Montana State Library Commission

MLN Virtual Programming Policy

The Montana Library Network Virtual Programming series is a program from the Montana State Library and the Montana Library Network that seeks to provide quality virtual programming to all Montanans. The goals of this virtual programming series are to:
- Provide opportunities for Montana public libraries to participate in virtual programming marketing/outreach and organization, so that they can more easily facilitate these types of programs in the future
- Provide opportunities for Montana public libraries to fulfill the virtual programming public library standards
- Support Montanans' lifelong learning interests by providing high quality programs on topics identified by the Lifelong Learning Core Services Committee that Montanans can attend virtually from anywhere in the state.

Program Criteria

Potential programs hosted through the MLN Virtual Programming Series shall be evaluated with the following criteria:
- Willingness of the presenter to provide a live virtual program, rather than a pre-recorded session
- Presenter background/qualifications in content area
- Presenter connection to the Montana community
- Budget
- Patron and library needs and interests
- Connection to library and community programs, exhibits, events and/or resources

Program Selection Process

The Lifelong Learning Core Services Committee members, along with the Lifelong Learning Librarian at the Montana State Library, will be in charge of selecting the presenters for the MLN Virtual Programming Series. The selection process will adhere to the following guidelines:
- Any Core Services Committee member is welcome to propose a program presenter, and provide information regarding the presenter's background, expertise, and why they might be a good fit for the Virtual Programming Series.
- The Core Services Committee will also consider suggestions from patrons that are submitted through the event evaluation surveys.
- The Core Services Committee may ask questions, do research, and discuss whether or not the proposed program fits within the program criteria listed above
- Once discussion has concluded, the Core Services Committee members will vote on whether to proceed with the proposed program presenter
- The Lifelong Learning Librarian will then reach out to the proposed presenter, and determine if they are available and are within the proposed budget

Sponsorship of a program and opinions expressed by individuals and groups presenting the program do not constitute or imply an endorsement by the Montana Library Network.

Program Format and Facilitation

- All programs will be facilitated and presented virtually through a videoconferencing platform such as Zoom, WebEx, GoToMeeting, etc.
- All programs will be facilitated by a library staff member
- All programs will be free and open to the public
- All programs will require registration ahead of time
- All programs will have an evaluation survey sent out, which patrons can choose to fill out or not

Accessibility

MSL staff will work with presenters to implement accessibility best practices for virtual programs to the extent that resources allow. If an individual has questions or needs accommodation, MSL staff will be available to answer their questions and assist them with accessing the virtual program.

The Library makes every effort to comply with all applicable laws, including the standards and requirements of ADA and state or local disability accessibility guidelines. Reasonable accommodations will be made for individuals with disabilities.

Public Library Participation and Expectations

Any Montana public library is welcome to participate in these virtual program events. These are the expectations for Montana public libraries who sign up to participate:
- Libraries will help publicize the event through social media (if available), print, and other usual means. Templates will be provided to libraries to assist with promotion.
- Libraries will have at least one staff member attend the virtual event so they can see how virtual events are run and formatted. Staff members attending will not be expected to facilitate and will be treated as a normal audience member.
- Libraries will keep track of any statistics related to these virtual events to input into their public library statistics survey at the end of the year. Information on how to do this will be given and explained in advance of each program.

Complaints and Issues

The Montana State Library welcomes any feedback from patrons concerning this programming series. If patrons have a concern about a specific program, they should first address their concern with the program facilitator/MSL staff member. If a patron wishes to submit a request for review of one of the programs, or formally submit a concern, they are welcome to do so through that same staff member, using the "Statement of Concern about Library Materials" form. This request for review will then be sent to the Montana State Library Commission for review, comment, and action, if needed. The State Library will reply to the individual in writing as soon as practical.

Concerned citizens may inquire before a program to establish whether a particular program meets their needs and interests.

Statement of Concern about Library Programs

This form is to be used to express written comments and concerns regarding specific programs from the Montana State Library. If you wish to request reconsideration or action regarding library programs, please return the completed form to the Montana State Library, 1515 E 6th Avenue, PO Box 201800, Helena, MT 59620.

Name:_____

Date:_____

Address:_____

City:_____

State: _____

Zip Code: _____

Phone: _____

Do you represent yourself? _____
An organization? _____

Name of the organization: _____

1. Program on which you are commenting:

Title:_____

Author/Creator: _____

Other identifying information: _____

2. What brought this program to your attention?
3. Did you attend the program or watch the recording (if available)?
4. What concerns you about the program? (Use additional pages if necessary.)
5. Please share what other programs or presenters might provide additional information and/or viewpoints on this topic.