



City of Rio Communities Library Board Meeting
City Council Chambers - 360 Rio Communities Blvd
Rio Communities, NM 87002
Wednesday, January 12, 2022 6:00 PM
Agenda

Please silence all electronic devices.

ATTENTION: In an effort to curb the spread of COVID-19 by practicing social distancing and limiting public gatherings, we are requiring **MASKS** to be worn while in the meeting. We encourage you to participate in the Library Board Meeting from the comfort and safety of your own home by entering the following link: @ <https://www.facebook.com/riocommunities>

Call to Order

Pledge of Allegiance

Roll Call

Approval of Agenda

Approval of Minutes

1. for November 10, 2021 & December 8, 2021

Action Items

2. Discussion, Consideration, and Decision –
 - a) III - Patron Responsibilities and Conduct
 - b) IV - Services of the Library
3. Discussion, Consideration, and Decision
 - a) VI Volunteers and Friends
 - b) VIII Material Selection/Collection Development Policy
4. Discussion -
 - a) IX. Circulation Policy
 - b) X. Reference Service Policy

Public Comment: The Board will take public comments at **this meeting**. These should be in written form via email through 4:00 PM on Wednesday January 12, 2022 to info@riocommunities.net. These comments will be distributed to all Board Members for review. ***If you wish to speak during the public comment session in person:*** The Board will allow each member of the public three (3) minutes to address the Board. Both the public and Library Board will follow rules of decorum. Give your name and where you live. The public will direct comments to the Board. Comment(s) will not be disruptive or derogatory.

General Board Discussion/Future Agenda Items

5. **Discussion Topic** - XI. Programming Policy, XII. Public Relations Policy

Adjourn

We will be streaming live on Facebook Live @ <https://www.facebook.com/riocommunities>

NOTE: THIS AGENDA IS SUBJECT TO REVISION UP TO 72 HOURS PRIOR TO THE SCHEDULED MEETING DATE AND TIME (NMSA 10-15-1 F). A COPY OF THE AGENDA MAY BE PICKED UP AT CITY HALL, 360 RIO COMMUNITIES BLVD, RIO COMMUNITIES, NM 87002. IF YOU ARE AN INDIVIDUAL WITH A DISABILITY WHO IS IN NEED OF A READER, AMPLIFIER, QUALIFIED SIGN LANGUAGE INTERPRETER OR ANY OTHER FORM OF AUXILIARY AND OR SERVICE TO ATTEND OR PARTICIPATE IN THE MEETING, PLEASE CONTACT THE MUNICIPAL CLERK AT 505-861-6803 AT LEAST ONE WEEK PRIOR TO THE MEETING OR AS SOON AS POSSIBLE.



City of Rio Communities Library Board Meeting
City Council Chambers - 360 Rio Communities Blvd
Rio Communities, NM 87002
Wednesday, November 10, 2021 6:00 PM
Meeting

Please silence all electronic devices.

Call to Order

- Chair Bobby Caldwell called to order the library board meeting at 6:03 pm.

Pledge of Allegiance

- Secretary Lisa Tabet-Chavez led the Pledge of Allegiance.

Roll Call

- PRESENT: Chair Bobby Caldwell, Vice Chair Merita Wilson, Secretary Lisa Tabet-Chavez, Member, Member Lisa LaManna, and Member Rita White.
- ABSENT: Deborah Benavidez
- Present: City Manager Dr. Martin Moore and Municipal Clerk Lisa Adair.

Approval of Agenda

- Motion made by Member LaManna approve the agenda. Seconded by Vice Chair Wilson. Voting Yea: Chair Caldwell, Vice Chair Wilson, Secretary Tabet-Chavez, Member LaManna, Member White. with a 5-0 vote the agenda was approved as presented.

Approval of Minutes for October 13, 2021 and October 27, 2021

- Motion made by Member LaManna to approve the minutes. Seconded by Secretary Tabet-Chavez. Voting Yea: Chair Caldwell, Vice Chair Wilson, Secretary Tabet-Chavez, Member LaManna, Member White. With a 5-0 vote the minutes for October 13, 2021 and October 27, 2021, were approved as written.

Discussion, Consideration, and Decision – Canceling the 11/24/2021 meeting

- Chair Caldwell began a discussion regarding the cancelation or possible rescheduling of the November 24, 2021 meeting.
- Municipal Clerk Adair explained the decision is strictly to cancel and not to reschedule the meeting.
- Motion made by Secretary Tabet-Chavez to cancel the meeting on November 24, 2021. Seconded by Vice Chair Wilson. Voting Yea: Chair Caldwell, Vice Chair Wilson, Secretary Tabet-Chavez, Member LaManna, Member White. With a 5-0 vote the motion to cancel the meeting was approved.

Discussion – Wishlist for Library

- Chair Caldwell explained the Board has had some time to think about the wish list and asked for discussion.
- Vice Chair Wilson explained one of the things the bookstore is in need of stools that are specific for libraries to be able to access the books on the top shelves and the City should consider having those.
- Chair Caldwell suggested having ebooks for children called tumble books and live homework help with online tutors. He then suggested having an online book club and began a discussion.
- Chair Caldwell suggested having access to reference USA.

- Vice Chair Wilson asked if those are going to need purchased or if it is something that is already free or purchased.
- Chair Caldwell said he is not sure if some of them are free, but some of the things we might have to pay for so we would have to do our research. The discussion continued.
- Chair Caldwell suggested having subscriptions to different papers and magazines, laptops, and chairs for people to sit.
- Vice Chair Wilson said there should be time-limits on the computers so there wouldn't really need to be a need for laptops.
- Vice Chair Wilson asked for a small budget to be set aside for arts and craft, hands-on projects.
- Chair Caldwell said it might be a good idea to take a trip into the library to see what is there and what might be missing. The discussion continued.
- Chair Caldwell said we might want to consider a membership fee for the Board to become part of the American Library Association, which should be about \$10 to help us have a resource of up-to-date information and began a discussion.
- Vice Chair Wilson said there is a small fee to pay into the State Library for summer reading programs and began a discussion.
- Secretary Tabet-Chavez said we would need some prizes for a summer reading program and began a discussion.
- Vice Chair Wilson explained the summer reading program through the State.

I - Goal

- Municipal Clerk Adair explained those goals have been sent to the Board and they would need to change them or motion to approve them.
- Motion made by Vice-chair Wilson to approve the mission and goal statements as they are currently written. Seconded by Secretary Tabet-Chavez. Voting Yea: Chair Caldwell, Vice Chair Wilson, Secretary Tabet-Chavez, Member LaManna, Member White. With a 5-0 vote the motion to approve the mission and goal statements was approved.

II - Who May Use the Library

- Chair Caldwell read into the minutes who may use the library and asked for comments or changes.
- Municipal Clerk Adair mentioned a typo that will be corrected.
- Motion made by Secretary Tabet-Chavez to approve the who may use the library statement. Seconded by Member White. Voting Yea: Chair Caldwell, Vice Chair Wilson, Secretary Tabet-Chavez, Member LaManna, Member White. With a 5-0 vote the motion to accept the who may use the library statement was approved.

III - Patron Responsibilities and Conduct

- Chair Caldwell read the Patron Responsibilities and Conduct into the minutes and asked for questions or comments.
- Member White asked what would be considered as a nuisance.
- Chair Caldwell said that will be covered in a few minutes. He then began reading an excerpt regarding the supervision of children and children's programs.
- Member White said there are children with problems that might be considered a nuisance and asked if that would be a case-by-case consideration.
- Manager Dr. Moore read a definition of a nuisance into the minutes and began a discussion.

- Vice Chair Wilson said most children under the age of 6 should not be allowed to attend the library alone and suggested raising the age. She then said the other extreme is not allowing children to go into the children's portion of the library without the parent while the parent is in the building, older children should be allowed to go into the section of the library designed for them.
- Municipal Clerk Adair explained our policy does not have that wording and continued the discussion.
- Chair Caldwell said we need to determine an age.
- Vice Chair Wilson said the age of ten would be appropriate, but we are on a busy street and would have to be concerned about the safety of children walking to the library by themselves.
- Manager Dr. Moore said he would speak to the attorney regarding the age and began a discussion regarding the liability and safety of small children leaving the library alone.

IV - Services of the Library

- Chair Caldwell read the Services of the Library into the minutes and asked for questions and discussion.
- Secretary Tabet-Chavez was concerned some items we cannot do until we get library staff and began a discussion.
- Manager Dr. Moore said we can add "to an extent practical," so that we are covered until we can get staff and continued the discussion.

General Discussion Topic... VI Volunteers and Friends VIII Material Selection/Collection Development Policy

- Municipal Clerk Adair said this would be taken home to read over and look over to make changes.

Public Comment:

- There were no public comments.

Board Comments and Future Agenda Items

- Chair Caldwell said we need to establish the protocols for chain of command when something comes up and we are not able to attend a meeting and when is the appropriate time to let someone know; we need everyone on the same page.
- Municipal Clerk Adair said everyone has each other's email, but the proper chain of command would be herself, Manager Dr. Moore than the Chair or vice-chair so there is not a rolling quorum and continued the discussion.
- A discussion began regarding the amount of time advanced warning of a member not attending the meeting would be required with the decision of 2 hours prior to the meeting being agreed on.
- Municipal Clerk Adair showed the members the patron cards for the library.
- Vice-chair Wilson said she has found out the summer reading program through the State is \$1,000, the friends do pay for some incentives, but we would be responsible for that cost.
- Municipal Clerk Adair said the next agenda would include approving roman numeral three, four and number five and discussion would be six and eight. She then asked if the wish list will still be included.
- Chair Caldwell believed it had been thoroughly discussed and mentioned the next meeting was cancelled and began a discussion.
- Member White said she would not be at the first meeting in December.

Adjourn

- Motion to adjourn by Member White. Seconded by Vice-chair Wilson. Meeting was adjourned at 7:28.

Respectfully submitted,

Lisa Tabet-Chavez, Library Board Secretary
(Transcribed by Amy Lopez Deputy Clerk)

Date: _____

Approved:

Bobby Caldwell, Chairman

Merita Wilson, Vice Chairman

Deborah Benavidez

Lisa La Manna

Rita White



City of Rio Communities Library Board Meeting
City Council Chambers - 360 Rio Communities Blvd
Rio Communities, NM 87002
Wednesday, December 08, 2021 6:00 PM
Minutes

Please silence all electronic devices.

Call to Order

- Chair Bobby Caldwell called the library board meeting to order at 6:10 pm.

Pledge of Allegiance

- Vice Chair Merita Wilson led the Pledge of Allegiance.

Roll Call

- PRESENT: Chair Bobby Caldwell, Vice Chair Merita Wilson, Secretary Lisa Tabet-Chavez.
 ABSENT: Member Deborah Benavidez, Member Lisa LaManna, Member Rita White.
 Present: City Manager Dr. Martin Moore, Municipal Clerk Elizabeth "Lisa" Adair.
- Secretary Lisa Tabet- Chavez stated there was no quorum the library meeting continued in discussion only.

Canceling the 12/22/2021 meeting

- Clerk Adair said she will have a notice of meeting cancelation for the 22nd posted on the website, the posting areas and Facebook.

Budget for Library Board

- Chair Caldwell would like to know the cost of the things on our wish list including costs of memberships for different library associations.
- Vice Chair Wilson spoke with a librarian friend in Hatch and said the children's program alone costs over \$1000 a year.
- Chair Caldwell thinks the price might change depending on the size of the library.
- Chair Caldwell said at this time we don't have enough information about our needs to submit a number to the council.
- Dr. Moore recommends that the Finance Director can look at the budget adjustments in January and have information for the next library meeting. Also suggests talking about the Junior Appropriation Fund which could be helpful for the library.
- Chair Caldwell would like more information about this fund. Dr. Moore said the City Council will vote on it probably on January 10.
- Clerk Adair said the budget adjustments will be voted on January 10th. She suggested on January 26, the board should review these changes.
- Dr. Moore said that a group of 3 could meet with the City and discuss the budget before January 26. All present agreed that the budget and Junior Bill can be gone over during the January 26 meeting.

III - Patron Responsibilities and Conduct

- Chair Caldwell said we need to ask Legal what the age of unsupervised children should be. Vice Chair Wilson said we should have the parents sign a waiver for their children to receive a library card.
- Clerk Adair said in section 9 there is already language that demonstrates this rule.

IV - Services of the Library

- Secretary Tabet-Chavez asked if we could add "To the extent practicable" in the first paragraph of the Services of Library section.
- Clerk Adair said she will amend the documents and bring them back for a vote.

VI Volunteers and Friends

- Dr. Moore said he will check the legality for any donation laws. Clerk Adair said a 501c3 must be formed by the Friends organization.
- Chair Caldwell said the Friends will need to establish their by-laws, officers etc. and communicate with the board. They will establish their mission, and structure and membership fee.
- Clerk Adair said that board members of the library cannot be on the board of the friend's library. If they do get invited to a banquet or such we must post if other members are attending and continued the discussion.
- Secretary Tabet-Chavez asked if this section can be amended when we have a Friends organization. Clerk Adair said policies are working documents and so yes it can be changed and approved.
- Chair Caldwell said hopefully the Friends can bring volunteers, be advocates for the library and talk to civics leaders. He said communication between the Friends group and Library Board will be important. This can be good for funding in the long run. The discussion continued
- Chair Caldwell suggests that the board look at what other Friends groups do so we can discuss at next meeting.
- Vice Chair Wilson explained more how the Friends organization turned from just a simple sidewalk shop into what they have today.

VIII Material Selection/Collection Development Policy

- Chair Caldwell said he thinks this section is a strictly a Librarian job and the board should be educated on and be a support to the librarian on this matter. He suggested that we put this on the back burner until we have more ideas and next meeting we will bring it back up.
- Dr. Moore agreed.
- The board is advised to do more research on this matter and get familiarized with the documentation. The discussion continued
- Secretary Chavez said this document should be a place holder for policy until we have a librarian who may want to amend. The discussion continued.
- Clerk Adair said she will have this document ready next meeting in the proper format.

Public Comment

- Clerk Adair explained there was a comment on Facebook, it was not related to the Library, and she read it to the board.

General Board Discussion/Future Agenda Items

- Chair Caldwell he explained they will go over circulation policy #9, and #10 reference service policy.

Adjourn

- The Library board meeting was adjourned at 7:30 pm.

Respectfully submitted,

Lisa Tabet-Chavez, Library Board Secretary
(Transcribed Cheyenne Sullivan Assistant Clerk)

Date: _____

Approved:

Bobby Caldwell, Chairman

Merita Wilson, Vice Chairman

Deborah Benavidez

Lisa La Manna

Rita White

III. Patron Responsibilities and Conduct

It is a patron's responsibility to maintain necessary and proper standards of behavior in order to protect his/her individual rights and privileges of other patrons. If a patron creates a public nuisance, that patron may be restricted from the Library and from the use of the library facilities. Those who are unwilling to leave or do not leave within a reasonable amount of time, after being instructed to do so by the staff, will be subject to the law.

Young Children:

The Rio Communities Public Library encourages visits by young children, and it is our desire to make this important visit both memorable and enjoyable for the child. Library staff is not expected to assume responsibility for the care of unsupervised children in the library.

Therefore, it is library policy that all children under age ten (10) must be accompanied by a parent or designated responsible person while in the library. Also, if the young child is attending a library program, we require the parent/responsible person to remain in the library throughout the program.

Disruptive Children:

Children of all ages are encouraged to use the library for homework, recreational reading, and program attendance. The library staff realizes that the library will be noisier at busy times and that children by nature can cause more commotion. However, children (whether with parents or not) who are being continually disruptive will be given a warning that he/she must settle down or will be asked to leave the library. If after a second warning the child continues to be disruptive, he/she will be asked to leave the library. If the child needs to contact a parent, they may do so and then wait with a staff person until the parent arrives.

IV. Services of the Library

The library provides materials and resources for information, entertainment, intellectual development, and enrichment of the people of the community. The library should endeavor to:

1. Select, organize, and make available necessary books and materials.
2. Provide guidance and assistance to patrons.
3. Sponsor and implement programs, exhibits, displays, book lists, etc., which would appeal to children and adults.
4. Cooperate with other community agencies and organizations.
5. Secure information beyond its own resources when requested. (Using interlibrary loan and other resource sharing methods provided through the system and state.)
6. Lend to other libraries upon request.
7. Develop and provide services to patrons with special needs.
8. Maintain a balance in its services to various age groups.
9. Cooperate with, but not perform the functions of, school or other institutional libraries.
10. Provide service during hours to the extent practicable which best meet the needs of the community, including evening and weekend hours.
11. Regularly review library services being offered.
12. Use media and other public relations mechanisms to promote the full range of available library services.

VI. Volunteers and Friends

Item 3.

The Library Board encourages individuals and groups to volunteer their time and efforts in the service of the Rio Communities Public Library. In appreciation of volunteer services, the Library acknowledges the need to organize volunteer activities and provide for appropriate recognition befitting the benefit to the library and the communities it serves.

Annual recognition will be given based on the number of hours of service. This will include a listing of volunteer names in a newspaper release, a certificate of appreciation, and the addition of a book to the collection in each volunteer's name.

A library friends' group is a formal association of people who unite to plan and execute, in conjunction with library goals and the needs of the library director, programs and events to benefit the library. In particular, a friend's group is often heavily involved in fund-raising for the library and often oversees periodic book sales. Friends' groups always serve at the pleasure of the library board which is the only body with legal authority to set policy for the development of the library.

VIII. Materials Selection/Collection Development Policy

Item 3.

A. Objectives

The purpose of the Rio Communities Public Library is to provide all individuals in the community with carefully selected books and other materials to aid the individual in the pursuit of education, information, research, pleasure, and the creative use of leisure time.

Because of the volume of publishing, as well as the limitations of budget and space, the library must have a selection policy with which to meet community interests and needs.

The materials selection/collection development policy is used by the library staff in the selection of materials and also serves to acquaint the general public with the principles of selection.

The Library Bill of Rights and The Freedom to Read Statement have been endorsed by the Public Library Board and are integral parts of the policy.

The materials selection/collection development policy, like all other policies, will be reviewed and/or revised as the need arises.

B. Responsibility for Selection

The ultimate responsibility for selection of library materials rests with the library director who operates within the framework of the policies determined by the Rio Communities Public Library Board. This responsibility may be shared with other members of the library staff; however, because the director must be available to answer to the library board and the general public for actual selections made, the director has the authority to reject or select any item contrary to the recommendations of the staff.

C. Criteria for Selection

1. The main points considered in the selection of materials are:
 - a. individual merit of each item
 - b. popular appeal/demand
 - c. suitability of material for the clientele
 - d. existing library holdings
 - e. budget
2. Reviews are a major source of information about new materials. The primary source(s) of reviews is (are) _____.
3. The lack of a review or an unfavorable review shall not be the sole reason for rejecting a title which is in demand. Consideration is, therefore, given to requests from library patrons and books discussed on public media. Materials are judged on the basis of the work as a whole, not on a part taken out of context.

D. Interlibrary Loan

Because of limited budget and space, the library cannot provide all materials that are requested. Therefore, interlibrary loan is used to obtain from other libraries those materials that are beyond the scope of this library's collection.

In return for utilizing interlibrary loan to satisfy the needs of our patrons, the Rio Communities Public Library agrees to lend its materials to other libraries through the same interlibrary loan network, and to make an effort to have its current holdings listed in a tool that is accessible by other libraries throughout the state. Item 3.

E. Gifts and Donations

The library accepts gifts of books and other materials with the understanding that they will be added to the collection only if appropriate and needed. If they are not needed because of duplication, condition, or dated information the director can dispose of them as he/she sees fit. The same criteria of selection which are applied to purchased materials are applied to gifts. Memorial gifts of books or money are also accepted with suitable bookplates placed in the book. Specific memorial books can be ordered for the library on request of a patron if the request meets the criteria established by the Board. It is desirable for gifts of or for specific titles to be offered after consultation with the library director. Book selection will be made by the director if no specific book is requested. The Rio Communities Public Library encourages and appreciates gifts and donations.

By law, the library is not allowed to appraise the value of donated materials, though it can provide an acknowledgment of receipt of the items if requested by the donor.

F. Weeding

An up-to-date, attractive, and useful collection is maintained through a continual withdrawal and replacement process. Replacement of worn volumes is dependent upon current demand, usefulness, more recent acquisitions, and availability of newer editions. This ongoing process of weeding is the responsibility of the library director and is authorized by the Library Board. Withdrawn materials will be handled in a similar manner and under the same authority as donated materials.

G. Potential Problems or Challenges

The Rio Communities Public Library recognizes that some materials are controversial and that any given item may offend some patrons. Selection of materials will not be made on the basis of anticipated approval or disapproval, but solely on the basis of the principles stated in this policy.

Responsibility for the reading of children rests with their parents or legal guardians. Selection of library materials will not be inhibited by the possibility that materials may come into the possession of children.

Library materials will not be marked or identified to show approval or disapproval of their contents, and no library material will be sequestered except to protect it from damage or theft.

H. Challenged Materials

Although materials are carefully selected, there can arise differences of opinion regarding suitable materials. Patrons requesting that material be withdrawn from or restricted within the collection may complete a "Statement of Concern About Library Resources" form which is available in the library. The inquiry will be placed on the agenda of the next regular meeting of the Rio Communities Board.

IX. Circulation Policy

A. Registration

All borrowers must be registered and must have a valid local or system patron card to borrow library materials.

Patrons must fill out an application form to register for a new library card. The following statement will be printed on the registration form for the patron's information and acceptance:

I agree to be responsible for all items borrowed with the library card issued in the above name, including items borrowed with it by others with or without my consent unless I have previously reported the loss of my card. I promise to comply with all library rules and policies both present and future, and to give prompt notice of change of address or loss of library card.

Signature _____

Identification is required. A driver's license or student ID is preferred, however, any other official ID or recent nonpersonal piece of mail may be acceptable.

Applicants under 13 years of age must have a parent or guardian give their consent on the application form before a new card can be issued. This parental signature is not required for children who are renewing cards.

Materials cannot be checked out until a library card is issued.

All library cards expire after _____ years. In order to renew a library card, patrons must produce identification and must clear all outstanding fines and bills.

B. Lost or forgotten cards

If a patron loses his/her library card, he should notify the library as soon as possible and request a replacement.

All patrons, adult and juvenile, are expected to bring their library cards with them if they intend to check out items. An individual who repeatedly ignores this expectation may be denied the privilege of checking out materials until they present their card at the library.

C. Loan periods

1. 3 weeks for books.
2. Generally, reference books do not circulate. Upon request, some reference materials may be checked out overnight.
3. Interlibrary loans are due the date indicated by the lending library.
4. Books may be renewed once if there is not a waiting list for the title.
5. Current issues of periodicals do not circulate.
6. Non-current periodicals may be checked out for one week and may not be renewed.
7. One week for cassettes, audiobooks, and compact discs.
8. 3 days for videocassettes.
9. Audio Visual materials are nonrenewable.

The director may establish the loan period for special collections, materials which are temporarily in great demand such as for student projects, or materials added to the collection which are in a new format, e.g., computer software.

There is no limit on the number of items a patron can borrow at one time, with one exception -- two items on a subject is the limit for a known school assignment.

D. Reserves

Reserves may be placed by patrons either in person or over the phone. Patrons will be notified by postcard or telephone when the materials are available. There is no charge to the patron for placing a reserve or for interlibrary loan services.

E. Fines and charges

There are no fines for overdue materials. A first notice is sent after the material is due. If the material is not returned within a designated period, a bill will be sent for the material with the cost of replacement of the material and a service charge for processing, cataloging and postage. Patrons who have been sent an overdue notice shall be denied borrowing privileges until those overdue materials are returned or paid for if lost and/or damaged.

F. Damaged materials

If materials are damaged so as to be judged by the library as being unsuitable for the collection, the patron must pay the replacement cost. A notice of these charges will be sent to the borrower; a sample of the notice follows:

Dear _____ At the time a library patron borrows materials from the public library collection, the patron assumes the responsibility for the care and timely return of the materials. Recently materials checked out on your library card were returned to the library damaged beyond the point of being usable in the Library's collection. The titles and costs of these materials are listed below:

----- \$-----

Your assistance in clearing this matter promptly will be appreciated and will be necessary in order to retain your borrowing privileges.

Thank you in advance for your prompt response to this matter.

Sincerely,

[The board and director need to determine whether patrons who damage and pay for materials owned by the library will be allowed to have those materials once payment has been received. It is a question that will be raised by patrons and it is best to have decided in advance what your practice will be.]

G. Confidentiality

As specified in Wisconsin Statutes 43.30, "records of any library which is in whole or in part supported by public funds, including the records of a public library system, indicating the identity of any individual who borrows or uses the library's documents or other materials, resources or services may not be disclosed except by court order or to persons acting within the scope of their duties in the administration of the library or library system, to persons authorized by the individual to inspect such records, or to libraries authorized under subs. (2) and (3)."

The _____ Public Library adheres strictly to all sections of this Statute regarding the protection of the confidentiality of its users

Item 4.

X. Reference Service Policy

The _____ Public Library:

- will provide information in the form of short answers to specific questions and guidance in locating material for patrons who appear in person, call on the telephone, or request information through correspondence;
 - will assist patrons in the use of the Library and teach basic research methodology, when appropriate (this includes providing help in developing a research strategy and advice on whether a trip to the Library would be worthwhile for individuals who telephone);
 - will provide bibliographic verification of items both in the Library and not owned by the Library and will assist patrons in obtaining materials through interlibrary loan, when appropriate;
 - may refer library users to other agencies and libraries in pursuit of needed information;
 - may use not only the Library's resources in printed form, but consult appropriate digital resources as well as the regional resource library and other agencies by telephone in pursuit of "ready reference" information.
-