



## **Library Services**

The G.E. Bleskacek Family Memorial Library provides access to information and entertainment to all residents and visitors of the Bloomer community through our resources and programs.

The library strives to provide excellent and welcoming customer service to all library users. Library staff seek to give everyone attentive service, treating each person with equal respect and each request with equal importance.

## **Borrowing Services**

The library provides library cards that are free to all newly registered patrons and can be used to check out materials. See our Circulation Policy for complete guidelines.

## **Technology Services**

The library provides public computers that are available for patrons. See our Internet Policy for complete guidelines.

The library provides a copy machine that is available for patrons. Copy machine users are advised that there are restrictions on copyrighted materials. Any violation of copyright is the responsibility of the user.

Patrons may use the copy machine to print, copy, or scan documents on their own; staff are also available to help patrons with these tasks. Black and white prints and copies are \$.15 per side. Color copies are \$.50 per side. Scanning documents is free.

Faxing should be completed by staff. Outgoing faxes are \$.50 per side. Cover sheets will be provided by the library at no charge. The library does not receive incoming faxes.

## **Information Services**

The library provides free reference and reader's advisory services to help people find information and use library and other information resources. Library staff uses library collections and online resources as well as sources beyond the library to fulfill patrons' informational needs.

Reference and reader's advisory questions are considered confidential. Staff will handle inquiries with a focus on privacy, professionalism, and courtesy.

Staff may assist as they are able in helping patrons with computer resources and applications. When assisting patrons on the computer, staff will not enter personal information for patrons.

Staff are unable to provide the following kinds of assistance, which are deemed to be beyond the scope of the library's service responsibilities:

- Interpretation, advice, or personal recommendations in any area other than the use of library resources. This includes legal, medical, financial, or tax advice.
- Critiquing or editing patron documents, including resumes for job seekers.
- Completing forms, including online forms, for patrons.
- Completing online purchases or contracts for patrons.

One-on-one assistance may be available to work with staff on individual information needs. Staff instructional sessions may include instruction on using the internet, databases, and specific electronic devices. Staff reserve the right to schedule appointments as time permits. The library reserves the right to limit the number of questions or amount of time a staff member can spend helping individual patrons.

### **Programming Services**

The library supports its mission to provide resources and services that inspire people to explore, learn, and connect by developing and presenting programs that provide opportunities for learning and entertainment.

Programming is an important component of library service that:

- Expands the library's role as a community resource
- Introduces library users and non-users to library resources
- Provides entertainment to the community
- Provides opportunities for lifelong learning

All library programs are free and open to the public. Registration may be required for planning purposes or when space is limited. Programs may be held on site at the library or off site. The library does not deny access to library programs if a person owes fines or fees or does not have a library card.

Planning and coordination of programming is done by library staff based on interests and needs of library users and the community. Library users and local community members may recommend topics or speakers for consideration.

The library may partner with other community agencies, organizations, institutions, or individuals to develop and present co-sponsored public programs. Professional performers and presenters that reflect specialized or unique expertise may be hired for library programs.

Programs sponsored by the library within the library or at off-site library sponsored events may be photographed or video-recorded by the library staff or its representatives. Attendance at a library sponsored program constitutes the consent of all attendees and the consent of the parents or legal guardians of any minor children in attendance, to the future broadcast, publication, or other use of photographs or videos at the sole discretion of the library. The library may utilize photos and videos from public programs and events at the library and at off-site library sponsored events on its website, social media and in library publications. To ensure the privacy of all individuals, images will not be identified using full names or personal identifying information without the written approval from the photographed individual, parent, or legal guardian. Participants may request in writing that their image not be used by the library.

Sales of products at library programs must be approved by the library director. Programs are not used for commercial, religious, or partisan purposes or the solicitation of business. While commercial sales are not allowed on library property, exempt from this are musicians, authors, film makers, and performers who perform or present. Before or after the presentation they may sell their work and related merchandise unobtrusively. The library supports the rights of authors and other creators of literary, musical and artistic works to sell their works as part of a program to the public.