



# Great Falls Public Library

## Onboarding Checklist

Welcome to Great Falls Public Library! We are happy to have you on the Library Team. We are committed to providing you with the skills, training, resources and support to be successful. Our onboarding process is designed to orient you to the essential procedures and policies of the Library. Each staff person will receive further training for their specific job and department.

Please initial when completed. Please turn in completed checklist and quizzes to your supervisor when done.

- 1. HR onboarding and paperwork completed.  
If applicable contact union about dues, responsibilities and rights.
- 2. Received Library keys and door code. (if applicable)
- 3. Received Library nametag and parking pass.
- 4. Assigned Library box and in/out board space.
- 5. Received Library email/password and can successfully login.
- 6. Received HR Portal login and can successfully access.
- 7. Completed Safety Tour.
  - Exits, fire alarms, fire extinguishers
  - First Aid supplies
  - Paperwork for staff or patron injury
  - Patron Behavior and Incident Reports
  - De-escalation
  
- 8. Completed one-on-one meeting with Library Director.
  - Mission, Vision, Values
  - Patron Behavior and crisis response
  
- 9. Received and read required memos.
  - Dress code
  - Parking
  - Lunches and breaks
  - Timesheets (hourly + salary supplement)
  - Branding and Library Logo
  - Organization Chart/Chain of Command
  - Library listservs and email newsletters
  - Drug Safety
  
- 10. Read the Patron Behavior Policy and completed the quiz.
- 11. Read the Cyber Security information and completed the quiz.
- 12. Read the Intellectual freedom information and completed the quiz.
- 13. Read the Customer Service information and completed the quiz
- 14. Assigned times to shadow in other departments.



## Great Falls Public Library Library Email

Staff Name: \_\_\_\_\_

Staff eMail: \_\_\_\_\_

Staff Password: \_\_\_\_\_

NOTE: You will be prompted to change your password once you are logged-in for the first time.

### Directions:

1. On the internet, go to gmail.com
2. Enter the email and password from above.

### **Library Staff Email Policy:**

Great Falls Public Library provides staff members with access to electronic mail as a means of internal staff communications and as a method of communication with other agencies and organizations, for the purpose of conducting Library business. The Library follows the City of Great Falls Email Policy (contained in **City of Great Falls Personnel Policy Manual**) in addition to the items listed here.

Staff members are expected to abide by the following rules of use:

- Use appropriate language.
- Transmission of copyrighted, threatening or obscene materials is prohibited.
- Use of email resources for personal gain is prohibited.
- Confidentiality of email messages cannot be assured. In general, email should not be used to exchange information that is confidential or private.
- When stating personal opinions, staff should use care to ensure that their statements are not interpreted as opinions and/or commitments of the Great Falls Public Library.

### ***Right to Know:***

All information, particularly email communication, may be subject to right to know requests; if a request for information occurs, contact the City Clerk and/or City Attorney to arrange response.

Information Requests. Employees should avoid using personal computer, smart phones or other devices to conduct Library business as that may subject those devices to public right to know requests.

## Email Etiquette Reminders City Communications Team

- **Respond** to emails that are sent directly to you
  - This is compared to emails where you're only carbon copied or "cc'ed"
- "CCing" (carbon copying) someone on an email is equivalent to saying "so you're aware"
- Avoid typing in ALL CAPS, as it indicates yelling
- Be **timely** in your responses, as significant delays can affect multiple City employees
- When responding to an email that includes several people, choose "Reply All"
- If something is time-sensitive, indicate that information in the email subject line
- Reach out to admin support staff for information/assistance when possible
- Remember to set an "Out of Office" automatic email response when you're on leave





# Great Falls Public Library

## Onboarding

### HR e-suite access

The HR Portal allows City of Great Falls employees access to all of their employee information, including the following.

- Pay Stubs
- W2's
- Leave accruals and usages
- Interface to update any changes to your direct deposit accounts, etc.

#### E-Suite Access

1. Go to the City website at <http://greatfallsmt.net/> OR  
Go directly to the HR portal at <https://public.greatfallsmt.net/websites.hr.portal/Default.aspx>
2. On the City of Great Falls Home page select *Online Services*
  - A. Once the new page opens -scroll to the bottom of the page to select - *Employee Service*
  - B. Click on *Human Resources (Employee Access)*
  - C. The *eSuite HR portal* will open.
3. You will need your username and password to get into the page to look at pay stubs and other information available in your profile.
  - A. If you have not activated eSuite before, you will need to activate your account
    - a. Click on the link to activate your account and follow all the prompts.
    - b. You will need to have an email on file to set up this access.
  - B. If you have forgotten your username or password you can retrieve your username and reset your password here.
    - a. Click on the link to retrieve your username or reset your password and follow the prompts.
4. All information is under the *MY HR* tab.
  - A. Hover over the tab for a drop down menu or click on the tab and the menu will come up on the page.
  - B. Click on the Item that you would like to look at. The information shown within each category is what HR has on file.
5. To see your pay stubs select *Paychecks*
  - A. Current year will auto populate.
  - B. Use the drop-down arrows to select the pay stub you would like to view.
  - C. Print by clicking on *Print Pay Check* button.



# **STRATEGIC PLAN 2023-2026**



## **Our Vision:**

Explore, Discover, Connect. See you @ the Library!

## **Our Mission:**

The Great Falls Public Library serves as a connection point; we empower the community and enhance the quality of life by providing individuals access to information and social, cultural, and recreational resources.

# Our Guiding Principles



**RESPECT:** The library is built on a foundation of mutual respect between patrons and staff. Our staff prides themselves on clear, honest, and knowledgeable communication at all levels. Courtesy and open communications are highly valued and contribute to the positive experience of visiting the library.



**OPEN ACCESS:** The library is committed to providing all patrons with free and open access to ideas, information, materials, and programs. We develop services, programs and balanced collections that attempt to fully represent the needs and interests of our diverse community. We connect patrons to what they want in a friendly, nonjudgmental manner.

# Our Guiding Principles



**CUSTOMER FOCUS:** You are welcome here! The library values community members and is responsive to their needs. The ideas and opinions of patrons are vital in determining how library projects and services move forward. Impact on patrons is a primary concern in making any and all decisions.



**GROWTH AND INNOVATION:** Promoting ongoing learning and continuous innovation are of great importance to the library. We work hard to respond to present situations and anticipate the future needs of our patrons. We are committed to remaining an important and relevant institution by evolving and expanding to better serve our community.



# Our Guiding Principles



**EXCELLENT STEWARDSHIP:** The library acts as a trusted steward of community resources. We are responsible for appropriate use of public funds and make every effort to fully utilize the strengths of our talented staff. We make the best use of our resources to deliver the highest level of library service to our community.

# GOAL #1: CREATE A SAFE, ACCESSIBLE LIBRARY THAT WILL SERVE THE COMMUNITY FOR THE NEXT 50 YEARS

## What we need to do:

1. Develop **community awareness and support** of the [Library Master Plan](#) and the Library Remodel project.
2. In partnership with the Library Foundation, develop **a multi-pronged capital campaign** to engage the community and other stakeholders to **raise \$15,000,000 to remodel the Library.**
3. Engage a professional team to **create the detailed designs** for the Library remodel as proposed in the Library Master Plan
4. Following all appropriate City and State rules, contract with appropriate professionals to remodel the Library as proposed in the Library Master Plan.
5. **Remodel the Library** as proposed in the Library Master Plan.
  - Update critical building systems including electrical and mechanical systems
  - Increase accessibility through improved stair/elevator access and updating restrooms
  - Redesign Library spaces to align with community needs
  - Increase energy efficiency
  - Address security concerns and create a welcoming environment

# GOAL #2: DEVELOP ADEQUATE, SUSTAINABLE FUNDING FOR A THRIVING LIBRARY

## What we need to do:

1. Develop **community awareness and support** of the Library Master Plan and the need for adequate **funding for Library services**.
2. Work with stakeholders such as the Belt Public Library, Wedsworth Memorial Library, Cascade County, and the City of Great Falls to **develop a Mill Levy proposal** to meet the Great Falls Public Library funding needs as delineated in the Library Master Plan.
3. Work with the Library Foundation and other community **Stakeholders to put a Library Mill Levy before the voters**.
4. Work with the Library Foundation and other community Stakeholders to **pass the Library Mill Levy**.

# GOAL #3: DEVELOP LIBRARY SERVICES AND STAFFING TO MEET THE NEEDS OF THE COMMUNITY

## What we need to do:

**NOTE: This goal requires improved funding from goal #2**

1. Develop **community awareness and support** of the Library Master Plan and **expanded Library services**.
2. Hire and train additional staff to enable the Library to be **open 7 days a week**.
3. Hire and train additional staff to enable the **Library Bookmobile** to provide community outreach **6 days a week** including relaunching the Library's **Homebound Program**
4. Develop and implement a plan to provide **free parking for Library patrons**.
5. Develop and implement a **plan to improve Library safety**
  - Contract with a local mental health agency to have a social worker or licensed counselor at the Library at least 20 hours a week
  - Hire and train at least two full-time Safety Specialists to patrol the Library and Library grounds during open hours. The primary duties of the Safety Specialists will be to engage with patrons and enforce the patron behavior policy—with a focus on de-escalation and community connection.

# GOAL #3: DEVELOP LIBRARY SERVICES AND STAFFING TO MEET THE NEEDS OF THE COMMUNITY

**What we need to do:**

**NOTE: This goal requires improved funding from goal #2**

6. Collaborate with all of the school districts (including the private schools) in Cascade County **expand student access to Library resources**
7. **Expand the electronic resources** available for Library Card holders (language resources, expanded **eBook & eAudiobook collection, research resources, video streaming resources...**)
8. **Expand services for children and parents** including reading readiness and early literacy.
9. **Expand the Library services for teens** to include college preparation services, ACT/SAT readiness services and expanded Library programming and resources.

# GOAL #3: DEVELOP LIBRARY SERVICES AND STAFFING TO MEET THE NEEDS OF THE COMMUNITY

**What we need to do:**

**NOTE: This goal requires improved funding from goal #2**

10. Expand the **Library's engagement** with the community including
  - Providing expanded **educational/recreational programming**
  - Connecting patrons to **computer and technology classes**
  - Expanding services and resources for **businesses, entrepreneurs and job seekers**
  - Supporting DIY services such as **audio/video recording, 3D printing** and **makerspace programming**
  - **Partnering with community organizations** to provide relevant programming and services



## **LIBRARY BOARD OF TRUSTEES**

Whitney Olson, Chair  
Anne Bulger, Vice-Chair  
Sam Deforest  
Jessica Crist  
Brad Eatherly

## **EX-OFFICIO MEMBERS**

Don Ryan, Cascade County Commission  
Susan Wolff, Great Falls City Commission

## **LIBRARY DIRECTOR**

Susie McIntyre

## **GREAT FALLS PUBLIC LIBRARY**

301 2<sup>nd</sup> Avenue North  
Great Falls Montana 59401

406-453-0349

[www.greatfallslibrary.org](http://www.greatfallslibrary.org)  
[questions@greatfallslibrary.org](mailto:questions@greatfallslibrary.org)

## **GREAT FALLS PUBLIC LIBRARY**

### **RULES OF BEHAVIOR**

We ask you to observe some simple guidelines so that Great Falls Public Library is a welcoming, comfortable place for all the people who come to enjoy our services.\*

#### **HELP KEEP THE LIBRARY CLEAN**

1. Drinks and food are allowed in the library EXCEPT at the public computer tables. Please use a lid for drinks.
2. Smoking is allowed 30 feet from all entrances of the library.
3. Service animals are welcome. We ask that other pets NOT be brought inside.
4. Please wear shirts and shoes at all times in the library.

#### **HELP KEEP THE LIBRARY A PLEASANT PLACE TO VISIT**

1. Please keep noise to minimum and refrain from excessive or disruptive noise.
2. Audio output on all devices must be muted or directed to headphones with the volume not audible to others. Cell phones need to be in silent mode.
3. Please be respectful of other library patrons and staff. Disorderly conduct and/or disturbing the peace in such a way that disrupts other patrons' library use or staffs' performance is not permitted in the library.

#### **HELP KEEP THE LIBRARY SAFE**

1. Viewing of pornography is NOT permitted in the library.
2. For your safety, sleeping is NOT permitted anywhere in the library.
3. Please keep your personal items with you, not unattended or obstructing traffic.
4. No alcohol or drugs may be brought into the library.
5. Patrons must be sober in order to use the library.
6. Children younger than 8 must be accompanied by a caregiver (a minimum of 12 years old), guardian or parent while in the library.

**\*SEE FULL PATRON BEHAVIOR POLICY FOR MORE DETAILS.**

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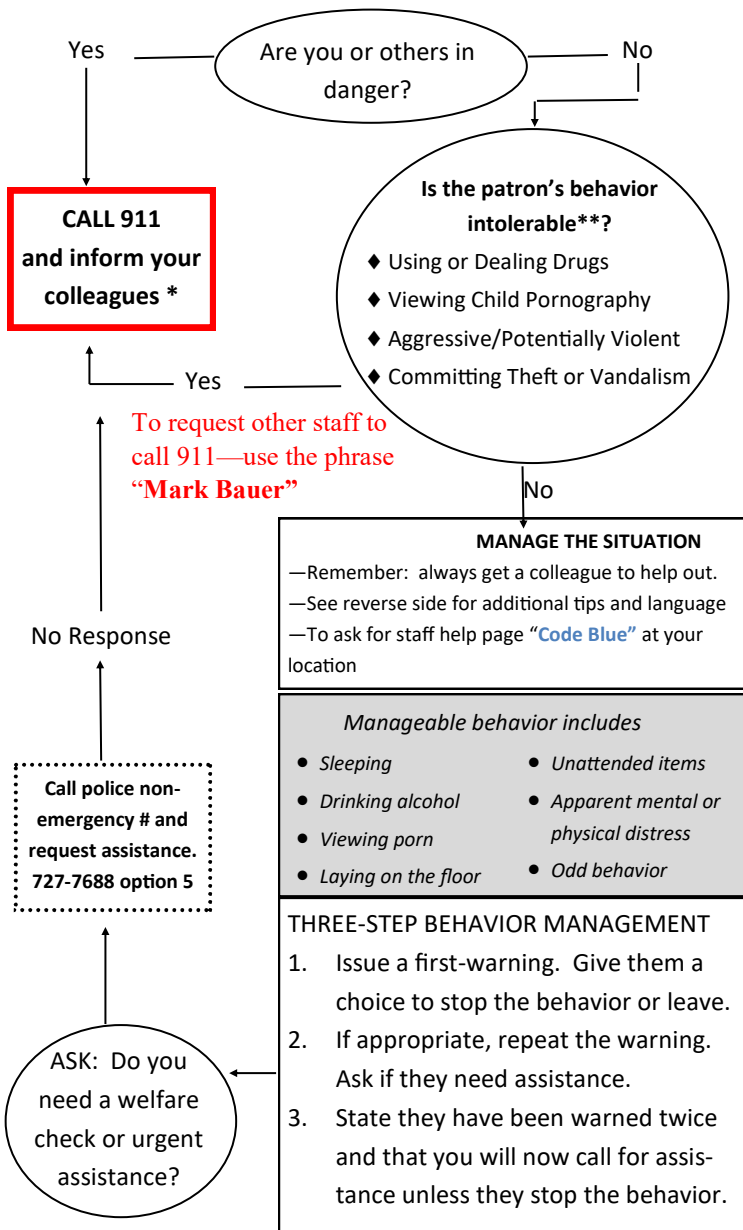
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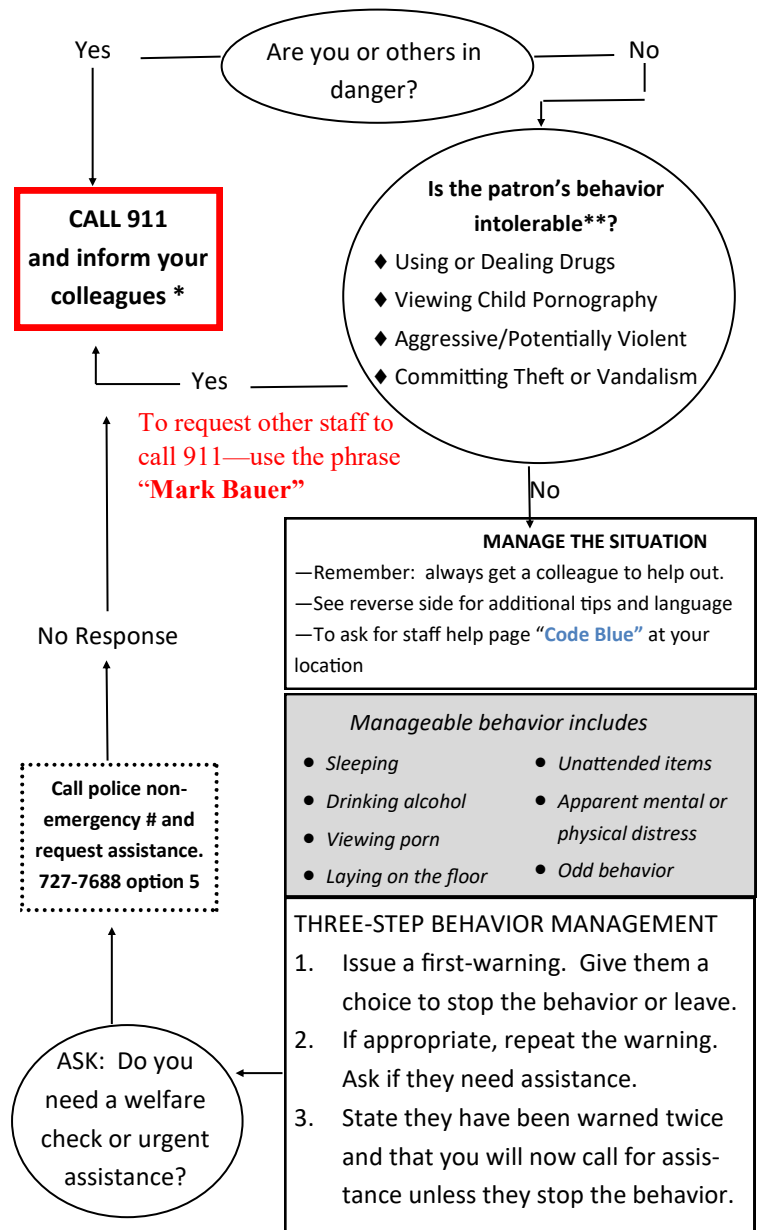
## CRISIS INTERVENTION

### STEPS to manage patron interactions



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#### \*FOLLOW-UP AND COMMUNICATION

After a patron interaction:

- ⇒ Verbally inform staff at all desks (circulation/reference/KP)
- ⇒ If necessary, complete incident report

#### \*\*What is intolerable behavior for GFPL's purposes?

Anything that GFPL staff cannot be expected to manage including recognizable criminal acts and disorderly conduct ( Montana Code 45-8-101). “Disorderly conduct” is defined as knowingly disrupting the peace by being quarrelsome or fighting, making loud noises, using aggressive, profane or abuse language, or blocking people's right of way.

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## CRISIS INTERVENTION

### STEPS to manage patron interactions

#### Know this first:

- ◇ Be aware
- ◇ Be safe and ask for help
- ◇ Inform yourself
- ◇ Tell others what happened

#### Recommended Behavior

- Take a deep breath before approaching the patron.
- Be polite, friendly and solicitous. Introduce yourself. Try to get the patron's name
- Be clear about why you are talking to them.
- Keep your cool. Use a modulated, quiet tone of voice to keep the patron calm and yourself in control.
- Stay safe: put space or an object (e.g. table or book cart) between you and the patron.
- Carry a copy of the GPL Rules of Behavior with you to show the patron how they are violating our policies.
- Before each new shift, ask if there's anything you need to know.

#### SAMPLE DIALOG

- Hello, my name is \_\_\_\_\_ and I work here at the Library. Would you tell me your name?
- Are you feeling okay? Is there anything I can do to help you? Can I call someone to help you?
- Sir/Ma'am, it seems you're upset. Is there something that you'd like to tell me?
- Let me see if I understand correctly: [repeat and confirm the problem as the patron sees it].
- \_\_\_\_\_ is inappropriate behavior at the Library. If you want to stay here, you'll have to stop \_\_\_\_\_. It's your choice.

#### Tips for Sleeping Patrons

- Regard sleepers as if there is a health concern (e.g. diabetic coma, concussion).
- Do not touch the patron. Knock on nearby surface.
- Inform the patron that sleeping in public is UNSAFE and therefore is not permitted.
- If they cannot wake up, then it is a welfare issue and you should call 911.

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# Great Falls Public Library

## Onboarding

### Dress Code Memo

We want all staff to feel comfortable at work and to present themselves in a professional and welcoming manner.

#### From the City of Great Falls Policy Manual

**Dress Code Standards:** Public employees are responsible for ensuring that their personal appearance and hygiene represent a favorable image of the City. Impressions, both positive and negative, are formed partly by appearance. Employees are to be well groomed and dressed in clothes that are clean, not excessively worn, and appropriate to the type of service they are providing. It is important to portray a positive image of our professionalism and commitment to service.

**Disciplinary Action for Violation of Dress Code Policy:** Employees wearing inappropriate attire will either be informed not to wear the attire again, or sent home to change into appropriate attire (in such case employee shall use vacation leave or leave without pay for the time away from work). Subsequent offenses will result in further disciplinary action.

#### Library Specific Details of Dress Code Policy:

Examples of appropriate clothing:

Suits; dresses; skirts; slacks; khakis; skorts; capri pants; sweaters; blouses; shirts with Library logo; jackets; vests dress, sport, or golf shirts; button-up shirts including flannels; sport jackets; pant like leggings; dressy jeans; Ties are welcomed.

At the Library, expectations are as follows.

- Clothing should be neat, clean, free of body odor, and not be wrinkled.
- Clothing should not be ripped or torn.
- Clothing with offensive/obscene language written on it is not allowed, nor is any advertising of alcohol, marijuana or tobacco products permitted.
- Clothing that is excessively revealing (including miniskirts, low cut tops, midriff exposed clothing, etc.) is not allowed.
- Clothing that is appropriate to wear to the gym for a workout (yoga pants, workout shorts) is not allowed.
- Leggings must be thick enough to look professional and must be paired with work-appropriate pieces that look more suitable in an office than on the gym floor.
- Dressy jeans (clean and neatly fitting) may be worn by staff. Please be mindful of your activities and the appropriate level of casualness of dress. (e.g. If you are making a public presentation at the Chamber of Commerce that is not a good day to wear jeans.)  
NOTE: This is a change to Library policy. Previously we only wore jeans on Fridays.
- Caps/hats are generally not acceptable, unless the type of work warrants their wear and the supervisor approves. (This mostly applies to custodial staff who are often working outside. Persons driving the Bookmobile may also wear hats appropriate to the weather.)
- Footwear should also be business casual. Staff are encouraged to wear shoes that are appropriate for the type of work that they are doing. Tennis shoes are appropriate for staff who spend much of their day on their feet. Custodial staff who work with equipment such as mowers should not wear open-toed shoes. Non-custodial staff may wear sandals, but not beach flip-flops.
- Sweatshirts with hoods (hoodies) are not allowed. (You may certainly wear a hoodie as a jacket coming to and from work. They are not to be worn during the workday.)
- Tank tops can be worn underneath other shirts, but are not appropriate as your only top. Sleeveless tops should have straps that are at least 2 inches wide.
- Your undergarments should not be visible to the public. When wearing a chiffon or other see-through material, it is not appropriate for undergarments to be seen. Bra straps should be covered.

- Sports Jerseys are not considered part of expected dress code for Library staff with the following exceptions.
  - Superbowl Sunday
  - Cat-Griz Football game day.
- T-shirts are not considered part of expected dress code for Library staff with the following exceptions.
  - Staff may wear t-shirts with the Great Falls Public Library or City of Great Falls logo any day of the week. (If you would like a shirt with the Great Falls Public Library Logo on it, please speak to your supervisor about ordering options.)
  - Staff may wear t-shirts with appropriate Library or book related graphics on Fridays or Sundays.
    - "Library or book related graphics" means that the content of the t-shirt is directly related to a book, reading or libraries.
    - "Library or book related graphics" does NOT include t-shirt content about bands or music.
  - If approved by a supervisor, staff may wear appropriate t-shirts (no offensive/obscene language, no advertising) if conducting special activities that require more casual clothing. (Leading a water balloon contest for a Summer Reading event, staffing the Library Fun Run, etc)



## **Great Falls Public Library Onboarding Parking Memo**

Parking for Library staff is available in the lot directly west of the Library. Parking is on a first come, first served basis and is not guaranteed. Some staff will be assigned open spots in order to accommodate overflow.

All vehicles must display a Library parking permit. Any vehicle not displaying a permit may be ticketed, or may be towed at the owner's expense. Parking permits can be obtained by request from the Administrative Assistant.



## Great Falls Public Library Onboarding Breaks and Lunches Memo

Great Library staff are essential to having a great Library. Taking breaks is an important part of having a productive shift.

Breaks are not to be used at the end or the beginning of the shift. They are to be used for a break in work, not as a means to arrive late or leave early.

Unless previously approved by supervisor, breaks are not to be taken in conjunction with lunch.

### 4-hour shift

- Entitled to one 15-minute paid break
- May take unpaid lunch break if desired. If unpaid lunch break is taken, shift is extended by length of lunch break.
  - 8:00 to 12:00 schedule with no lunch break.
  - 8:00 to 12:30 or 7:30 to 12:00 schedule with a 30-minute lunch break
  - 8:00 to 1:00 or 7:00 to 12:00 schedule with a 60-minute lunch break

### 5-hour shift

- Entitled to one 15-minute paid break
- May take unpaid lunch break if desired. If unpaid lunch break is taken, shift is extended by length of lunch break.
  - 8:00 to 1:00 schedule with no lunch break.
  - 8:00 to 1:30 or 7:30 to 1:00 schedule with a 30-minute lunch break.
  - 8:00 to 2:00 or 7:00 to 1:00 with a 60 minute lunch break

### 6-hour shift

- Entitled to one 15-minute paid break
- May take unpaid lunch break if desired. If unpaid lunch break is taken, shift is extended by length of lunch break.
  - 8:00 to 2:00 schedule with no lunch break.
  - 8:00 to 2:30 or 7:30 to 2:00 schedule with a 30-minute lunch break.
  - 8:00 to 3:00 or 7:00 to 2:00 with a 60-minute lunch break

### 7-hour shift

- Entitled to one 15-minute paid break
- May take unpaid lunch break if desired. If unpaid lunch break is taken, shift is extended by length of lunch break.
  - 8:00 to 3:00 schedule with no lunch break.
  - 8:00 to 3:30 or 7:30 to 3:00 schedule with a 30-minute lunch break.
  - 8:00 to 4:00 or 7:00 to 3:00 with a 60-minute lunch break

### 8-hour shift

- Entitled to **two** 15-minute paid breaks
- **MUST** take unpaid lunch break. Shift includes length of lunch break.
  - 8:00 or 4:30 with a 30-minute lunch break.
  - 8:00 to 5:00 with a 60-minute lunch break

#### 9-hour shift

- Entitled to **two** 15-minute paid breaks
- **MUST** take unpaid lunch break. Shift includes length of lunch break.
  - 8:00 or 5:30 with a 30-minute lunch break.
  - 8:00 to 6:00 with a 60-minute lunch break

#### 10-hour shift

- Entitled to **two** 15-minute paid breaks
- **MUST** take unpaid lunch break. Shift includes length of lunch break.
  - 8:00 or 6:30 with a 30-minute lunch break.
  - 8:00 to 7:00 with a 60-minute lunch break



# Great Falls Public Library Onboarding Hourly Time Sheet Memo

Great Falls Public Library staff are paid every two weeks resulting in 26 pay periods per year. 10 months of the year, staff receive two paychecks and 2 months of the year, staff receive 3 paychecks.

All staff are required to submit accurate timesheets through the e-suite Human Resources portal. Please see page 2 for the appropriate procedures for submitting bi-weekly timesheets and requesting time off.

## VACATION LEAVE:

- Vacation leave must be pre-scheduled and approved by your direct supervisor. Please do not purchase tickets or commit to events before obtaining approval for leave.
- Staff sign-up for vacation leave based on seniority during the sign-up window in December. "A vacation sign-up sheet shall be posted by December 1st of the year preceding the year to be scheduled." Vacations requested outside of the seniority window will be granted on a first-come, first-serve basis. Once vacation leave is granted, it cannot be canceled without approval of your supervisor.
- Staff start accruing vacation leave when they start employment, but it cannot be used for the first six (6) months.

## SICK LEAVE:

- Any scheduled sick leave (appointments, surgery, etc.) should be pre-scheduled and approved by your direct supervisor prior to your absence.
- Staff start accruing sick leave when they start employment, but it cannot be used for the first ninety (90) days.
- Staff must follow Library policy for reporting absences or tardiness.

*Employees are expected to immediately inform their supervisor, prior to arriving to work, if they will be arriving late. This information should be given directly to a supervisor. An employee who is unable to relay this information to a supervisor himself or herself should have someone call on his or her behalf. City of Great Falls Public Employees Crafts Council union members will report 30 minutes prior to shift. City of Great Falls Montana Federation of Public Employees union members and all other employees (unless otherwise covered by a collective bargaining unit) will report within 45 minutes of beginning of their shift. All employees will report directly to their supervisor or division head if at all possible.*

*If absence is for more than 1 day in length, the employee must keep their supervisor or division head informed of their condition on a daily basis.*

## HOLIDAY PAY:

- The dates of holiday observance are set by the Board annually.
- Paid holidays are defined in the appropriate union contracts. (Relevant contract information pages 3 & 4).
- If the holiday falls on a day that an employee is not scheduled to work they will be granted a different day off for their holiday.
- Holiday pay for part-time employees is granted on a prorated basis. Employees should work with their supervisor and the Library Administrative Assistant to determine the Holiday hours paid.



## GREAT FALLS PUBLIC LIBRARY DIGITAL TIMESHEET PROCEDURES

**ESUITE PORTAL:** Software platform where *Time Off Requests* and *Digital Timesheets* are submitted.

**NEW WORLD SOFTWARE:** City of Great Falls Fiscal and HR software where *Time Off Requests* and final *Digital Timesheets* are approved. (Also used for HR reports, invoicing, budgeting etc.)

### TIME OFF REQUESTS

#### VACATION AND PLANNED SICK LEAVE (DENTIST, SURGERY ETC.):

1. **PHYSICAL FORM:** Staff fill-out print "Leave Request Form" and get signed approval from their direct supervisor. (Direct supervisor and staff member can keep copies. Original is placed in Library Director's box.)
2. **ESUITE PORTAL:** Staff submit electronic *Time Off Request*  
NOTE: Staff cannot request leave through e-Suite portal until they have accrued the leave and are eligible to use it. (e.g. If a full-time staff person requests two weeks of vacation, they will not be able to digitally request the leave until they have at least 80 hours of vacation leave accrued AND have worked long enough to be eligible for vacation leave.)
3. **NEW WORLD SOFTWARE:** Library Director electronically approves Time Off Requests.

#### UNPLANNED SICK LEAVE:

1. **ESUITE PORTAL:** Unplanned sick leave will be entered directly into the e-Suite *Digital Timesheets*. Unplanned sick leave will not be requested or approved through the digital time off request system.

### BI-WEEKLY TIMESHEETS

1. **ESUITE PORTAL:** Staff click LOAD SCHEDULE to input pre-approved time off **before** entering their other hours.  
NOTE: Clicking LOAD SCHEDULE deletes any entries already made into the system for that pay period.
2. **ESUITE PORTAL:** Staff enter their timesheet hours using the correct hour codes in the drop-down. (regular, sick, etc.) by noon on the last day of the pay period (Saturday).  
NOTE: Direct Supervisors may request that hours be submitted earlier depending on schedules and leave. Timesheets must be electronically submitted early if staff will be gone on vacation!!
3. **ESUITE PORTAL:** Direct supervisors electronically approve the timesheets by 5:00 pm on the Sunday after the last day of the pay period.
4. HR imports the timesheets into the New World software by 1:00 pm on the Monday after the last day of the pay period.
5. **NEW WORLD SOFTWARE:** Library Director (or designated backup) does final timesheet approval by 3:00 pm on the Monday after the last day of the pay period.

## AGREEMENT BETWEEN CITY OF GREAT FALLS, MONTANA AND MONTANA FEDERATION OF PUBLIC EMPLOYEES

[https://greatfallsmt.net/sites/default/files/fileattachments/human\\_resources/page/39241/2023\\_mpfe\\_with\\_signature\\_page.pdf](https://greatfallsmt.net/sites/default/files/fileattachments/human_resources/page/39241/2023_mpfe_with_signature_page.pdf)

### ARTICLE 17: HOLIDAYS

**Section 1.** Employees shall be granted the following holidays:

- A. New Year's Day, January 1st
- B. Martin Luther King Day, 3rd Monday in January
- C. Lincoln's and Washington's Birthdays, 3rd Monday in February
- D. Memorial Day, last Monday in May
- E. Independence Day, July 4th
- F. \*Columbus Day (Municipal Court employees only)
- G. Labor Day, 1st Monday in September
- H. Veterans' Day, November 11th
- I. \*Thanksgiving, 4th Thursday and Friday in November (Municipal Court employees will work the day after Thanksgiving)
- J. Christmas, December 25th
- K. State general election day

\*Municipal Court will be closed on days identified in Montana Code Annotated §§1-1-216 and 3-1-302, and Court will be open the day after Thanksgiving.

**Section 2.** The holidays listed in Section 1 shall be granted at the regular rate of pay to all employees covered under this Agreement. Part-time employees, and full-time employees regularly scheduled for less than 40 hours per week, are entitled to prorated holiday benefits if they have worked the qualifying period. To be eligible for holiday pay an employee must be in a pay status on the last scheduled working day immediately before the holiday and on the first regularly scheduled working day immediately after the holiday.

**Section 3.** An employee who is scheduled to work on a legal holiday shall receive appropriate paid leave on another day within the same pay period, as scheduled by mutual agreement by the employee and his/her supervisor. If another paid leave day is not requested by the employee, he/she shall be paid a minimum of one and one-half (1½) times the regular hourly rate of pay.

**Section 4.** An employee who is scheduled for a day off on a day which is observed as a legal holiday, shall be entitled to receive a day off with pay either on the day preceding the holiday, another day following the holiday in the same pay period as scheduled by mutual agreement by the employee and his/her supervisor, whichever allows a day off in addition to the employee's regularly scheduled days off. Part-time employees, and full-time employees regularly scheduled for less than 40 hours per week, shall receive benefits granted in this section on a pro-rata basis.

**ARTICLE 13 HOLIDAYS:**

**13.1** Regular, full-time employees shall be paid for eight (8) hours, or ten (10) hours if scheduled to work a ten (10) hour shift, at the regular hourly rate for the following holidays:

- A. New Year's Day, January 1st
- B. Martin Luther King Jr. Day, 3rd Monday in January
- C. President's Day, 3rd Monday in February
- D. Memorial Day, last Monday in May
- E. Independence Day, July 4th
- F. Labor Day, first Monday in September
- G. Veterans' Day, November 11th
- H. Thanksgiving and the day after Thanksgiving, fourth Thursday and Friday in  
A. November
- I. Christmas Day, December 25th
- J. General Election Day, every day in which a general election is held throughout  
B. the State.

**13.2** Designated holidays falling on an employee's regular days off: employee shall either be entitled to receive a day off with pay on the day preceding the holiday or on another day following the holiday in the same pay period. Employees required to work on these days will be paid at one and one-half (1½) times the regular hourly rate of pay plus holiday pay. In the case of the Water Plant's 24/7 operation, employees will be paid at one and one-half (1½) times the regular hourly rate of pay plus holiday pay only if they work the actual holiday listed above not the holiday designated by the City. Holidays, listed above, falling on an employee's regular day off: employee shall either be entitled to receive a day off with pay on the day preceding the holiday or on another day following the holiday in the same pay period.

**13.3** To be eligible for holiday pay, an employee must be in a pay status either the last regularly scheduled working day before and the last regularly scheduled day after a holiday is observed. An employee shall not be eligible to receive holiday benefits if the employee begins work the day after a holiday is observed or is terminated the day before a holiday is observed.



# Great Falls Public Library Onboarding Salary Supplement to Timesheet Memo

## SALARIED STAFF TIME SHEETS:

In March of 2020 the City of Great Falls made a change in how salaried employee's hours were tracked.

### Pre-March 2020

**SALARY NON-EXEMPT:** Most non-union staff were Salary Non-exempt.

- Qualified for overtime.
- Required to flex their time within the pay period if at all possible.
- Staff tracked sick and vacation on an hourly basis.

### Now

**SALARY EXEMPT:** Staff are paid a salary and receive the same pay regardless of the hours worked.

- Should **fill out the time-sheet with actual hours worked.**
- Do not qualify for overtime.
- Do NOT need to worry about flexing time.
- Should average 40 hours a week.
- Should only use sick or vacation hours in increments of 4 hours or more at a time. (Please see examples below.)

**HOURLY NON-EXEMPT:** Staff are paid by the hour.

- Receive overtime if they work more than 40 hours in a week.
- Required to flex their time within the pay period if at all possible.
- Track sick and vacation leave on an hourly basis

## SALARY EXEMPT EXAMPLES:

Salary Exempt person A works from 9:00 am to 8:30 pm on a Tuesday because she goes to the Commission meeting. She takes a 1/2-hour lunch and has a dentist appointment that lasts an hour. Does she record 10 hours worked or does she record 10 hours work + 1-hour sick?

**She should record 10 worked hours, so you can see she puts in extra time for the meeting. No sick time.**

Salary Exempt person A works from 9:00 am to 6:00 pm each day of a week with a 1 hour lunch. One day she has a doctor appointment that takes an hour and a half. Does she record 6.5 hours worked or does she record 6.5 hours worked and 1.5 hours sick? If she doesn't record the sick hours will she need to work extra on a different day to make up the time?

**She should record 6.5 hours that day, no sick. There's no obligation for her to make up that time. The expectation is that she's putting in the hours to get her job done. Some weeks that may take 45 hours and some weeks that may take 35 hours. But it would be good for her to record her time in case it takes her 45 hours every week to do her job. That might tell you she needs a raise! (Or it might tell you she's not very great at her time management...) Also if you see a pattern of not averaging 40 hours a week, you could address that as a performance/attendance issue.**

Does the same hold true if staff take an hour or two as vacation (to attend a child's sporting event or program)?

**No vacation would be used. An example where it works a little differently would be if they left at 3 pm in the afternoon two days in a row because they had family in town – in that case, it would be appropriate to use a half day of vacation on one of those days. The intent is for the employee to be honest about their time away from the workplace and draw from their leave banks accordingly.**

## LUNCHES AND BREAKS:

Are Salary Exempt staff required to take a lunch break?

No, although the City acknowledges that breaks from work are important.

Should Salary Exempt staff take 2 fifteen-minute breaks as the union people do?

No, salaried employees are Non-Union and those break requirements are specifically bargained for by the Union. Under FLSA rules, an employer has no obligation to offer breaks.



# BRAND STANDARDS

# BRAND IMAGE GOALS

Brand Image Goals help shape the authentic brand image you want to communicate about Great Falls Public Library. The descriptors should guide tone, voice, as well as visual approach to communication and outreach for the organization.

- Welcoming, Fresh, & Simple
- Balance of Historical Past and Vibrant Future
- Feels Inspiring & Sparks Curiosity
- Not too Trendy · Has Longevity
- Libraries are for Everyone
- Inspirational for Both Children and Adults



# VISUAL BRAND

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# LOGO FONTS

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Montserrat - Semibold

Montserrat - Regular

Montserrat - Black

LIBRARY

Connecting People  
& Knowledge

Montserrat - Semibold

The logo consists of a teal square graphic on the left, a red bookmark icon below it, and the text 'GREAT FALLS PUBLIC LIBRARY' in the center. 'GREAT FALLS' is in grey, 'PUBLIC' is in red, and 'LIBRARY' is in dark blue. Below the main text is the tagline 'Connecting People & Knowledge' in red. Four lines with dots point to specific font weights: 'Montserrat - Semibold' points to 'GREAT FALLS', 'Montserrat - Regular' points to 'PUBLIC', 'Montserrat - Black' points to 'LIBRARY', and another 'Montserrat - Semibold' points to the tagline.

# LOGO USAGE



The Great Falls Public Library logos are graphic elements and should not be rebuilt under any circumstances.

Logo formats are available in color, black, and white versions. Consistent use of the correct logo in all circumstances is vital so that the Great Falls Public Library presents a strong, unified brand image. The logos should appear on all items seen by the public, as well as internal organizational documents.

The Great Falls Public Library logos should only be used for the purposes of educating and promoting the organization.

# LOGO SIZE

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## CLEAR SPACE



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Maintaining clear space around the Great Falls Public Library logo maintains clarity of the form and name. In keeping distance of other graphic elements away from the logo, the logo has a stronger presence and readability and does not compete with other graphics nearby.



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At minimum, the logo should be no smaller than 1 inch and logo with tagline should be no smaller than 1.5 inches. It is recommended that the scale of the logo is sized appropriately to its use and distance from the viewer to maintain full legibility of the text.

# LOGO VERSIONS

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Main Logo



Main Logo with Tagline



# LOGO VERSIONS

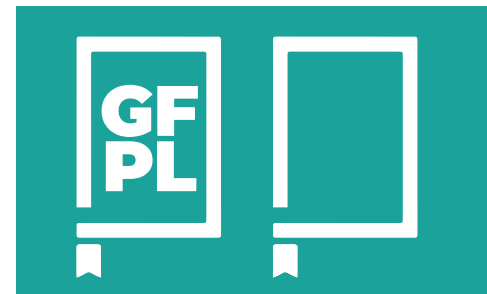
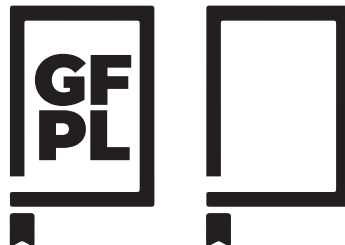
Centered Logo



Secondary Logo



Marks



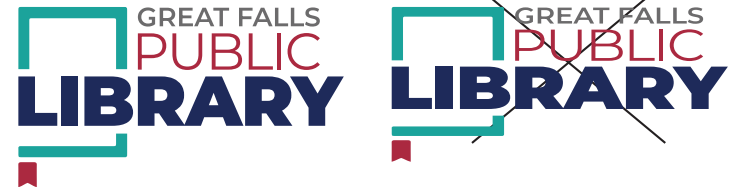
# CORRECT LOGO USAGE

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When the logo is used on a colored background, the background needs to be dark or light enough to have legible contrast between the two. Avoid colored backgrounds that clash with the logo.



**Do not stretch the logo outside of its proportionate constraints.**

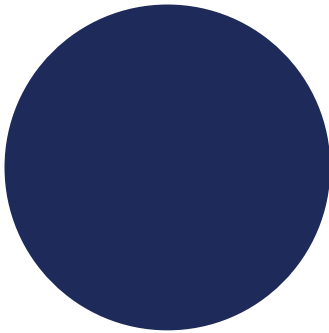


**Do not change the color of the logo, fade, darken, or lighten the logo.**



# COLOR CODES

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## DENIM

**CMYK**

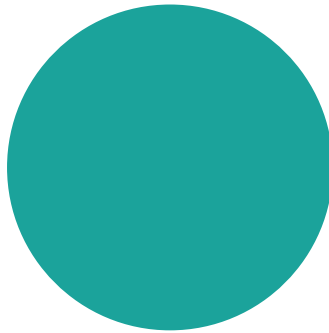
100, 92, 35, 28

**RGB**

31, 44, 91

**HEX**

1f2c5b



## GLACIER TEAL

**CMYK**

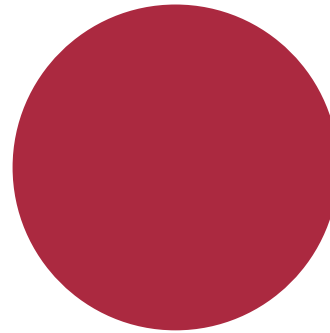
80, 13, 45, 0

**RGB**

0, 164, 156

**HEX**

00a49c



## DEEP SCARLETT

**CMYK**

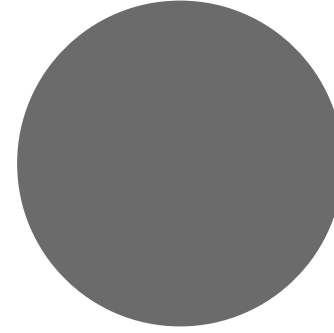
23, 95, 70, 14

**RGB**

172, 44, 66

**HEX**

ac2c42



## DARK GRAY

**CMYK**

58, 50, 49, 17

**RGB**

108, 108, 108

**HEX**

6c6c6c

# FONTS & TYPOGRAPHY

## PRIMARY FONT

*Montserrat - Thin Italic*

Montserrat - ExtraLight

*Montserrat - ExtraLight Italic*

Montserrat - Light

*Montserrat - Light Italic*

Montserrat - Regular

*Montserrat - Italic*

Montserrat - Medium

*Montserrat - Medium Italic*

Montserrat - SemiBold

*Montserrat - SemiBold Italic*

Montserrat - Bold

*Montserrat - Bold Italic*

Montserrat - ExtraBold

*Montserrat - ExtraBold Italic*

Montserrat - Black

*Montserrat - Black Italic*



# EXAMPLES OF BRAND IN ACTION



**DECEMBER STORY TIME**

Wednesday  
December 20, 2023  
10:30am to 11:30am

**BOOK CLUB 2024**

**OPEN BOOKS**

**JANUARY 4**  
The Beekeepers Lament, Hannah Norduas  
**JANUARY 4**  
The Beekeepers Lament, Hannah Norduas  
**JANUARY 4**  
The Beekeepers Lament, Hannah Norduas  
**JANUARY 4**  
The Beekeepers Lament, Hannah Norduas  
**JANUARY 4**  
The Beekeepers Lament, Hannah Norduas  
**JANUARY 4**  
The Beekeepers Lament, Hannah Norduas

**OPEN BOOKS**

**JANUARY 4**  
The Beekeepers Lament, Hannah Norduas  
**JANUARY 4**  
The Beekeepers Lament, Hannah Norduas  
**JANUARY 4**  
The Beekeepers Lament, Hannah Norduas  
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**JANUARY 4**  
The Beekeepers Lament, Hannah Norduas  
**JANUARY 4**  
The Beekeepers Lament, Hannah Norduas

**PLEASE JOIN US**

**FOR THIS SPECIAL EVENT**

**WHEN:**  
Wed, Dec. 20, 2023  
10:30am to 11:30am

**WHERE:**  
Great Falls Public Library  
301 2nd Ave. N.

Storytime introduces your child to books, rhymes and rhythm, music and song, puppets, flannelboard stories, taking turns, paying attention, and being in a group. Storytime introduces your child to books, rhymes and rhythm, music and song, puppets, flannelboard stories, taking turns, paying attention, and being in a group.

LEARN MORE AT [GREATFALLSLIBRARY.ORG](http://GREATFALLSLIBRARY.ORG)

# IMAGERY GOALS

## IMAGE RECOMMENDATIONS

Images should feel natural and relatable. Strive for friendly and approachable expressions that feel authentic. Images should focus on a wide array of activities, events, visitors, and showcase the Library facilities and spaces. Strive for images that have a clear subject matter and balanced color. Not too dark or too light.





THE **WENDT** AGENCY

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[thewendtagency.com](http://thewendtagency.com)



# Great Falls Public Library Onboarding Emergency Chain of Command Memo

1. Library Director
2. Assistant Library Director
3. Public Services Librarian
4. Collection Development Librarian
5. Youth Services Librarian
6. Library Technology Systems Coordinator
7. Community Engagement Coordinator
8. Administrative Assistant
9. Communications Specialist
10. Custodian II

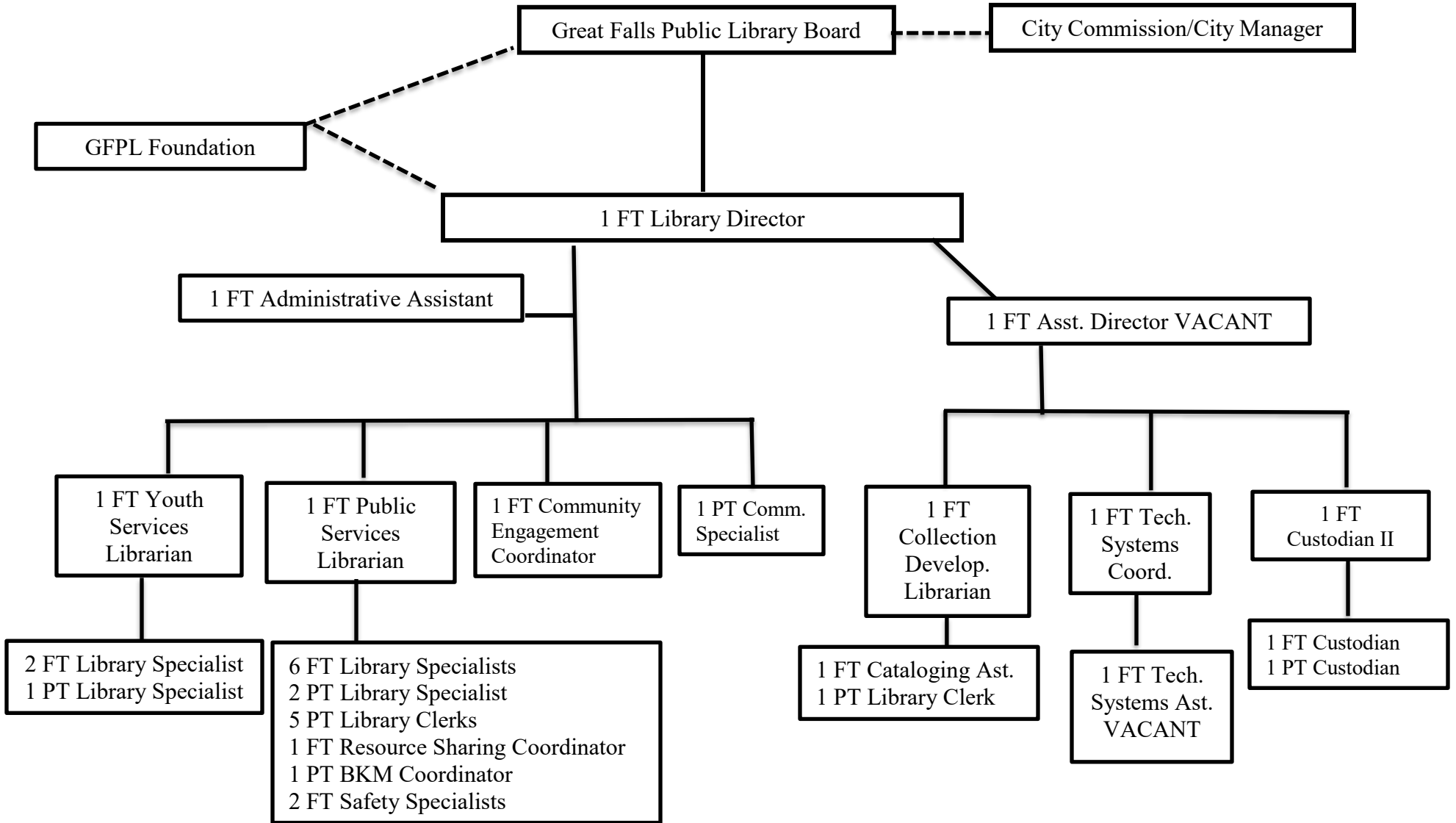
If none of the above is available, chain of command goes to the most senior staff member in this order:

1. Safety Specialist
2. Library Specialist

Day-to-day decisions will be made by the management team members closest to the issue and will follow the normal organizational chart hierarchy.

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# Great Falls Public Library Organizational Chart FY2025





# Great Falls Public Library Onboarding Library Newsletters and Listserv Memo

## **Sign Up for Montana State Library Email Updates**

Click below to sign up for email updates from the Montana State Library. After you enter and confirm your email, you will have the option to pick topics that are of interest to you. You will then only receive email on those topics.

Click to subscribe: <https://public.govdelivery.com/accounts/MTLIBRARY/subscriber/new>

## **Sign up for Montana Library Association Listserv: WIRED-MT**

Subscribe to listserv:

1. Send an email to [LISTSERV@OCLCLISTS.ORG](mailto:LISTSERV@OCLCLISTS.ORG)
2. Do not include a subject line or signature (Delete all signature info from body of message)
3. The body of the message should ONLY say: SUBSCRIBE WIRED-MT-L
4. Contact: Stef Johnson, List Manager (on behalf of the Montana Library Association) (406)723-3361

APPROPRIATE TOPICS FOR DISCUSSION INCLUDE:

- Montana Library Association business and activities
- Continuing education and public events of interest to the Montana library community
- Internet tips and new resources of interest to Montana libraries
- Requests to your fellow librarians for help with reference questions
- Any other topic, relevant or of interest to Montana librarians and library supporters from all types of libraries, is encouraged and applauded

## **To Post a message to WIRED-MT-L**

Send it to the address: [WIRED-MT-L@OCLCLISTS.ORG](mailto:WIRED-MT-L@OCLCLISTS.ORG)

Include a subject line that makes it easy for WIRED-MT-L members to decide if they're interested in reading your post



# Great Falls Public Library

## Onboarding

### Drug Safety Memo

The safety of staff and patrons is one of the Library's highest priorities.

All Library staff are expected to follow all of the City of Great Falls Personnel Policy including the Drug and Alcohol Policy.

We understand that sometimes in the course of medical treatment, staff will be prescribed certain medications.

In order to comply with City of drug and alcohol policy, staff are asked to take the following steps.

1. Check all prescriptions for safety warnings.
2. If you are prescribed a medication with a safety warning that would affect your ability to perform your job safely, please ask your health care provider for a note including the activities that are unsafe for you to perform and when they anticipate you will be finished taking the medication.  
**NOTE:** You do NOT need to report your health condition or your specific prescription.
3. Provide the note to your direct supervisor and work with them to make any modifications to your assigned duties.
4. Inform your supervisor when you stop taking the medication and can return to regular duties.

Examples:

- **HYDROCODONE:** Staff Person A breaks their hand and is prescribed Hydrocodone. Staff Person A would bring in a note stating that they are on a medication with a safety warning and listing any activities that they should NOT perform. (possibly driving a City vehicle or operating small machinery). Staff person A and their supervisor would make any necessary changes to their work duties. When Staff Person A stops taking the medication, they would inform their supervisor that they were no longer taking the medication and would return to regular duty.
- **SUDAFED:** Staff Person B has a cold and takes over-the-counter Sudafed. Staff Person B would be asked to take sick leave if they were too sick to work. Staff Person B would not need to report anything to their supervisor.
- **CODEINE:** Staff Person C is ill with a cough and is prescribed cough syrup with codeine. Staff Person C would bring in a note stating that they are on a medication with a safety warning and listing any activities that they should NOT perform. (possibly driving a City vehicle or operating small machinery). Staff person C and their supervisor would make any necessary changes to their work duties. When Staff Person C stops taking the medication, they would inform their supervisor that they were no longer taking the medication and would return to regular duty.

If you have any questions regarding this requirement, please contact Melissa Guelff in Human Resources.

Melissa Guelff  
[mguelff@greatfallsmt.net](mailto:mguelff@greatfallsmt.net)  
HR Generalist  
City of Great Falls  
(406) 455-8466

# Patron Behavior

Welcome to the Great Falls Public Library! The Library strives to serve our community by providing a safe and inviting environment to be enjoyed by all. The library is intended to be a place where its users can study, do research, browse books, use computers and generally go about their business in a comfortable, non-threatening environment. Patrons are expected to respect the rights of others who require a quiet environment in which to study, compute, research and write.

## Disruptive Behavior

Patrons are prohibited from engaging in any disruptive behavior that unreasonably interferes with any other Patron's rights or ability to use or enjoy the Library, Library staff's performance of their duties or degrades any Library resources. Prohibited behaviors include, but may not be limited to the following:

1. **Harassing or Annoying Others:** Behaving in any manner which reasonably can be expected to disturb another Patron's peaceful enjoyment of the Library such as taunting, provoking, or touching another person; staring at another person so as to annoy that person; following another person about the building so as to annoy that person; or engaging in any other behavior that could reasonably disrupt, annoy, or otherwise compromise another Patron's right to use or enjoy the Library. This includes interfering with another patron's first amendment rights.
  2. **Causing Unreasonable Noise:** Causing disruptive, distracting, and/or intentional noise, interruptions, or disturbances that could reasonably interfere with another Patron's use or enjoyment of the Library such as boisterous or loud talking to others or in monologue, engaging in unnecessarily loud or prolonged cell phone or in-person conversations, singing, humming, playing sound on electronic devices including cell phones and computers and/or headphones at a level audible to others.
  3. **Violating Internet Use and Other Policies:** Accessing illegal content or violating the Library Internet and Computer Use Policy or other Library policies. The Internet and Computer Use Policy is posted near all computers in the Library.
  4. **Improper Use of Library:** Using the Library or Library resources for purposes other than those associated with the use of a public library while in the building. Authorized purposes include reading, writing, studying, quiet contemplation, using/seeking Library materials, asking for assistance, or participating in Library sanctioned activities.
  5. **Improper Use of Restrooms:** Using restrooms or other Library facility for improper purposes such as bathing, shaving, washing hair, preparing food or drinks, or laundering.
  6. **Improper Clothing:** Entering or being present on Library property without being fully clothed. All Patrons must wear a shirt or other upper-body covering; pants, shorts, skirt, dress, or other lower-body covering; and shoes or other footwear.
-



7. **Poor Hygiene:** Exhibiting such offensive body odor due to poor personal hygiene, smoking, or overpowering perfume/cologne so as to constitute a nuisance or unreasonably interfere with another Patron's ability to use the Library; or wearing filthy clothing or shoes that emit an odor that unreasonably interferes with another Patron's ability to use the Library or may dirty furniture. Patrons who violate this rule will be asked to leave the Library, but may return to the Library once the problem is corrected.
  8. **Monopolizing Library Space:** Hindering, impeding, or preventing the movement of another Patron into, out of, or about any Library facility or vehicle; using furniture, tables, or equipment to the exclusion of other Patrons, such as by blocking aisles or study areas with one's self or personal belongings; re-arranging furniture; or lying down on any floor or furniture. More than one adult sitting in a chair at a time. Bringing in items excluding personal items (purse, laptop, briefcase) that occupy floor space in excess of 12"W x 11"H x 18"L. Items are measured in totality and must be placed and fit easily into a measuring box of the above dimensions.
  9. **Unattended Items:** Leaving any personal items such as backpacks, suitcases, wheeled carts, bags, study supplies, books, computers, or clothing unattended for extended periods of time inside the Library or on Library property. Patrons may, at their own risk, temporarily leave personal items unattended while using other Library amenities within the building such as seeking Library resources, asking for assistance, taking a phone call to the lobby, or using the restroom. Patrons may also use the bike rack in front of the building to store their own bicycle. Repeatedly leaving unattended items inside or outside of the Library may result in loss of Library privileges.
  10. **Running; riding; skating; etc:** Chasing and running in the Library building; using bicycles, skateboards, roller blades, roller skates, or similar wheeled devices anywhere in the building, and on the grounds where prohibited by a posted sign.
  11. **Altering Library Property:** Tampering with the arrangement of Library materials, attempting to remove or actually removing any Library property from the premises, and damaging or mutilating any Library materials or facilities. This rule does not apply to Library materials that are properly checked-out for borrowing.
  12. **Littering:** Leaving any belongings or refuse behind.
  13. **Animals in the Library:** Bringing pets or animals, other than service animals, into the building, except as authorized by the Library Director. Therapy or support animals are not classified as service animals and are not allowed in the Library.
  14. **Entering Restricted Areas:** Entering private or non-public areas of the Library without Library staff permission. All private and non-public areas will be clearly marked.
  15. **Smoking:** Smoking, including electronic cigarettes, vaping or any other type of smoking device, is not permitted in the library. Smoking is also not permitted on library property within 30 feet of any library entryway or air intake apparatus.
  16. **Drug and Alcohol Use:** Being under the influence of alcohol/marijuana/illegal drugs, or selling, using, or possessing alcohol/marijuana/illegal drugs.
  17. **Soliciting:** Soliciting donations or selling non-Library materials anywhere in the building or on the Library grounds without prior authorization by the Library Director. These activities must be conducted in a non-aggressive manner that does not unreasonably interfere with another Patron's use or enjoyment of any Library amenities.
-

18. **Sleeping:** Lying down, sleeping or dozing is not permitted in the library, except this rule shall not apply to children.
  19. **Overnight Closure:** Library property is closed from 10:00 pm to 6:00 am. People may not be on Library property during those hours.
  20. **No Camping:** No camping is allowed on Library property at any time. Camping is defined as the use of an area for temporary residence or sleeping purposes, which includes storing personal property, leaving unattended personal property, erecting any structures, attaching any rope, cable or other wire to a tree or a Library structure, using the Library building and/or band shell for shelter or occupying any area in a way that inhibits the use of Library property for others.
-

**Illegal Activity:**

Patrons are prohibited from engaging in any dangerous or criminal activity that violates any local, state, or federal law. ***Illegal behavior may be reported to law enforcement.*** Such criminal activities include, but are not limited to, the following:

1. Disorderly conduct such as quarrelling or making loud or unusual noises; challenging to fight or fighting; using threatening, profane, or abusive language; disturbing any lawful assembly or public meeting; hindering the ability to freely enter or exit a public place; transmitting a false report or warning of fire or other catastrophe in the Library; or creating a hazardous or physically offensive condition by any act that serves no legitimate purpose.
2. Carrying firearms or weapons of any type (except by law enforcement officers and those carrying a concealed firearm with a valid concealed carry permit)
3. Leashing dog to fixtures on Library grounds or allowing dog to be unrestrained. No animal is allowed to become a nuisance and unattended leashed dogs or loose dogs are a potential nuisance due to biting, barking, intimidation, or defecation.
4. Criminal sexual conduct on Library property such as predatory loitering by a sexual offender, indecent exposure, accessing child pornography and sexual assault
5. Abusing a child or endangering the welfare of a child on Library property by violating one's duty of care, protection and support.
6. Intending or attempting to damage, remove, or steal any Library property.
7. Making threats or false alarms against Library property or from Library property.
8. The Library park is closed from dusk to daylight. Presence in the park from dusk to daylight is not allowed.

**Other Activities**

- Wheeled devices (bicycles, scooters, etc.), with the exception of strollers and those required by persons with a disability, shall be left outside and may not obstruct traffic entering or exiting the building. Skateboards and roller blades/skates can be carried into the library, but cannot be ridden or worn in the building.
  - Patrons may not store belongings (bags, carts, suitcases, etc.) on Library property.
  - Cell phone use is allowed in the library. As a courtesy to others, we ask that cell phones be turned to silent (vibrate), and that telephone conversations be held at volumes which do not disturb others.
-

## Food and Drink

Certain food and drink items are allowed in the library if consumed responsibly.

- Patrons whose food creates a mess or is distracting to others because of the aroma will be asked to eat outside of the library
- Drinks are limited to those in closed containers such as covered travel cups, or capped water or soda bottles
- No food or drink is allowed in and around the computer, bookshelves, or other equipment areas
- No food or drink is allowed in any public areas on the third floor
- Patrons are expected to clean up after themselves, discard trash in appropriate containers, and notify staff immediately of any spills

## Children

Great Falls Public Library is not designed or licensed to provide childcare. Library staff is not responsible for the supervision of children but will intervene if aware of a problem. Therefore, in order to create an environment of safety and maintain an atmosphere where patrons can enjoy all that the library offers:

- Parents and guardians are responsible for the supervision, safety, welfare, actions and behaviour of their children while they are in the library and on library property
  - A responsible adult or caregiver aged 12 or older must directly supervise children 7 years old and younger at all times throughout the library, including the Kids' Place
  - At the discretion of a responsible adult, a child age 8-11 may be left unattended for the time needed to select materials, complete a homework assignment or attend a program
  - If a child under the age of 8 is left unattended, staff will attempt to locate the parent or caregiver informing them of library policy prohibiting this. If the parent or caregiver cannot be located in the building, we will contact law enforcement personnel to pick up the child
  - If a child is repeatedly left unsupervised and behaves in a way contrary to the Patron Behaviour Policy, parents will be notified that their child is no longer permitted to use the library unattended
  - Library staff cannot be responsible for children interacting with or leaving with persons who are not the appropriate chaperone. The library cannot assume responsibility for children who leave the library premises
  - Disruptive children will be given one verbal warning before they are asked to return to their parent or guardian and/or leave the building for a designated time.
-

### **Adults Unaccompanied by a Child**

- Adults who visit the Kids' Place must be actively caring for a child or using the resources available for research or checkout. Adults who do not have specific reasons to use the Kids' Place will be asked to move to another area of the library.
- Similarly, adults unaccompanied by children will be asked to leave programming intended for children and teens. Adults unaccompanied by children are invited to attend adult and family programming.

### **Computer and Internet Use**

Patrons are welcome to use the Library's computer and Internet resources. (Please see the Computer and Internet Section for more information.) In order to create an environment of safety and maintain an atmosphere where patrons can enjoy all that the library offers prohibited behaviors include, but may not be limited to the following:

- Viewing of pornography is not permitted.
  - Accessing child pornography is against the law and can be reported to law enforcement officials.
  - Any illegal activity, including copyright violation and illegal or unauthorized entry into computer files or programs is prohibited.
  - Using Great Falls Public Library computers for purposes that may be interpreted as abuse, harassment or intimidation is prohibited.
  - Due to bandwidth limitations, video downloads and peer-to-peer sharing such as torrents are limited.
  - Installation or copying of any programs, games, screensavers, device drivers or any other software to library computers or devices is prohibited. This includes any software available for download from the Internet.
  - Food and drink are not allowed at Library computer stations. Pounding on keyboards, tampering with machines, cables, and software, and other potentially damaging activities are not permitted.
  - Any activity that violates library policy regarding library-owned computers is also prohibited on user-owned equipment that is connected to the wireless network.
-

# Patron Behavior Consequences

**Failure to follow the Library patron behavior policy may result in temporary banning from Internet use or expulsion from the library. Persons who repeatedly or egregiously violate Library policy may be served with a trespass order requiring that they not be on Library property for up to 12 months. Library staff has the final authority in determining what constitutes disruptive behavior.**

Generally, a patron may receive a verbal warning regarding a violation of the guidelines. Behavior resulting in a second warning will warrant expulsion from the library (includes library building, park, plaza and parking lots) and/or computers for the remainder of the day. Continued violation of this policy will result in expulsion from the library/computers for a week. Additional warnings can result in expulsion from the library/computers for a period of time ranging from one month to one year. However, library staff members may ask a patron to leave the premises without prior warning, depending on the seriousness of the violation.

When requested, a patron who has been banned from the library/computers for more than a day will be provided with a copy of the staff incident report and the appeals form. Any person who enters the library while banned from the premises will be considered in violation of library policy and the police may be contacted.

## **Patron Appeal:**

An Internet user whose session has been terminated or whose Internet access has been prohibited due to violations of the Library Internet Use policy, a library patron who has been asked to leave the library for a length of time due to violations of the patron behavior policy, or a library patron who feels that a Library policy or Library staff action has impacted their ability to access Library services may submit a Patron Appeal Form to the Library Director.

## **PROCESS:**

1. The Library Director will review the Patron Appeal Form and provide a written response within 14 days.
  2. If the patron is unsatisfied with the Library Director's response, they may submit a written request to appeal to the Great Falls Public Library Board.
  3. The patron appeal will be placed on the agenda of the next scheduled board meeting. After hearing statements from the patron, Library staff and any public wishing to speak, the Board will make final ruling on the appeal. A written response will be sent to the patron within 14 days
-



## Great Falls Public Library Onboarding Quiz and Acknowledgment Patron Behavior

Please sign and date this acknowledgement.

Please answer the questions on the front & back of this page.

I have received a copy of the Great Falls Public Library Patron conduct and guidelines. I have read the guidelines and understand the Library expectations for patrons.

NAME (print): \_\_\_\_\_

SIGNATURE: \_\_\_\_\_

DATE: \_\_\_\_\_

### Great Falls Public Library Patron Conduct and Guidelines

List 5 examples of disruptive behavior that is prohibited in the Great Falls Public Library.

Illegal behavior is not allowed in the Library. List 4 examples of illegal behavior that are referenced in the policy.

List 3 examples of behavior that is prohibited while using Library computer and Internet resources.

Describe the procedure staff use when there find belongings that have been unattended for over 10 minutes.

Mark each of these statements as true or false.

- Law enforcement officers may carry weapons in the Library (concealed and visible). **True | False**
- Persons with a concealed carry permit may carry a concealed weapon in the Library. **True | False**
- Persons with a concealed carry permit may openly carry a weapon in the Library. **True | False**
- Any person (with or without a permit) may carry a concealed weapon in the Library. **True | False**
- Patrons are NOT allowed to eat in the Library. **True | False**
- Patrons are NOT allowed to eat at the computer pods. **True | False**
- Children 7 years and under must be supervised while in the Library. **True | False**
- Adults in Kids Place must either be supervising a child or finding materials. **True | False**
- Library staff may ban patrons for up to two weeks. **True | False**
- The City Manager & City Attorney must approve any Library trespass orders. **True | False**
- Library staff do NOT provide paging services. **True | False**
- Library staff may place a long-distance call and leave a message for a patron. **True | False**

NOTE: According to the Montana code a “weapon” means any type of firearm, a knife with a blade 4 or more inches in length, a sword, a straight razor, a throwing star, nun-chucks, or brass or other metal knuckles. The term also includes any other article of instrument possessed with the purpose to commit a criminal offense.



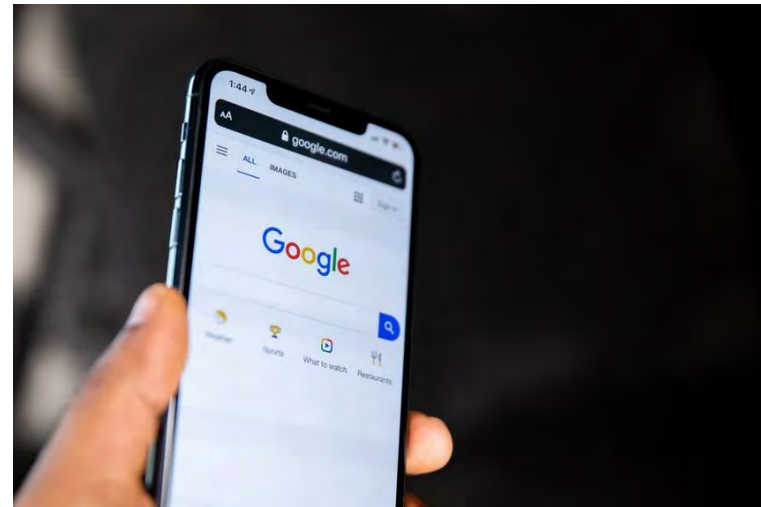
# Safe INTERNET Practices!



#CyberPhantoms

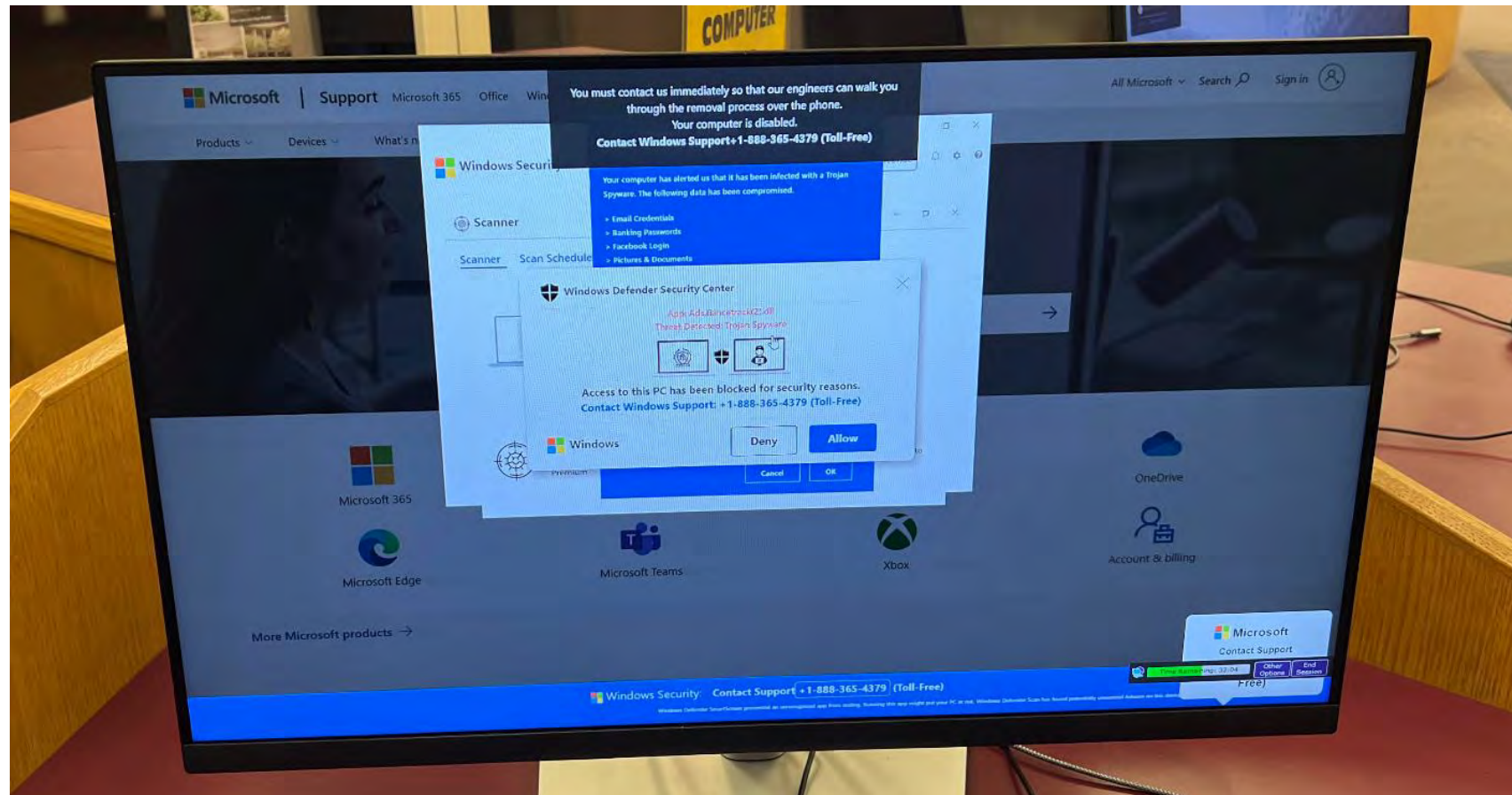
# Safe Internet Practices

Safe internet practices are essential guidelines and habits that individuals should follow to protect themselves and their information while using the internet. These practices help mitigate various online threats and minimize the risk of falling victim to cyber attacks.



# Why It's Important

In the Month of May, several patrons fell victim to **hijacked browsers** after trying to visit unsecure websites. It was also reported that a staff member fell victim to a hijacked browser on their personal device at home. To our knowledge, no patrons called the fictitious phone number on the hijacked browser screen.

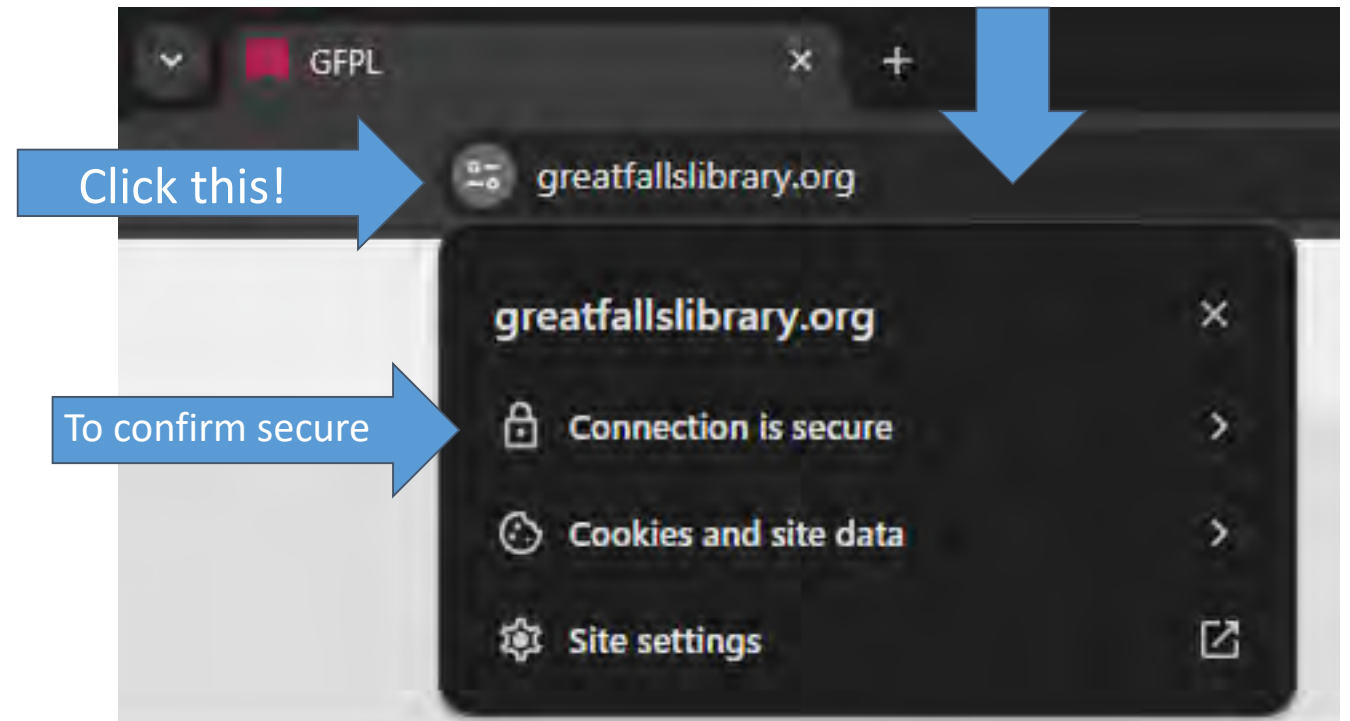


# What to Look for When Visiting a Website

If you know the website you want to visit, type it directly into the address bar and avoid search engines

Previously, search engines like Google would verify a website is safe and secure by using a padlock symbol next to the website address

Google along with other search engines now require users to click into website settings located next to the website address to see the secure padlock symbol



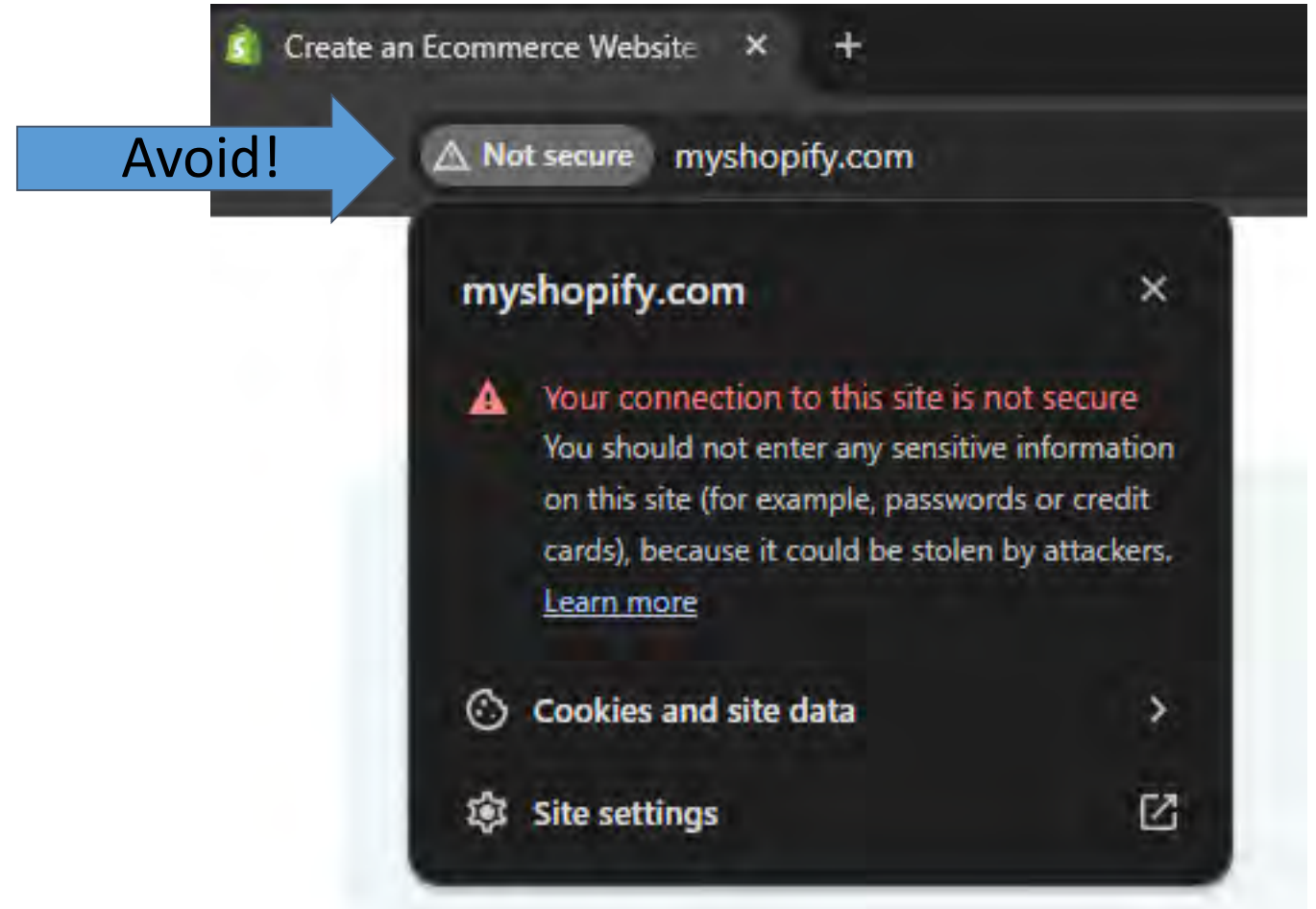
# What to Look for When Visiting a Website

Most search engines warn users of when a website is unsecure

Avoid websites that are not secure as any tech savvy individual could easily get your data

Websites become unsecured when their security certificate is not updated by their information technology department

Websites can become secure again once the security certificate is updated



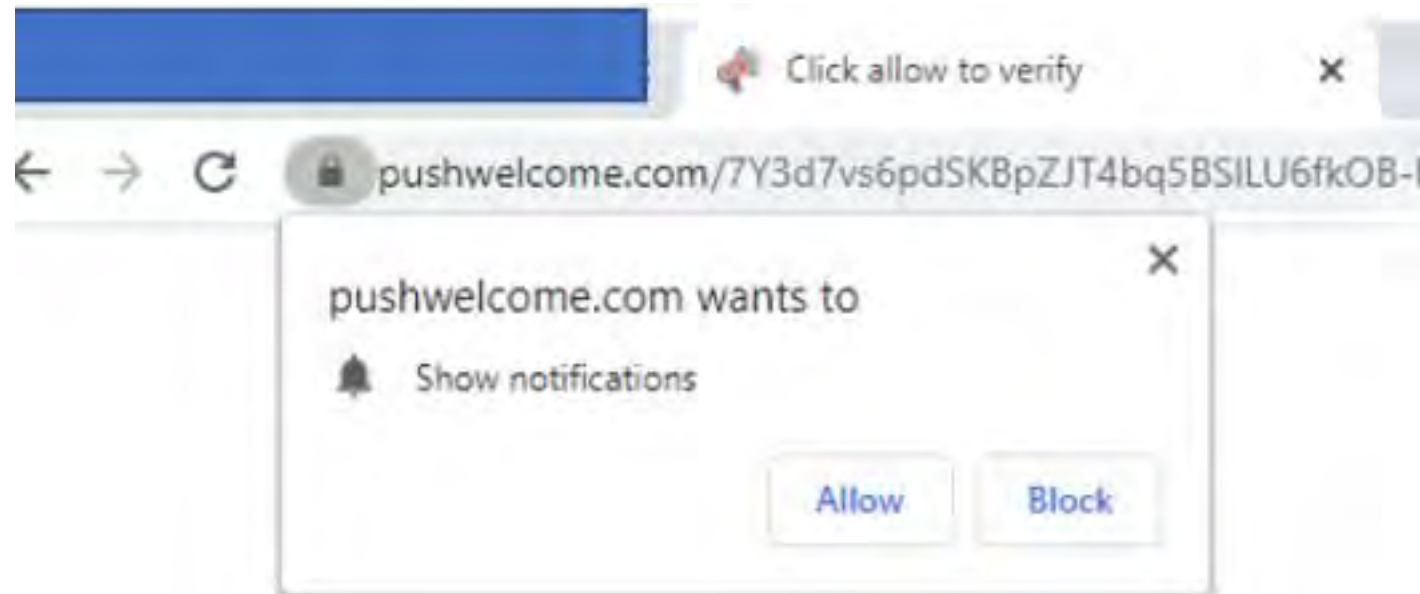
# Avoid Sponsored Links!

Avoid clicking on sponsored links when using a search engine such as Google, Edge, FireFox, Brave, etc.

Criminals use Search Engine Optimization (SEO) tricks and pay to get malicious ads near the top of search engine results. If you click the sponsored links, you could end up on a fake / malicious website.

The screenshot shows a search engine interface with navigation tabs for Maps, Images, News, Shopping, Videos, Books, Flights, and Finance. Below the search bar, it indicates 'About 458,000 results (0.63 seconds)'. The first result is a sponsored link from 'kiinthaia.com' for 'Kiin Thai Eatery - Official Website', which is highlighted with a pink background and labeled 'FAKE'. The second result is a real listing from 'Yelp' for 'KIIN THAI EATERY - 1907 1/2 W Magnolia Blvd, Burbank ...', which is highlighted with a green background and labeled 'REAL'. The real listing includes a photo of food, a 4-star rating, and a price range of \$11-30.

# Avoid Allowing Notifications



After visiting a website, it might have a pop-up similar to the one above that will ask you to allow or block notifications. Many times after clicking **allow**, you will be spammed with push notifications as this is a type of malware attack. Be sparing when deciding to allow notifications or not. Best practice is to avoid notifications all together.

# What Malware from Allowing Notifications Looks Like

secureblackfriday.link says  
Update your Norton Subscription NOW

**Norton Security**  
Quick Scan

**Your PC is infected with 5 viruses!**

**ACTION REQUIRED!**  
Your Norton Subscription Has Expired!  
Renew now to keep your pc protected.  
If your PC is unprotected, it is at risk for viruses and other malware.

[+] Total it	2038
[+] Total s	5
[+] Total s	0
Total secur	5

Proceed... | Pause | Stop

Legal Notice | License Agreement | Privacy Policy | Careers | Cookies | Site Map | System Status | Agent Viewer

NortonLifeLock © 2019 Norton Inc.

us.hypnotizer134cs.pw

Your system is heavily damaged by Four virus!

We detect that your Apple iPhone is 28.1% DAMAGED because of four harmful viruses from recent adult sites. Soon it will damage your phone's SIM card and will corrupt your contacts, photos, data, applications, etc.

If you do not remove the virus now, it will cause severe damage to your phone. Here's what you NEED to do

Close

McAfee Products Devices Resources Support Free Trial About

Security beyond antivirus

McAfee® Total Protection provides antivirus, identity and privacy protection for your connected life. With VPN & ID theft protection.\*\*

\$29.99 | per year \$100 off\*

Today pay \$59.99 for a 2yr subscription

Buy now | Learn more

\*10 devices / 2-Year Subscription. See offer details below

Potential Threats (2)  
Click Here To Renew Your Subscription!

**Viruses found (3)**

Your computer is infected with dangerous viruses. Click «Eliminate» to perform a scan and renew subscription.

ELIMINATE

DONT LET ME WAIT...

McAfee Total Protection | McAfee Safe Connect VPN | McAfee WebAdvisor







## What if it Happens to Me?

If for any reason you suspect a cyber security incident on your computer, please notify IT right away! We can investigate your device and determine the appropriate actions moving forward.

Please call either Sara ext. 230 with any questions or concerns!

# If You Are Ever Interested In Learning More!

14,670 Results for "cyber security" Sort by: Best Match

-  VIDEO  
**What is cybersecurity?**  
LinkedIn · Updated 2 months ago · From the course: Cybersecurity Awareness: Cybersecurity Te...  
126,962 learners · Skill: Information Security Awareness Save
-  VIDEO  
**Understanding the NIST Cybersecurity Framework**  
LinkedIn · Updated 2 months ago · From the course: Cybersecurity Foundations  
110,790 learners · Skill: Cybersecurity Save
-  VIDEO  
**Emerging trends in cybersecurity**  
LinkedIn · Updated Oct 2023 · From the course: Practical Cybersecurity for IT Professionals  
30,548 learners · Skill: Cybersecurity Save
-  VIDEO  
**The four disciplines of cybersecurity**  
LinkedIn · Updated 3 months ago · From the course: Cybersecurity Foundations: Security Archit...  
14,352 learners · Skills: Security Architecture Design, Cybersecurity Save

LinkedIn Learning is a great source for courses / videos on hundreds of different topics to include cybersecurity!



# Great Falls Public Library Onboarding Quiz and Acknowledgment Safe Internet Practices Quiz

Please sign and date this acknowledgement.

Please answer the questions on the front & back of this page.

NAME (print): \_\_\_\_\_

SIGNATURE: \_\_\_\_\_

DATE: \_\_\_\_\_

1. Why is it important to understand cybersecurity and to use safe internet practices?

2. What should you look for when visiting a website?

3. What is SEO?





Great Falls Public Library | 301 2<sup>nd</sup> Ave. N | Great Falls, MT | 59401 | 406-453-0349 | [www.greatfallslibrary.org](http://www.greatfallslibrary.org)

### Request for Reconsideration of Library Material Form

A Library patron who feels that an item should not be part of the Great Falls Public Library collection may submit a Request for Reconsideration Form to the Library Director.

#### PROCESS:

1. The Library Director will review the Request for Reconsideration Form and provide a written response within 14 days.
2. If the patron is unsatisfied with the Library Director's response, he/she may submit a written request to appeal to the Great Falls Public Library Board.
3. The Library Board shall appoint a review committee consisting of a Great Falls Public Library Board member, a Great Falls Public Library patron and a Great Falls Public Library staff member. The committee shall review the Patron Request for Reconsideration Form and the Library Director's response, then submit a written recommendation to the full Library Board within 14 days of being appointed.
4. The patron appeal will be placed on the agenda of the next scheduled board meeting. After reviewing the pertinent documents (Request for Reconsideration Form, Library Director's response & recommendation of the review committee) and hearing statements from the patron, Library staff and any public wishing to speak, the Board will make final ruling on the appeal. A written response will be sent to the patron within 14 days of the final Board decision.

Name: \_\_\_\_\_

Street Address: \_\_\_\_\_

City, State, Zip: \_\_\_\_\_

Telephone Number: \_\_\_\_\_ Library Card #: 2086700

#### Description of Item Requested to be removed from the collection:

Title: \_\_\_\_\_

Creator/Author: \_\_\_\_\_

Copyright Date: \_\_\_\_\_ Barcode (Item ID): 3086700

Format of Item     Print Book         CD                       DVD

**Please fill out the back of this form (and extra pages as needed) to explain why you feel the item described above should be removed from the Great Falls Public Library Collection.**

\_\_\_\_\_  
Patron Signature

\_\_\_\_\_  
Date



Great Falls Public Library | 301 2<sup>nd</sup> Ave. N | Great Falls, MT | 59401 | 406-453-0349 | [www.greatfallslibrary.org](http://www.greatfallslibrary.org)

What brought this material to your attention?

What are your objections to this material or subject matter (please be as specific as possible)?

Have you read, heard or watched the entire title or material?

Have you read any reviews of this title or material? (Please help us by indicating as completely as possible the sources for these reviews or commentary.)

Can you suggest titles of materials which might be added to the collection which address the same or similar issues?

Materials selected for inclusion in the library collection, including donations, are based on the Great Falls Public Library Collection Management Policy, as approved by the Board of Trustees. The library adheres to the principles of the American Library Association Library Bill of Rights.

<http://greatfallslibrary.org/wp-content/uploads/2024/06/Collection-Development-Policy.pdf>



Great Falls Public Library | 301 2<sup>nd</sup> Ave. N | Great Falls, MT | 59401 | 406-453-0349 | [www.greatfallslibrary.org](http://www.greatfallslibrary.org)

**Patron Withdrawal Reconsideration Form**

From time to time the Great Falls Public Library will withdraw books and materials from the collection. The reasons for doing so are clearly marked on each item. A Library patron who feels that an item should not be removed from the Great Falls Public Library collection may submit a Withdrawal Reconsideration Form to the Library Director. (Please submit material being withdrawn with the form.)

**PROCESS:**

- 1. The Library Director will review the Withdrawal Reconsideration Form and provide a written response within 14 days.
2. If the patron is unsatisfied with the Library Director's response, he/she may submit a written request to appeal to the Great Falls Public Library Board.
3. The Library Board shall appoint a review committee consisting of a Great Falls Public Library Board member, a Great Falls Public Library patron and a Great Falls Public Library staff member. The committee shall review the Patron Withdrawal Reconsideration Form and the Library Director's response, then submit a written recommendation to the full Library Board within 14 days of being appointed.
4. The patron appeal will be placed on the agenda of the next scheduled board meeting. After reviewing the pertinent documents (Patron Withdrawal Reconsideration Form, Library Director's response & recommendation of the review committee) and hearing statements from the patron, Library staff and any public wishing to speak, the Board will make final ruling on the appeal. A written response will be sent to the patron within 14 days of the final Board decision.

Name: \_\_\_\_\_

Street Address: \_\_\_\_\_

City, State, Zip: \_\_\_\_\_

Telephone Number: \_\_\_\_\_ Library Card #: 208700

**Description of Item Requested to remain in the collection:**

Title: \_\_\_\_\_

Creator/Author: \_\_\_\_\_

Copyright Date: \_\_\_\_\_ Barcode (Item ID): 3086700

Format of Item  Print Book  CD  DVD

**Please use the back of this form (and extra pages as needed) to explain why you feel the item described above should remain in the Great Falls Public Library Collection.**

\_\_\_\_\_  
Patron Signature

\_\_\_\_\_  
Date





## **DONATIONS: GIFT MATERIALS**

Physical materials donated to the library will be evaluated to fill a need or replacement in the current collection based on the collection development policy. Once accepted and processed, all gifts are subject to the Library's regulations and procedures. Materials offered to the Library with restrictions which require special handling or which prevent integration of the materials into the general collection will not be accepted. Appraisal and delivery of items are the responsibility of the donor. Donations not used by the library will be used for Neighborhood Little Free Libraries, AAUW/Friends of the Library Book Sale or may be may be donated to various nonprofit organizations, recycled, sold by the library or disposed of as library staff deem appropriate. (Please see the Gift Materials form in Appendix C.)

## **DONATIONS: FUNDS FOR MATERIALS**

Cash donations for materials, including memorial and honor books will be accepted, provided no specific restrictions are attached. Funds may be directed toward a specific category of materials such as nonfiction, mysteries, young adult etc. Donors may recommend titles or subjects for memorial books, but final judgment will rest with the professional staff. (Please see the Donations for Memorials form in Appendix C.)

## **REQUEST FOR RECONSIDERATION OF LIBRARY MATERIALS**

A Library patron who feels that an item should not be part of the Great Falls Public Library collection may submit a Request for Reconsideration Form to the Library Director. Requests for reconsideration are taken very seriously. (Please see Request for Reconsideration Form in Appendix C.)

### **PROCESS:**

1. The Library Director will review the Request for Reconsideration Form and provide a written response within 14 days.
2. If the patron is unsatisfied with the Library Director's response, he/she may submit a written request to appeal to the Great Falls Public Library Board.
3. The Library Board shall appoint a review committee consisting of a Great Falls Public Library Board member, a Great Falls Public Library patron and a Great Falls Public Library staff member. The committee shall review the Patron Request for Reconsideration Form and the Library Director's response, then submit a written recommendation to the full Library Board within 14 days of being appointed.
4. The patron appeal will be placed on the agenda of the next scheduled board meeting. After reviewing the pertinent documents (Request for Reconsideration Form, Library Director's response & recommendation of the review committee) and hearing statements from the patron, Library staff and any public wishing to speak, the Board will make final ruling on the appeal. A written response will be sent to the patron within 14 days of the final Board decision.

## **COLLECTION MAINTENANCE**

### **DISCARD POLICY**

Discarding items (weeding) is an essential component of library collection development. The Library has limited shelf space. In order to maintain a relevant book collection for everyone and have room for new materials, Library staff need to remove items from the collection. Weeding is necessary to remain relevant to our users and true to our missions.

Library materials are evaluated based on physical condition, use or circulation, publication date, date of acquisition, replacement availability, current trends, outdated materials, number of

## **COLLECTION DEVELOPMENT POLICY**



5) Name three examples of how you can offer **Informed** Customer Service.

6) Name three examples of how you can offer **Courteous** Customer Service.

7) Name three examples of how you can offer **Engaged** Customer Service.

8) Name three examples of how you can offer **Safety Minded** Customer Service.

## 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 which 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.
- VII. All people, regardless of origin, age, background, or views, possess a right to privacy and confidentiality in their library use. Libraries should advocate for, educate about, and protect people's privacy, safeguarding all library use data, including personally identifiable information.

Adopted June 18, 1948.  
Amended February 2, 1961, and January 23, 1980,  
inclusion of "age" reaffirmed January 23, 1996,  
by the ALA Council, January 29, 2019.

## **ALA Freedom to Read Statement**

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 or limit access to reading materials, to censor content in schools, to label "controversial" views, 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 counter threats to safety or national security, as well as to avoid the subversion of politics and the corruption of morals. We, as individuals devoted to reading and as librarians and publishers responsible for disseminating ideas, wish to assert the public interest in the preservation of the freedom to read.

Most attempts at suppression rest on a denial of the fundamental premise of democracy: that the ordinary individual, by exercising critical judgment, will select the good and reject the bad. We trust Americans to recognize propaganda and misinformation, and to make their own decisions about what they read and believe. 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.

These efforts at suppression are related to a larger pattern of pressures being brought against education, the press, art and images, films, broadcast media, and the Internet. 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 or unwelcome scrutiny by government officials.

Such pressure toward conformity is perhaps natural to a time of accelerated change. 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 controversy and difference.

Now as always in our history, reading is among our greatest freedoms. The freedom to read and write is almost the only means for making generally available ideas or manners of expression that can initially command only a small audience. The written word is the natural medium for the new idea and the untried voice from which come the original contributions to social growth. It is essential to the extended discussion that 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 toward 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:

**COLLECTION DEVELOPMENT POLICY**

1. *It is in the public interest for publishers and librarians to make available the widest diversity of views and expressions, including those that are unorthodox, unpopular, or considered dangerous by 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 that 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 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 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. They do not foster education by imposing as mentors the patterns of their own thought. 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 bar access to writings on the basis of the personal history or political affiliations of the author.*

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 that 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 expression 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 values differ, and values cannot be legislated; nor can machinery be devised that 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 the prejudgment of a label characterizing any expression or its 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 others. 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; and by the government whenever it seeks to reduce or deny public access to public information.*

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. Further, democratic societies are more safe, free, and creative when the free flow of public information is not restricted by governmental prerogative or self-censorship.

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 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 the freedom to read requires of all publishers and librarians the utmost of their faculties, and deserves of all Americans 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 the written word. We do so because we believe that it is 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.

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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, by the ALA Council and the AAP Freedom to Read Committee; amended January 28, 1972; January 16, 1991; July 12, 2000; June 30, 2004.

## **ALA Freedom to View Statement**

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:

1. 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 guarantee of freedom of expression.
2. To protect the confidentiality of all individuals and institutions using film, video, and other audiovisual materials.
3. 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.
4. 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.
5. 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**



## **Diverse Collections: An Interpretation of the Library Bill of Rights**

Collection development should reflect the philosophy inherent in Article I of the Library Bill of Rights: “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.” A diverse collection should contain content by and about a wide array of people and cultures to authentically reflect a variety of ideas, information, stories, and experiences.

Library workers have an obligation to select, maintain, and support access to content on subjects by diverse authors and creators that meets—as closely as possible—the needs, interests, and abilities of all the people the library serves. This means acquiring materials to address popular demand and direct community input, as well as addressing collection gaps and unexpressed information needs. Library workers have a professional and ethical responsibility to be proactively inclusive in collection development and in the provision of interlibrary loan where offered.

A well-balanced collection does not require a one-to-one equivalence for each viewpoint but should strive for equity in content and ideas that takes both structural inequalities and the availability of timely, accurate materials into account. A diverse collection should contain a variety of works chosen pursuant to the library’s selection policy and subject to periodic review.

Collection development, as well as cataloging and classification, should be done according to professional standards and established procedures. Developing a diverse collection requires: selecting content in multiple formats; considering resources from self-published, independent, small, and local producers; seeking content created by and representative of marginalized and underrepresented groups; evaluating how diverse collection resources are cataloged, labeled, and displayed; including content in all of the languages used in the community that the library serves, when possible; and providing resources in formats that meet the needs of users with disabilities.<sup>1</sup>

Best practices in collection development assert that materials should not be excluded from a collection solely because the content or its creator may be considered offensive or controversial. Refusing to select resources due to potential controversy is considered censorship, as is withdrawing resources for that reason. Libraries have a responsibility to defend against challenges that limit a collection’s diversity of content. Challenges commonly cite content viewed as inappropriate, offensive, or controversial, which may include but is not limited to prejudicial language and ideas, political content, economic theory, social philosophies, religious beliefs, scientific research, sexual content, and representation of diverse sexual orientations, expressions, and gender identities.

Intellectual freedom, the essence of equitable library services, provides for free access to varying expressions of ideas through which a question, cause, or movement may be explored. Library workers have a professional and ethical responsibility to be fair and just in defending the library user’s right to read, view, or listen to content protected by the First Amendment, regardless of the creator’s viewpoint or personal history. Library workers must not permit their personal biases, opinions, or preferences to unduly influence collection development decisions.<sup>2</sup>

Adopted July 14, 1982, by the ALA Council; amended January 10, 1990; July 2, 2008; July 1, 2014 under previous name "Diversity in Collection Development"; and June 24, 2019.

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<sup>1</sup> “Services to People with Disabilities: An Interpretation of the Library Bill of Rights,” adopted January 28, 2009, by the ALA Council under the title "Services to Persons with Disabilities"; amended June 26, 2018.

<sup>2</sup> ALA Code of Ethics, Article VII, adopted at the 1939 Midwinter Meeting by the ALA Council; amended June 30, 1981; June 28, 1995; and January 22, 2008.

## Diversity in Collection Development: Windows and Mirrors

### What are mirrors and windows?

A mirror is a story that reflects your own culture and helps you build your identity. A window is a resource that offers you a view into someone else's experience. It is critical to understand that people cannot truly learn about themselves unless they learn about others as well.

### Why are mirrors important?

Mirrors are texts in which people can find themselves, their families, and their communities reflected and valued. When people read books where they see characters like themselves who are valued in the world, they feel a sense of belonging.

### Why are windows important?

Windows are texts that help us develop understandings about the wider world. All people need to learn about how other people conduct themselves in the world in order to understand how they might fit in. For some people, this may be the first time they are exposed to differences in culture, skin color, religion, and lifestyle. It's important that their introduction is one of nonjudgment and supportive acceptance.

### Why are "Own Voices" books important?

"Own Voices" books are books about marginalized communities written by those from marginalized communities. "Own Voices" authors and illustrators create not with an observer's gaze, but with the cultural nuance from being an active member of that culture.

## Diversity in Collection Development:

### Key Subject Areas:

- Books by or about minority groups in our community
- American Indians
- Indigenous, Black and People of Color
- Religious minorities
- LGBTQ
- Other groups

### Rationale:

- We need diverse books!
- Every child deserves to see themselves reflected in the books that they read.
- All stories should reflect the authentic experience of the community described.
- We have a small minority population in Great Falls so books about minority groups may have lower circulations but still need to be available.

# DIVERSITY IN 2018 CHILDREN'S BOOKS

Percentage of books depicting characters from diverse backgrounds

based on the 2018 publishing statistics compiled by the  
Cooperative Children's Book Center, School of Education,

University of Wisconsin-Madison:  
[cbbc.education.wisc.edu/books/pictorists.asp](http://cbbc.education.wisc.edu/books/pictorists.asp)



Illustration by David Strydom, in consultation with Sarah Park Dahlen  
Illustrated under a Creative Commons (CC-BY) license: <https://creativecommons.org/licenses/by-sg/4.0/>

The CCBC inventory includes 3,124 books published in 2018. The graphic would not have been possible without the terrific compilers by the CCBC, and the review and feedback we received from Ellen Connorsell, Molly Beth Griffin, K. T. Herring, Gretchen Beane, Sherry Knutson-Thomson, and Stephanie Yuen. Many thanks.



## Great Falls Public Library Onboarding Quiz and Acknowledgment Intellectual Freedom and Materials Challenges

I have received a copy of:

- The Great Falls Public Library Request for Reconsideration form
- The Great Falls Public Library Request for Withdrawal Reconsideration form
- The sections of the Collection Management Policy that relate to the reconsideration process

I understand that this information is also accessible on the Library's website at:

<https://greatfallslibrary.org/budget-and-policies/>

I have read and understood the materials.

NAME (print): \_\_\_\_\_

SIGNATURE: \_\_\_\_\_

DATE: \_\_\_\_\_



# Great Falls Public Library

## Our Vision

Explore, discover, connect  
See you @ the Library!

## Our Mission

The Great Falls Public Library serves as a connection point; we empower the community and enhance quality of life by providing individuals access to information and social, cultural and recreational resources.

## Our Guiding Principles

**Respect:** The library is built on a foundation of mutual respect between patrons and staff. Our staff prides themselves on clear, honest, and knowledgeable communication at all levels. Courtesy and open communications are highly valued and contribute to the positive experience of visiting the library.

**Open Access:** The library is committed to providing all patrons with free and open access to ideas, information, materials, and programs. We develop services, programs and balanced collections that attempt to fully represent the needs and interests of our diverse community. We connect patrons to what they want in a friendly, nonjudgmental manner.

**Customer Focus:** You are welcome here! The library values community members and is responsive to their needs. The ideas and opinions of patrons are vital in determining how library projects and services move forward. Impact on patrons is a primary concern in making any and all decisions.

**Growth and Innovation:** Promoting ongoing learning and continuous innovation are of great importance to the library. We work hard to respond to present situations and anticipate the future needs of our patrons. We are committed to remaining an important and relevant institution by evolving and expanding to better serve our community.

**Excellent Stewardship:** The library acts as a trusted steward of community resources. We are responsible for appropriate use of public funds and make every effort to fully utilize the strengths of our talented staff. We make the best use of our resources to deliver the highest level of library service to our community.

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# Great Falls Public Library

## Onboarding

### Customer Service Standards

The Great Falls Public Library offers exceptional services to library users through its quality facilities, collections, programming, technology, and staff. We strive to provide accurate, efficient, and courteous library service to all users. The Great Falls Public Library Customer Service Standards are the foundation for all staff interactions with library users.

### Service Oriented

We deliver exceptional service to customers by placing them first, actively listening to their requests and concerns, and following up to ensure timely resolutions. We deliver **Service Oriented** Customer Service when we:

- Are attentive and approachable
- Greet with a smile, eye contact, and open body language
- Use language library customers can understand
- Always put the customer first before other library business
- Follow up with customers via email, telephone, or in person
- Walk customers to their destinations when situations allow it
- Treat customer interactions as educational opportunities to create good library users

### Empowered

We have the power to give customers the best service possible. We have the trust and support of Administration and supervisors to solve issues. We offer **Empowered** Customer Service because we can:

- Make autonomous judgment calls in the customer's favor
- Use our knowledge of policies to make decisions in critical circumstances
- Ask questions when we don't understand policies or practices
- Seek and offer alternative options
- Give feedback to supervisors

### Responsible

We take the initiative to go the extra mile by satisfactorily completing all tasks in a timely manner and following through with customer needs. We provide **Responsible** Customer Service when we:

- Take ownership, from start to finish, for projects and problems that we encounter
- Listen actively and ask follow-up questions
- Provide updates to our customers regarding unresolved issues
- Communicate with staff when changes are made
- Inform supervisors of issues in a timely manner

## Values Driven

We support and practice the Library Bill of Rights. We adhere to Great Falls Public Library policies and procedures: We demonstrate the **Values Driven** Customer Service when we:

- Provide the same quality of service regardless of age, race, gender, sexual orientation, language, culture, or ability
- Provide access to materials without censorship or bias
- Apply our policies and guidelines equally to customers and staff
- Keep all customer information confidential
- Prudently use public money and resources

## Informed

We understand the many services the Great Falls Public Library provides and apply the "no wrong door" approach. We deliver **Informed** Customer Service when we:

- Understand library policies and know where to find them
- Regularly read our email
- Are familiar with the library and City of Great Falls website
- Attend and participate in training to stay current
- Answer questions and solve problems in as few steps and with as little shuffling as possible
- Are knowledgeable about programming and events at the library and know how to connect customers to the information they seek

## Courteous

We are courteous to all internal and external customers. We treat everyone with respectful, unbiased attention. We provide **Courteous** Customer Service when we:

- Show up for shifts on time and ready to work
- Conduct social interactions, with both staff and customers, away from public areas
- Speak quietly while on public desks
- Respond to all customer requests objectively and without bias
- Speak using vocabulary appropriate to the situation
- Solve problems without placing blame
- Have awareness of cultural and social differences and strive to understand our customers

## Engaged

We actively listen to our internal and external customers to ensure they are heard. We provide **Engaged** Customer Service when we:

- Make eye contact and smile when approached
- Seek understanding by rephrasing and asking questions
- Are patient and avoid interruptions
- Speak with a friendly tone of voice
- Occasionally leave the desk to make staff presence known to the public



## Safety Minded

We provide a safe environment for staff and public ensuring privacy, confidentiality and physical wellbeing. We provide **Safety Minded** Customer Service when we:

- Maintain a safe environment by being aware of surroundings and patron behavior. Inform supervisors, safety specialists and custodial staff anytime an unsafe situation arises.
- Enforce patron behavior consistently and firmly
- Ask for assistance from co-workers, safety specialists, supervisors or dispatch as needed when enforcing patron behavior
- Communicate with co-workers about any safety issues
- Debrief safety instances and ask for support processing difficult interactions when needed
- Protect privacy and confidentiality through using a low voice and professional language
- Engage in safe practices such as proper lifting techniques, proper use of tools, and awareness of slips, trips and falls.

## GREAT FALLS PUBLIC LIBRARY: MANAGEMENT TEAM EXPECTATIONS

### EXPECTATIONS OF EACH OTHER:

- We are civil to each other.
  - We greet each other.
  - We pay attention to tone and body language in our communication.
  - We ask for grace when we need it.
  - We are friendly and professional with each other.
  - We are both honest and kind to each other.
  - We reduce drama as much as possible.
  - We remember that different doesn't mean wrong. We allow other people to work in the ways that work for them.
  
- We work as a team to fulfill the common goals and vision of the Library.
  - We give and receive help. We ask for help when we need it.
  - We embrace growth and innovation.
  - We respect and appreciate feedback. We are committed to working through issues and getting to solutions.
  - We value everyone being informed
  - We have cross-departmental collaboration.
  - We are accepting of mistakes—of ourselves and others.
  - When making decisions, we keep in mind the impact on others—staff, managers, patrons and the community.
  
- We communicate clearly and respectfully even if we disagree.
  - We assume good intent.
  - We listen to understand not to respond. We use I statements to express our own feelings and responses.
  - We can disagree, but once a decision is made then we support it and each other.
  - We feel comfortable contributing. We present ideas without fear.
  
- We stay as positive as we can.
  - Grumpiness is contagious and so is positivity. We are mentors and role-models.
  - If you can't be your best self, it is okay to ask for grace.
  - We do not badmouth other people in front of staff or patrons.
  - We persevere when there are difficulties.
  
- We have clear expectations of each other as we work together.
  - We have open communication. If there is any confusion, we write down the agreed upon expectations so everyone is clear.
  - We keep everyone in the loop.
  - If we say that we will do something, we follow through to get it done. When we can't meet a deadline, we communicate about it early.
  - We all understand our role in relationship to others.
  - We engage in real conversations. We don't just tell people what they want to hear. We set limits about what we can and cannot do.
  
- We support each other. We respect each other.
  - We respect the position and role of each manager. We do not undermine each other.
  - We do not allow staff or patrons to shop for answers. We support the expectations of the Director and other managers.
  - We direct people to their supervisor or to the Library Director or to HR.

- We model appropriate work behavior. We connect with our co-workers AND are mindful of being productive.
- We solve problems at the most direct level as possible.
  - If two people are having an issue, they talk it through. If a supervisor is needed to support, we ask for help.
  - Venting is talking through your feelings to get a better understanding. Undermining is talking about your feelings to convince others of your perspective.
  - If someone comes to us with a problem, we listen and mentor and direct to problem solving. We support them to deal as directly as possible with the issues. We do NOT create cliques or recruit people to be on “our side” of an issue.

#### **EXPECTATIONS OF HOW MANAGEMENT TEAM INTERACTS WITH FRONTLINE STAFF:**

- We are professional and respectful.
- We maintain the flow of work. We respect the work of staff and don't interrupt when they are working.
- We model appropriate behavior—being friendly and supportive but not engaging in chit-chat or play when it isn't appropriate.
- We hold staff accountable for doing their jobs when direct supervisors aren't available.
- We follow chain of command and keep the management team in the loop.
- We don't task staff outside of our department with work unless it is an emergency situation.
- We respect the business of frontline staff and don't interrupt when they are working.
- We give clear directions and have clear expectations.

#### **EXPECTATIONS OF HOW MANAGEMENT TEAM INTERACTS WITH PATRONS:**

- We are professional and respectful.
- We provide excellent customer service.
- We know when to direct a patron to the appropriate staff person.
- We are mindful of our own bias.
- We remember that people are human.
- We help where we can when we are needed.
- We take leadership for patron behavior.
- We don't carry over what happened previously. We allow patrons to have a chance to improve their behavior.

#### **EXPECTATIONS OF HOW MANAGEMENT TEAM INTERACTS WITH VOLUNTEERS:**

- We are professional and respectful.
- We have open communication.
- We have clear expectations of what they are here to do.
- We understand that it is okay to not have someone volunteer for the Library. Not every person is a fit.

#### **MANAGEMENT TEAM EXPECTATIONS OF LIBRARY DIRECTOR (LD):**

- LD should let each manager lead their own department. LD should let each manager do their job as works best for them.
- LD should avoid micromanaging.
- LD should be available for support.
- LD should be fair, respectful, kind and open.
- LD should communicate regularly both with managers individually and as a team. Written follow-up is helpful.
- LD should take the lead in communicating with HR and other City Departments so managers do not have to.
- LD should set limits and define expectations for each manager/department. Do not be afraid to say NO or provide constructive criticism.
- LD should continue to have an open-door policy. Managers appreciate being able to vent and talk things through.
- LD should provide clear guidance and direction. Make solid decisions and then move forward.
- LD should be trustworthy.

- LD should provide an ice cream machine.

#### **LIBRARY DIRECTOR'S EXPECTATIONS OF MANAGEMENT TEAM:**

- Our Management Team works to follow our agreed upon expectations for working with each other, frontline staff, patrons, and volunteers. (above)
- Our Management Team focuses on solving problems.
  - When a manager sees a problem, they will not ignore it or pretend it isn't happening.
  - Managers make appropriate people aware of problems as they see them.
  - Managers communicate their ideas of how to solve problems.
  - Managers listen and attempt to understand the circumstances of the problem.
  - Managers participate in doing the work to solve problems.
- Our Management Team does their jobs to the best of their ability.
  - Managers lead their teams to bring out the best in each person.
  - Managers lead their team so that projects/tasks are completed in an efficient and timely manner.
  - Managers ask for help/support/resources when they need them.
  - Managers lead in enforcing the library patron behavior policy
  - Managers are open to learning new things.
- Our Management Team speaks their truth.
  - Managers tell me and the other managers what they really think. (We work to create relationships so that managers feel safe doing so.)
- Our Management Team is kind.
  - Managers are aware of the impact of tone of voice and body language.
  - Managers are honest about their perspective and needs while striving to understand the perspectives and needs of others.
  - Managers have empathy to the situations of others AND have high standards AND hold people accountable.
  - Managers have brave conversations and remember that "allowing another to behave badly is not kindness."
  - Managers value process and relationships along with outcomes.
  - In difficult situations, managers handle their own emotional reaction or ask for space and assistance if they are unable to do so.
  - Managers assume good intent.
- Our Management Team has integrity.
  - Managers do nothing that violates their core values.
  - Managers admit when they make a mistake, do what they can to fix the issues and learn to do differently next time.
  - When a manager says that they will do something, they do it.
  - Managers tell the truth to themselves, their coworkers, and the public.