CUSTOMER POLICIES

PROGRAMS

Board Policy:

Columbus Metropolitan Library (CML) uses an intentional approach to program planning and execution. CML programs are designed to engage participants and further the library's purpose while promoting library services and collections. CML programs may be led by CML staff, outside performers or through co-sponsorships with community providers. CML identifies key audiences of focus to which programs are aligned. All programs are planned, measured and evaluated on an ongoing basis to ensure that library resources are being used effectively and efficiently. CML provides meeting rooms that are available for community-led programming.

A. Criteria for Programs
   CML staff use one or more of the following criteria when selecting and scheduling CML programs:

   1. Area of focus supports CML strategies
   2. Encourages reading and learning
   3. Expands the library's role as a community resource
   4. Provides dynamic and interactive experiences
   5. Provides opportunities for lifelong learning
   6. Expands the visibility of the library
   7. Provides an opportunity for the community to gather and connect
   8. Meets the wants/needs of the local community
   9. Increases cooperation between the library and local community organizations

B. CML draws upon other community resources in developing programs and may choose to partner with community organizations, businesses, educational and cultural institutions and/or individuals to develop, promote and present co-sponsored programs to the public. Professional performers and presenters that reflect specialized or unique expertise may be hired for CML programs.

C. CML programs are open to the public, however, CML reserves the right to limit attendance based on considerations of the program; for example, programs based on age, space or supply limitations. Registration may be required for planning purposes or when space is limited. Program attendance requires compliance with CML policies, including the Customer Code of Conduct.

D. Concerns

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Individuals with concerns about a program may share those with CML staff. The staff person in charge will discuss these concerns and provide the individual with a copy of this policy.

Individuals may request a review of a program by submitting a written Library Materials Review Request via CML's website or paper form available at all locations. Administration will respond and provide criteria used in development of the program in question. Any appeal to this response will be referred to the CML Board of Trustees. The final responsibility for programs resides with the Board of Trustees.

Administrative Procedure

DATE REVIEWED: 01/26/2023
DATE APPROVED: 01/26/2023
EFFECTIVE DATE: 03/01/2023
REPLACING POLICY EFFECTIVE: 00/00/0000

A. Responsibility for Programs
    Ultimate responsibility for programming at CML rests with the Chief Executive Officer (CEO), who administers programming under the authority of the Board of Trustees. The CEO, in turn, delegates authority for program development and management to the Chief Customer Experience Officer (CXO) and Chief Community Engagement Officer (CCEO), who oversee this responsibility through designated staff.

B. CML staff who present programs do so as part of their regular job and are not hired as outside contractors for programming.

C. Library programs or classes may be cancelled in the event of unexpected closing, severe weather, presenter/staff conflict or low registration. CML will make every effort to notify the public of cancellations in a timely manner through updates to the website, social media channels and/or signage at locations.

D. Outside providers of CML programs may sell books or other goods relevant to the program with CXO or CCEO approval. The provider will administer all sales directly with buyers.

Related Policies/Forms

- Access to Library Materials and Services
- Exhibits
- Materials Selection