

## **X. Reference Service Policy**

The Balsam Lake Public Library:

- will provide answers as time permits 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 methods when appropriate and when staff has time available to do so;
- 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 the library's print resources, appropriate digital resources, and may consult other libraries and agencies by telephone in pursuit of "ready reference" information.

All library transactions are confidential under WI Statute 43.30. The library follows the standards set by the Code of Ethics of the American Library Association, 2008.

## **XI. Programming Policy**

A "program" is a planned interaction between the library staff and the program participants for the purpose of promoting library materials, facilities, or services, as well as offering the community an informational, entertaining, or cultural experience.

In-house programming includes such activities as story times, special activities on no-school days, summer library program for children, programs for young adults and book or author discussion groups for adults. Outreach programming may include such activities as collections of materials, book clubs and collaboration with other educational or cultural groups to provide programs of interest to the community.

The board, in conjunction with the library director, will establish a budget and goals for programming to facilitate the effective implementation of this service.

## **XII. Public Relations Policy**

Public relations goals of the Balsam Lake Public Library are:

- to promote a good understanding of the library's objectives and services among governing officials, civic leaders, and the general public;
- to promote active participation in the varied services offered by the library to people of all ages.

The board recognizes that public relations involve every person who has connection with the library. The board urges its own members and every staff member to realize that he or she represents the library in every public contact. Good service supports good public relations.

The director will be expected to make presentations and to participate in community activities to promote library services. Materials to be used by press, radio, social media, or television will be approved by the director.

The board will establish a publications budget to cover costs related to printing, publication, supplies, and miscellaneous needs related to the public relations effort.

## **XIII. Equipment Use Policy**

Public access computers are available to patrons on a first-come, first-served basis or by reservation. Patrons must have valid library cards and signed internet use agreements on file in order to use public access computers. Library staff is available for general assistance in using the computers; however, staff is not expected to train patrons in the use of application programs or operating systems.

Public access computer printer costs are charged per page. Patrons must pay for each and every page they print. The cost per page for printing and copies is posted by the printer / photocopier and is subject to change.

A photocopy machine is available to patrons who wish to copy materials at a charge per page. Copy machine users are advised that there are restrictions on copyrighted materials. Any violation of copyright is the responsibility of the copy machine user.