



Bismarck
Veterans Memorial
Public Library

Bismarck Veterans Memorial Public Library Public Service Policy

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Guiding Principles

Vision

Personal enrichment for all.

Mission

Collecting, organizing, and providing open access to educational, informational, recreational, and cultural resources.

Values: Pillars of Excellence

Bismarck Veterans Memorial Public Library holds itself to the highest standards of excellence, as described below.

Inclusivity

We are dedicated to fostering a truly inclusive, welcoming, safe space for all. We provide library services to everyone in our community in an environment of equity, inclusion, civility, accessibility, kindness, and mutual respect. We institute policies and practices that promote equitable outcomes. We listen with intention by respecting the diverse perspectives of our patrons. We lead with kindness and extend compassion to all who enter our doors. You belong here and we look forward to seeing you on your next visit.

Access

We provide quality, essential, and valued services without charge. Citizens have access to essential technology and connectivity. We support your right to seek and receive information from all viewpoints on a broad range of ideas and we oppose censorship in all its forms.

Community

We collaborate with other community organizations to enhance the range and impact of library services. We create opportunities for community connection and enrichment. We offer materials and programs that reflect the diverse cultural backgrounds in our community and provide a platform for artists, authors, and performers.

Learning and Growing

We promote lifelong learning by offering a wide range of collections, services, and resources for citizens of all ages, backgrounds, and abilities.



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Stewardship

We are responsible for the resources entrusted to us and ensure the proper use of public funds. We maximize the efficiency of staff time and talent to make the best use of our resources for quality library services. We adapt our services with changing community needs to remain relevant and responsive.

Accountability and Integrity

We hold ourselves and one another accountable for our actions. We value competence and adhere to the highest professional and ethical standards including safeguarding patron personal information and confidentiality.

Governance

Appointed by the Bismarck City Commission, the five-member Library Board of Directors (Library Board) governs the Bismarck Veterans Memorial Public Library (BVMPL) under authority granted to it by the North Dakota Century Code. The Library Board establishes policies and authorizes Library Administration to implement them.

Library Card Eligibility

Adult Library Cards

All permanent residents of the City of Bismarck and Burleigh County are eligible for free library cards upon application and photo identification. Photo identification must be either a valid driver's license or a non-driver identification card. If the permanent resident's photo identification does not reflect a current permanent address, proof of permanent address may be provided by presenting a utility bill, piece of mail, or other document indicating the address. The library is a founding member of the Central Dakota Library Network (CDLN). All cardholders of other CDLN libraries throughout Burleigh, Morton, McLean, Mercer, Dunn, and Oliver Counties may use their library cards at our facility, according to the CDLN cooperative agreement.

Non-Permanent Library Cards

Residents without a permanent address - e.g. Ronald McDonald House, Bismarck Transition Center, must present an up-to-date letter certifying their residency from the institution at which they are staying. These temporary resident cards expire six months from the date of issue and have a checkout limit of three items per card.



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Youth Library Cards

Youth cards, defined as cards for patrons under the age of 18, are issued with the understanding that parents or legal guardians are responsible for all card activity. Parents or legal guardians must provide permission for children under the age of 18 to obtain library cards. They are responsible for assessing their children's readiness to acquire library cards. Proof of identification may be made by either providing a valid photo ID and proof of address or having a parent or legal guardian provide a valid photo ID and proof of address.

Non-Resident Library Cards

Individuals not covered in the above categories may purchase an annual non-resident library card for \$50.00.

Institution Library Cards

Local institutions may be issued a library card upon submission of the signed Institution Library Card form. The institution library card must be presented in order to borrow items. Any fees accrued on the card will be the sole responsibility of the institution and must be handled promptly. Rules applying to individual borrowers also apply to institutional borrowers. If the institution wishes to end the library card membership, the library must be notified.

Cardholder Responsibility

Acceptance of a library card signifies agreement to obey all rules and regulations of the library: to pay for the damage or loss of materials at the cost listed on the item's library record; and to give immediate notice of a change of name or address. The individual to whom the card is issued, or the parent or guardian of a minor, is responsible for any activity on the card until the library receives notice of its loss.

Library Card Renewal

All library cards automatically expire and must be renewed every five years. This allows library staff to update patron contact information.

Borrowing

Borrowing of library materials for BVMPL, Burleigh County Library, and CDLN cardholders is authorized with a valid library card or with current identification linking the user to a properly registered card.

Borrowing Limitations

Cardholders may borrow up to twenty-five items at a time per library card. Borrowed items should not be given to any other person during the period of the loan; responsibility rests with the original borrower.



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Patrons' borrowing privileges are normally suspended when fees of \$20.00 or more are owed. In cases of hardship, a supervisor may review and override this suspension. When payment is made to reduce the amount owed to below \$20.00, borrowing privileges are immediately restored.

CDLN Reciprocal Agreement

CDLN library cardholders may borrow items at any library in the network. CDLN libraries have agreed to honor each other's user blocks. Items will not be loaned to a CDLN patron at any location if the patron record has been marked with a lost item or charges totaling \$20.00 or more.

Loan Periods & Item Limits

Item	Loan Period	Items/Card
Books	30 days	25
Audiobooks; music CDs	30 days	5
DVDs; magazines-back issues	7 days	5
Video games; ghost hunting kits*; Power Monitors; WhaZoodles; Launchpad tablets	7 days	1
Board games; disc golf sets; pickleball sets	7 days	2
Express shelf books**	14 days	5
Binge boxes**; Radon Detector Kit	14 days	1
High demand items***; children's holiday books	14 days	25
Book club kits	60 days	1
Art prints	60 days	3
Children's life vests; fishing poles	14 days	5
ND State Park passes; Gateway to Science passes	7 days	1
Overhead projector; slide projector; 8 mm projector; Computer multimedia projector	24 hours	1
Interlibrary loan items	Varies depending on lending institution	5

* Ghost hunting kits available to adults age 18+

** Express shelf items & binge boxes cannot be held or renewed

*** High demand items include any items having four or more holds



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Interlibrary Lending

Interlibrary lending allows patrons age 13 and over to obtain items from outside CDLN. Patrons may have up to five active interlibrary loan requests at one time, including those on loan and those in process. Requests from libraries outside North Dakota are automatically subject to a \$2.00 fee per item. Additional fees may be charged by the lending institution.

Non-Circulating Items

Reference Items: Items located in the Reference Collection may be available for overnight loan, subject to the approval of the Adult Information Desk librarian on duty.

Magazines and Journals: Current issues of magazines, journals, and newspapers in the adult collection do not circulate, but may be available for overnight loan, subject to the approval of the Adult Information Desk librarian on duty. Magazines from Youth Services do circulate.

Rare Books: Rare, historical, and valuable items housed in the Missouri River Room do not circulate. Adult Information Desk staff will retrieve these items solely for in-house use upon patron request.

Digital Collections

Borrowing of digital library materials is authorized with a valid BVMPL or Burleigh County library card. CDLN cardholders are not authorized to borrow from the digital library but may access digital content as available through their home library. Digital library borrowing privileges are suspended when fees of \$50.00 or more are owed. Loan periods and borrowing limits vary according to the parameters of the digital content platform.

Requested Items

Patrons

Hold requests for materials may be placed through the library's online catalog, by phone, or in person at the library. Patrons who place a hold request on an item already "in" and on the library shelves should expect at least 24 hours before the item is available on the holds pickup shelf. Requested items must be picked up within seven days after the date of notification. A maximum of 15 requests may be placed on a library card at any one time.

Items on request may be picked up by family members or friends who have the patron's library card or have previously been authorized by the patron to pick up items.



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Individuals previously authorized to pick up items for someone else must have current identification when picking up the items.

Renewing Library Materials

Thirty-day materials which are not on request for another patron may be renewed twice, for 14 days each time. DVDs and board games which are not on request may be renewed twice, for seven days each time. Due dates may also be extended for other reasons such as inclement weather or illness.

Overdue Items

Responsibility

Patrons assume the responsibility to return all borrowed library items on or before the date due. BVMPPL does not charge daily fines for overdue items, but patrons will receive overdue notices and will be billed the full cost of replacement for items that are not returned by the date they are declared lost.

Overdue item notifications by mail or email

First notice . . . seven days after due date.

Final notice . . . 21 days after first notice.

Unresolved notice . . . immediately whenever patron owes \$20.00.

Declared lost and billed . . . 21 days after the final notice.

Recovery of long overdue materials

Long Overdue Material letters will be sent every two months to all patrons owing \$50.00 or more for any charges. Patrons who don't respond within 14 days may be turned over to a collection agency.

Damaged Items

Damaged items or items returned in a condition unsuitable for use by others are charged to the patron. The replacement cost of the damaged material is assessed. If a patron pays for a damaged item, the patron may keep the item after the staff removes the barcode. Damaged items will be retained for 90 days.



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Lost Items

When an item is declared lost, either automatically (90 days past the due date) or by the patron at any time before the 90-day period, the patron's account will be billed for the item's replacement cost.

- If the patron returns the item, the charge for replacement cost will be removed from the patron's account.
- If the patron pays for the item and it is recovered within 90 days of the date the payment was made, the patron may request a refund.
- After 90 days, a patron will not be issued a refund and may keep the paid-for item.

Other Fees

Out-of-state interlibrary loan charge	\$2.00/item
Public computer & wireless printing	\$.10/page – black & white \$.50/page – color
Photocopies	\$.10/page – black & white \$.50/page – color
Fax	\$.50/page to U.S./Canada \$3.00/page – International
Lost/damaged item case	\$5.00/case
Lost/damaged supplemental material	\$5.00/item
Lost/damaged single disc of audiobook	\$10.00
Board game returned in book drop or to another library	\$5.00

Payment of Fees

BVMPL accepts payment of fees in the form of cash, check, credit, or debit card. Credit or debit card payments will only be accepted for amounts of \$2.50 or greater.

Hours of Operation

Regular hours

Monday - Thursday 9:00am to 9:00pm

Friday - Saturday 9:00am to 6:00pm

Sunday - 1:00pm to 6:00pm



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Holidays - Closed

BVMPL follows the City of Bismarck's holiday schedule, per City of Bismarck Ordinance 9-05-01. BVMPL's regular hours and holiday schedule are published on its website.

Closures

The Library Director may close the building for unplanned and planned situations, such as emergencies, inclement weather, staff training, and special events. The president or other officer of the Library Board of Directors will be informed as soon as practical and the public will be notified through media outlets. Outreach schedules for BVMPL's mobile library and Burleigh County Library's bookmobile may be changed due to emergency conditions.

Burleigh County Library

The Burleigh County Library's bookmobile runs on a monthly schedule. Library cards are available without charge to all residents of Burleigh County. Up to 30 items may be checked out on a card. This may include one DVD and two compact discs. The normal loan period is 35 days. Items may be returned either to the bookmobile or to the library. Items may be renewed for an additional 35 days if they are not on hold for another patron.

Burleigh County Library patrons follow all other BVMPL policies.

Children's Library

Eligibility

Usage of the Children's Library is intended for youth ages birth through 18 and their accompanying caregivers. Children under the age of 10 must be accompanied by a caregiver aged 12 or older in all areas of the library. Parents, guardians, and caregivers, not the library staff, are ultimately responsible for the actions, behavior, and safety of children visiting the library. Rules regarding disruptive behavior in the Code of Conduct Policy apply to children as well. If the child is disruptive, the child may be asked to leave the library. If not present, the parent or guardian may be contacted. If the parent or guardian cannot be reached, local authorities may be contacted. Library staff will use their best efforts to provide for the safety of unattended children.

Study Room

The Children's Library study room is available for children and caregivers with accompanying children. This room may be reserved in advance by contacting Children's Library staff. Usage is limited to one hour unless prior arrangements are made.



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Seating Area Restrictions

The Children's Balcony and tables and chairs in the northeast corner of the Children's Library are for use by children and accompanying caregivers only.

Youth Restrooms

The youth restrooms in the Children's Library are for use by youth and accompanying caregivers only.

Programs

The Children's Library hosts events throughout the week according to posted schedules. Children under the age of 10 must be accompanied by a caregiver aged 12 or older at all events unless indicated in the event description.

Teen Headquarters

Eligibility

Usage of Teen Headquarters (Teen HQ) is intended for middle and high school students (grades 6-12) and students eligible for the Life Education Program through Bismarck Public Schools. Teen HQ is occasionally open to other age groups during library sponsored programs and events. Teens who require accommodations to use Teen HQ should discuss their needs with library staff on duty.

Hours

Hours when Teen HQ is open for walk-in use will depend upon staff and volunteer availability. These times will be posted on the door to Teen HQ and on the library calendar. During walk-in hours, all teen patrons must check in with the staff or volunteers on duty in Teen HQ. Teens will check in with the date, their names, schools, and grades on the sign-in sheet, which will be kept confidential.

Electronics use

Electronic equipment is available for teens to use during walk-in hours. Teens must present a photo or school ID to the staff or volunteers on duty. Teens will only be allowed to use the equipment while they are in Teen HQ. When they turn the devices back in to the staff or volunteer on duty, their IDs will be returned to them. Damage to any electronics may result in loss of privileges.

The 3D printers in Teen HQ are available for teens to use by submitting a design for library staff to print. Library staff will review and approve submitted designs and reserves the right to decline print requests. BVMPL will not purchase models for teens to print. The 3D printers are to be used for lawful, non-commercial purposes.



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Individual use

Teen HQ may be used for individual and group study outside of the posted walk-in hours. Students who wish to use Teen HQ must present a photo or school ID to the Adult Information Desk staff. Students will check in with the date and their names, schools, phone numbers, and arrival times on the sign-in sheet, which will be kept confidential, and retrieve the key fob. They should not let others into the room. If other eligible teens ask to use the space, they must check in with the Adult Information Desk staff and can be allowed into the space by the staff. Electronics will not be available for use during individual study time.

Priority use

Scheduled teen programming has priority for use of Teen HQ. Other teens may use the room simultaneously if they are able to do so without disturbing the scheduled program.

Youth Anti-Bullying Prevention

Purpose

Youth Anti-Bullying Prevention aims to protect the dignity and safety of youth served by the BVMPL. Bullying, harassment, and intimidation in all youth-serving library services, activities, programs, and facilities are prohibited.

Definitions

“Bullying” shall be defined as any severe, pervasive, or persistent act or conduct, whether physical, electronic, or verbal, that:

- Might be based on a youth’s actual or perceived race, color, ethnicity, religion, national origin, sex, age, personal appearance, sexual orientation, gender identity or expression, intellectual ability, familial status, family responsibilities, matriculation, political affiliation, genetic information, disability, source of income, or any other distinguishing characteristic, or on a youth’s association with a person or group with any of the actual or perceived foregoing characteristics; and
- Can reasonably be predicted to:
 - Place the youth in reasonable fear of physical harm to person or property;
 - Cause a substantially detrimental effect on the youth’s physical or mental health;
 - Substantially interfere with the youth’s academic performance or attendance; or
 - Substantially interfere with the youth’s ability to participate in or benefit from the services, activities, programs, facilities, or privileges provided by the library.



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Prohibition against Bullying

- Acts of bullying, including cyberbullying, whether by youth, volunteers, patrons, or staff, are prohibited in all youth-serving library services, activities, programs, and facilities. Retaliation against a youth, volunteer, patron, or staff member who reports bullying, provides information about an act of bullying, or witnesses an act of bullying is also prohibited.
- Any act of bullying shall be reported to a Youth Services employee. The Youth Services employee will address the incident and all parties involved and compose a written report to be shared with the Head of Youth Services and Library Administration. Anyone in violation of this section: Youth Anti-Bullying Prevention, will first be warned by a Youth Services employee. If the conduct continues, the individual will be asked to leave library property for the day. If the conduct continues, and depending on the severity of the situation, the individual may lose library privileges. In the case of a juvenile, the parent(s)/guardian(s) will be contacted and apprised of the situation.

Lost and Found

Circulation Services acts as the clearinghouse for lost and found articles. Staff or patrons should report any articles lost and deliver any items found to that area.

If items are not claimed within 30 days of being found, they will be discarded or donated to a charitable organization. Library staff is not responsible for items lost or stolen.

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