

Program Policy <i>Approved by Library Advisory Board: [DATE]</i> <i>Updated and approved by Library Advisory Board: [DATE]</i> <i>Review Date: [DATE]</i>	
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Mission Statement

The City of Wolfforth Library will provide innovative library services, delivered in a friendly, efficient and effective manner, that will assist all residents to continue to grow and learn throughout life, with materials, programs, and services in a variety of formats suited to the informational and recreational needs of the community, and a relaxed, open environment that offers all citizens the opportunity to meet and interact with others.

Purpose Statement

Library programs are planned public activities that are initiated or presented in partnership by the library and take place onsite and in other locations in the community. Programs may be presented by staff, volunteers, partner organizations and/or paid presenters.

Library programs are curated to connect members of our community with a variety of ideas and perspectives and to support our mission and values by complementing and furthering the goals of our strategic plan. Programs highlight collections, promote services, and share knowledge and expertise covering subjects and topics that represent a broad range of human experience.

Statement of Policy

Ultimate responsibility for programming at the City of Wolfforth Library rests with the Library Director, who administers under the authority of the City of Wolfforth. The Library Director, in turn, delegates authority for program management to appropriate departmental staff. Staff who present programs do so as part of their job.

Guidelines for Selection and Presentation of Library Programs

- A. Library programs shall be free and open to the general public. Attendance at all programs shall not be restricted by gender, race, orientation, background or personal belief.
- B. Whenever possible, programs will be offered without registration restrictions to ensure accessibility for those who may face barriers to advance registration. Pre-registration may be required for some programs to ensure an optimal experience for attendees and to accommodate available resources or safety concerns.
- C. The library reserves the right to limit capacity for programs for safety purposes.
- D. Some programs will have strict age requirements to ensure they effectively serve their intended audience. Participants must, without exception, meet the stated age criteria for such programs.
- E. The library reserves the right to deny attendance to anyone becoming disruptive to audience members or the program facilitator, and to anyone in violation of the library's Code of Conduct

- F. No library program shall be purely commercial or for the solicitation of business. No expectation of making a purchase from a presenter shall be implied in any library program.
 - 1. A businessperson or other professional expert may present a program; however, the information presented may not promote their specific business interest or solicit future business without prior approval by library administration
 - 2. Fundraising and sales are permitted only when the event/program benefits the library with prior administration approval
- G. The library generally offers programming free of charge. When the cost of a program exceeds the library's programming budget, a program may charge a nominal fee to supplement the cost of speakers and/or materials
- H. The library reserves the right to use video or photographs taken of the program participants for internal use, publication, and use in library promotional outlets, and for evaluation purposes.
- I. The library is not obligated to represent multiple and/or opposing viewpoints within any one program or series and does not proscribe or cancel a program because an individual or group may find the content objectionable.

NOTE:

The City of Wolfforth Library recognizes that not all programs will be of interest or suitable for all users. Library sponsorship/partnership with other organizations or presenters does not constitute or imply an endorsement of its policies, beliefs, or program by any library personnel or by the City of Wolfforth.

STAFF USE ONLY!

Library Program Age Requirement Script

"Hi! We're glad you're here today. This program was planned specifically for {insert age group here}, and library policy requires us to limit participation to that age range. The activities, supplies, staffing, and program format were all designed with that audience in mind.

Unfortunately, we won't be able to accommodate participants outside the advertised age range today."

If someone asks for an exception

"I understand. Staff are required to follow the age requirements as advertised and aren't able to make exceptions on an individual basis. We apply the policy consistently for all participants."

If someone says they'll just sit quietly or won't participate

"I appreciate that, but the program is limited to the advertised age group, and staff are required to follow that policy consistently."

If someone becomes upset or argumentative

"I understand this is frustrating. As program staff, we're expected to follow the library's policies and the advertised program requirements. We're not authorized to make exceptions."

If someone wants to discuss the policy further

"If you'd like to share feedback or discuss the policy, I'd be happy to provide the contact information for my supervisor/library director. They can answer questions about the policy and consider any concerns you may have."

Closing

"I'd be happy to help you find another upcoming program that may be a better fit."