determines, according to policy, that the item will remain in the Library's collection, that item shall not be requested to be reconsidered again for one year from the date of the Library's final decision regarding said title.

This procedure will be followed:

1. If a user has concerns about an item owned by the library, staff members will ask if they would like to file a request for reconsideration. 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 making the challenge about complaints or concerns.
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 Reconsideration Form (See Appendix R: Request for Reconsideration of Library Materials)
 - b. The Library Collection Development Policy
 - c. The Request for Reconsideration Policy
 - d. The Library Bill of Rights
 - e. The Freedom to Read Statement
 - f. The Freedom to View Statement

3. The user will fill out and sign the Request for Reconsideration Form and give it to a staff member or mail it to the Director. Separate forms must be filled out for each item the user wants reconsidered. All Request for Reconsideration Forms received by staff will be forwarded to the Director or person acting in their absence.
4. Within two working days, the Director or person acting in their absence will acknowledge, in writing, receipt of the form. Request for Reconsideration Forms that are not fully completed will not be reviewed.
5. The Director will have 14 days to review each item. In the event that multiple items are submitted for reconsideration, the Director will review no more than one item at a time. In this case, users will be advised that requests may be handled over multiple months.

Requests for reconsideration will be considered in terms of the Library's materials selection policy, the principles of the Library Bill of Rights, and the opinions of the various reviewing sources used in materials selection.

1. The copy or copies of the challenged materials will remain available to the public until disposition is determined.
2. At the end of the review period, or beforehand if done working, the Director will make a recommendation for maintaining, withdrawing, or reshelving the item.
3. The Director will respond to the user in writing and inform them of the library's decision.
4. The user will have seven working days to appeal the Director's decision to the Library Board.
5. Board Members will have no more than two months to review the item in its entirety. Regularly scheduled board meetings may be used to consult with the Director or selection staff to get more information about the item.
6. At a regularly scheduled board meeting, the Board will vote on maintaining, withdrawing, or reshelving the item. This decision is final.
7. All Request for Reconsideration forms will be filed with the Director for purposes of record keeping and reference.
8. If a challenged item is retained, the library will not reconsider the same item for one calendar year.

Approved: July 26, 2023 by the Board of Trustees

OPERATIONAL POLICY

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, with their consent, or staff is allowed.

Court-ordered warrants or subpoenas requesting disclosure of confidential library information will be referred to the library director. The library director will submit these to the Missoula County Attorney's office for approval prior to dispersal of information.

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

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. (04/2008, 2/2014, 4/2020)

Library Hours

Missoula Public Library hours are

Monday-Wednesday 9am-8pm
Thursday, Friday and Saturday 8am-6pm
Sunday 12-5pm.

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

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 that are lost and found in the library or turned in to library personnel by the public are held for four weeks, at which time they will be disposed of.
- Hazardous and perishable items are discarded immediately.
- Items of obvious value, including (but not limited to) wallets, cellular phones, jewelry, cash, and credit cards, are held in a secure location.
- If the owner of the item can be determined, staff will attempt to contact the owner in a timely manner.
- If the owner of a lost and found item visits the library and satisfactorily identifies the item, the item will be returned to its owner.
- If items are not claimed in a timely manner, they will be disposed of by being discarded, turned over to the police department, or donated to charity, as appropriate.
- Bicycles that are chained to the bike rack for longer than five days will be removed and turned over to the city police.

Library Cards

A Missoula Public Library borrower's card is available to any individual resident of the State of Montana who completes the borrower's registration form and shows one piece of identification.

For proof of identity, a photo ID is preferred; in lieu of a photo ID, individuals may present at least two alternate forms of ID which together list, in part, their current address, proper name, and/or 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.).

As a library card implies a binding contract between a user and the library, the users must also provide their full name and date of birth for inclusion in their account record. *(Revised 03/29/2012) (2/2014)*

- All addresses which list a post office box number must also have a street address or description of location.
- Applicants residing in temporary housing (e.g., hotels, campgrounds, local shelters) may be registered on a temporary status and may check-out two items.
- New registrants with temporary cards or unverified addresses may initially check out two items.
- Children – All applicants under 15 years of age must have a parent or legal guardian present at the time of application. A parent or legal guardian cannot obtain a library card in their child’s name without the child present. *(Revised 03/2011)*
 - In the event that a caregiver asks to obtain a card for a child:
A caregiver may receive a library card with temporary status until the legal guardian can bring the child to the library with the proof of address card. At that time the child’s card will be updated to full status. The child must be present to obtain a temporary card and to update the card to full status. *(Revised 10/2019)*
- Proof of address
 - The library will mail a proof of address postcard to new users with permanent addresses. Alternatively, users can present proof of address such as 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 user’s permanent address. *(Revised 2/2022)*
 - Children’s card – If the parent or legal guardian is a library card holder in good standing, the library will accept a parent or guardian’s account as proof of address. If the parent or legal guardian does not have a library card, then a proof of address postcard will be mailed to the applicant and the applicant will remain temporary until the proof of address card is returned within a 30-day time frame. *(03/2011)*
 - 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 their application. 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)*
- The initial library card is free, and there is a \$1 charge for a replacement card. *(Revised 4/11/2019; 7/25/2000)*
- Library cards from Partner Libraries can be utilized at Missoula Public Library. *(Adopted 11/2004)* It is preferred practice for a user of a Partner library to use their existing library card rather than obtaining a new MPL Card.

Invalid contact information - If the United States Postal Service is unable to deliver library correspondence to a user's recorded address, the status of the user's account will be updated as a barred account until such time as the user is able to confirm a new address using a proof of address postcard. If, during the course of regular business operations, library staff concludes a user's recorded telephone and/or email information is invalid, the status of the user's account will be updated as a barred account until such time as the user is able to confirm a new telephone number and/or email address. *(Updated 5/2017)*

Group library cards - Application for a group card must be written on business letterhead, stating that the organization is willing to assume responsibility for fines and damaged or lost items. The letter must also list who is allowed to use the card and be signed 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, upon verification of address and individual in charge.
- If the card is lost, another letter from the organization on letterhead will be required. A \$1.00 replacement fee will be charged.

Loan Periods

Most materials – Four-week (28 day) check-out period with no grace period and two four-week renewals, provided items have not been reserved by another user.

New fiction, new nonfiction, magazines, music and DVDs, and magazines – 14-day check-out period with no grace period and two 14-day renewals, provided items have not been reserved by another user.

Renewals - items may be renewed automatically or by phone or online, providing they have not been reserved by another user.

Public access computers:

- Circulated to MPL or Partner Library cardholders on a first-come, first-served basis.
- Public access computers check out for a three-hour period.
- No holds may be placed on public access computers.
- Users' accounts must be in good standing with the library.
- Users may check out one public access computer at a time.

Reference and non-circulating materials do not check out unless prior approval is given by a reference librarian or the library director, in which case a 24-hour check-out is allowed.

Approved 9/25/1990

Revised 12/26/1994, 9/2000, 10/2007

Revised 11/2009

Revised 2/2014

Revised 4/2020

Fines

Missoula Public Library charges:

- No overdue fines will be charged for books, magazines, CDs and DVDs. Once the materials have been overdue for 30 days, they will be marked as lost and the lost materials policy will be followed.
- \$1.00 overdue fine per day for interlibrary loan materials
- \$1.00 overdue fine per hour for computers
- \$10.00 overdue fine per day for telescopes
- Suspension – Borrowing privileges will be suspended when reimbursement has not been received by the library for any lost or damaged materials and the accrued or estimated fines have reached \$10.00.

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. **Lost materials fees are non-refundable.**

(Revised 12/2013)

Claims Returned

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

Bankruptcy

If a U.S. Court grants a user discharge of debt due to bankruptcy, all debt related to actual loss by the library shall be removed from the user'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 and referral fines, are not dischargeable debt under bankruptcy.

The borrowing privileges of the bankrupt user will be reinstated once the library determines that all outstanding materials that constituted the user'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 user with a Missoula Public Library card in good standing.
- New users with temporary cards may request two items through interlibrary loan. *(Revised 09/2007)*

- A user may have ten ILL items postage paid per fiscal year. Users will be billed \$5 postage per item for additional loans in the year. This fee must be paid at time of pick-up.
- Users may borrow up to five items through ILL at one time.
- Service is not available to users with fines in excess of \$10.00.
- Service is not available to users who have unresolved ILL bills or unpaid Lost ILL materials. *(Revised 06/2010)*
- High-value items will be in-house use only. *(2/2014)*

Fees and fines

The library does not charge users a processing fee for ILL requests except under the following circumstances:

- If an ILL is not picked up, the user 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 user 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 that the Missoula Public Library is open. 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 user 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:

- High-demand materials, including 14-day books.
- Reference books (juvenile and adult), Montana Room materials, and genealogical materials except upon individual review by the appropriate reference librarian, children's librarian, and/or library director, and with use limited to a maximum of two weeks in-house use.
- Public access computers, telescopes, or other special collections.

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

Missoula Public Library ILL staff will not do genealogical research, i.e., search for information on families or a family member except for materials identified by titles and identified as owned by MPL and containing indices and/or tables of contents.

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 a 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 Loan Policy

Any user with a Missoula Public Library (or "Partner Library") card, in good standing, (no fees over \$10.00) may check out a computer.

- Computer use is restricted to within the library.
- Computers should not be taken into the restrooms.
- Computers may be checked out for three consecutive hours.
- Computers may not be renewed.
- Only one computer may be checked out at a time per library card.
- Computers are available when the library is open.
- Computers should be turned in fifteen minutes prior to closing.
- Computers cannot be borrowed 30 minutes or less before the library closes.
- A user who checks out a computer is responsible for damage to the computer until the device is returned to the computer locker.
- Users may not leave the computer unattended. Users 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.

Computers must be returned to a computer locker and the power cord plugged in. The locker door must be closed for the item to be returned. Please report any technical problems or equipment malfunctions to library staff. *(1/2011, 2/2014, 4/2020)*

ACCEPTABLE USE POLICY

Library Services

Public hours are to be established annually at the January meeting, or as circumstances require, by the MPL Board. 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](#)).

Reference Service

- Length of staff reference search time is limited to a maximum of thirty (30) minutes.
- Information requests will be answered using the sources available in the library. If the 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 inquiries are encouraged and will be answered in a timely manner. City directory information is limited to the name and address requested. No "nearbys" will be supplied.
- Mail and email inquiries are accepted. The inquiry must be specific and understandable. If not, the inquiry will be returned for clarification. (A \$5.00 fee may be requested for mail inquiries)
- 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 user to the proper area.
- Bibliographies will be compiled by library staff at the request of the library director or the library board.
- Individuals requesting copies of unapproved board minutes will be given a copy marked DRAFT. (6/2010)

Tours of the Library

- Tours are oriented to the touring group's needs.
- Appointments must be made in advance and are based on a policy of "schedule permitting" for all groups.
- Tardiness – if a group calls to say they will be late, staff has the option to give the tour when the group arrives or reschedule the tour for another day and time. If the tour group shows up more than 20 minutes late, the tour may be given or cancelled, at the discretion of the staff.
- The number of people who can be accommodated in a tour will be left to the discretion of the library staff. The recommended maximum number is 25.
- School tour library card applications must be submitted at least a week in advance of a tour.

School Services

Library staff school visits, school 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.

Classroom collections will not be assembled for teachers. Staff will assist teachers and students when they come to the library.

Library Programs

Some popular programs may require a ticket for admittance. The library reserves the right to limit group size and age range for admittance.

Missoulian Index

The reference department will compile and maintain an alphabetical subject index of articles found in the Missoulian newspaper. Articles of state and local interest (excluding most national and world news stories) will be indexed. Reference staff will assist users in use of the index.

Branch Service

Branch service will be determined and reviewed by the library board as circumstances dictate.

Copyright Law

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

Internet Access Policy

MPL strives to develop collections, resources, and services that meet the cultural, informational, educational, and recreational needs of our community. The Internet, as an information resource, enables MPL to provide information beyond the confines of its own collection. It is within this context that MPL offers access to the Internet.

MPL does not monitor and has no interest in controlling information accessed through the Internet, and is not responsible for its content. Not all sources provide accurate, complete, or current information. MPL does not guarantee the accuracy of information obtained through the Internet.

MPL does not censor access to materials or protect users from Internet-based information. Materials and opinions come from varied points of view. The highly diverse population on the Internet can result in information or services that may or may not please, interest, or offend. As with other library materials, restriction of a child's access to the Internet is the responsibility of the parent or legal guardian.

Disruptive use of a public access computer may result in a request to relinquish the use of the computer for the day. If the disruption continues, user may lose computer privileges.

Adopted 11/2006, 12/2007, 4/2020

3D Printing and 3D Scanning Policy

The Missoula Public Library MakerSpace, located in the Missoula Public Library, provides access to technology that includes free 3D scanning for free, as well as 3D printing for a minimal materials cost recovery fee.

These are staff mediated services and are available on a first come, first served basis, or by appointment.

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.

3D Printing and Scanning

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 customer 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 print job 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.
- Customers will be notified via phone or email about their 3D scans when they have been completed, and all files will be deleted from the system at that time. Objects for scanning that are not picked up within fourteen (14) calendar days following notification will not be retained.

Adopted 4/2022

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 users' 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.

Missoula Public Library Social Media Staff Policy

MPL is committed to using current social media.

Social media is intended to augment and, in some cases, replace existing forms of communication with our users and partners. Staff is encouraged to look for opportunities to use social media as an effective and efficient communication tool. Any staff wishing to contribute to MPL social media sites may do so with the approval of his/her supervisor. A staff person that does so must be committed to maintaining current content and to promptly reviewing and responding to comments.

MPL staff are encouraged to use social media for "conversations" with library users and partners. Staff recognizes that everything written or received on a social media site is public and that posts and comments made in online forums present frontline communications of MPL. The use of staff photos, videos, or comments should be done only with the verbal permission of the featured staff member. Only first names will be used unless the use of a full name is warranted.

The following disclaimer will be linked from all MPL social media MPL staff author or contribute to. "This [wiki/blog/post] does not represent official Missoula Public Library communications. Any links to external Internet sites do not constitute the library's endorsement of the content of the sites or of their policies or products." Staff is expected to use professional judgment to decide whether or not to include this disclaimer in emails and/or in other posts including posts on social media sites.

Staff will remember that they are representing MPL and that content created is a reflection of MPL.

Staff will maintain copyright and fair use when posting content as well as following Creative Commons guidelines. (Creative Commons is a nonprofit organization working to increase the amount of content in "the commons"- the body of work that is available to the public for free and legal sharing, use, repurposing, and remixing.)

Staff will not share personally identifiable information and/or user information that is protected by library confidentiality. Additionally, staff will not share information that was collected with the assumption of confidentiality, proprietary information or information that is restricted by copyright, privacy, third party licenses or other restrictions without proper permission and/or attribution.

MPL-managed social media tools are intended to facilitate communication and comments, posts, and messages. MPL reserves the right to monitor content before it is published on all of 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, or otherwise inappropriate for the service.

Examples of content that will be removed by site authors or administrators include:

- Obscene or racist content;
- Personal attacks, insults, or threatening language;
- Potentially libelous statements;
- Copyrighted or plagiarized material;
- Private, personal information published without consent;
- 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

Authors will reply to comments in a timely manner when a response is deemed appropriate based on the professional judgment of MPL staff. Certain comments that warrant official follow-up will be reviewed on a case-by-case basis and will be responded to by the library director or designee.

Photos and videos are important elements of Web-based content. Staff is encouraged to share relevant photos and videos provided they are appropriate for an MPL social media venue. Staff wishing to share photos and videos via social media that include persons' faces, including those of other staff members, must first give the photographed individual the opportunity to opt out if the individual does not want his/her photo shared. MPL event attendees should be given the option to opt-out after an announcement is made to that effect at the event; opt out signs will also be posted at the event.

MPL staff who wish to create professional MPL social media accounts such as Facebook and Twitter are expected to obtain approval from their supervisors. Personal accounts do not require supervisor approval. Staff is encouraged to maintain separate personal and professional accounts. However, staff must be aware that, in the online environment, the lines between public and private are blurred. Staff should be conscious of how content shared through social media will be perceived by our users, partners, co-workers, and supervisors. Professional judgment must be used to determine whether or not content is appropriate for either setting.

MPL follows Montana law pertaining to user confidentiality.

Missoula Public Library Social Media Users Policy

Missoula Public Library managed social media tools are intended to facilitate communication and disseminate information. MPL recognizes and respects differences in opinion. MPL regards online social media in the same way as its other information resources in accordance with its mission of serving the Missoula area's needs for learning, literacy, and community connections. As with more traditional resources, the library does not act in place of or in the absence of a parent. The library is not responsible for enforcing any restrictions which a parent or guardian may place on a minor's use of this resource. In addition to the general rules respecting use of the library, the Missoula Public Library prohibits use of its social media for any purpose which might create civil liability of the library board to any person.

- Use of MPL social media is conditional on the user's agreement to observe this policy.
- 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, users acknowledge and agree to the following:

- By making a submission, users consent to its online display;
- User 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 user-generated content or of the content on sites to which MPL social media sites may link. Users access external Web content at their own risk.

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

A user 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 user 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 user 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)

Missoula Public Library 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.
- Selection of library program topics, speakers, presentations, and resource materials will be made by library staff on the basis of the interests and needs of library users and the community. 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 interests and issues
 - Historical or educational significance
 - Connection to other community programs, exhibitions or events
 - Relation to library collections, resources, exhibits, and programs
- Members of the public who want MPL to sponsor their program must submit a request to the programming committee a minimum of three months prior to the proposed program date; doing so does not guarantee library sponsorship. Organizations or individuals partnering with the library on programs must coordinate marketing efforts with the library's public relations specialist.
 - 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 from programs 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-sponsored programs is always free and open to the public and 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 User 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.

Missoula Public Library 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's 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

Intellectual Freedom - The Missoula Public Library is dedicated to the concept of intellectual freedom and endorses the [Library Bill of Rights](#) 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 representing 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; displays which may be considered frank or offensive to some are permitted if they adhere to the Library's Display Policy and contribute to the furtherance of its mission.

Only parents and legal guardians have the right and responsibility to restrict the access of their children to library resources. 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.

Adopted 12/2023

Physical Facilities

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.

Food and Drink in the Library

All personal food and catered food must be consumed in designated areas on the 1st and 4th floors, respectively. Outside food is prohibited in the coffee shop area. Lids must be used on any drinks.

Utensils, paper products, and other items in the coffee shop are for coffee shop customers only. Use of these items without purchase from the coffee shop is considered theft and will result in permanent expulsion from the library.

Public Study Rooms

The primary purpose of the study rooms is to provide space for small groups and/or individuals to meet and work. Capacities vary by room.

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 user's entry to the room. If this is not followed, users 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 cleared through the library director.

Meeting Room Terms of Use and Agreement can be found in [Appendix G Meeting Room Terms of Use and Agreement](#).

The library director may authorize the denial of permission to use any MPL study rooms or meeting rooms or may terminate any meeting in progress by any group that is disorderly in any way or otherwise violates these regulations.

Permission to use the building after hours must be approved by the library director.

Reservation of Meeting Rooms and Study Rooms

Library public spaces include 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. (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. User must clean up any messes made. Lids must be used on any drinks.

Culinary Demonstration Kitchen

The purpose of the culinary demonstration kitchen is to advance literacy through food and cooking in a community where local-sourced foods are important. This space will elevate hands-on, project-based learning, while celebrating community.

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. ServSafe certification is the standard.

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 an Epinephrine Auto-Injector in case they need it.

Classes are open to everyone. A wide range of topics will be offered using many techniques and equipment. Programs are always free. Occasionally, an author or presenter may have their items for sale; no participant is required to purchase the items.

Some presentations may require registration through Eventbrite.
(Revised 2010, 4/2020)

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

Parking Lot

The library provides free parking in the lot for users 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.

Approved 1/27/1988, revised 4/2020

Smoking

Smoking is not permitted within 25 feet of the library building. (Across the street on all sides of the building).

Equipment Loan

Audio-visual, other equipment and furnishings may be used by the public within the confines of the building free of charge.

Printing costs are set by the library board.

Borrowers of any MPL equipment or furnishings assume complete responsibility for repair or replacement due to loss, damage, or theft.

Missoula Public Library 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.
Approved on: 12/2023

Request for Exhibit/Display Reconsideration Policy

The MPL will respond to any concern from users 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. If a user 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:
 - 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 user 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 user wants reconsidered. All Request for Exhibit/Display Reconsideration Forms received by staff will be forwarded to the Director or person acting in their absence.
4. 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.
5. 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.
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 Director or person acting in their absence will make a recommendation for maintaining or removing the exhibit/display.
9. The Director will respond to the user in writing and inform them of the library's decision.
10. The user will have seven working days to appeal the Director's decision to the Library Board.
11. 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.
12. All Request for Exhibit/Display Reconsideration forms will be filed with the Director for purposes of record keeping and reference.

Approved 1994, revised 2008, 4/2020, 12/2023

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 Community Counter) at the appropriate times (e.g. a scheduled meeting, program, lecture, or reservation of the Community Counter).

See also [Appendix K Public Display or Dissemination of Obscene Materials to Minors \(3-22\)](#).

Destruction or Theft of Library Materials or Property

Any person who shall willfully and maliciously or wantonly and needlessly destroy, mutilate, deface, break, cut, tear, write upon or in any way injure or steal, take or carry away, contrary to the library regulations, any book, pamphlet, newspaper, map, chart, manuscript, plate, picture, engraving, statue or other property belonging to or deposited in the public library...shall be punished as provided by Section 1.20.010. (See [Appendix L: Destruction or Theft of Library Materials or Property \(3-22\)](#))

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 users:

- The right to be treated respectfully.
- The right to work in a safe environment.
- The right to ask a user to abide by policies of the library.
- The right to offer options when a user's request exceeds MPL's resources.

Library Security and User 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 users are expected to conform to generally acceptable, lawful standards of behavior. A user 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 user 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 users and staff, everyone:

- Must wear reasonable tops, bottoms and shoes

If the user exhibits behavior, is disoriented, or library staff members are authorized to seek help from Missoula Emergency Services Personnel.

If the user exhibits aggressive, abusive, violent or suspicious (such as theft or vandalism) behavior, library staff member(s) are authorized to seek help from the Missoula Police Department.

If a user threatens staff or others, the police will be called and the user 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 Section 22-1-311. A decision to expel or trespass a user will be made by written notice when practical and when there is contact information for the user. In other circumstances, such as in an emergency, when the health or safety of users and staff is threatened, or when there is no contact information to send written notice to, a user may be verbally expelled by staff.

A user may appeal a decision to expel him or her 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 user believes he or she was wrongfully expelled or terminated, 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 user, 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 user and any Library representatives. The Board may affirm the decision to expel the user, amend the term of expulsion, or may terminate the expulsion notice and restore the user's privileges immediately.

Service Animal

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) (amended 9/15/2010)

As of March 15, 2011, only dogs are recognized as service animals under titles II and III of the ADA

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.

A service animal is not allowed behind the coffee shop counter.

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.

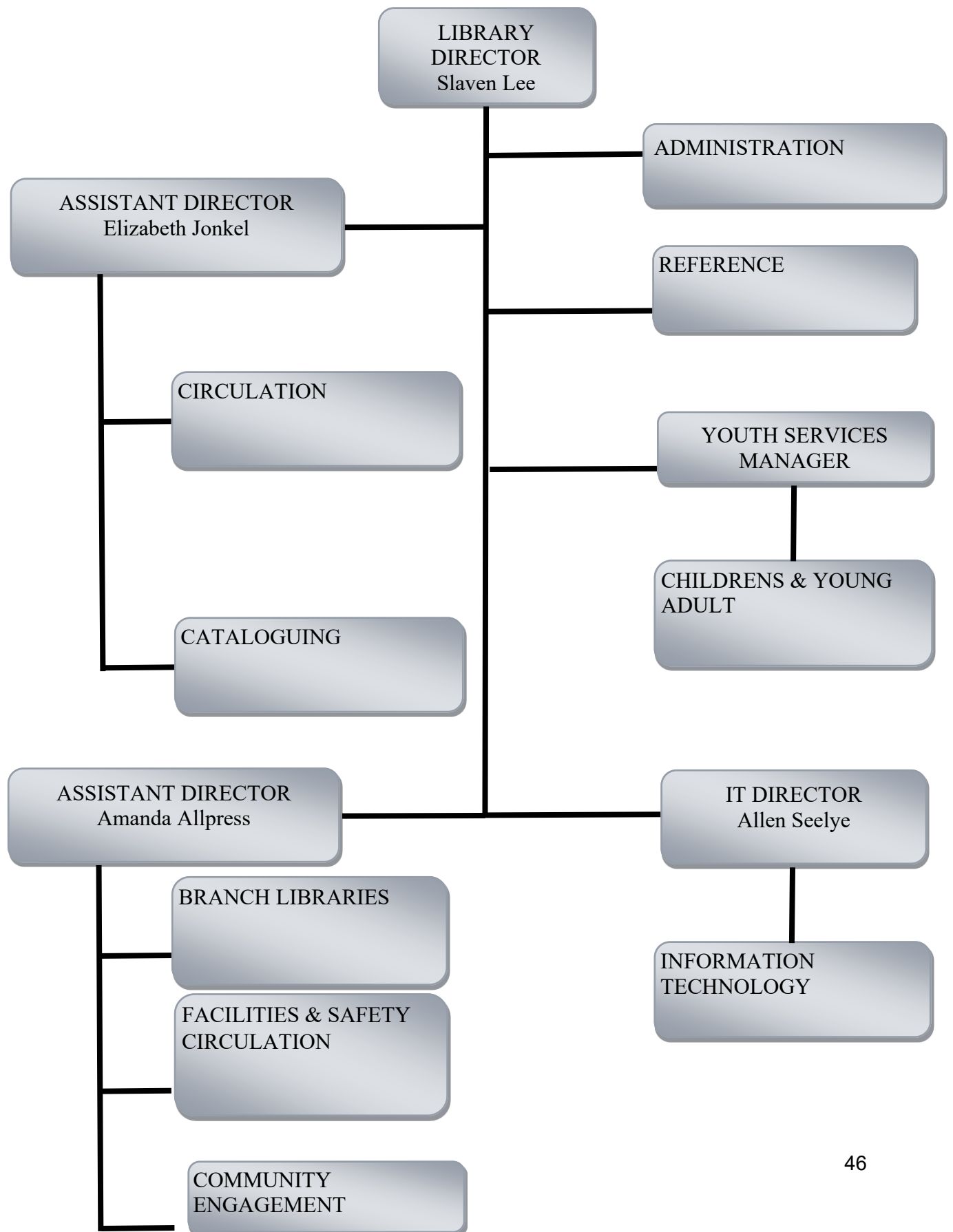
Parents should be aware of the library's hours and keep in mind that those hours may change due to holiday schedules, inclement weather, or other unforeseen emergencies. Parents must pick up children at least five minutes before the library's posted closing time.

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 user.

Approved 7/8/1990, revised 9/2000, 4/2003, 2/2005, 7/2006, 2010, 2017, 2020

Missoula Public Library Organizational Chart



Appendix A: Community and Groups Defined

Based on 2020 Census

Missoula County, Montana covers approximately 2,600 square miles in the western part of the state. Five large valleys and two major rivers wind through this mountainous region. Missoula County has a population of nearly 117,922 people and the county seat is Missoula.

Households in Missoula -	49,313
Persons per household -	2.92
Median household income -	\$54,062
Persons below poverty -	19.8%
Median Age -	32.8
% population un-insured-	15.45%
Unemployment rate -	2%

The economic base in Missoula County:

Medical services, trade, financial and insurance	16
Wood and paper products	7
Transportation	9
Federal government	16
University of Montana & State Government	23
Nonresident travel	8
Other Services	9
Other basic	7
Retail, Wholesale	5

Average selling price of homes - \$482,000; average monthly rent - \$1150.00

Missoula County – Demographics (2020)

Total Population	117,922
Under 5 years	5%
18-64	18.6%
65 & older	16.2%
Female Population	50%
Male Population	50%

Total Population	117,922
Under 5 years	5%
18-64	18.6%
65 & older	16.2%
Female Population	50%

Missoula County, MT

<https://www.census.gov/quickfacts/fact/table/missoulacountymontana/AGE295219>

2021 Statistics

NARRATIVE: 2021 was not a normal year for MPL

The Pandemic slowed the move into the new library at 455 E. Main Street. Most services took place on line or through curbside service due to COVID 19. Wireless Hotspots and Chromebooks became part of the popular items that circulated. The Library Opened in May of 2021, with limited hours.

Virtual Programming took place during the majority of 2021. 193 virtual programs took place and 3825 participants took advantage of the programming. This was new to staff but everyone embraced the new challenge and dug in.

MPL added a new digital collection to MPL cardholders. AXIS 360 is a collection of eBooks and audio books offered to only our cardholders. The collection is growing and has been discovered by many MPL users. HULU was also added during the Pandemic. This allowed user more options for user to enjoy in home entertainment.

Breakdown of cardholders

0-17 years of age	9267
17 plus years of age	<u>44,442</u>
TOTAL	53,709

Virtually every occupation, age, and educational level is represented by MPL libraries.

User Needs and Services/Programs Defined:

With 53,709 cardholders, Missoula Public Library is heavily used by people in the county and surrounding areas. The county is served by the main branch in downtown Missoula, the mobile branch (WOW) servicing many areas with Internet access and materials, and six remote branches scattered around the county. User-centered services enables users to experience increased confidentiality through the use of self-check machines. Staff is available to assist users in gaining confidence

with the technology and collections available. Staff is available for individuals who need help with payment of lost materials and other issues. Self-pick-up holds shelves are located in the market place so users can access help easily if needed. Holds are shelved by the last five digits of a user's library card number to ensure confidentiality. Library staff members are moving about the collection available to help the users at the point of need. Each department in the library has roving staff available to assist with questions and provide Reader's Advisory for those looking for the perfect read.

The library supplies recreational reading for all ages, homework support and basic research for all ages by way of nonfiction resources, databases and reference services. Public Internet computers are available in the Market Place for 15 minute use. If users want more time than 15 minutes, Laptop vending machines are available on 1st and 3rd floor. Laptops can be checked out for up to three hour at a time. Business Center computers are available for use for special projects. Classes are offered through the Reference Department and Volunteers. A Business Center is available in the Market Place and on 3rd floor for users who need the ability to fax, scan, and copy.

The YA Department has three employees bringing a variety of programming and energy to the department. Their space is inviting and private for young adults. Public access computers are available in the YA area for those who are 14-19 years of age. A gaming station flanks the YA space. Both board games and video games are available. Board games make be checked out of the building.

Senior citizens enjoy a constantly growing large type book collection as well as an increase in audio books through MTLibrary2Go and AXIS 360. Staff visits several senior residence homes once a month, providing a variety of materials for residents. Memory Café has been offered via Zoom during the Pandemic but will now move to in person.

The library not only provides materials for university students, but also offers University of Montana children's literature students a class in using library collections – particularly the children's and young adult areas. University library media students are provided an opportunity to complete a practicum using the staff and resources of MPL. In addition to these specific opportunities, university students use the library's periodical collection, as well as the Montana materials to complete required projects. University users place holds on items from MPL.

Online resources, such as Magazine Databases, Auto Repair, Heritage Quest, Ancestry.com and Novelist and other databases are provided. The Montana Shared Catalog is available in the library and remotely. As a participant in the Montana Shared Catalog, MPL users can browse the collections of 150+ other libraries in Montana. Users can check out and hold materials from a group of libraries called Partners which now consists of over 30 libraries.

September 2003 began a remodel to enhance ADA access to users, starting with the library's main floor entryway and new shelving with generous aisles for

increased accessibility. In 2006-2007, resurfacing of the parking lot, relocation of handicap parking, new door handles, restroom redesigns, and new handrails on stairways brought the ADA access to near completion. The 2008 budget included the ADA upgrade for the elevators and complete the ADA deficiencies outlined in the Missoula County Federal ADA Compliance document.

Missoula is rapidly growing. In 2009, the library board of trustees and the Foundation for MPL completed a feasibility study on the building at 301 E Main Street. It was determined that Missoula needed a new main library. The library trustees, friends and foundation partnered to build a new library at 455 E. Main Street.

In 2016 the Citizens of Missoula voted a \$30,000,000.00 bond to construct a new library facility. A property exchange to obtain the 400 block of East Main was signed in May of 2017. AE Design, the local firm, partnered with MSR of Minneapolis, a national library architectural firm, and Dick Anderson Construction. Construction began in March of 2018 and lasted 18 months. In July, 2021, MPL opened the doors of the 455 E. Main Building.

Partnerships with school districts provided MPL with the opportunity to create branches in many locations. Recovery Act money was used to purchase mobile branch of MPL, the WOW Mobile Branch, which brings services to outlying areas of Missoula County. Partnerships between schools and the library have been very successful in providing branch services in the county.

Collection Development and Description

The Missoula Public Library Board recognizes that Missoula is a diverse community and affirms that the library will attempt to provide print, non-print, and other library resources for the interest, information, and enlightenment of the entire community, within the budget's constraints.

With approximately 300,000 volumes, the Missoula Public Library strives to supply materials in a variety of subject areas and formats. These include multiple copies of bestsellers, a vast collection of how-to books and video recordings, an ever-increasing collection of audio books, music CDs, a small vinyl collection, a strong young adult fiction collection, as well as a variety of children's materials. MPL has a wide variety of graphic novels for children and young adults and an adult graphic literature collection, as well as downloadable audio and eBooks for user checkout.

Cooperative Collection Management & Interlibrary Loan

In 2004, a cooperative partnership was formed with other western Montana libraries allowing users the ability to easily borrow items from each library. This partnership is known as the "Partners" and has grown to include libraries from across the state. MPL relies on interlibrary loan (ILL) for more obscure titles that may only appeal to one or two individuals or titles that are out of print.

In FY07-08 MPL participated in an OCLC Home Delivery Pilot Project and in January of 2010 MPL continued the service free of charge to those who qualify. This has proven to be a very popular project and funding will be covered by individual users and supplemented by the Friends of MPL to cover postage cost of low-income handicapped users.

General Priorities and Limitations

Chronological Coverage: In general, MPL holds newer copyrights. The library keeps some older materials for both historical and research purposes. Older books of music/songs remain because they are usually the only titles available. Travel books are kept for historical accounts or "I was there" stories. Contemporary travel books are updated regularly. Some biographies are the only ones written about a person, or are considered the most authoritative biography, even when a newer biography has been written. Older books of plays, short stories, essays, fairy tales, and poetry are considered timeless. Newer materials on health-related issues are continually added to the collection. Computer books are weeded regularly and replaced, although the library still has some older computer books that deal with older programs and computers for users who have older systems. Montana materials are kept no matter how old. Scattered throughout the collection are certain works that have become classics (Rachael Carson's "Silent Spring," for example) that we will not remove unless the condition is poor.

The library's collection is in constant need of weeding. The primary goal in nonfiction is to keep materials as timely and up-to-date as possible. The adult fiction and nonfiction collection have been heavily weeded to make room for non-circulating titles from the reference collection. Many reference titles will be interfiled with nonfiction so users who browse the collection will find all materials on one subject in one area shelved together.

Material is collected in English, although the collection holds a significant number of foreign language recordings and materials designed to assist users in learning other languages. FY2008 marked the addition of many new Spanish titles in both fiction and nonfiction. In 2016, many refugees joined the Missoula Community and new languages will be added as needed.

Missoula Public Library is funded through county property taxes. In 2000 the library campaigned for and received a 5-year 3.5 mill levy increase. Much of that increase went toward improving the physical building, but funds were also used to increase personnel, expand the library's open hours, and nearly double the materials budget. In 2006, a permanent levy for \$995,000 was voted on by the citizens and passed. At that point the 3.5 mills from 2000 were replaced with \$995,000 per year mill levy. The library does receive donations, some of which are earmarked for special collections such as audio books. The Friends of the Library and Foundation Board also contribute to the materials budget from time to time, particularly if the library receives a bequest.

The library has completed five successful “Big Reads” funded by the NEA and supported by local grants. The Big Read has become a bi-yearly program taking place in the fall and including many community partners. Public school libraries, private school libraries, the University of Montana Mansfield Library, and several local museums are valuable partners, as well as many local businesses and non-profits. Drummond School Community Library and North Lake County Library District also partner to bring the Big Read to their communities.

MPL’s Makerspace has added a new dimension to programming. Technology programming expands with the use of Arduino and 3D scanning and printing, coupled with many soft skills, such as watercolor painting classes and many upcycling classes. In 2016, MPL was able to hire a full-time employee for the Makerspace. Many volunteers spend their time teaching classes and monitoring the open in-house hours.

The “All Under One Roof Partners” (Families First, Missoula Community Media Center, University of Montana Living Lab, and spectrUM Discovery Area) have provided dynamic programming for families. A joint staff member has been hired to oversee the water room, soft play area and climbing structure. This employee will interact with users and maintain a safe environment for hands on play.

The Climbing Structure and Soft Play area are new to the library and should open to the public in the spring of 2022. The Climber was funded by a grant through NIH, the University of Montana, the City of Missoula, and the Library. Planning for this area was a co-creation with Missoula families, Holly Truitt Consulting, the Library and the Salish Nation.

Appendix B: American Library Association Library Bill of Rights

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

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

Adopted June 18, 1948.

Amended February 2, 1961, and January 23, 1980,

Inclusion of "age" reaffirmed January 23, 1996 by the ALA Council.

Appendix C: American Library Association: The Freedom to Read

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

We are deeply concerned about these attempts at suppression. Most such attempts rest on a denial of the fundamental premise of democracy: that the ordinary citizen, by exercising critical judgment, will accept the good and reject the bad. The censors, public and private, assume that they should determine what is good and what is bad for their fellow-citizens.

We trust Americans to recognize propaganda, and to reject it. We do not believe they need the help of censors to assist them in this task. We do not believe they are prepared to sacrifice their heritage of a free press in order to be "protected" against what others think may be bad for them. We believe they still favor free enterprise in ideas and expression.

We are aware, of course, that books are not alone in being subjected to efforts at suppression. We are aware that these efforts are related to a larger pattern of pressures being brought against education, the press, films, radio and television. The problem is not only one of actual censorship. The shadow of fear cast by these pressures leads, we suspect, to an even larger voluntary curtailment of expression by those who seek to avoid controversy.

Such pressure toward conformity is perhaps natural to a time of uneasy change and pervading fear. Especially when so many of our apprehensions are directed against an ideology, the expression of a dissident idea becomes a thing feared in itself, and we tend to move against it as against a hostile deed, with suppression.

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

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

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

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

We therefore affirm these propositions:

1. It is in the public interest for publishers and librarians to make available the widest diversity of views and expressions, including those, which are unorthodox or unpopular with the majority.
Creative thought is by definition new, and what is new is different. The bearer of every new thought is a rebel until that idea is refined and tested. Totalitarian systems attempt to maintain themselves in power by the ruthless suppression of any concept, which challenges the established orthodoxy. The power of a democratic system to adapt to change is vastly strengthened by the freedom of its citizens to choose widely from among conflicting opinions offered freely to them. To stifle every nonconformist idea at birth would mark the end of the democratic process. Furthermore, only through the constant activity of weighing and selecting can the democratic mind attain the strength demanded by times like these. We need to know not only what we believe but why we believe it.
2. Publishers, librarians and booksellers do not need to endorse every idea or presentation contained in the books they make available. It would conflict with the public interest for them to establish their own political, moral or aesthetic views as a standard for determining what books should be published or circulated. Publishers and librarians serve the educational process by helping to make available knowledge and ideas required for the growth of the mind and the increase of learning. The people should have the freedom to read and consider a broader range of ideas than those that may be held by any single librarian or publisher or government or church. It is

wrong that what one can read should be confined to what another thinks proper.

3. It is contrary to the public interest for publishers or librarians to determine the acceptability of a book on the basis of the personal history or political affiliations of the author.

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

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

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

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

The ideal of labeling presupposes the existence of individuals or groups with wisdom to determine by authority what is good or bad for the citizen. It presupposes that individuals must be directed in making up their minds about the ideas they examine. But Americans do not need others to do their thinking for them.

6. It is the responsibility of publishers and librarians, as guardians of the people's freedom to read, to contest encroachments upon that freedom by individuals or groups seeking to impose their own standards or tastes upon the community at large.

It is inevitable in the give and take of the democratic process that the political, the moral, or the aesthetic concepts of an individual or group will occasionally collide with those of another individual or group. In a free society individuals are free to determine for themselves what they wish to read, and each group is free to determine what it will recommend to its freely associated members. But no group has the right to take the law into its own

hands, and to impose its own concept of politics or morality upon other members of a democratic society. Freedom is no freedom if it is accorded only to the accepted and the inoffensive.

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

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

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

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

Adopted June 25, 1953; revised January 28, 1972, January 16, 1991, by the ALA Council and the AAP Freedom to Read Committee.

Appendix D: American Library Association Freedom to View Statement (3-22)

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

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

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

Endorsed January 10, 1990, by the ALA Council

Appendix E: Materials Selection Aids

The library subscribes to and uses the following professional journals and review sources such as:

- Library Journal
- School Library Journal
- Voice of Youth Advocates (VOYA)
- Hornbook
- Booklist
- Publisher's Weekly
- New York Times Book Review
- Multicultural Review
- Video Librarian
- Romantic Times Book Reviews
- New York Review of Science Fiction
- American Libraries
- Reference and Services Quarterly
- New York Review of Books
- Mystery Scene
- Billboard
- Starlog
- Book Links
- Tribal College Journal
- Locus

Reviews of material added to the collection area are also considered from general interest publications, online resources, and the Internet.

Appendix F: Magazine Subscription Donation Policy & Procedure

Direct user to appropriate department

- Reference – adult magazines and newspapers
- Children’s – juvenile magazines
- Young adult – teenage magazines

Departments will:

- Determine acceptability of magazine based on criteria for inclusion in collection development policy.
- Look for reviews of magazine, if necessary.
- Check EBSCO catalog for availability and price.
- Complete gift subscription form
- Accept payment from giver and give forms and check to administrative assistant (who will pass on gift subscription form to tech services).

Policy

- Gift subscriptions must be for a minimum of two years.
- Subscriptions will only be ordered by the library, not by users.
- When a subscription is about to expire, the donor will be contacted by letter for renewal. If user does not wish to renew, or does not respond within four weeks, departments will decide on continuing the subscription.
- Hand-delivered issues will no longer be accepted (except for Architectural Digest).
- The library will decide how long back issues are kept. Back issues will be discarded and not returned to the donor

Appendix G: Meeting Room Terms of Use And Agreement

The Missoula Public Library Board 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 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 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. Library meeting rooms are handicapped accessible. It is the responsibility of the group holding meetings to provide ADA compliance for their programs.
9. **PARKING – 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.
10. Group activities involving more than normal wear and tear will not be permitted.
11. 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.

12. 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.

13. Food preparation is limited to designated food preparation areas only. See also Food and Drink in Meeting Rooms.

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

Name

Group Name

Date

Appendix H: 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 (8:00-9:00 Friday to Wednesday, 8:00-10:00 Thursday), 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 reservations 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 considered 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 will 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 will need to read and 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 I: Library Records Confidentiality Act (3-22)

22-1-1101. Short title. This part may be cited as the "Montana Library Records Confidentiality Act".

22-1-1102. Definitions. As used in [22-1-1103](#), the following definitions apply:

(1) "Library" means a library that is established by the state, a county, city, town, school district, or a combination of those units of government, a college or university, or any private library open to the public.

(2) "Library records" means any document, record, or any other method of storing information retained, received, or generated by a library that identifies a person as having requested, used, or borrowed library material or other records identifying the names or other personal identifiers of library users. Library records does not include non-identifying material that may be retained for the purpose of studying or evaluating the circulation of library materials in general or records that are not retained or retrieved by personal identifier.

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

(a) a written request of the person identified in that record, according to procedures and forms giving written consent as determined by the library; or

(b) an order issued by a court of competent jurisdiction, upon a finding that the disclosure of such record is necessary because the merits of public disclosure clearly exceed the demand for individual privacy.

(2) A library is not prevented from publishing or making available to the public reasonable statistical reports regarding library registration and book circulation if those reports are presented so that no individual is identified therein.

(3) Library records may be disclosed to the extent necessary to return overdue or stolen materials or collect fines.

22-1-1104 through 22-1-1110 reserved.

22-1-1111. Penalty. Any person who violates [22-1-1103](#) is guilty of a misdemeanor and is liable to the person identified in a record that is improperly released or disclosed. The person identified may bring a civil action for actual damages or \$100, whichever is greater. Reasonable attorney fees and the costs of bringing the action may be awarded to the prevailing party.

Appendix J: Legal Holidays M.C.A. & Library Closed Days

1-1-216. Legal holidays and business days. (1) The following are legal holidays in Missoula County:

- (a) Each Sunday;
- (b) New Year's Day, January 1;
- (c) Martin Luther King Jr. Day, the third Monday in January;
- (d) Lincoln's and Washington's Birthdays, the third Monday in February;
- (e) Memorial Day, the last Monday in May;
- (f) Independence Day, July 4;
- (g) Labor Day, the first Monday in September;
- (h) Columbus Day, the second Monday in October;
- (i) Veterans' Day, November 11;
- (j) Thanksgiving Day, the fourth Thursday in November; the Friday following Thanksgiving Day
- (k) Christmas Day, December 25;
- (l) State general election day.

(2) If any of the above-enumerated holidays (except Sunday) fall upon a Sunday, the Monday following is a holiday. All other days are business days.

(3) The Library Board of Trustees has the authority to close the Library on days they deem fit.

Appendix K: Public Display or Dissemination of Obscene Materials to Minors (3-22)

45-8-206. Public display or dissemination of obscene material to minors.

45-8-206. Public display or dissemination of obscene material to minors.

(1) A person having custody, control, or supervision of any commercial establishment or newsstand may not knowingly or purposely:

(a) display obscene material to minors in such a way that minors, as a part of the invited public, will be able to view the material. However, a person is considered not to have displayed obscene material to minors if the material is kept behind devices commonly known as blinder racks so that the lower two-thirds of the material is not exposed to view or other reasonable efforts were made to prevent view of the material by a minor.

(b) sell, furnish, present, distribute, or otherwise disseminate to a minor or allow a minor to view, with or without consideration, any obscene material; or

(c) present to a minor or participate in presenting to a minor, with or without consideration, any performance that is obscene to minors.

(2) A person does not violate this section if:

(a) the person had reasonable cause to believe the minor was 18 years of age. "Reasonable cause" includes but is not limited to being shown a draft card, driver's license, marriage license, birth certificate, educational identification card, governmental identification card, tribal identification card, or other official or apparently official card or document purporting to establish that the person is 18 years of age;

(b) the person is, or is acting as, an employee of a bona fide public school, college, or university or a retail outlet affiliated with and serving the educational purposes of a school, college, or university and the material or performance was disseminated in accordance with policies approved by the governing body of the institution;

(c) the person is an officer, director, trustee, or employee of a public library or museum and the material or performance was acquired by the library or museum and disseminated in accordance with policies approved by the governing body of the library or museum;

(d) an exhibition in a state of nudity is for a bona fide scientific or medical purpose for a bona fide school, library, or museum; or

(e) the person is a retail sales clerk with no financial interest in the material or performance or in the establishment displaying or selling the material or performance.

History: En. Sec. 2, Ch. 571, L. 1989; amd. Sec. 6, Ch. 180, L. 2007.

Appendix L: Destruction or Theft of Library Materials or Property (3-22)

1.20.010 Designated. (Missoula City Ordinance)

A. Any person violating any of the provisions or failing to comply with any of the mandatory requirements of any ordinance of the city is guilty of a misdemeanor. Except in cases where a different punishment is prescribed by any ordinance of the city, any person convicted of a misdemeanor under the ordinances of the city shall be punished by a fine not to exceed five hundred dollars or by imprisonment not to exceed six months, or by both such fine and imprisonment.

B. Each such person is guilty of a separate offense for each and every day during any portion of which any violation of any provisions of the ordinances of the city is committed, continued or permitted by any such person, and he may be punished accordingly. (Ord. 2037 §14, 1979: prior code §114).

Appendix M: Disturbances (3-22)

9.24.010 Disturbances. (Police Department) A person commits a violation of this chapter if he knowingly commits one of the following acts:

*For statutory provisions granting cities power to prevent and punish conduct calculated to disturb the peace, see MCA §7324302; for provisions on public intoxication, see MCA §5324106.

- A. Quarrelling, challenging to fight or fighting;
- B. Making loud or unusual noises;
- C. Using threatening, profane, obscene or abusive language;
- D. Discharging firearms
- E. Rendering vehicular or pedestrian traffic impassable;
- F. Rendering the free ingress or egress to public or private places impassable;
- G. Disturbing or disrupting any lawful assembly or public meeting;
- H. Transmitting a false report or warning of a fire, impending explosion, or other catastrophe in such a place that its occurrence would endanger human life; or
- I. Creating a hazardous or physically offensive condition by act that serves no legitimate purpose.

Appendix N: Unattended Children (3-22)

52-2-703. Definitions. In this part, the following definitions apply:

- 1) "Child" means a person under 13 years of age or a person with special needs, as defined by the department, who is under 18 years of age or is 18 years of age and a full-time student expected to complete an educational program by 19 years of age.
- (2) "Day care" or "child care" means care for children provided by an adult, other than a parent of the children or other person living with the children as a parent, on a regular or irregular basis, as applicable, for daily periods of less than 24 hours, whether that care is for daytime or nighttime hours.
- (3) (a) "Day-care center" means an out-of-home place in which day care is provided to 16 or more children on a regular or irregular basis.

(b) The term does not include a place where day care is provided if a parent of a child for whom day care is provided remains on the premises.
- (4) "Day-care facility" means a person, association, or place, incorporated or unincorporated, that provides day care on a regular basis or a place licensed or registered to provide day care on an irregular basis, as provided for in subsection (3)(a), or for children suffering from illness. The term includes a family day-care home, a day-care center, a group day-care home, or a facility providing care in a child's home for the purpose of meeting registration requirements for the receipt of payments as provided in [52-2-713](#). The term does not include:
 - (a) a person who limits care to children who are related to the person by blood or marriage or under the person's legal guardianship, unless registration or licensure as a day-care facility is required to receive payments as provided in [52-2-713](#); or
 - (b) any group facility established chiefly for educational purposes that limits its services to children who are 3 years of age or older.
- (5) "Department" means the department of public health and human services provided for in [2-15-2201](#).
- (6) "Family day-care home" means a private residence in which day care is provided to three to eight children on a regular basis.

(7) "Group day-care home" means a private residence or other structure in which day care is provided to 9 to 15 children on a regular basis.

(8) "License" means a written document issued by the department that the license holder has complied with this part and the applicable standards and rules for day-care centers.

(9) "Licensee" means the holder of a license issued by the department in accordance with the provisions of this part.

(10) "Professional training" means training for early childhood or school-age care providers that is recognized as professional development by a national education or certification organization or by a higher education institution.

(11) "Registrant" means the holder of a registration certificate issued by the department in accordance with the provisions of this part.

(12) "Registration" means the process whereby the department maintains a record of all family day-care homes and group day-care homes, prescribes standards, promulgates rules, and requires the operator of a family day-care home or a group day-care home to certify compliance with the prescribed standards and promulgated rules.

(13) "Registration certificate" means a written instrument issued by the department to publicly document that the certificate holder has, in writing, certified to the department compliance with this part and the applicable standards for family day-care homes and group day-care homes.

(14) "Regular basis" means providing day care to children of separate families for any daily periods of less than 24 hours and within 3 or more consecutive weeks.

(15) (a) "Related by blood or marriage" means the status of a child who is the son, daughter, brother, sister, first cousin, nephew, niece, or grandchild of a person providing child care.

(b) The term includes the status of a child described in subsection (15)(a) in a step or adoptive relationship.

(16) "School age" means a person who is at least 5 years of age and who is younger than 13 years of age or a person with special needs, as defined by the department, who is under 18 years of age or is 18 years of age and a full-time student expected to complete an educational program by 19 years of age.

(17) "School-age care" means an adult-supervised program that is provided for school-age children during nonschool hours.

History: En. Sec. 1, Ch. 247, L. 1965; amd. Sec. 2, Ch. 121, L. 1974; R.C.M. 1947, 10-801; amd. Sec. 7, Ch. 38, L. 1979; amd. Sec. 2, Ch. 606, L. 1981; amd. Sec. 92, Ch. 609, L. 1987; amd. Sec. 8, Ch. 692, L. 1989; Sec. 53-4-501(2), MCA 1987; redes. 52-2-703 by Code Commissioner, 1989; amd. Sec. 1, Ch. 404, L. 1991; amd. Sec. 1, Ch. 304, L. 1993; amd. Sec. 348, Ch. 546, L. 1995; amd. Sec. 1, Ch. 318, L. 1997; amd. Sec. 1, Ch. 505, L. 2001; amd. Sec. 2, Ch. 421, L. 2021.

Appendix O: Union Contract and Missoula County Personnel Policy

Union Contract found at:

<https://www.missoulacounty.us/home/showpublisheddocument/74343/637600557302900000>

Missoula County Personnel Policy found at:

<https://www.missoulacounty.us/home/showdocument?id=2601>

Appendix P: Surveillance Footage

Policy Language

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. MPL will cooperate with requests for surveillance recordings if there is demonstrable need to do so or when presented with proper documentation about an open investigation. MPL reserves the right to review surveillance prior to release and withhold surveillance footage in accordance with the Libraries Records Confidentiality Act.

Procedural Guidance

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.

MPL's security cameras are not intended to monitor patron use of library services. However, the Montana Constitution does not guarantee or ensure an expectation of privacy in public spaces, including the outside of the library building and city streets and sidewalks. The Montana Library Records Confidentiality Act (MCA § 22-1-1102(2)) covers library records that can identify the names or other personal identifiers of library users. Video that captures the street and the footage from the parking garage does not fit under this definition.

MPL may be asked by the public, law enforcement representatives, and emergency services personnel to access camera recordings or answer questions about library users' presence in the building.

Public services staff do not assist these parties with locating, identifying, or reporting on users of library services, but may refer questions to MPL Leadership.

Public services staff may assist emergency services personnel with locating and identifying library users on the premises and video surveillance recordings may be released if:

- Officers indicate there is an urgent need for library cooperation due to an official active or ongoing investigation or disturbance
- An officer presents a police report related to an open investigation
- An officer appears with a subpoena directing the library to provide specific video surveillance recordings

For video surveillance recordings, officers should provide MPL staff with the date, time and location of recordings requested. MPL will prepare a video file and give it to the requesting officer. Officers may not access our surveillance system themselves. They may not watch live streams of surveillance cameras or review recordings. Only library staff access security camera streams and footage. Staff may request legal review prior to release if they believe footage implicates the Libraries Records Confidentiality Act and/or privacy concerns.

Appendix Q: Request for Consideration of Library Materials

Please describe the item in question as fully as you are able. Feel free to attach extra pages if necessary.

Title:

Author(s):

Publication Date:

Publisher:

Format (book, recording, etc.)

How did you hear about this item:

Please tell us why you think the library should add this item:

Name:

Address:

Phone number:

Email:

Signature: _____ Date: _____

I am acting as a spokesperson for the following group or association:

Form Approved on: July 26, 2023 by the Board of Trustees

Appendix R: Request for Reconsideration of Library Materials

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

Title:

Author(s):

Format (book, recording, etc.):

Call number or location in library:

2. How was it brought to your attention?
3. Have you read, viewed, or listened to the entire work? If not, how much of the work have you read, viewed, or listened to?
4. Which specific parts of the item do you find offensive or inappropriate? Please provide page numbers, scenes, or lyrics.
5. Are you aware of any critical acclaim, awards, or professional reviews of this item?
6. Do you see any benefit, for any users, in having this item in the collection?
7. What do you believe to be the overall theme of this item?
8. Is there another item in the collection that balances this item?
9. Please state the action you wish taken on this item:
 Shelf it elsewhere
 Remove from the library

Other (specify):

10. 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.

11. What do you think will be the result of reading, listening to, or viewing this item?

12. Have you read the following documents:

- a. The Library Collection Development Policy
- a. The Request for Reconsideration Policy
- b. The Library Bill of Rights
- c. The Freedom to Read Statement
- d. The Freedom to View Statement

2. Are you acting as a spokesperson for the following 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 Director review it?

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

Form Approved on: July 26, 2023 by the Board of Trustees

Appendix S: 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 Director review it?

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

Form Approved On: 7/2024