

Fort Morgan Library & Museum Operations Manual



**Fort Morgan Library/Museum
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Fort Morgan Public Library & Museum

Mission Statement

We serve the community with integrity, competence, and flexibility, and provide an accepting environment, embracing useful technology to deliver equal and exceptional customer service. (Developed July, 2013)

CUSTOMER SERVICE

In fulfilling its mission, The Fort Morgan Public Library strives at all times to provide excellence in customer service. Hospitable, educated and knowledgeable staff members assist patrons in finding the materials and services they want and need. Staff offers services in a fair and professional manner that treats everyone with courtesy and respect and asks for courtesy and respect in return.

1. Library staff will treat every patron with equal respect and every request with equal importance.
2. Courtesy and attention to the needs of the library user will be the key to all interactions. Staff will try to be flexible in meeting library patrons' needs.

Whenever possible, judgment calls will be made in the patrons' favor.

3. Skilled staff will use their knowledge of library resources to fulfill requests in a timely manner or else present alternatives when requests cannot be met immediately.

4. Staff members are expected to act in a friendly, helpful manner which will ensure that the patron will walk away feeling that their experience with the Library has been a positive one.

5. Library procedures and operations exist to make library resources available on an equitable basis: If a patron questions a procedure or if the purpose of a procedure is not understood, staff should provide an explanation or else refer the patron to the library's operations manual. Staff recognizes the need to enforce what is stated in the operations manual. Some patrons may find this disagreeable. Staff will be patient, respectful and helpful even when being firm about library rules.

6. All interactions and transactions between a library patron or group of patrons and the Library will be considered confidential and will be discussed only in a professional context.

7. Library staff will seek to meet library patrons' expectations for service in fulfilling the library's mission. Any comments are welcome regarding how well those expectations are being met.

8. The Library supports high standards of customer service through a plan of employee training, leadership development and opportunities for customer input.

9. During interactions with library staff, patrons can expect to:

Be acknowledged appropriately

Be treated courteously and respectfully

Be valued for their input

Receive the same high standard of service regardless of age, race, ethnicity, religion, gender, physical limitations, or other criteria

Receive prompt and timely service

Receive knowledgeable service and professionalism from all staff

Have their privacy and confidentiality respected

CHALLENGE TO LIBRARY RESOURCES

The library will challenge censorship of any library materials and/or displays in order to provide complete and accurate information on all sides of an issue, and to foster a climate of intellectual freedom for area residents. Library staff will adhere to Colorado Senate Bill 24-216. The Library Director and the Library Advisory Board are an important part of this process consisting of formal review procedures for challenged material. A form will be provided by library staff to identify the complainant's specific concerns; the Board will review challenged

materials; and no restrictions should be placed on the use of the materials until the review process has been completed. The Board will review the library material selection/collection development statement and consult with the Director until a consensus is formed. Challenges regarding specific materials will be reviewed upon written request. Such requests will be referred to the Library Director.

The Director will review the resource in question, make an initial determination of the request and discuss the resource with the person who challenged the material. If the issue is not resolved, the Director will seek a vote from the Library Advisory Board.

Challenges to library resources that the Library Director and the Library Advisory Board deem to be based on the discrimination of age, race, sexual orientation, marital status, background, marginalized groups, origins, gender or gender identity and expression, disability, political or religious views will not be considered for removal at all. Library staff will not deny distribution and access because of viewpoint, or partisan or doctrinal disapproval.

Persons who submit challenges to library resources must reside in Morgan County, CO.

Persons who submit challenges to a library resource(s) must provide an original, written summary of the resource being challenged.

DONATIONS

Fort Morgan Public Library believes that private initiative has an important role in extending and enriching the services of the library. The Library Board establishes this procedure to set guidelines for accepting gifts. Material item donations will be limited to no more than three large boxes per person, per day.

1. Conditions under which gifts will be accepted:

- Gifts should be complete and may be refused if the expenditure of library funds is necessary to make the gift item usable.
- Depending on the wishes of the donors, some donations may be referred to the Heritage Foundation. The Library may pay or transfer any gift, bequest, devise, or endowment, or its proceeds, to the City of Fort Morgan; or the Library may pay or transfer the gift, bequest, devise or endowment to the Heritage Foundation.
- Gifts of art objects, personal property, etc will be accepted if such items have a use in the library. If an item cannot be used, the library reserves the right to sell the item and use the proceeds of the sale for purposes in keeping with the Library's Mission Statement. Books or other library

materials will also be accepted with the understanding that the material may or may not be added to the collection.

- Gifts of library related materials must be limited to no more than three medium sized boxes per week.
- Unacceptable library related gifts/donations:
 - 10 years old or older (unless approved by the library director)
 - Textbooks
 - Reference materials
 - Magazines
 - Abridged audiobooks
 - VHS/cassette tapes/vinyl albums/CD's

2. Disposal of gifts:

- The library reserves the right at all times to dispose of any gift without notification to the donor, if in the judgment of the staff, such item no longer serves the purposes of the library.

MATERIAL SELECTION/COLLECTION DEVELOPMENT

The Fort Morgan Public Library selects materials and develops collections in many different formats to provide residents with a wide range of informational, recreational and educational resources which are easily accessible and cost

efficient. The library will acquire materials reflecting the full diversity of points of view on topics of interest to the public.

1. One objective of the Fort Morgan Public Library is to select, organize, and make freely available materials that help individuals and groups in the community to:
 - a. Pursue continuing education
 - b. Develop their creative capacities
 - c. Become more responsible members of the community
 - d. Understand their cultural heritage and that of others
 - e. Become more capable in their occupations
 - f. Use their leisure time creatively and enjoyably
 - g. Obtain needed information
2. To achieve these ends, the library provides materials and services to residents of all ages. It seeks to direct and stimulate life-long learning by offering a carefully selected collection of materials and skilled professional guidance in their use.
3. In its selection of materials, the Fort Morgan Public Library endorses the Library Bill of Rights and the Freedom to Read Statement, as adopted by the American Library Association.

4. The final responsibility for material selection lies with the Library Director.

The responsibility for initial selection of materials is shared by members of the staff. Recommendations from the public are welcomed and given full consideration for acquisition.

5. The library will not promote specific beliefs or views, but will provide

enough suitable material to enable the public to make informed and intelligent decisions.

6. Materials judged to be of lasting value will be added to the collection.

Those materials meeting present and anticipated user interests may also be provided.

7. Selection of materials may be influenced by many factors, including but not

limited to the following:

a. Budgetary considerations

b. Physical limitations of the library building

c. Suitability of the format and construction

d. Availability of material through interlibrary loan

e. The need for added materials in subject areas

f. The special needs of library patrons for materials in accessible formats

- g. The relationship to the existing collection and other titles available.
- h. Anticipated use.
- i. Value of resource in relation to its cost.
- j. Suitability of format for user's need and subject.

8. The library collection will be kept attractive and current by a continual program of repairing, discarding or replacing worn and out-dated materials.

MEETING ROOM

The meeting rooms at the Fort Morgan Public Library/Museum are available for use by community groups for presentation of informational, educational, or recreational meetings and programs in keeping with the mission of the Fort Morgan Public Library/Museum.

- 1. Meeting room facilities will be made available on an equitable basis, regardless of the beliefs or affiliations of individuals or groups requesting their use. Meetings are scheduled on a first come - first served basis.
- 2. Rooms may be used for:
 - Meetings which are open to the public
 - Public lectures, panel discussions, film and slide presentations, group discussions, workshops, and other similar functions.

- Organizations or individuals engaged in educational, cultural, intellectual, governmental or charitable activities.

3. Rooms may NOT be used for:

- Any purpose which may interfere with the regular operation of the library.
- Programs involving the sale, advertising, solicitation or promotion of commercial products or services.
- Personal, company, or family parties.
- Solicitation of library patron signatures for petitions.

4. Meeting room reservation requests are handled on a first come, first serve basis. Meeting rooms may be scheduled up to 6 months prior to the reservation date. Exceptions are Library/Museum or Library/Museum system sponsored programs and those offered by the City of Fort Morgan which receive priority in scheduling.

5. No admission fee, registration fee, nor donations may be sought from meeting attendees, except by local non-profit educational, social service or cultural organizations with the specific permission of the Library/Museum

Director. This guideline is waived for library and museum fundraising activities and for fees associated with participating in City of Fort Morgan sponsored functions.

6. No charge will be made by the library/museum for the use of the meeting rooms.
7. Users agree to abide by all regulations of the library/museum relating to the use of the facilities and accept responsibility for all damage caused to the building and/or equipment beyond normal wear.
8. Users of the meeting rooms will follow the guidelines regarding meeting room use. These guidelines will be made available to all those users booking the rooms.
9. Use of the library/museum meeting rooms does not imply endorsement by the library staff of the viewpoints presented.

RULES OF CONDUCT

Patrons of Fort Morgan Public Library/Museum have the right to use Library materials and services without being unduly disturbed or impeded by others. Both patrons and library/museum staff have the right to a secure and congenial environment.

RULES

1. Behavior that disrupts or hinders use of the library/museum is prohibited. This includes, but is not limited to, loud or boisterous behavior, verbal or physical harassment, public indecency, drunkenness, or drug intoxication, running, and fighting.
2. Threats, abuse, or physical harm to library/museum patrons or staff is not allowed.
3. Blocking or in any way interfering with the free movement of any person is not permitted.
4. Misrepresenting eligibility for services or identity in order to receive services is prohibited.
5. Smoking and chewing tobacco are not permitted on the property.
6. Selling products or services, soliciting signatures for petitions, soliciting donations or business, or distributing materials not approved by library/museum administration, is not permitted on library/museum property.

Exceptions may be made for library/museum-sponsored programs or when otherwise authorized by the library administration. Panhandling is not permitted on the property.

7. Taking surveys, circulating petitions, and similar activities are permitted in the library/museum only when authorized by the library administration.
8. Animals, except those used to aid persons with disabilities, or as part of a library/museum sponsored program, are not permitted in the library/museum. Animals may not be left unattended on library/museum property.
9. Parents or other legal guardians are responsible for the behavior of their minor children in the library/museum. Children under the age of 16 must be accompanied by an adult of 18 years old or older to view the museum galleries.
10. The violation of federal or state laws or local ordinances is not permitted on library/museum property. Theft, vandalism, and mutilation of library/museum property are criminal offenses and will be prosecuted. The library/museum reserves the right to inspect all bags, briefcases, backpacks, and other such items when the staff has reason to believe this rule has been violated. Personal belongings should not be left unattended, and the library/museum staff has no responsibility for such items.

11. Consumption of illegal substances and/or alcoholic beverages or possession of open containers of alcoholic beverages is not permitted on library/museum property.
12. Bathing or the washing of hair or clothes is not permitted. Persons whose bodily hygiene is so offensive as to constitute a nuisance to other library users will be asked to leave. Proper attire must be worn in the library/museum at all times. Attire that might cause a health and safety risk will not be tolerated.
13. Sleeping or lying down is not allowed in the library/museum.
14. Staring at or following others with the intent to annoy or harass them is not permitted.
15. Eavesdropping on other library users or staff is prohibited as an invasion of privacy and confidentiality.
16. Candy, snacks, food or open liquid containers are not allowed near the patron computers. Dry snacks are allowed outside of the computer areas, but meals of any kind are prohibited in the library/museum. Food of any kind is prohibited in the museum. Only water with a lid or cap is prohibited in the museum.

17. Failure to comply with these rules may result in the loss of library/museum use privileges.

Procedure for disruption/unruly behavior:

- a. Staff will ask the patron to desist their behavior and a warning given. This warning will be documented for the library/museum director in a written incident report.
- b. The library/museum director will contact the patron in person, by mail or telephone, to discuss the incident. In instances involving minors, the incident may be reported to parents/guardian.
- c. If the patron refuses to comply with a request or responds in an abusive fashion, the patron will be required to leave the library/museum premises. If the patron refuses to leave, the police will be summoned to remove him or her.
- d. If the offense is repeated, the patron will have library privileges suspended for a length of time to be determined by the library/museum director. The patron is not to attempt to use or to enter the library/museum during the suspension. An attempt to do so will be reported to the police. If the actions of the patron constitute an immediate threat to patrons or staff,

the police will be immediately summoned, and the party removed or arrested.

Children's Library Rules of Conduct

1. Children 12 and younger must be accompanied continually by a parent or guardian.
2. The Children's Library is reserved for children, their parents or responsible adult guardians and adults using the Children's Library due to an interest in children's literature with the intent of checking out materials from the Children's Library.
3. Teens and adults who are unaccompanied by a child or children will be questioned by staff and may be asked to relocate if they do not appear to be in the area with the intent of utilizing and/or checking materials out from the Children's Library.
4. Parents, guardians, and responsible caregivers are responsible for the safety of their children while in the Children's Library. Responsibility for the welfare and the behavior of children using the Children's Library rests with the parent, guardian, or responsible caregiver. Though staff will always respond with care and concern, they cannot assume responsibility for children's safety and comfort when they are in the Children's Library. The Children's Library is not always staffed.
5. The computers in the Children's Library are to be used by children ages 0-7 and their parents, guardians or responsible caregivers only. While the computers are filtered, the technology is not always perfect, so parents, guardians and responsible caregivers are responsible for the supervision of children using the Children's Library computers.

6. Library patrons using the Children's Library must abide by our general Rules of Conduct. These rules are posted in the main library, on the ground level for patrons to see.

PRIVACY

1. Library records are confidential, per Colorado law (CRS-24-90-119). In general, these records may only be disclosed to library staff acting within the scope of their duties, with the consent of the user, to custodial parents or guardians of children under 16, or by court order.

2. As per 24-90-119, Privacy of user records:

(1) a publicly-supported library shall not disclose any record or other information that identifies a person as having requested or obtained specific materials or service or as otherwise having used the library.

(2) Records may be disclosed in the following instances:

(a) When necessary for the reasonable operation of the library;

(b) Upon written consent of the user;

(c) Pursuant to subpoena, upon court order, or where otherwise required by law;

(d) To a custodial parent or legal guardian who has access to a minor's library card or its authorization number for the purpose of accessing by electronic means library records of the minor.

3. Any library official, employee, or volunteer who discloses information in violation of this section commits a class 2 petty offense and, upon conviction thereof, shall be punished by a fine of not more than three hundred dollars.

PUBLIC ACCESS TO COMPUTERS/INTERNET

1. The Library provides workstations for free public access to the Internet as an informational, educational and recreational resource. Use of the Internet via the Library's network is also bound by the rules set out in this operation manual.
2. Use of electronic information resources, including the Internet, must be responsible and ethical, consistent with the purpose for which these resources are provided. This includes:
 - a. Using resources for educational, informational and recreational purposes only, not for unauthorized, illegal or unethical purposes.
 - b. Respecting the privacy of others by not misrepresenting oneself as another user; by not attempting to modify or gain access to files, passwords,

or data belonging to others; by not seeking unauthorized access to any computer system, or damaging or altering components of any network or database.

c. Respecting the privacy of others by not interfering with their use.

d. Making only authorized copies of copyrighted or licensed software or data.

e. Not sending, receiving, or displaying text or graphics that may reasonably be construed by Library staff as offensive to the public. Websites acceptable in the adult department may not be acceptable in the children's section.

f. Not making unauthorized changes to the setup or configuration of Library software or hardware.

3. The Library assumes no responsibility for the use of the Internet by children.

Subject to the above restrictions, it is the responsibility of the user (or the parent, guardian or caregiver) to determine what is appropriate. Library staff assumes that those under age 18 have parental permission to use Library resources, including the Internet.

4. The Library staff cannot control specific information on the Internet.

Libraries do not vouch for or endorse either written material in their collections or electronic information. Selection policies that govern the Library's purchase of written materials may not apply to electronic resources.

5. Library staff may impose restrictions, such as time limits or types of use, on library equipment. Staff may require a valid library card or staff-issued guest permit for some computers. Computers in the Children's Services area are generally available only to children 12 years old or younger, to caregivers of children in the area, or to persons doing research involving children's materials.

6. While respecting individual users' right to privacy, the Library staff reserves the right to monitor use of computer workstations to ensure compliance with this operation manual.

7. The Library staff may ask users to remove themselves from Library equipment if they observe behavior in conflict with this operations manual.

Misuse or abuse of computers or Internet access may result in suspension of Library privileges.

SECURITY

1. Inappropriate behavior will be addressed with a response proportionate to the severity of the behavior.
2. Enforcement of this operation is the responsibility of all Library staff.
 - a. All staff members are expected to deal with problems they encounter.
 - b. Any staff member has the right to ask others for assistance and should provide assistance when requested.
 - c. Any staff member may contact the Fort Morgan Police Department at any time to preserve his or her own safety, the safety of Library users or for assistance in enforcing procedures and preserving the library environment as defined by the policies adopted by the Library Advisory Board.
 - d. Library staff who have acted in their best judgment in confronting a person on violations of policies and rules will be supported by the Director
4. Response to problems:
 - a. Any staff member observing serious criminal behavior, such as assault, robbery, child pornography, child endangerment, etc. should

contact Fort Morgan Police Department immediately, followed by contacting the Director.

b. While evictions from the library are covered under 5.c. below, the Library Advisory Board delegates authority to ban people from the Library for an extended period of time to the Director. Individuals may be banned for a limited time, indefinitely pending some specified legal condition, or permanently. The length of the ban will depend on the following factors, as applicable, though other factors may be relevant in specific cases:

- i. Severity of offense
- ii. Repeated offenses
- iii. Likelihood of possible continued offenses
- iv. Safety of staff and patrons

c. When an individual is banned, that person and the police will be notified, and the information will be made available to Library staff. Should a banned individual return to the library in violation of the ban, staff should contact the police.

d. Any staff member may issue a verbal warning. Any staff member may evict a patron for violations of library rules or policies. Eviction will generally be from the library as a whole, not just an area, and is generally for the balance of the day. In the case of juvenile patrons, staff may contact their parents or guardians.

e. Any staff member is authorized to request identification from library users as necessary and appropriate for safety and security, or when library rules have been violated. Refusal to identify oneself under these circumstances may be grounds for contacting the police.

5. Classes of behavior and responses:

a. Class 1 - serious danger or overt criminal behavior, including but not limited to:

i. fighting or combative behavior

ii. Alcohol or drug intoxication

iii. Possession of weapons

iv. Exhibitionism

V. inappropriate, overt, unwelcome sexual behavior

vi. Threats

- vii. Refusal to leave when asked
- viii. Physical abuse
- ix. Stalking
- X. possession of alcohol, except as part of an approved program
- xi. Possession of illegal drugs
- xii. Child pornography
- xiii. Theft, including theft of library materials
- xiv. Vandalism

Staff response will usually include calling the police and eviction and/or banning.

- b. Class 2 - potentially serious, including:
 - i. verbal abuse of staff or other patrons
 - ii. Loitering in a manner that interferes with others
 - iii. Excessively emotional, hostile, threatening or uncontrolled behavior
 - iv. Use of loud profanity, obscenity or obscene gestures
- V. intentional entry into restricted areas of the building

- vi. Panhandling
- vii. Intrusive behavior, including staring at or following staff or Patrons with the intent to annoy, harass them, violate privacy, or interfere with staff performance of duties or patrons use of the library Staff response will vary according to the severity of the disruption or threat, ranging from a warning through calling the police to immediate eviction and/or banning.

c. Class 3 - annoying or disruptive, including:

- i. Bodily hygiene which is so offensive that it is a nuisance to patrons and staff.
- ii. Loudness and/or talking in monologues
- iii. Monopolizing the time of Library staff
- iv. Inappropriate public displays of affection
- V. blocking the Library entry or sidewalk in front of the Building
- vi. Loud profanity or obscenity in front of the building or in the designated library/museum parking areas.

vii. Other violations of the Rules of Conduct

Staff response will vary according to the severity of the disruption, ranging from tolerance to warning. In severe or repeated cases, eviction, calling the Police or banning may follow.

UNATTENDED CHILDREN

1. Responsibility for the welfare and the behavior of children using the library/museum rests with the parent, guardian, or responsible caregiver. Though staff will always respond with care and concern, they cannot assume responsibility for children's safety and comfort when they are unattended.

2. Supervision of children:

a. Children younger than 12 years old should be in sight of and supervised by a parent, guardian, or responsible caregiver who is 16 years old or older. Parents or caregivers of children are expected to remain with the child while they are attending library/museum programs.

b. Children 16 years old and older who are able to maintain proper library behavior may use the library unattended; otherwise they should be adequately supervised by a parent, guardian, or responsible caregiver.

3. Staff may, as needed:

- A. notify parents, guardians, or responsible caregivers whose Children need additional supervision;
- B. Authorities, such as the Police, will be notified either to assist with the enforcement of discipline in the library/museum or to ensure the safety of an unattended child.

4. Staff will make a reasonable effort to assure that children leave the library/museum comfortably and safely at closing time. At least two staff members will remain in the library/museum if a minor child is in the building after closing. If any children remain at the library/museum 15 minutes after closing, staff will contact the Police Department to ensure safe transport.