



## LIBRARY ADVISORY BOARD AGENDA

THE GREAT HALL

MONDAY, APRIL 10, 2023

6:00 PM

1. Call to Order
2. Approval of the Minutes of the March 13, 2023 meeting
3. Requests to Be Heard  
Citizen comment period (3 minutes per person maximum – sign up in advance). With remote, electronic meeting format in place, call or email the Library Directory prior to 5:45 p.m. the day of the meeting—comments will be relayed to the Library Advisory Board at the meeting. [djames@ci.faribault.mn.us](mailto:djames@ci.faribault.mn.us) / (507) 384-0526
4. Election of Officers (Chair and Vice Chair)
5. Appoint Members At Large for the Library Donations Fund Committee
6. Director's Report
7. Teen Advisory Board Report
8. SELCO Report
9. Buckham Memorial Library Annual Report 2022
10. Policy Review: *Patron Behavior* and *Children in the Library Policies*. Staff are not suggesting changes to this policy at this time. Please refer to your policy manual for current policy.
11. Homebound Delivery Discussion
12. Library Donations Fund Discussion
  - Discussion Committee Logistics
  - Celebration and Plaque to honor Robert Crandall
13. Other
14. Next Meeting Date: May 8, 2023, 6:00 p.m., Makerspace, 3rd Floor
15. Adjournment



**Minutes of the Monday, March 13th, 2023 Meeting  
Library Advisory Board**

Buckham Library Great Hall

**PRESENT:** Jayne Spooner (Chair), Melissa Kuhl (Vice Chair), Gordon Liu, Anneke Musselman, Keri Simon, Luella Coulter (Student Board Member), Delane James (Library Director), Linda Hanson (Library Technician)

**CALL TO ORDER:** Jayne called the meeting to order at 6:01 p.m.

**APPROVAL OF THE MINUTES:** A motion was made by Anneke to approve the minutes of the February 13, 2023 meeting and a second by Keri. All in favor. The motion carried.

**REQUESTS TO BE HEARD:** None

**DIRECTOR'S REPORT:** Library Director, Delane James reported on the following:

- Delane welcomed and introduced everyone to Luella Coulter, our student board member.
- On February 28<sup>th</sup>, the library hosted the *Reminders*, a rap/hip hop group sponsored by Rochester Civic Music. The program was a mix of storytelling and music. The program was attended by about 20 people.
- The evening of March 2<sup>nd</sup>, Celtic Musician Laura Mackenzie performed in the Great Hall. She performed music taken from the *Outlander* novels and film series and traditional Scottish/Celtic music. The concert was a Library Legacy funded event and was attended by 75 people.
- Starting March 1<sup>st</sup>, Communication Coordinator Brad Phenow was promoted to Communications Manager and will be working at City Hall. Delane will no longer be in charge of communication for the city but will continue to support Brad's communication efforts.
- The Rice County GreenCorps member hosted a program about food waste on March 7<sup>th</sup> in the Great Hall.
- The River Bend Nature Center GreenCorp member will be hosting a recycling program on March 28<sup>th</sup> also in the Great Hall.
- Deni is hosting Minnesota Book Award Tour author Dr Artika Tyner with the book *Amazing Africa: A to Z* on May 16<sup>th</sup>. Also, on May 8<sup>th</sup>, Deni will be hosting Minnesota Book Awards Tour author Bao Phi who has written several picture books including *You Are Life*.
- During spring break on March 27<sup>th</sup> from 11:00-12:00, Deni is hosting an author/illustrator event. Pat Bauer (author) and Dave Geister (illustrator) will share *Making Minnesota*, an activity book recently published by the Minnesota Historical Society. The book will be available for free (while supplies last) at this family event, thanks to generous funding from the Clean Water, Land, and Legacy Amendment.
- Starting April 5<sup>th</sup>, ECFE preschool classes will be visiting the library. The Friends of Buckham Library are considering providing transportation for these class visits.
- The annual Edible Books Festival registration has begun. Entries are due March 29<sup>th</sup> and photos are due on March 31<sup>st</sup>. Judging will be done and winners announced on April 10<sup>th</sup>.

- On April 6<sup>th</sup> at 6:00 Chad Lewis, researcher, author, and lecturer will present *Minnesota's Most Haunted Locations* in the Great Hall. This ASL interpreted event is made possible by Library Legacy funding.
- Library Technician and Master Gardener Lisa Reuvers will present a program "Starting Seedlings" on March 16<sup>th</sup>. The library has requested an ASL interpreter for this class.
- GROWS Club is displaying their pollinators exhibit in the adjoining hallway.
- Buckham Book Bingo has been a success with approximately 100 participants so far.
- The library was approached by the Faribault School District to partner with them to bring Author Meg Medina to Faribault for a residency. Meg is the Children's Book Council Author of the Year.
- A patron has volunteered to teach a 4-lesson course on knitting for 4 people in the Makerspace in April.

**TEEN ADVISORY BOARD REPORT:** No report.

**SELCO REPORT:** No report.

**APPROVAL OF THE MINNESOTA PUBLIC LIBRARY ANNUAL REPORT:** A motion was made by Keri to approve the 2022 Minnesota Public Library Annual Report and a second by Gordon. All in favor. The motion carried.

**REVIEW SERVICE TO RESIDENTIAL FACILITIES AND INSTITUTIONS POLICY:** The Board reviewed the *Residential Facilities and Institutions* Policy and Melissa made a motion to keep the policy as is. Anneke second. All in favor. The policy was approved with no changes.

**LIBRARY DONATIONS FUND DISCUSSION:** This has been tabled until after the election of officers in April. A Celebration honoring Robert Crandall has been suggested for September. Delane will research this further and bring back to the Board possible dates for the celebration.

**STRATEGIC PLANNING DISCUSSION:** The Board looked over some of the values and mission statements of other libraries and made a few suggestions of what they would like to see as we work on our library's mission and values this year. Delane will put together these suggestions/words/phrases and the Board will continue to tweak this in upcoming meetings.

**OTHER:** None

**NEXT MEETING DATE:** Monday, April 10<sup>th</sup>, 2023, at 6:00 p.m., Great Hall, 2<sup>nd</sup> Floor

**ADJOURNMENT:** Meeting adjourned at 6:47 p.m.

Respectfully submitted,  
Linda Hanson, Library Technician

# BUCKHAM MEMORIAL LIBRARY

## Library Services Department

### PRIMARY SERVICES

Under the direction of the Library Services Director, the primary services provided by this department are:

- Circulation and Online Resources
- Interlibrary Loan
- Technical Services
- Reference and Information
- Technology and Makerspace
- Adult Services
- Children's and Youth Services
- Outreach

Buckham Memorial Library strives to educate, inform, enrich, and empower every person in our community by creating and promoting easy access to a vast array of ideas and information, and by supporting an informed citizenry, life-long education, and love of reading. An ambitious team of professional librarians, trained technicians and support staff are dedicated to helping our customers obtain the information and services they need.



### HIGHLIGHTS and ACTIVITIES

#### Fine Free

On January 1, 2022, the library went fine free. Patrons no longer receive daily late fines on overdue Faribault library materials. Also, all previous late fines were cleared from library accounts. Fees for lost and damaged items will remain on library accounts and patrons will continue to be charged for lost and damaged items. Borrowers are still responsible for returning library materials. Library users will continue to receive reminders when a due date approaches and when it has passed.

#### SELCO Community Needs Assessment

The SELCO Regional Library System received American Rescue Plan Act funding to conduct a region-wide needs assessment. This assessment covered southeastern Minnesota and included 11 counties and 37 public libraries. Components of the assessment included site visits, an online survey, focus groups and one-on-one interviews. The data generated from the study included library usage habit, emerging community needs and issues of broad importance to the community in general. The resulting data from the needs assessment along with a marketing audit conducted in 2021 were used to help to guide the creation of the library's new strategic plan.

#### Adventure Kits

The library created Faribault Adventure Kits that contain a variety of activities, hobbies and equipment for individuals and families to check out, use and experience. Kits currently available include outdoor games, sports equipment, crafting, button maker, die-cut machine, bird watching, rock hounding, cake

decorating, Dungeons and Dragons, tarot, 3D printing, car engine diagnostic devices, magic tricks and juggling.

### **New Online Resource Offers Live Help for Veterans and Their Families**

In April, the library launched Brainfuse’s VetNow™, an online resource that supports Faribault’s veterans and their families with navigating the VA bureaucracy, providing academic tutoring, and employment transition assistance. VetNow™ includes live online navigators, job tools, college prep and academic support.

### **Buckham Book Bike and Fun Fridays Outdoors at Central Park**



The Buckham Book Bike made its “maiden voyage” on Friday, June 24<sup>th</sup> when it traveled to Central Park for the first Fun Fridays Outdoors performance. Faribault favorite Tuey Wilson performed that day to an audience of 350+ readers. Youth and families were also able to sign up for the Summer Reading Challenge, get a library card and check out books from the Buckham Book Bike.

Each Friday, June 24-July 29, the library hosted performers at 10 a.m. at Central Park as part of the Summer Library Program. All performances were ASL interpreted. The Buckham Book Bike supported each of the Friday performances at Central Park.

A big thank you goes to Rice County United Way for helping sponsor the purchase of the Book Bike. Thanks also goes to Rice County SHIP Coordinator Josh Ramaker who visited the Book Bike on July 1<sup>st</sup> and offered families bike safety information. We are also grateful for the Friends of Buckham Memorial Library who sponsored most of the performers at the park and purchased all of the incentives for the Summer Reading Challenge.

### **Library State Park Passes**

The library launched the DNR’s State Park Pass program on June 1<sup>st</sup>. The Minnesota DNR supplied the library with three weekly State Park Passes for patrons to check out and use at any of Minnesota’s State Parks. This project is funded by the DNR’s Parks and Trails Legacy Amendment funds.

### **Roofing Project Completed**

Contractors wrapped up the roofing project in June. The metal trim and flashing were the last to be installed. As part of the roofing project, the library's two skylights were also replaced.

### **Rice County Public Health Supplies Free Masks and COVID Test Kits**

The library distributed free masks and COVID tests provided by Rice County Public Health. In 2022, the library distributed 450 N-99 masks and 1,800 COVID test kits to library patrons.



### **Friends of Buckham Memorial Library Win Award for the Library Plaza**

The Friends of Buckham Memorial Library won the 2022 Evy Nordley Award for the Best Project of the Year from the Minnesota Association of Library Friends for its library plaza project. In addition to receiving a plaque honoring the award, the Friends received a monetary prize of \$1,000.

### **New Strategic Plan and Implementation Plan Created**

The library hosted two strategic planning workshops for stakeholders and library staff in October as the Library Advisory Board works on creating the library's new strategic plan. SELCO Executive Director Krista Ross with assistance from Public Library Consultant Steve Harsin led the workshops. After the workshops, Library Director Delane James worked with Ross and Harsin to write the strategic plan and the implementation plan. The plans span the years of 2023-2025.

### **E-Book Partnership with Traverse des Sioux Library System**

Thanks to a partnership with the Traverse des Sioux Library System, SELCO and Rochester Public Library patrons can enjoy more E-Books and E-Audiobooks. Starting in December 2022, patrons from all three systems can use their library cards to check out online materials from Libby and Overdrive from Traverse des Sioux's collection as well as from SELCO's and Rochester Public Library's collections. Prior to this partnership, SELCO and Rochester Public Library had been sharing their Overdrive collections with each other's patrons for more than two years. This partnership was the first and only partnership of its kind in the country.

### **Library Donations Fund Spending Policy and Plans for Robert Crandall Bequest**

In 2022, the Library Advisory Board worked on a plan of how to make the best use of the more than \$2.9 million from the Robert Crandall Bequest. In May 2022, the Board toured the weCreate Makerspace at Shattuck-St. Mary's School to gather ideas. They also investigated a partnership opportunity with Project: Cultivate which would create a network of physical business incubator hubs that would focus on

underserved entrepreneurs and startups. The Library Advisory Board also began developing the Library Donations Fund Spending Policy which will guide how the bequest funds and future donations to the library will be spent going forward.



## STAFF

<b>Library &amp; Communications Director</b>	Delane James, MLS (2003)
<b>Public Services Librarian</b>	Allyn McColley, MLIS (1996)
<b>Children’s Librarian</b>	Deni Buendorf, MLIS (2013)
<b>Library Technicians</b>	Linda Hanson (2001), Bob Latchaw (2019) Lisa Reuvers (1995), Caitlin Boran (2018)
<b>Library Receptionists</b>	Tonya Goettl (2022), Paula Hildebrandt (1999), Julie Bruessel (2012), Derek Herauf (2014), Austin Krippner (2022)
<b>Circulation Aides</b>	Julia Arnold (2021), Mat Cook (2022), Jody Wunderlich (2021), Henry Lu (2021)
<b>Processor/Mending Aide</b>	Linda Turgeon (2018)
<b>Pages</b>	Brenda Neuman (2002), Olivia King (2022), Jacob Sneiders (2022), Monica Wilder (2022)

**Total Full-Time Equivalent Library Staff**

**11.54**

**2022 Library Advisory Board:** Jayne Spooner, Chair, Melissa Kuhl, Vice Chair, Travis Davidson, Crystal Bauer, Keri Simon, Gordon Liu, Nevaeh Weeg, Student Board Member

**SELCO Board Representative:** Jayne Spooner

**2022 Friends of Buckham Memorial Library Board:** Stefanie Tywater-Christiansen, President, Greg Thibodeau, Treasurer/Secretary, Kathy Sandberg, Past President, Mary Kubes, Micki O’Flynn, Pat Raftery, Bethany Schweisthal, Angie Ramirez, Lisa Boevers, Erin Liu, Chris Schiffer.

## WORKLOAD DATA

	2020	2021	2022
Total Library Circulation (# Items)	79,727	92,181	108,950
Physical Circulation-Faribault City	34,731	43,017	60,273
Physical Circulation-Rural Rice County	15,613	19,173	22,036
Physical Circulation-Outside Rice County	5,000	8,986	6,880
Digital Circulation	24,383	21,005	19,761
Interlibrary Loan (# Items)	16,286	23,795	24,459
Reference Questions	9,627	8,858	10,523
Internet Use (# People)	2,622	2,782	5,081
Public Wireless Use (# Sessions)	5,125	4,963	7,866
Program Attendance (# People)	23,114	20,932	121,622*
Visits	35,148	52,502	84,206
Active Borrowers	16,171	14,818	11,523**
New Borrowers	314	471	1,105

\*Several of the Library's Storytime Videos on YouTube and Facebook went viral in 2022.

\*\*SELCO purges borrowers from the system if they do not check out library materials in 18 months. Also purged were borrowers whose cards had stayed in the system because they had fines on their accounts. When the fines were forgiven when the library went fine free, if patrons had not used their card in 18 months, their cards were deleted.

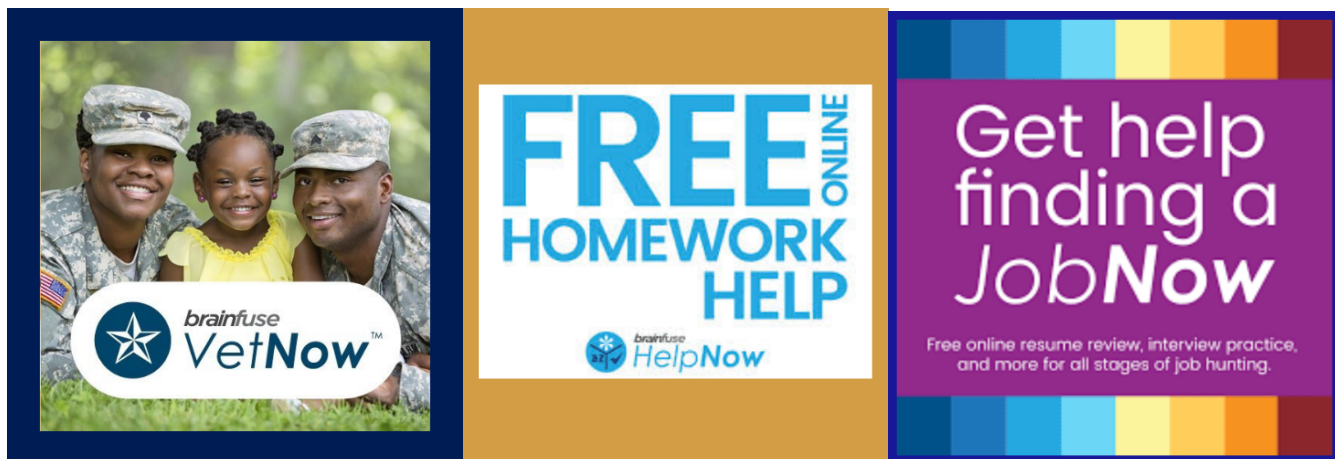
## Circulation and Online Resources

### In 2022:

- 8,381 borrowers lived inside the Faribault city limits.

- 2,419 borrowers lived in rural Rice County, Northfield and Lonsdale.
- 723 borrowers lived in other parts of Minnesota (mostly in Steele, Le Sueur, Hennepin, Dakota and Goodhue counties)
- 60,273 physical items were checked out by Faribault residents.
- 22,036 physical items were checked out by rural Rice County, Northfield and Lonsdale residents.
- 6,880 physical items were checked out by borrowers living outside of Rice County.

In addition to physical items checked out, borrowers checked out and downloaded online materials including eBooks, eAudiobooks, interactive picture books, and digital magazines. The Library also offers online language learning software, live online homework help and live online career assistance and live navigators for veterans and their families.



### Interlibrary Loan

As part of the SELCO Regional Library System, Buckham Memorial Library loans to and borrows from other libraries in the region. If an item is not available in the SELCO system, requests can be placed at other libraries within the state through the MNLink Gateway. In 2022, our patrons borrowed 1,033 items outside of the SELCO region. The library loaned 962 items to borrowers from outside of our system. Buckham Memorial Library participates in the Minnesota Reciprocal Borrowing Compact, which allows borrowers to use their library cards at any other participating library in the state.

Buckham Library was a net lender for the fiscal year ending June 30, 2022. As a net lender, the library loaned more items to other libraries in our region than it borrowed from other libraries. SELCO Libraries that are net lenders receive an annual dividend to help encourage sharing of resources within the region. The amount of the dividend received was \$3,522.44.

### Reference and Information

Questions come to the Information Desk and the Children’s and Youth Information Desk via email, telephone, online form, mail and in person. Most frequently, patrons request assistance with technology and placing holds on library materials. Information staff also assist patrons in using the Library’s microfilm reader to access local newspapers and census records dating back to 1856. In 2022, staff answered 9,627 reference questions and performed nine research requests related to genealogy and historical newspaper articles from people living outside of Minnesota. Also, Faribault patrons used the microfilm reader 49 times in 2022.

## Technical Services

Technical Services is responsible for maintaining the library's collection including collection development, acquisitions, cataloging and inventory control.

### In 2022:

- The library's physical collection contained 85,490 items including 72,515 books and magazines, 105 multi-format items, 61 pieces of equipment and 12,809 audiovisual items.
- The library also maintained 153 magazine subscriptions and 12 newspaper subscriptions.
- Staff ordered, cataloged and processed 6,581 new books, DVDs, music CDs, audiobooks, magazines and other materials.

The library also offers online resources that are available at the library or from the library's website. These resources include searchable full-text newspapers and magazine articles, encyclopedias, animated picture books, and resources for readers, genealogists, job seekers and students of all ages.



## Technology and Makerspace

The library has a total of 14 public Internet computer stations. The library offers free Wi-Fi with access on each of the library's three floors, in the parking lot and on the Library Plaza.

The library's Makerspace equipment includes laptop computers, iPads, 3D printers, coding robots, virtual reality systems, sewing machines, a vinyl cutter, a laser engraver, ukuleles and a piano. Take and Make kits are available for patrons to pick up at the library and work on at home. In 2022, patrons enjoyed ukulele, gardening, 3D printing, sewing, knitting, crocheting, needle craft and paper crafting kits.

## Adult Services

In 2022, the library offered a variety of educational opportunities for adults. Programs were delivered in-person, online or remotely. Total participation for Adult programming was 7,231 at 207 programs.

Program Type	# of Programs	Participants
Electronic Literacy Programs	15	223
Kits Given	8	343
COVID Mask Distribution	1	450
COVID Test Kits Distribution	1	1,800
Live Online Library Programs	1	20
Recorded Video Programs	79	3,414
In-Person Library Programs	74	849
Tours	5	21
Outreach	1	3
3D Printing Instruction	16	99
Obit/Research Service	6	9
<b>Total</b>	<b>207</b>	<b>7,231</b>





## Children’s and Youth Services

In 2022, the library offered 327 educational programs for young people and their families with a total of 114,208 participants. Children’s and youth programs were delivered in-person, online or remotely.

Program Type	# of Programs	Participants
Baby Bags Distributed	2	60
B&B and P&P Mixer	1	16
Books & Brownies	8	46
3D Printing Club	12	58
First Chapter Fridays	50	3,722
Other Programs	11	578
Groups, Tours & Library Visits (Including 1 <sup>st</sup> Grade Visits)	20	592
Outreach/Visits to Schools/ Presentations	14	597
Pizza and Pages	8	61
Star of the North videos	10	117
Storytime – In Person	24	310
Storytime – on Zoom	44	459
Storytime videos (Facebook and YouTube)	88	104,728
Summer Performer Programs	6	1,400
Summer Reading Sign-up	4	831
Summer Reading Prizes Given	3	231
Take & Make Kits	9	329
Teen Advisory Board (TAB)	12	63
Youth & Family Movies	1	10
<b>Total</b>	<b>327</b>	<b>114,208</b>

## Outreach

Outreach includes delivery and programs to other institutions such as the Minnesota Correctional Facility and the Rice County Jail. Also included in outreach are the scheduling and use of the library’s meeting room and community partnerships and collaborations.

### In 2022:

- The library processed 288 requests for the Minnesota Correctional Facility and 137 requests for the Rice County Jail inmates.
- The library used the meeting room & the Makerspace 140 times for a total of 723 users.
- The community used the meeting room 104 times for a total of 901 users.



## Collaboration and Community Outreach

The library strives to reach people who may not be aware of the services the library offers. In 2022, staff collaborated with many outside agencies to help serve our growing and diverse community. Some of the opportunities for outreach and organizations the library collaborated with included:

Amy Simso Dean	Godfather’s Pizza
A Touch of Magic Entertainment	Graylyn “Brodini” Morris
AVID (Faribault Middle School)	GSH Club - FHS
Big Brothers Big Sisters (BBBS)	Healthy Communities Initiative
Cannon River STEM School	Jefferson Elementary School
Cannon River Watershed Partnership	Kaleidoscope
City of Faribault	Kevin Strauss
David Borka (Santa)	Lincoln Elementary School
Dazzling Dave	McKinley Early Childhood Family Ed. Center
District One Hospital	Minnesota Braille and Talking Book Library
Divine Mercy Catholic School	Minnesota Children’s Museum
Faribault Area Chamber of Commerce	Minnesota Department of Education
Faribault Daily News	Minnesota Library Association
Faribault Education Center	Nerstrand Elementary School
Faribault Engineering Department	Rice County Chemical & Mental Health Coalition
Faribault Fire Department	Rice County Public Health
Faribault High School	River Bend Nature Center
Faribault Lutheran School	Roosevelt Elementary School

Faribault Middle School	SELCO
Faribault Parks & Recreation	Seed Savers
Faribault Public Schools Community Education	Siama's Music of the Congo
Faribault Public Works Department	State Library Services – MN
Faribault Senior Center – Buckham West	Tuey Wilson, Comic Stunt Juggler
FCTV	University of MN Master Gardeners
Friends of Buckham Memorial Library	YALSA

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# COMMUNICATIONS

## Library Services Department

### PRIMARY SERVICES

Communications Services manages, assists, and administers the City’s webpage, social media and other communications channels, while also improving internal and external communications.



### HIGHLIGHTS and ACTIVITIES

- Implemented a 150<sup>th</sup> anniversary campaign
- Organized a four-day pop-up event focused on raising awareness about the City Boards and Commissions during Heritage Days
- Created Boards and Commissions applications and information packets in English, Somali and Spanish
- Developed a Strategic Communications and Engagement plan (currently in draft form)
- Presented on ADA compliance at the Minnesota Recreation and Parks Association annual conference
- Re-designed The Point After, and assumed duties of creating the weekly production

### WORKLOAD DATA

	2020	2021	2022
Communication Team Meetings	41	38	42
Staff and Council Trainings	1	1	0
Social Media Accounts Administered	13	16	16
Social Media Following: City of Faribault Facebook Page Likes/Follows	1,805	2,503	2,665
Website Page Visits	272,262	282,855	220,367
Website Page Views	411,298	463,102	402,555
Website Unique Page Views	318,931	364,878	337,562

### STAFF

Brad Phenow, Communications Coordinator, Parks and Recreation  
 Delane James, Library Services Director, Buckham Memorial Library



## Buckham Memorial Library

### CHILDREN IN THE LIBRARY POLICY

Buckham Memorial Library encourages parents to bring children to the library whenever possible. Library staff have been trained to help children find library materials and offer many programs designed to encourage children to use and enjoy the library. The safety of young children and the rights of other patrons require caregivers to monitor the behavior of their children and correct inappropriate behavior. This is not the responsibility of library staff. **Parents, guardians, or assigned chaperones are responsible for the behavior of their children while in the library.**

If a child is being disruptive, is habitually left unattended for long periods of time, or is deemed to be at risk of coming to harm, an effort will be made to locate the responsible parent, guardian, or caregiver. Children may be assisted by library staff in contacting parents. In some cases, children may be asked by the library staff to leave the library. The library is not a daycare center and library staff are not daycare providers.

Children under the age of seven should never be left unsupervised in any area of the library. If a parent cannot be located, staff will call the Faribault Police Department to report an abandoned child.

Older children who are disruptive will be asked to leave the library (see policy on “Patron Behavior”). If the child cannot safely leave the library to return home on his or her own, staff will permit the child to call a parent. If no parent can be contacted, library staff will either allow the child to remain at the library under close supervision until a parent can be contacted, or notify appropriate law enforcement or child protection authorities, depending on the severity of the situation.

For purposes of this policy the term disruptive behavior means the creation of loud and unreasonable noise, running or jumping, fighting or other behavior which could interfere with the rights of other patrons. It may be necessary to notify appropriate law enforcement or child protection authorities if a parent, guardian, or caregiver cannot be located and:

- An unattended child is being disruptive
- A child is habitually left unattended for long periods of time
- A child is deemed to be at risk of coming to harm

If it is unsafe for a child to leave the building without an adult, he/she should not be in the library unattended. Children who have not been picked up at closing time will be given the opportunity to call a parent. Children who have not been picked up within fifteen minutes after closing will be left in the care of the Faribault Police Department. Under no circumstances will library staff transport children in a vehicle or accompany them home.

*Reviewed and readopted by the Library Advisory Board  
02/2018*



## Buckham Memorial Library

### PATRON BEHAVIOR POLICY

The Buckham Memorial Library encourages people of all ages to visit the library. Those using the library and its resources have the right to expect a safe, comfortable environment that supports appropriate library services.

Personal appliances, such as cell phones, tablets, e-readers, computers, and portable music players, may be used if the noise level is low and use does not interfere with others. Headphones are available for purchase at the Circulation Desk.

Bicycles and scooters shall be left in designated areas outside of the library. No equipment may be left in library entryways. Rollerblades and skates of any kind must be removed before entering the library. Rollerblading, skateboarding, and riding scooters are not allowed on Library premises (inside or out).

Animals are not allowed in the library, with the exception of service animals or in the case of an official library-sponsored program.

People demonstrating disruptive behavior will be required to leave the library. Disruptive behavior includes, but is not limited to: noisy, boisterous actions; misuse or vandalism of library property; uncooperative attitude; inappropriate behavior (including eating, sleeping, smoking, running, or loud talking); or actions that deliberately annoy others or prevent the legitimate use of the library and its resources. Beverages are permitted in covered or travel containers. Abusive language or behavior toward staff and other patrons will not be tolerated.

When necessary, the Library will refer disruptive or inappropriate conduct to the proper authorities for legal action. *See also* other applicable policies, including the Buckham Memorial Library's *Children in the Library Policy* and *Internet Use Policy*.

*Reviewed and reapproved by the Library Advisory Board, 02/2018*