

Havre-Hill County Library Policies

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Table of Contents

Section 1 – Collection Management Policy-----	1-9
Forms- Reconsideration of a Book or Other Library Material	
Report of Reevaluation Committee	
Section 2 – Board Policies -----	10-24
Appendices	
1. Public Library Roles and Constitution Protection	
2. Intellectual Freedom	
3. Freedom to Read Statement	
4. Access to Electronic Information and Networks	
Section 3 – Planning -----	25-26

Havre-Hill County Library Policies

Section 1:

Collection Management Policies

Introduction -----	1-4
(Mission Statement-----)	1
General Priorities, Limitations -----	4-7
Subject Areas Collected-----	8
Implementation, Evaluation and Revision-----	9

**Forms: Reconsideration of a Book or Other Material
Report of Reevaluation Committee**

COLLECTION MANAGEMENT POLICY

A. INTRODUCTION

1. Mission Statement

The Havre-Hill County Library will empower our users by providing free and equitable access to the tools, materials, programs, and life-enhancing services necessary to meet their needs as citizens and seekers of information.

2. Purpose of this Policy

- To inform the public and the staff of the mission of the Havre-Hill County Library as viewed by the Library Board of Trustees.
- To enable the Library Director to select materials and to plan programs to meet the needs of the citizens in the area.
- To enable the Library Board to achieve goals and measure the success of services and programming.
- To comply with the Montana State Library's long-range plan, which states all libraries in Montana will have written collection management policies by July 1, 1986. These policies will be reviewed on a regular basis and submitted to the Montana State Library.
- To better understand the community by identifying user groups.

3. Community and User Groups Defined

To better serve the library users, the Library Board and the Library Director have defined the community and user groups and their needs as follows:

- Senior citizens
- Children
- Adults
- Parents
- Students of all ages, including rural, private or public school, homeschool, and MSU-N students
- People of all different incomes
- Homeless
- Special interest groups
- Genealogy, local and Montana history researchers
- Home bound users who request materials be delivered
- Distance students, including those who need a proctor
- Local organizations and businesses
- Internet users
- Those who are differently abled, physical and/or mentally
- Recreational readers of all ages and reading level
- Users who do not check items out, but utilize items and services while in the library
- Members of the nearby Native American reservations

- Members of the nearby Hutterite colonies
- Entrepreneurs
- Job seekers

4. User Needs and Services/ Programs Defined

The Library's emphasis on service is to provide a variety of recreational, educational, practical, and informational materials to meet the needs of the users of all ages. The Library is open 55 hours per week; the library offers Internet and ready reference. The facility is handicap accessible and the public meeting room is available for programs and meetings that are free and open to the public.

- To encourage reading, a special display is made of new books, including best sellers. The New York Times bestseller list is posted on the new book stand. The Friends of the Library sponsor an annual winter reading and discussion series to encourage open discussions and reading. Book talks and reader advisory are given upon request.
- The reference collection includes: books, subscriptions to electronic databases, the Internet, interlibrary loan through OCLC, knowledge of local history and the expertise of full-time trained staff. With the help of these tools the fill rate for reference questions is 91%.
- The Havre-Hill County Library belongs to the statewide consortium Montanalibrary2go.org, which gives registered library users access to a digital library where they can download audiobooks and e-books.
- A story time for babies, toddlers and preschool ages and home school students is held regularly. The juvenile section adequately supports this program. The library sponsors an annual family summer reading program, which means all members and ages of the family, may register to read and earn prizes. Adult summer readers earn book bucks to spend at the Friends of the Library annual book sale and the children earn incentives according to the theme. The Friends of the Library underwrite this program. The participants are encouraged to use the children's and young adult collections, but they are not limited to the children's library. MSU-Northern elementary education students are encouraged to use the public library because of the extensive collection of children's books.
- The Library has 11 public use computers that have access to the internet, word processing software, and printing. Policies for using the public computers were adopted by the Library Board August 15, 1996 and are reviewed annually and updated as equipment changes are made and/or as needed. As time allows, the staff provides one-on-one tutoring for users who ask for assistance.
- Books are delivered to the home bound upon requests for this service. Volunteers are available to assist with this service when needed.
- The collection includes large print books. The Library actively promotes and works as an agent for the Montana State Library for Physically Handicapped and Blind.
- The foreign language collection includes: CDs, language lessons online and dictionaries, and a core collection of sign language materials and dictionaries.
- The Library's glass display case and lobby display area lend themselves to many special interest exhibits.

- The Library Director and the Library Board act as liaison between the Libraries, Friends of the Library and the Library Foundation.
- The Library has developed an extensive local history, Montana and genealogy collections including Heritage Quest, an online genealogy program which is promoted through the local genealogy society. The out-of-print and rare materials are non-circulating while other materials in these collections may be checked out.
- Bibliographies are developed in special subject areas upon request. Library staff develops book lists of popular topics as appropriate and are made available in print at the library.

5. Brief General Statement Describing the Collection

The print collections of primarily non-technical, English language books is inventoried and weeded on a continuing basis. The SirsiDynix System provides detailed annual reports and inventory tools to assist the staff in collection development.

6. Cooperative Collection Development

The Library cooperates with other libraries in the community. The Library promotes sharing among all libraries in the community and surrounding communities. Havre-Hill County Library cards can be used at the local public-school libraries, Harlem Public Library, Blaine County Library, Liberty County Library, and the Big Sandy Branch Library. Each library has different circulation parameters and hours. Borrowers are encouraged to be aware of the guidelines that apply when they borrow from each library.

The Library Board supports participation of staff on state library related committees and boards, and sharing and utilizing resources within the state as much as possible.

The Havre-Hill County Library is a member of OCLC (International bibliographic utility). The Library uses OCLC for copy cataloging and interlibrary loan. A book may be considered for purchase if it or books in the same subject area have been requested through interlibrary loan.

A representative is chosen from the Library Board to serve on the Pathfinder Federation Advisory Board. A concerted effort is made to attend all meetings, workshops and programs sponsored by the Pathfinder Federation.

The Library Board strongly supports free library service to all customers including those out of the Hill County boundaries.

B. GENERAL PRIORITIES, LIMITATIONS AND POLICIES

1. Chronological Coverage

The Library's collection includes both up-to-date best sellers and older books. Best sellers are leased through a contract with the McNaughton book service to provide access to a larger collection of high demand materials than purchasing would allow. The collection is updated as budgets permits. Duplicate fiction books are weeded after they are no longer in demand. Non-fiction is weeded when the information is out-of-date. Age is not considered when weeding Montana books, only condition and whether the information is accurate. Gift books from community members are accepted and sorted by the staff. Most of these books are put into the Friends of the Library's sale. But often rare Montana books and other types of needed materials are found and added to the collection when sorting donated materials.

2. Formats

Books are collected in hard back and paperback includes large print, oversize, everybody (bedtime stories), Braille, dictionaries and reference, genealogy materials. Other formats that are collected include DVDs, CDs, and electronic resources, including online databases and downloadable audiobooks and e-books. Rare and local items that are not available in other formats are retained in microfilm, microfiche, audio cassettes, and video cassettes, but new items in these formats are no longer added.

Mass-market magazines are purchased and the most recent issue is placed on display. Magazines are kept in the reading area for one year, and then moved. They are still readily accessible to the public. Magazines are stored for three years with the exception of Montana magazines, which are stored indefinitely. The Readers Guide to Periodical Literature index is also stored. Hard-copies of five area newspapers are purchased. The Havre Daily News is digitally archived, other newspapers are not archived.

Internet is available on the public access computers. Havre-Hill County Library's homepage includes links to local cemetery records and other indexes helpful to the genealogy researcher

3. Multiple copies

Duplicate books are purchased when a title is anticipated as popular. Duplicates of local and Montana materials are often purchased. Multiple copies are purchased to support the reading and discussion series. These book group books are put into storage and the multiple copies are loaned to other libraries for the use of book groups.

4. Languages

The Library purchases materials in the English language. Many languages are represented in the dictionary format. Other languages are available on the public access computers on request.

5. Funding Considerations

The Library is funded with City of Havre and County of Hill taxes. The Library Foundation is a charitable non-profit organization for the purpose of soliciting private contributions to support the Havre-Hill County Library. The Foundation secures funding for projects that complement, but do not supplant, the City's and the County's responsibility for maintenance of the Library. The Foundation supports the staff in writing grants.

The Friends of the Library augments the Library budget by providing programming, volunteers, public relations, and by sponsoring fund-raising projects.

The Montana State Library standards are adhered to, in part to qualify for state aid and any other funding and grant opportunities available to public libraries through the State Library.

The plan-of-service for the Pathfinder Federation will be followed in order to receive a portion of the federation funding.

6. Collection Responsibilities and Selection Procedures

The Library Board of the Trustees recognizes the pluralistic nature of this community and the various backgrounds and needs of all citizens regardless of race, creed or political persuasion, and declares as a matter of materials selection policy that:

- Library material selection is and shall be vested in the Library Director and/or qualified staff members under the direction of the Library Director. Any Library material so selected shall be held as selected by the Library Board of Trustees. The Library Board has final determination of the policy.
- Library materials shall be selected on the basis of interest to the community, literary merit, and information. No library materials shall be excluded because of race, nationality, political, or social views of the author.
- In order to build and maintain a collection of interest to our users, library staff attempt to be informed about local issues and projects and needs, as well as to remain informed about state, national and international issues. In addition, library policies, existing resources and standard selection tools may be used such as Booklist, The New York Times Book Reviews, other mass-market magazine reviews, Montana Magazine, Public and Children's Library Catalog and reliable sources on the Internet. Known popular authors will be collected. Circulation records will be analyzed, and requests will be taken from community members.
- The Library Board believes that censorship is an individual matter and declares that while anyone is free to reject for themselves books or other sources of information and content of which he does not approve; he/she cannot exercise this right of censorship to restrict the freedom to read or views for others.

- The Library Board adopts and declares that it will adhere to support the Library Bill of rights, the Freedom to Read Statement and the Electronic Bill of Rights; challenge procedures will be followed as outlined in the Havre-Hill County Library Policies.
- Books and other gift materials will be accepted using the same collection development criteria as for purchasing.

7. Gift Policy

Gifts are accepted but not appraised. Receipts are not given unless requested and the items are counted but no value is given. Materials left at the Library with no identification will be dated and held for thirty days. At this time the materials will be considered a gift and added to the collection or put into the book sale. A more detailed gift policy is included in the regular policies section.

8. Collection Maintenance

The maintenance of the collection is a continual process. The weeding of the collection is ongoing, involving all staff members who handle the materials. Considerations for weeding of materials will include timeliness and relevancy questions, lack of use, biased or inaccurate information, and physical condition. The materials discarded will be given to the Friends of the Library for their annual book sale, given away through the free display in the foyer of the Library, or otherwise disposed of. Discarded titles that have previously been listed with OCLC are routinely withdrawn from that database. Library staff makes minor repairs to books and other materials in a cost-effective manner.

9. Complaints and Censorship

When staff members are approached by an individual with a complaint about library materials, they should listen calmly and courteously to the complaint. In the event the person is not satisfied, the complainant should be advised of the library selection policy and procedures for handling complaints. The complaint must be filed in writing, and the complainant must be properly identified before action is taken. Complaint forms are to be available at the circulation desk.

It is essential for the Library Director to notify the Chair of the Library Board immediately of the complaint, and to present full, written information giving the nature of the complaint and identifying the source.

The Library Board will form a reevaluation committee to evaluate the complaint and make available their findings within 30 days. The committee will have seven members. The members will consist of the Library Director, a member of the Library Board, a member of the news media, and four citizens from the community.

When appropriate the Library Board may seek the support of the local media and/or local organizations.

Asserting the principles of the LIBRARY BILL OF RIGHTS is a professional responsibility. Laws governing obscenity, subversive material and other questionable matter are subject to interpretation by courts. Library materials found to meet standards set in the materials selection policy should not be removed from public access until after the committee has made its decision.

Contact the Intellectual Freedom Committee of the Montana Library Association and the American Library Association Office for Intellectual Freedom to inform them of the complaint and to enlist their support and the assistance of other agencies.

The principles and procedures discussed above apply to all kinds of resources related complaints or attempts to censor, and are supported by groups such as the National Education Association, the American Civil Liberties Union, and the American Library Association. While practices provide positive means for preparing for and meeting pressure group complaints, they serve the more general purpose of supporting the Library Bill of Rights.

Attached is a form for filing a formal written complaint "Reconsideration of a Book or Other Library Material." Also attached is a form for the Reevaluation Committee to submit a written report to the Library Board.

C. SUBJECT AREAS COLLECTED

1. Subjects/ Broad categories:

The Library collection was consolidated from the city and county library's collections in 1986. After consolidation the collections have been on a regular schedule for evaluation by working through the areas of the collection every three years. The collection has been extensively weeded in the past 30 years. An annual inventory is taken and materials missing in inventory are purged from the Online Catalog and OCLC when appropriate. The library materials that are long overdue will eventually be considered lost and are also purged from the system. A thorough evaluation and weeding of the collection was completed 2010. All books were shifted on the shelves leaving the too high and too low to reach shelves empty.

The links on the www.havrehilllibrary.org are used to fill reference requests. Readers Guide to Periodical Literature dates back to 1917 to present, the Book Review Digest dates from 1922 to present and the H.W. Wilson Library Catalogs are collected. Reference materials are purchased in the electronic format when possible.

Magazines older than 3 years are discarded through the free materials shelves in the foyer. The Dewey Decimal Classification System is used to arrange the Library. The following are the details for the evaluation:

- **001-100** reevaluation was completed 5/2010 materials discarded meets basic level needs subscriptions, Ill and electronic resources used for undated information
- **200** reevaluation completed in 2010 meets study level needs
- **300** evaluation completed 5/2010 weeded extensively meets minimal level needs
- **400** evaluated in 2009 small meets study level needs after the online database was added in 2012
- **500** evaluated 2009 well represented with identifying materials subscription and electronic resources are used for up-to-date information meets basic level needs
- **600-620** evaluated in 1/2010 updated annually with leased book from McNaughton contract meets basic level needs
- **630-640** evaluated in 2010 discarded heavily needs updated to support modern methods materials are on schedule for purchase meets minimal level needs
- **650-745** evaluated in 2010 1/2 older than 20 years ILL stats support this collection needs updating meets basic level needs
- **745** evaluated 11/2009 meets study level needs no comment
- **800** evaluated 12/2009 – need to purchase newer modern popular poetry meets basic level needs
- **900** evaluated in late 2009 collection weeded/updated meets study level needs
- **Biographies** evaluated in 2009 collection weeded heavily meets study level needs
- **Montana** collections both juvenile and adult meet research level needs

D. POLICY IMPLEMENTATION, EVALUATION, AND REVISION

1. Implementation:

The policies for the Havre-Hill County Library shall be reviewed and updated by the Library Director and the Havre-Hill County Library Board every three (3) years. The policies have been reviewed and updated and adopted in action taken from MINUTES of the September 19, 2019 meeting.

Library Director

Date

Chair, Board of Trustees

Date

2. Evaluation:

The Library Director and the Library Board of Trustees will evaluate the collection management policy annually in preparation of updating and keeping in line with the goals and objectives set by the Board of Trustees and prior to submitting every three years to the Montana State Library.

3. REVISION:

The Library Director and the Library Board of Trustees will make revisions annually in March.

Reconsideration of a Book or Other Library Material

To the person requesting reconsideration: Library policy requires that complaints be filed on this form so that the complaint can be discussed in detail. Copies of the library's materials selection policy and other documents bearing on this complaint will be made available to you. Thank you for taking the time to provide needed information.

Author/Source: _____

Title: _____

Publisher or Producer: _____

Request initialed by: _____

Telephone: _____ Address: _____

City/State/ZipCode: _____

Check one item: Book _____ Magazine _____ Picture _____ Film _____ Other _____

1. Specifically to what do you object? (Site pages, instances, etc.)
2. What do you feel might be the results of reading, hearing or seeing this material?
3. What are some of the worthwhile things?
4. Did you read the entire book or examine the entire item?
5. Are you aware of the judgment of this material by professional critics?
6. What do you believe is the theme of this book or material?
7. What would you like to have your library do about this material?

Signature of Complaint _____

Date: _____

(for additional comments, use reverse of this sheet)

Havre-Hill County Library Policies

Section 2:

Board Policies:

Bylaws-----	10
Public Participation Policy-----	11
Hours/Holidays-----	12
Who May Use the Library-----	13
Privacy Policy-----	14
Confidentiality-----	16
Censorship-----	17
Meeting Room-----	18
Gifts and Memorials-----	19
Displays and Exhibits-----	20
Internet Use Policy-----	21
Keeping our Children Safe-----	24

Appendices:

- 1. Library Bill of Rights www.ala.org**
- 2. Freedom to Read www.ala.org**
- 3. Access to Electronic Information, Services and Networks: An Interpretation of the Library Bill of Rights www.ala.org**

BYLAWS
Havre-Hill County Library Board

1. Board members consist of two members who reside inside the city limits and two members who reside outside the city limits appointed by the City Mayor, with a fifth member appointed by these four.
2. Officers consist of a chairperson and a vice chairperson who shall be elected annually at the July meeting, to serve for the following year. The chairperson shall preside at all meetings, appoint committees as may be appropriate, and shall vote in case of a tie. The vice-chairperson shall serve in the absence of the chairperson. The chairperson shall conduct all the meetings according to the “Robert’s Rules of Order.” The Library Director shall act as secretary and attend all meetings.
3. The Board shall meet monthly at such times as may be appropriate. Special meetings may be called by the chairperson at the request of one member or at the request of the Library Director, provided that notice thereof is given to all members in advance of the meeting. The meetings shall be in compliance with the open meeting laws of the state.
4. The presence of a majority of the Board shall constitute a quorum for the transaction of business.
5. The secretary shall keep a true and accurate account of all proceedings of the Board meetings; shall issue public notices of all regular and special meetings; shall have custody of the minutes and other records of the Board and shall distribute copies of the minutes to Havre City Council, and the Hill County Commissioners.
6. The Board shall have powers and duties listed in Montana Annotated Codes 1-11-301, 2-2-101 – 2-17-533 and any other codes listed pertaining to public libraries, library district, and depository libraries.
7. In consultation with and from recommendation made by the Library Director, the Board shall establish policies for the acceptance of gifts, and acquisition of materials, the restriction of materials to the public and other policies as may be necessary for the effective use and management of the Library.
8. The Library Director shall be the executive of the policies adopted by this Board.
9. Amendments to these bylaws may be proposed at any regular meeting but may become effective only after a favorable vote at a subsequent meeting. Any of the foregoing rules may be temporarily suspended by a unanimous vote of all the members present at any meeting and the vote on such suspensions shall be entered in the official record.

BYLAWS updated 3/17/2016

PUBLIC PARTICIPATION POLICY

The Havre-Hill County Library Board welcomes public input at its meetings. Each agenda item unless specified will be open for public input before the Board deliberates on that item. In an effort to assure adequate notice and assist in public participation, the board will post their agenda on the library bulletin board at least seven days before the meeting.

Generally, the board meets monthly on the third Thursday of each month at 5:00 PM in the Havre-Hill County Library meeting room. On occasion the board may call a special meeting or need to change the time and date of the monthly meeting. Notice of any change in meeting date or time will be given at least 48 hours before the unscheduled meeting. The notices will be announced in the Havre Daily News and on the local radio stations.

While it is recommended that anyone wishing to address the Board notify the library director or board chair at least 48 hours before the meeting so that time may be reserved for such input, it is not absolutely necessary.

Everyone wishing to speak must fill out a form to allow for accurate spelling of names and identification of those speaking on the various items for inclusion in the official minutes of the meeting. The form is available in the table at the rear of the meeting room.

Since time is limited, the Board chair reserves the right to set reasonable time limits for public input on each topic. Normally, a person will be limited to five minutes per agenda item. Comments may be given orally or in writing. Written comments must be submitted to the library director or board chair at least 24 hours prior to the meeting.

During Board deliberation, the public is asked not to make any comments unless responding to a specific question asked by the Board chair.

Thank you for your interest in the library and the Board, and for your assistance in keeping our meetings orderly.

HOURS

Monday and Tuesday 9:00 AM – 9:00 PM

Wednesday and Thursday 9:00 AM – 6:00 PM

Friday 9:00 AM – 5:00 PM

Saturday 12:00 (noon) – 5:00 PM

Closed Sunday

The Library will close at 3:00 PM on Christmas Eve and New Year's Eve.

HOLIDAYS

The Library follows the City of Havre Statement of Policy for closing on holidays.

WHO MAY USE THE LIBRARY

1. Library cards are free. The Library will serve all residents of Havre and Hill County. Non-county residents may apply for a library card and fees will not be assessed. Service will not be denied or abridged because of racial, social, economical or political status. Persons residing outside of the geographical area shall be considered Library users and will have the same privileges as persons who reside in Hill County.
2. The use of the Library or its services shall be limited when excessive demands of groups or individuals tend to curtail service to the general public. Such demands may include those made by students and others whose demands for staff time, available materials, or space would prohibit attention and service to other individuals or groups.
3. The use of the Library or its services may be denied for due cause. Such due cause may be failure to return Library materials, destruction of Library property, disturbance of other Library users, or any other objectionable conduct on Library premises.
4. Library card applicants will be asked to give their personal information and name, address and phone number for an alternate contact. The alternate contact does not need to have a local phone number but needs to know if the applicant has moved or changed address. New applicants can check out two items on the day they apply for a library card. The library card will be mailed to the address given along with a welcome letter. After the applicant receives their card in the mail full privileges will be granted on their next visit to the library. New Library users who have not established a permanent residence may have limited checkout privileges.
5. Library users will have access to the Internet and an online library catalog.

PRIVACY POLICY

I. Introduction: Privacy is essential to the exercise of free speech, free thought, and free association. In this library the right to privacy is the right to open inquiry without having the subject of one’s interest examined or scrutinized by others. Confidentiality exists when a library is in possession of personally identifiable information about users and keeps that information private on their behalf.

The courts have upheld the right to privacy based on the Bill of Rights of the U.S. Constitution. Many states provide guarantees of privacy in their constitution and statute laws (see Montana Codes Annotated 22-1-1101 – 22-1-1111 and Freedom to Read Statement page 28 of Havre-Hill County Library policies). Numerous decisions in case law have defined and extended rights to privacy. This library’s privacy and confidentiality policies are in compliance with applicable federal, state, and local laws.

User rights—as well as our institution’s responsibilities—outlined here are based in part on what are known in the United States as the five “Fair Information Practice Principles.” These five principles outline the rights of Notice, Choice, Access, Security, and Enforcement.

Our commitment to your privacy and confidentiality has deep roots not only in law but also in the ethics and practices of librarianship. In accordance with the American Library Association’s code of ethics:

“We protect each library user’s right to privacy and confidentiality with respect to information sought or received and resources consulted, borrowed, acquired, or transmitted.”

II. Havre-Hill County Library Commitment to Our Users Rights of Privacy and Confidentiality: This privacy policy explains your privacy and confidentiality rights, the steps this library takes to respect and protect your privacy when you use library resources, and how we deal with personally identifiable information that we may collect from our users.

1. NOTICE AND OPENNESS

We affirm that our library users have the right of “notice”—to be informed about the policies governing the amount of retention of personally identifiable information, and about why that information is necessary for the provision of library services.

We post publicly and acknowledge openly the privacy and information-gathering policies of this library. Whenever policies change, notice of those changes is disseminated widely to our users.

In all cases we avoid creating unnecessary records, we avoid retaining records not needed for the fulfillment of the mission of the library, and we do not engage in practices that might place information on public view.

Information we may gather and retain about current and valid library users include the following:

User (borrower) registration information
Circulation information
Electronic access information
Information required to provide library services

2. CHOICE AND CONSENT

This policy explains our information practices and the choices you can make about the way the library collects and uses your information. We will not collect or retain your private and personally identifiable information without consent. Further, if you consent to give us your personally identifiable information, we will keep it confidential and will not sell, license or disclose personal information to any third party without your consent, unless we are compelled to do so under the law or to comply with a court order.

If you wish to receive borrowing privileges, we must obtain certain information about you in order to provide you with a library account. When visiting our library's website and using our electronic services, you may choose to provide your name, your e-mail address, library card barcode, phone number or home address.

You have the option of providing us with your e-mail address for the purpose of notifying you about your library account. You may request that we remove your e-mail address from your record at any time.

We never use or share the personally identifiable information provided to us online in ways unrelated to the ones described above without also providing you an opportunity to prohibit such unrelated uses, unless we are compelled to do so under the law or to comply with a court order.

3. ACCESS BY USERS

Individuals who use library services that require the function and process of personally identifiable information are entitled to view and/or update their information. You may view your information when using the online library catalog under the tab "My Account." If the information has changed, staff at the circulation desk will make the updates.

CONFIDENTIALITY

CONFIDENTIALITY OF LIBRARY RECORDS

The Council of the American Library Association strongly recommends that the responsible officers of each library in the United States:

1. Formally adopt a policy, which specifically recognizes its circulation records and other records identifying the names of library users to be confidential in nature.
2. Advise all librarians and library employees that such records shall not be made available to any agency of state, federal, or local government except pursuant to such process, order, or subpoena as may be authorized under the authority of, and pursuant to, federal, state, or local law relating to civil, criminal, or administrative discovery procedures or legislative investigative power.
3. Resist the issuance or enforcement of any such process, order, or subpoena until such time as a proper showing of good cause has been made in a court of competent jurisdiction.

Adopted January 20, 1971; revised July 4, 1975, by the ALA Council

*Note: Point 3, above, means that upon receipt of such process, order, or subpoena, the library's officers will consult with their legal counsel to determine if such process, order, or subpoena is in proper form and if there is a showing of good cause for its issuance; if the process, order or subpoena is not in proper form or if good cause has not been shown they will insist that such defects be cured.

CENSORSHIP

HOW TO HANDLE A COMPLAINT

Listen calmly and courteously to the complaint. Remember the person has a right to express a concern. Use of good communication skills helps many people understand the need for diversity in library collections and the use of library resources. In the event the person is not satisfied, advise the complainant of the library selection policy and procedures for handling complaints. The complaint must be filed in writing and the complainant must be properly identified before action is taken. Complaint forms are to be available at the circulation desk.

It is essential for the Library Director to notify the Chairman of the Library Board immediately of the complaint and to present full, written information giving the nature of the complaint and identifying the source.

The Library Board will appoint an appropriate committee to evaluate the complaint and will make available their findings.

When appropriate the Library Board should seek the support of the local media and/or local organizations.

To assert the principles of the LIBRARY BILL OF RIGHTS is a professional responsibility. Laws governing obscenity, subversive material and other questionable matter are subject to interpretation by courts. Library materials found to meet standards set in the materials selection policy should not be removed from public access until after an adversary hearing resulting in a final determination by the Library Board of Trustees.

Contact the ALA Office for Intellectual Freedom and your state Intellectual Freedom Committee to inform them of the complaint and to enlist their support and the assistance of other agencies.

The principles and procedures discussed above apply to all kinds of resource related complaints or attempts to censor and are supported by groups such as the National Education Association, the American Civil Liberties Union, and the National Council of Teacher of English, as well as the American Library Association. While practices provide positive means for preparing for and meeting pressure group complaints, they serve the more general purpose of supporting the LIBRARY BILL OF RIGHTS.

MEETING ROOM

The Havre-Hill County Library's meeting room is for the purpose of furthering the education and mission of the Library. Therefore, Library sponsored or Library related activities always have priority. Groups whose aims are education, cultural or civic may reserve the room. All meetings must be free and open to the public.

Priorities are as follows:

Meetings of the Library Board and meetings officially sponsored by the Library Board and/or the Havre-Hill County Library

Meetings or programs by any office or department or agency of the city or county government
Community groups

The Library Director will grant permission to use the meeting room. At the discretion of the Library Director, all meetings must be in the best interest of the Library and any or all decisions may be taken before the full Library Board.

Groups using the meeting room are asked to follow the list of regulations posted in the room.

Meeting Room Regulations:

Only light refreshments not requiring cooking may be served

Groups using the room are asked to not disrupt services to other library users

No nail, tacks or cellophane tape are to be placed on doors, walls or furniture

The meeting room must be left in a neat, orderly condition

Smoking is not permitted – Montana Codes Annotated MCA 50-40-103

Alcoholic beverages are not permitted – MCA 16-1-101

The Friends of the Library must be reimbursed if any of the supplies are used, such as cups, coffee, napkins etc.

GIFTS AND MEMORIALS

Within provisions of the state laws, the Library Board adopts the following policies:

1. Books and other materials will be accepted within the understanding that the Library Director has the authority to make whatever disposition he/she deems advisable. The same criteria must be used for accepting gifts as for purchasing items. Gifts are not appraised. Receipts are not given unless requested and the items are counted but no value is given. Gifts become the property of the library and they may be used, reassigned, repurposed or discarded at the discretion of the Library Director.
2. Gifts, money, real estate, and/or stock will be accepted if conditions attached thereto are acceptable to the Library Board. The advice of the Hill County Commissioners, Mayor and the Havre City Council Members may be sought.
3. If deemed appropriate by the Library Director and the Library Board, a commemorating plaque may be placed on the gifts with the expense to be borne by the donor or the Havre-Hill County Library Foundation.
4. If the donor gives \$500.00 or a gift of that value to the Library, the Library Foundation or the Friends of the Library name will be added to the major donor board, which will be available for public viewing at the Library. The expense of adding a plaque to this board will be borne by the Library Foundation.
5. The Library will aid the Friends and Foundation in this fund raising efforts by providing display or other space and assistance. The Library will not provide similar aid and assistance for other non-profit organizations unless the Library is to receive at least 50% of the profits.

DISPLAYS AND EXHIBITS

The Library Director may grant the privilege of placing exhibits and displays in the Library, subject to the following conditions:

1. No poster, display, exhibit, pamphlet, brochure, leaflet, or booklet shall be exhibited, displayed or placed in the Library for distribution without permission from the Library Director.
2. No outside organization or individual shall be permitted to display or exhibit any materials, leaflets or posters which advocate the election or defeat of a candidate for public office, or which advocate an affirmative or negative vote for or against any proposition, whether political or otherwise.
3. No outside organization or individual shall be permitted to place in the Library any box or receptacle or canister which solicits donations, nor shall any poster or display be permitted which advocates or solicits consideration of any product or item sold by any commercial enterprise; however, posters announcing bazaars or programs sponsored by any local educational, religious or fraternal organization may be displayed provided there is room for such displays and they are of reasonable size.
4. The Library assumes no responsibility for the preservation, protection or possible damage or theft of any item displayed or exhibited. All items placed in the Library are done so at the owner's risk.
5. Displays shall be on a "first-come, first-served basis."
6. Displays are approved for a period not to exceed six weeks. At the conclusion of the approved period, the responsible parties must retrieve their materials. If not retrieved, the materials will be discarded or disposed of in some other suitable manner.

INTERNET USE POLICY

The Havre-Hill County Library endeavors to develop collections, resources, and services that meet the cultural, informational, recreational, and educational needs of our diverse, multicultural community. It is within this context that the Library maintains public computers with access to the Internet and develops a network of online resources. Public Internet is accessed through a Digital Service Line (DSL) and a wireless router that is connected to this line provides access to those who bring a laptop to the Library.

The Havre-Hill County Library does not monitor and has no control over the information accessed through the Internet. The Havre-Hill County Library cannot be held responsible for the Internet's content. The Internet is a global entity with a highly diverse user population. It provides access to a very wide variety of information and services whose contents may alternately please or offend you.

The Havre-Hill County Library does not censor access to materials or protect users from the Internet-based information, which may be found to be offensive. There is, for example, sexually explicit material and other information resources, which may be found to be controversial or inappropriate. Additionally, not all sources on the Internet provide accurate, complete or current information. Users must exercise judgment and evaluate the validity of the information found online.

The Havre-Hill County Library staff will assist all users in operating the computers and in accessing the Internet but cannot provide in-depth training. The Library supports the right to privacy and confidentiality of users in accordance with the Montana Laws. The Library may ask users to refrain from displaying computer images that are inappropriate for public viewing. The Library will not tolerate use of its computers in a way that violates local, state, or federal laws.

All Internet resources accessible through the Havre-Hill County Library are provided equally to all library users. Parents or guardians, not the Library or its staff, are responsible for the Internet information selected and/or accessed by their children. Parents – and only parents – may restrict their children – and only their children – from access to Internet resources accessible through the Library. Parents are advised to supervise their children's Internet sessions.

The Havre-Hill County Library's Internet policy does not include the use of filters. Children's Internet Protection Act (CIPA) does not apply to the Library's public access Internet stations or to the wireless network provided by the Library because the Havre-Hill County Library does not receive federal funds for Internet access. However, the Supreme Court decision raises issues about public access to the Internet, particularly access by children to inappropriate material.

There are two major approaches to the "inappropriate material" issue – education and filtering. The Havre-Hill County Library has chosen the education approach: we educate children on safe Internet use. We work with parents and caregivers, individually and in groups, to expand their knowledge of safe use of the Internet – and we encourage them to continue to be involved. The Library staff is trained and available to answer questions and to observe Internet use. The Havre-Hill County Library will continue to review this policy and stay aggressively concerned in the training of Internet use.

The Havre-Hill County Library adheres to the principles expressed in the following documents of the American Library Association:

- Library Bill of Rights
- Access to Electronic Information, Services, and Networks: an interpretation of the Library Bill of Rights

General Guidelines

All Library users will observe the policies, rules, and procedures established by the Havre-Hill County Library includes those using their own laptops at the Library.

Anyone who violates these guidelines may be asked to leave the Library premises.

Library staff may ask for assistance from the local police.

1. Use of the Internet access computers are on a first-come, first-serve basis. Those using the public access computers are guaranteed at least 30 minutes of use. Computer users agree, as a condition of use, that if anyone is waiting to use a computer the first person to sign up for a computer who has also used it for at least 30 minutes will be informed by Library staff that another person is waiting, and will willingly close their session. Computer users agree, as conditions of use, to close their sessions willingly so the library can close on time, and to grant all fellow computer users privacy.
2. Recognize that the Internet, like all of the Library's information sources, must be used in a manner that respects the rights of others and must refrain from activities that prevent others from using it.
3. Comply with intellectual property rights by making only authorized copies of copyrighted, licensed or otherwise-controlled software or data transmitted via the Internet.
4. Users may not damage equipment or alter the setup of computers, or degrade system performance, alter or damage software or software settings, or data stored on computers. No information can be saved to the hard drives.
5. Refrain from modifying or gaining access to files, passwords, or data belonging to others; and from "hacking" into any computer system.
6. Paper is provided, all copies will cost 25 cents per page through the networked printer, but we ask you to minimize your printing to help us conserve paper and control costs. The Library recycles paper if not confidential information printed.
7. Users may bring their laptop computers to the Library to connect to the Internet. Library staff will assist the user in making any setting changes to personal laptop computers. The Library staff has sole authority to end an Internet session and/or revoke privileges if inappropriate use occurs or if the guidelines are not followed.

Disclaimer: The Havre-Hill County Library assumes no responsibility for any damages, direct, or indirect, arising from use of its computing resources, including, but limited to, loss or damage to user's data, or damage arising from invasion of privacy in the user's e-mail account, programs or files. In Internet, users agree to hold the Library harmless and agree to indemnify the Library from any and all liability.

User Cautions

The Internet is a global electronic network. The Library cannot control the availability or appropriateness (especially for children) of information as Internet sites change rapidly and unpredictably. The Library's Internet connection may be periodically down due to technical difficulties or upgrades.

Violations of the guidelines may result in loss of access. Illegal acts involving library resources may be subject to prosecution by local, state, or federal officials.

Transaction logs, electronic mail and other information that could link other users with specific materials or subject matter are considered by the Library to be confidential and will not be divulged to anyone other than the user. All users are advised that such records shall not be made available to any agency of the state, federal, or local government except pursuant to such process, order, or subpoena as may be authorized under the authority of, and pursuant to, federal, state, or local law relating to criminal, civil, or administrative discovery procedures or legislative investigatory power.

The Havre-Hill County Library resists the issuance or enforcement of any such process, order of subpoena until such time as a proper showing of good cause has been made in a court of competent jurisdiction.

The USA PATRIOT ACT of 2001 supercedes state law and expands the federal government's authority for access to library records and documents to protect against international terrorism and concealed intelligence activities. It also expands federal law enforcements' authorization to track telephone and electronic communication, including any dialing, routing, addressing, or signaling information and the actual content of the communication. This law prohibits library workers from informing you if federal agents have obtained records about you.

The Havre-Hill County Library collects personal information only for the business of the Library: circulation of materials. Records are retained only as long as they are needed for that business. Public computer sign-up records are disposed of daily, and computer search and use histories are deleted upon the logging out of each session.

The Havre-Hill County Library Board of Trustees Aug. 15, 1996, approved these "Internet Access Guidelines" and updated March 14, 2002.

Updated March 17, 2016

KEEPING OUR CHILDREN SAFE

The Havre-Hill County Library strives to inform, enrich and empower every individual in the community by creating and promoting free and easy access to a vast array of ideas and information, and by supporting lifelong learning while providing a safe and comfortable environment for all people, and especially want children to feel welcome.

It is important that children under the age of seven not be left unsupervised in any area of the Library.

Young children should not be left in the children's section of the Library, the restrooms, or other areas without a parent, guardian or assigned chaperone.

The Library staff will assist but cannot be responsible for the child's safety.

Drafted June 18, 2009

Adopted June 18, 2009

Appendices:

1. Library Bill of Rights—A: 0
2. The Freedom to Read—B: 1-4
3. Access to Electronic Information, Services, and Networks—C: 1-3

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.

Adopted June 19, 1939, by the ALA Council; amended October 14, 1944; June 18, 1948; February 2, 1961; June 27, 1967; January 23, 1980; inclusion of "age" reaffirmed January 23, 1996.

The 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:

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.

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.

A Joint Statement by:

American Library Association
Association of American Publishers

Subsequently endorsed by:

American Booksellers Foundation for Free Expression
The Association of American University Presses, Inc.
The Children's Book Council
Freedom to Read Foundation
National Association of College Stores
National Coalition Against Censorship
National Council of Teachers of English
The Thomas Jefferson Center for the Protection of Free Expression

Access to Electronic Information, Services, and Networks

An Interpretation of the LIBRARY BILL OF RIGHTS

Introduction

Freedom of expression is an inalienable human right and the foundation for self-government. Freedom of expression encompasses the freedom of speech and the corollary right to receive information.¹ Libraries and librarians protect and promote these rights by selecting, producing, providing access to, identifying, retrieving, organizing, providing instruction in the use of, and preserving recorded expression regardless of the format or technology.

The American Library Association expresses these basic principles of librarianship in its Code of Ethics and in the Library Bill of Rights and its Interpretations. These serve to guide librarians and library governing bodies in addressing issues of intellectual freedom that arise when the library provides access to electronic information, services, and networks.

Libraries empower users by providing access to the broadest range of information. Electronic resources, including information available via the Internet, allow libraries to fulfill this responsibility better than ever before.

Issues arising from digital generation, distribution, and retrieval of information need to be approached and regularly reviewed from a context of constitutional principles and ALA policies so that fundamental and traditional tenets of librarianship are not swept away.

Electronic information flows across boundaries and barriers despite attempts by individuals, governments, and private entities to channel or control it. Even so, many people lack access or capability to use electronic information effectively.

In making decisions about how to offer access to electronic information, each library should consider its mission, goals, objectives, cooperative agreements, and the needs of the entire community it serves.

The Rights of Users

All library system and network policies, procedures, or regulations relating to electronic information and services should be scrutinized for potential violation of user rights.

User policies should be developed according to the policies and guidelines established by the American Library Association, including Guidelines for the Development and Implementation of Policies, Regulations and Procedures Affecting Access to Library Materials, Services and Facilities.

Users' access should not be restricted or denied for expressing or receiving constitutionally protected speech. If access is restricted or denied for behavioral or other reasons, users should be provided due process, including, but not limited to, formal notice and a means of appeal.

Information retrieved or utilized electronically is constitutionally protected unless determined otherwise by a court of law with appropriate jurisdiction. These rights extend to minors as well as adults (Free Access to Libraries for Minors; Access to Resources and Services in the School Library Media Program; Access for Children and Young Adults to Nonprint Materials).²

Libraries should use technology to enhance, not deny, access to information. Users have the right to be free of unreasonable limitations or conditions set by libraries, librarians, system administrators, vendors, network service providers, or others. Contracts, agreements, and licenses entered into by libraries on behalf of their users should not violate this right. Libraries should provide library users the training and assistance necessary to find, evaluate, and use information effectively.

Users have both the right of confidentiality and the right of privacy. The library should uphold these rights by policy, procedure, and practice in accordance with Privacy: An Interpretation of the Library Bill of Rights.

Equity of Access

The Internet provides expanding opportunities for everyone to participate in the information society, but too many individuals face serious barriers to access. Libraries play a critical role in bridging information access gaps for these individuals. Libraries also ensure that the public can find content of interest and learn the necessary skills to use information successfully.

Electronic information, services, and networks provided directly or indirectly by the library should be equally, readily and equitably accessible to all library users. American Library Association policies oppose the charging of user fees for the provision of information services by libraries that receive their major support from public funds (50.3 Free Access to Information; 53.1.14 Economic Barriers to Information Access; 60.1.1 Minority Concerns Policy Objectives; 61.1 Library Services for the Poor Policy Objectives). All libraries should develop policies concerning access to electronic information that are consistent with ALA's policy statements, including Economic Barriers to Information Access: An Interpretation of the Library Bill of Rights, Guidelines for the Development and Implementation of Policies, Regulations and Procedures Affecting Access to Library Materials, Services and Facilities, and Resolution on Access to the Use of Libraries and Information by Individuals with Physical or Mental Impairment.

Information Resources and Access

Providing connections to global information, services, and networks is not the same as selecting and purchasing materials for a library collection. Determining the accuracy or authenticity of electronic information may present special problems. Some information accessed electronically may not meet a library's selection or collection development policy. It is, therefore, left to each user to determine what is appropriate. Parents and legal guardians who are concerned about their children's use of electronic resources should provide guidance to their own children.

Libraries, acting within their mission and objectives, must support access to information on all subjects that serve the needs or interests of each user, regardless of the user's age or the content of the material. In order to preserve the cultural record and to prevent the loss of information, libraries may need to expand their selection or collection development policies to ensure preservation, in appropriate formats, of information obtained electronically. Libraries have an obligation to provide access to government information available in electronic format.

Libraries and librarians should not deny or limit access to electronic information because of its allegedly controversial content or because of the librarian's personal beliefs or fear of confrontation. Furthermore, libraries and librarians should not deny access to electronic information solely on the grounds that it is perceived to lack value.

Publicly funded libraries have a legal obligation to provide access to constitutionally protected information. Federal, state, county, municipal, local, or library governing bodies sometimes require the use of Internet filters or other technological measures that block access to constitutionally protected information, contrary to the Library Bill of Rights (ALA Policy Manual, 53.1.17, Resolution on the Use of Filtering Software in Libraries). If a library uses a technological measure that blocks access to information, it should be set at the least restrictive level in order to minimize the blocking of constitutionally protected speech. Adults retain the right to access all constitutionally

protected information and to ask for the technological measure to be disabled in a timely manner. Minors also retain the right to access constitutionally protected information and, at the minimum, have the right to ask the library or librarian to provide access to erroneously blocked information in a timely manner. Libraries and librarians have an obligation to inform users of these rights and to provide the means to exercise these rights.³

Electronic resources provide unprecedented opportunities to expand the scope of information available to users. Libraries and librarians should provide access to information presenting all points of view. The provision of access does not imply sponsorship or endorsement. These principles pertain to electronic resources no less than they do to the more traditional sources of information in libraries (Diversity in Collection Development).

¹Martin v. Struthers, 319 U.S. 141 (1943); Lamont v. Postmaster General, 381 U.S. 301 (1965); Susan Nevelow Mart, The Right to Receive Information (PDF), 95 Law Library Journal 2 (2003).

²Tinker v. Des Moines Independent Community School District, 393 U.S. 503 (1969); Board of Education, Island Trees Union Free School District No. 26 v. Pico, 457 U.S. 853, (1982); American Amusement Machine Association v. Teri Kendrick, 244 F.3d 954 (7th Cir. 2001); cert.denied, 534 U.S. 994 (2001)

³"If some libraries do not have the capacity to unblock specific Web sites or to disable the filter or if it is shown that an adult user's election to view constitutionally protected Internet material is burdened in some other substantial way, that would be the subject for an as-applied challenge, not the facial challenge made in this case." United States, et al. v. American Library Association (PDF), 539 U.S. 194 (2003) (Justice Kennedy, concurring).

See Also: Questions and Answers on Access to Electronic Information, Services and Networks: an Interpretation of the Library Bill of Rights.

Adopted January 24, 1996, by the ALA Council; amended January 19, 2005.

Havre-Hill County Library Policies

Section 3:

Planning

- Long Range Plan
- Goals and Objectives
- Library Future

Havre-Hill County Library Long Range Plan

1. Adhere to the Library's mission while complying with the State of Montana City/County Library Laws and the Montana State Library Standards.
 - Retain trained certified staff that will be evaluated annually
 - Evaluate, discard and inventory the materials collected including online reference materials by keeping abreast of the latest products available
 - Review and update policies and bylaws within a three year period
 - Continue to maintain a balanced collection of materials by defending the materials budget, by cooperating with other libraries and by updating the collection management policy
 - File the Montana Public Library Annual Statistical Report online and use as a tool to measure progress
 - Keep the library open to the public 55 hours per week
 - Conduct a survey every three years to measure customer satisfaction
2. Make improvements to the facility and grounds
 - Maintain a clean environment
 - Recycle when feasible
 - Comply with Americans with Disabilities Act when budget allows
 - Replace the carpeting on the Library's main floor
 - Replace the outdoor lighting system
 - Refinish front doors every other year
 - Spray box elder bugs every year
3. Continue to strengthen library services and promote literacy
 - Encourage the Friends of the Library and Library Foundation to better inform the community of library services and programs
 - Work together to strengthen library support
 - Apply and seek grant opportunities
 - Support programs, workshops and displays that encourage literacy and add value to our community
 - Strengthen services to the youth of our community by cooperating with other agencies to provide programs
 - Provide training one-on-one or in a group setting to use the online catalog and other electronic databases provided by the library
 - Cooperate with other libraries to improve resource sharing
 - Create a position for adult programming and outreach, community relations, for the benefit of the Library and the community

4. Invite discussions for the future of the Montana Shared Catalog
 - Sign annual contract with Montana Shared Catalog
 - Include annual maintenance agreement when drafting a library budget (\$5,962.49 for FY16, this amount depends on size of collection)
 - Attend Montana Shared Catalog meetings in the spring and the fall
 - Attend or host shared catalog training when given the opportunity

Goals and Objectives of the Havre-Hill County Library Board

1. To facilitate and provide materials for educational and information needs of all people
 - By expanding and updating the variety of materials and services available through the Library
 - By providing competent, pleasant staff members who are certified through the Montana State Library certification program
 - By encouraging users to seek materials available in the local library, in a library within the Shared Catalogs, through any of the electronic resources provided and or through Interlibrary loan
 - By maintaining an active library collection of current interest to children, all children will have the resources they need to become lifelong readers
2. To support the educational, civic and cultural activities of groups and organizations
 - By providing a facility and spaces in which to engage in public discourse and to participate in informal gatherings.
 - By supplying space on a bulletin board for announcements concerning programs for non-profit organizations
 - By providing professional and volunteer assistance to strengthen literacy
3. To enrich leisure time by encouraging recreational reading and multi media use
 - By providing a comfortable, safe and accessible building with an inviting atmosphere
 - By increasing awareness of materials and services for people of all ages
 - By encouraging the library staff to plan programs and exhibits of interest to the service area
4. To set policies that provide overall governance in keeping with the preceding goals
 - By working closely with the Library Director
 - By awareness of new trends and attitudes in the library service area
 - By striving to enhance the activities of the library while maintaining a realistic budget

May 21, 2009