

## **I. Mission and Goal Statements**

A. The **Balsam Lake Public Library** provides materials, resources and services that enhance and contribute to individual knowledge, enlightenment, and enjoyment creating a vibrant center of our community.

Our mission statement is anchored by the following assumptions:

- A responsibility to offer free library service
- The Village's commitment to a municipal library
- Cooperative efforts with other Village departments, other libraries, and other community organizations.
- Community needs drive our services
- Emphasizing and encouraging children to read.
- We take a personal interest in ensuring that our services are delivered in a welcoming, convenient and responsive manner.

B. The general library goals of the Balsam Lake Public Library shall be:

1. To provide good customer service to the residents of Balsam Lake and the surrounding area.
2. To acquire and make available to everyone books, periodicals, audiovisual materials and other services to a) become well informed; b) locate answers to questions; c) cultivate the imagination and creative expression; d) develop skills for career and vocational advancement; and e) enjoy leisure by means of reading and other media services.
3. To provide the most frequently requested material locally and upon demand.
4. To maintain a program of service which locates information, guides reading, organizes and interprets material for people of various backgrounds, and stimulates thinking and intellectual development in individuals of any age.
5. To consistently pursue new processes and concepts to serve the library patrons.
6. To regularly review the goals of the Balsam Lake Public Library and revise them as necessary.
7. To maintain an annual budget and continually seek to secure new and additional funding opportunities.

## II. Who May Use the Library

The library will serve Balsam Lake residents and the surrounding area. Service will not be denied because of religious, racial, social, economic, or political status; or because of mental, emotional, or physical condition; age; or sexual orientation.

The use of the library may be denied for due cause. Such cause may be failure to return library materials or to pay penalties, destruction of library property, disturbance of other patrons, or any other illegal, disruptive, or inappropriate conduct on library premises.

## III. Behavior Policy: Patron Responsibilities and Conduct

Under the provisions of Chapter 43 of the Wisconsin State Statutes, specifically section 43.52 (1), the Balsam Lake Public Library Board of Trustees may enact regulations that serve to insure the safety of all library staff and patrons, protect the usefulness of the materials collection, and maintain order in the library.

The Board of Trustees is committed to providing an atmosphere where people of all ages may come to read, browse, do research, or study. This policy does not prohibit quiet conversation between patrons and/or staff members or conversations required to carry on library programs or business. It is designed to preserve a reasonably quiet atmosphere where library patrons may use library services and materials without disturbance.

Misconduct including using foul or threatening language and gestures; willfully annoying others; exhibiting evidence of drunkenness or drug use; engaging in the sale or exchange of alcohol or drugs; persistently talking or laughing at an inappropriate volume, creating a public nuisance by running, pushing, fighting, staring, talking, soliciting, loitering, or littering; or other behavior deemed offensive by library staff will result in expulsion from the building and suspension of library privileges.

To ensure the comfort and safety of staff and patrons, the following are **not** permitted in the library:

- Using a cell phone or pager in a way that disturbs others.
- Using or being under the influence of alcohol or illegal drugs.
- Smoking, chewing or other tobacco use.
- Entering the library without shirt, pants or shoes or otherwise unacceptable attire
- Blocking or obstructing an entrance, exit, aisles, traffic areas or sidewalk is not permitted.
- Individuals or groups may not loiter in or around the premises, including sleeping.
- Bringing skateboards into the library
- Using restrooms for inappropriate purposes such as bathing, shaving etc.
- Possessing a weapon or exhibiting any instrument in a threatening manner. (except for an on-duty law enforcement official)

- Selling products or services, soliciting donations or business, distributing materials or canvassing for petitions or nomination papers not approved by the Library
- Bringing animals into the Library other than service animals or animals used in library programming.

Library staff will enforce these guidelines so that the facility can be used to the fullest by all persons. Any person who is asked to leave the library as a result of the violation of these guidelines and refuses to do so shall be considered to be trespassing and may be subject to permanent exclusion from the library and/or arrest. Questions regarding the interpretation of these guidelines will be referred to the Library Director or other staff member in charge.

### **Use of Cell Phones**

The use of cell phones in the library can often prove disruptive to customers and staff. The following restrictions apply to the use of cell phones in the Balsam Lake Public Library.

Cell phones should be turned off or set to vibrate when entering the library. People making or receiving calls on a cell phone shall move to the designated area to complete the call. Refusal to comply with this policy or its intent may result in the offending party being required to leave the library.

### **Young children**

The Balsam Lake 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 shall not assume responsibility for the care of unsupervised children in the library.

It is library policy that all children under age six be accompanied by a parent or designated responsible person while in the library. 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 or will be asked to leave the library.

#### **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:

- Select, organize, and make available necessary books and materials.
- Provide guidance and assistance to patrons.
- Obtain or lend information when requested using interlibrary loan and other resource sharing methods provided through the system and state.
- Sponsor and implement programs, exhibits, displays, book lists, etc., which would appeal to children and adults.
- Maintain a balance in its services to various age groups.
- Provide accessibility based on individual needs.
- Cooperate with other community agencies and organizations.
- Cooperate with, but not perform the functions of, school or other institutional libraries.
- Provide service during hours which best meet the needs of the community, including evening and weekend hours.
- Regularly review library services being offered.
- Use media and other public relations mechanisms to promote the full range of available library services.