

## **Bloomfield Public Library Mission and goal statement**

The mission of Bloomfield Public Library is to provide quality materials and services to the public. We seek to meet educational, informational, cultural, and recreational needs in an atmosphere that is welcoming and businesslike.

### **General library goals include:**

- To serve all residents of the City of Bloomfield and of surrounding communities.
- To provide qualified staff to give guidance in the use of materials.
- To acquire and make available materials and services which will address community needs such as: becoming informed citizens; locating answers to questions; cultivate imagination and creative expression; develop skills for career and vocational advancement; and enjoy leisure activities of reading and other media.
- To acquire the means to provide frequently requested materials locally.
- To strive to attain new methods and ways to improve service to our patrons.
- To support intellectual freedom.
- To regularly review the goals of the library and revise them in light of new developments.

### **Services of the library**

- Select, organize, and make available resources for information and entertainment.
- Provide guidance and assistance to patrons
- Sponsor and implement programs and displays which appeal to children and adults.
- Cooperate with other community agencies and organizations.
- Secure information beyond our own resources upon request.
- Lend to other libraries upon request.
- Provide services to patrons with special needs.
- Maintain a balance in services to varied age groups.
- Provide service hours which best meet community needs, include evenings and Saturdays.
- Cooperate with school and other institutional libraries.
- Regularly review services which are offered.
- Promote the full range of available library services and resources.

## **Library use policy**

### **Who may use the library**

Bloomfield Public Library will serve all residents of the community. Library services will not be denied because of religious, racial, social, economic, or political status.

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

### **Patron responsibilities and conduct**

It is the patron's responsibility to maintain proper standards of behavior in order to protect his/her individual rights and the 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 library facilities. Those unwilling to leave within a reasonable amount of time, after being so instructed by the staff, will be subject to the law.

Incidences of improper behavior which require a patrons removal from the library will be documented by means of an incident report to be filled out by staff. If a patron is required to leave the library over three times in a thirty day period, the library director may bar the patron from use of library facilities for thirty days. Subsequent misconduct will result in longer periods of exclusion. Parents or guardians will be notified after 2 incidents and advised of the consequences of unacceptable conduct. Parents may appeal such decisions upon written request to the Advisory Board.

Bloomfield Public Library encourages visits by young children and it is our desire to make their visits enjoyable for the child. However, library staff is not expected to assume responsibility for the care of unsupervised children in the library. This responsibility lies with the parent or guardian. All children under age six must be accompanied and supervised by a parent or designated responsible person while in the library. If a young child is attending a library program, the parent or responsible party needs to remain within the building during the program. When the safety of a child is in doubt or when a child's behavior has become a problem and a parent can not be reached within 30 minutes, library staff is authorized to notify law enforcement.

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Older children are encouraged to use the library for homework, reading, and program attendance. If a caregiver is absent and the child can not walk home safely, parents need to leave a phone number with the child or at the circulation desk as to their whereabouts and phone number. The library staff realizes that the library may be noisy at given times and that children can cause commotion. However, children who are continually disruptive will be given a warning that he or 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.

### **Bloomfield Public Library Code of Conduct**

#### **No person shall:**

- Possess or display weapons.
- Possess alcohol or any illegal substance, or to be intoxicated.
- Exhibit rude, loud or inappropriate behavior.
- Verbally abuse or harass any patron or staff member.
- Bring animals into the library, excepting guide dogs or animals.
- Enter the library without shoes or shirt.
- Use a skateboard, scooter or skates in the library.
- Damage any library property or the personal property of any patron.
- Steal from the library or any patron.
- Eat, smoke, or drink in the library.
- Place personal belongings where they interfere with walkways used by staff and patrons.
- Sleep in the library.
- Cell phone conversations should not take place in the library, you are requested to exit to the lobby.

## **Confidentiality**

New Mexico State Statues 18-9 specifies privacy rights of all patrons of any library established and funded by a local government. Patron records, that is, any document record or other method of storing information retained by a library the identifies a person as a patron of the library or that indicates use or request of materials from the library. These records include registration and circulation information. Records may not be released or disclosed except in the case of overdue notices or court order.

A patron must present a valid card or ID number, either on the phone or in person, before any information will be given concerning:

- Items charged out
- Items overdue
- Fine information
- Hold information

When speaking to a family member who is not the patron, information about the material will be restricted to information which does not reveal the content. For example:

- A book borrowed is overdue and should be returned.
- A book reserved is now available for pick up.

An individual patron may provide written authorization for others to inspect their records.

Address, phone numbers, or any personal information from a patron's record may not be given.

## **Reference service policy**

Bloomfield Public Library will:

- Provide service and material to all persons regardless of age, race, sex, social or economic status.
- Treat all questions as legitimate inquiries for information, and to use reference interview techniques to make sure the answer given is what is desired.
- provide information in the form of short answers to specific questions and guidance in locating materials for patrons who come to the library, telephone, or request information through correspondence.
- Provide in-depth research at the request of City of Bloomfield administration or other local government.
- will assist patrons in the use of the library and teach basic research skills, when appropriate.
- will provide bibliographic verification of items in the library and will assist patrons in obtaining materials through interlibrary loan where appropriate.
- may refer patrons to other agencies and libraries in pursuit of needed information.
- may use not only the library's resources, but consult digital resources as well as the New Mexico State Library reference desk or other agencies by telephone.

All reference requests should receive an answer or status report within one working day. If a question can not be answered in a reasonable short time (10 minutes, less if the library is busy) , the name and phone number or address of the patron should be taken so that research can be done at a time when other patrons are not waiting. Questions which can not be answered on-site within that time period should be referred to another agency and verified by the staff. When possible, the answer should be verifiable with citations of the source of the information.

Preference will be given to in-house rather than telephone inquiries.

In the instance of legal, medical, investment, or tax reference questions, the staff may only guide the patron to the material available on the topic of interest. The staff may not evaluate or interpret the information provided nor may the staff define the meaning of terms, offer investment advice, select tax forms or serve as a surrogate for a professional in any of the fields listed above. If materials available do not satisfy the patron's needs, the patron will be advised to consult with a professional.

### **Service to patrons with disabilities**

Bloomfield Public Library offers the same services to patrons with disabilities as to other segments of the population. These patrons should be able to use the library without undue hardship. The library also serves as a facilitator between the patron and New Mexico State Library programs such as the Talking Book Library and Books by Mail. Service animals are welcome in the library.

The library will try to make reasonable accommodations to patrons with disabilities. The librarian will meet with individuals who have concerns about library materials or services with the purpose of resolving service issues. If the complaint is not resolved to the individual's satisfaction, the individual may request that the issue be brought before the Library Advisory Board. The item will be placed on the agenda and discussed in open meeting. The library will keep a record of all concerns and of all the decisions of the Advisory Board.