

Littleton Public Library

General Policies and Operating Procedures

Established and Approved by the Board of Trustees

June 28, 2017

Littleton Public Library

General Policies and Operating Procedures

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"Be a little careful about your library. Do you foresee what you will do with it? Very little to be sure. But the real question is, What it will do with you? You will come here and get books that will open your eyes, and your ears, and your curiosity, and turn you inside out or outside in."

--Ralph Waldo Emerson

American Poet, Lecturer and Essayist, 1803-1882

Section I - Circulation

CHECK-OUT PERIODS

All circulating materials are checked out for three (3) weeks; with the exception of entertainment movies, which are for one (1) week. For information regarding Inter-Library Loans, see Section II below.

RENEWALS

Materials may be renewed once, provided an item has not been put on reserve for another patron. Renewals may be made in person, by telephone, by e-mail, or via the library website.

NON-CIRCULATING MATERIALS

Non-circulating items include reference materials, current periodicals, and the New Hampshire collection (including town reports). The use of other library materials may be limited at the discretion of the librarian.

RESERVATIONS

Patrons may reserve materials. Patrons are notified by telephone or e-mail when materials become available. Reserved materials are held for a reasonable period.

FINES

The Library charges fines for overdue materials at the rate of fifteen (15) cents per day for adults and teenagers, and five (5) cents per day for children (age twelve and younger) for each day overdue. The rate for overdue movies is \$1.00 per day. Overdue fines will accrue on days the Library is open to the public.

LOST OR DAMAGED MATERIALS

Patrons are responsible for the current retail replacement cost of any materials lost or damaged. Once paid for, lost and/or damaged materials become patrons' property.

OVERDUE MATERIALS

At the discretion of the librarian, patrons with long-overdue materials may be restricted from checking out additional materials, or they may have limits placed on the number of materials checked out, until the overdue materials have been returned or the Library has been paid for them.

If materials are two months overdue, notices demanding return or payment are sent. If materials are six months overdue, final notices, including the text of RSA 202-A:25 may be sent by certified mail or hand-delivered by the police. RSA 202-A:25 states:

Any person who willfully detains any book, newspaper, magazine, manuscript, pamphlet, publication, recording, film, or other property belonging to or in the care of any gallery or museum of any state, public, school, college, or other institutional library, may be given written notice to return it, which shall bear upon its face a copy of this section, mailed by certified mail to such person's last address or delivered by a person designated by the lawful custodian of such property; and if such person shall thereafter willfully and knowingly fail to return such property within 15 days after such notice, the person shall be guilty of a violation.

Copies of final notices may be sent to the chief of police. In extreme cases, the Library may seek recovery in small claims court.

Section II - Inter-Library Loans

Littleton Public Library is committed to the principles of Inter-Library Loan (ILL) set out in the New Hampshire Inter-Library Loan Protocol Manual (1999), as revised. Except as set out below, the Library does not charge fees to its patrons or to borrowing libraries for Inter-Library Loan service. The Library complies with all copyright laws with respect to photocopies. Materials may be delivered by the state library's van service, by mail, or in person.

BORROWING

Any cardholder may request to borrow materials not available in the Library's collection. The Library will promptly attempt to borrow first from any lending library inside the state, but, if the material is not available in-state, then from outside the state, except that non-print materials will not be requested from out-of-state. The Library will attempt to borrow from libraries that do not charge fees, and will request notification of fees from lending libraries before materials are shipped. When fees are unavoidable, patrons will be given the option of paying the fees or canceling the requests.

Materials obtained through Inter-Library Loan are lent to Littleton Public Library's patrons for three (3) weeks. Renewals may be possible within the loan periods granted by lending libraries. The Library will restrict materials to in-house use if so requested by lending libraries.

LENDING

Littleton Public Library will promptly lend available materials to other New Hampshire and United States libraries upon request, except for materials in demand or in use by Littleton Public Library's patrons, and certain rare or local materials that do not circulate. Materials are loaned for a period of four (4) weeks and may be renewed for an additional four (4) weeks, as long as there are no local requests for the materials. Requests for loans will be accepted from libraries by e-mail, ALA form, fax, telephone, or the NH Automated Information System.

When a patron has lost or damaged a book that Littleton Public Library has borrowed through the Inter-Library Loan program, the Library will report the loss to the lending library and offer to send a replacement book. If requested by the lending library, the Library will also pay a reasonable processing fee. Except under extenuating circumstances the Library expects its patrons to reimburse the cost of the replacement book and processing fee.

Section III - Internet Access, Computer Use, and Printing

MISSION STATEMENT FOR INTERNET USE

Internet access at Littleton Public Library is an extension of the library's commitment to meeting the community's information needs.

ACCEPTABLE USE

Littleton Public Library does not monitor and has no control over the information accessed through the internet and cannot be held responsible for its content. The internet is a world-wide community with a highly diverse user population and it is the patron's responsibility to use this resource wisely. Internet resources accessible through the Library are provided equally to all library users. Parents or guardians, not the Library Trustees or library staff, are responsible for the internet information selected and accessed by their children.

Library internet workstations must be used in a responsible manner, respecting the rights of others, and taking care with use of the equipment. Computer and internet settings may not be changed by patrons. The workstations cannot be used for any fraudulent or unlawful purpose, including any activities prohibited under any applicable federal, New Hampshire, or local laws.

Certain material on the internet is copyrighted. It is the patron's responsibility to be aware of copyright notices, and to respect the copyright laws of the United States.

SEXUAL CONTENT (NH Criminal Code Title LXII Chapter 650 - Obscene Matter)

Displaying or accessing sexually explicit or obscene materials is a form of sexual harassment and is expressly prohibited. Patrons using the Littleton Public Library network, whether on library machines or their own laptops, are bound by the same restrictions regarding sexually harassing materials, sexually explicit materials, or obscene materials.

LIMITATIONS ON COMPUTER USE

Patrons must sign in at the circulation desk prior to using a computer. Computer users are guaranteed 30 minutes of computer time; longer if no one is waiting. Patrons may reserve a computer time slot up to 24 hrs in advance. At the discretion of the library staff, a time extension may be granted.

The workstations are for personal use only and may not be used for commercial activities.

PRINTING

A fee of 15 cents per page will be charged for black & white copies. Printing will be free for school projects (grades K-12). The printers shall not be used for bulk copying.

NOTES:

- There are times when Internet access may not be available due to technical problems.
- Littleton Public Library cannot be responsible for the quality or accuracy of any information found on the internet.
- Internet access and computer use will be denied for breaching any part of this policy.

Section IV - Patron Privileges and Library Cards

IN-HOUSE USE

Within the library building, the use of Littleton Public Library's resources is free to all, regardless of place of residence.

STAFF USE

Library staff members have free borrowing privileges, regardless of residency.

RESIDENT USE

Borrowing privileges are free to all residents of Littleton. Resident library cards are issued for a period of five (5) years. Children must be at least 6 years old to obtain their own card. Prior to that they may borrow under the account of a parent or guardian.

Littleton property owners who reside elsewhere, students and teachers in the Littleton School District, and town employees have free borrowing privileges.

NON-RESIDENT USE

Persons other than those described above may purchase borrowing privileges for \$45 per year. Non-resident library cards will be issued for a period of one (1) year.

REGISTRATION

Patrons applying for a resident library card must demonstrate proof of residency, property ownership, or school enrollment. Non-resident applicants must remit the annual card fee. All library card applicants shall complete a registration form with name, mailing address, and contact information, which may include telephone numbers and e-mail addresses.

BORROWING LIMITATIONS

Children may check out up to ten (10) items at a time with no more than three (3) of those items being entertainment DVDs. Adults may check out up to forty (40) items at a time with no more than five (5) being entertainment DVDs.

Section V - Disruptive Patrons

AUTHORIZATION

The Library Director and Library staff shall have the authority to ask a patron to leave the Library if the patron's behavior, poor hygiene, or heavy use of scents is disruptive or offensive to other patrons, or to restrict the time such patron may remain in the Library. That authority is derived from New Hampshire RSA 202-A:6, in which the Library Trustees have the “entire custody and management of the public library.” Under RSA 202-A:11 Section 1, the Trustees “adopt by-laws, rules and regulations for its own transaction of business and for the government of the library.” The Littleton Library Trustees base their policies on that statute.

BEHAVIOR POLICY

The Littleton Public Library encourages positive behavior that allows for a safe and enjoyable environment for all patrons. We ask that everyone, including adults and youth, respect Community Standards while at the library.

- Use indoor voices
- Consider other people’s feelings before you speak
- Use appropriate language
- Respect other people’s conversations
- Be respectful of staff, patrons, and library property

WEAPONS IN THE LIBRARY

Patrons armed for self-defense, as permitted by New Hampshire state law, must conduct themselves responsibly at all times while on Library property. Any person who uses a weapon in the Library to intimidate or threaten another person will be immediately reported to the police, as well as the Board of Trustees.

APPEALING A DECISION

Patrons who are asked by library staff to restrict their activity in the Library, or who are asked to leave for good and sufficient reason, may appeal that decision. A hearing before a mediator will be set and the individual will present the case. Any decision by the mediator will be binding and final. Mediation costs will be shared equally by both parties.

Section VI – Library Use by Minors

Littleton Public Library welcomes children to use its facilities for customary library activities. However, responsibility for children using the Library rests with the parent, guardian, or assigned chaperone, not with library personnel. Parents need to be aware that the public library as an institution does not have legal “provision of care” responsibilities. For the protection and well-being of children enjoying the Library, the following policy shall apply:

- Children six (6) years of age or older may use the Library or attend programs unaccompanied.
- For children age five (5) and under who are using the Library or attending programs, a responsible party must remain in the building and be available.
- Disruptive young people will be asked to leave the Library.
- Library staff cannot provide food, transportation, or money to children.
- Library staff cannot take legal responsibility for a child in a medical emergency.
- If an unaccompanied child is in the Library at closing time and the staff is unable to make contact with a parent/guardian, the police will be contacted, if deemed necessary.

A Parent/Guardian Agreement must be signed and on file with the Library before a child will be allowed to participate in any library-sponsored youth activity. The same applies for any unaccompanied children ages six (6) through twelve (12) who are using the Library. A copy of the agreement can be found in Section XIII.

Section VII - Operation and Rules

HOLIDAY CLOSINGS

The Littleton Public Library shall be closed on New Year’s Day, Martin Luther King Day, Presidents’ Day, Memorial Day, Independence Day, Labor Day, Columbus Day, Veterans’ Day, Thanksgiving Day, and Christmas Day.

PETS

Pets, of all kinds, are prohibited in the Library. Service Animals are permitted.

BEHAVIOR POLICY

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LIBRARY STORM CLOSINGS

The Library may be closed when there is a power failure or as storm conditions warrant. If the Town and Library personnel cannot keep Library walkways, driveway, and parking lot sufficiently clear, particularly in conditions of ice, freezing rain, or heavy snowfall, the Library may be closed.

TRUSTEES MEETINGS

Littleton Library Board of Trustees meetings shall be open to the public as described in the NH Open Meeting Law (RSA 91-A:2). Notice of meetings shall be posted in at least two public places at least 24 hours beforehand. Minutes of meetings shall be available at the Library within five days of the meeting for public viewing.

Section VIII - Donations, Gifts, and Collections

PERSONAL DONATIONS

In accordance with NH RSA 202-A:4-d, Acceptance of Personal Property Donated to Libraries:

- Littleton Public Library shall retain the right to accept or refuse any non-monetary gift offered to the Library. This may include but is not limited to furnishings, artwork, computers, equipment, books, videos, audio books, plants, lighting, and children's toys.
- The Library will accept only those items that will serve a useful purpose for the Library.
- The Library retains the right to dispose of any items it has accepted if those items no longer serve a useful purpose, if they become unusable because of damage or wear, or there is no longer space for those items to be used. The Library shall have no obligation to inform the donor of its intent to dispose of the items.

DONATED MATERIALS

If donated materials are new or are of special interest to the community, Littleton Public Library may add them to its collection. Otherwise, the Library reserves the right to make whatever disposition it deems advisable, including sale as a fundraiser. Included in Section XI is a list of suggestions for donors to consider, as well as some items that the Library is unable to accept.

COLLECTION OF FUNDS BY OTHER ORGANIZATIONS

Town associations may, with the permission of the Library Director and the Board of Trustees, sell or distribute materials on Library property. Outside organizations may not do so without prior written permission of the Board of Trustees.

Section IX - Privacy and Confidentiality of Information

GENERAL STATEMENT OF POLICY

Littleton Public Library will protect the privacy of all patrons with respect to information sought or received, and resources consulted, borrowed, acquired, or transmitted. Accordingly, the Library will treat as confidential all records containing users' personal identifying information.

WHEN RELEASE OF INFORMATION IS REQUIRED BY LAW

NH RSA 201-D:11 identifies the circumstances under which a New Hampshire public library must disclose information about a user to a third party. Those circumstances are (a) when requested or authorized by the user, (b) pursuant to a subpoena, (c) pursuant to a court order (including a search warrant), or (d) when otherwise required by statute. Littleton Public Library will limit disclosures of such information to these four circumstances and to the extent necessary for the proper operation of the Library.

THE 'USAPATRIOT' ACT

One of the situations in which Littleton Public Library may be "otherwise required by statute" to disclose user information arises under the federal statute entitled the "Uniting and Strengthening America by Providing Appropriate Tools Required to Intercept and Obstruct Terrorism (USAPATRIOT) Act of 2001. Under the USAPATRIOT Act, federal authorities may obtain an order from a special federal court (the Foreign Intelligence Surveillance Act Court) to access the records of a public library. If Littleton Public Library were served with such an order, the Library could be required to give the federal authorities user information and would be prohibited from disclosing that fact to the user.

WHAT ACTION THE LIBRARY WILL TAKE

When a member of the library staff is served with a subpoena or court order purporting to require the disclosure of user information, or if the staff member is otherwise approached by law enforcement authorities in connection with his or her work at the Library, the staff member shall immediately refer the matter to the Library Trustees. It is the responsibility of the Trustees to handle all such inquiries from law enforcement authorities. When possible, Trustees shall seek the advice of counsel before complying with any court order or subpoena requiring the release of user information.

WHAT USER INFORMATION THE LIBRARY WILL KEEP

Because Littleton Public Library respects the privacy of its users, it is the policy of the Library to maintain user-specific information including:

- The name, address, telephone number and e-mail address of each person or family with circulation privileges.
- A record (if any) of the current and immediately preceding borrower of each of Littleton Public Library's bar-coded materials.
- Records of Inter-Library Loan transactions and the Library's non-bar-coded materials.

PATRONS LIST

Littleton Public Library's patron list will not be available to any commercial enterprise.

STATISTICAL INFORMATION

The Library keeps ongoing statistical information about library use. Such statistical information does not identify specific users.

COLLECTION AND USE OF E-MAIL ADDRESSES

Patron e-mail addresses gathered from Littleton Public Library's website shall be used only by the Library for library-related activities. They shall not be used for any other purposes nor shared with any other organization or individual. Patrons may un-subscribe from library e-mails at any time. They may select the "un-subscribe" link at the bottom of each e-mail.

Section X - Reconsideration of Materials

STATEMENT OF PROCEDURE

Littleton Public Library, being open to all patrons for their enjoyment and edification, believes everyone is free to accept or reject any materials or programs offered by the Library. While consideration of all patrons' tastes and opinions is fundamental in shaping library acquisitions and programs, it is understood some patrons may disagree with some of these choices. Therefore, Littleton Public Library adopts the following 'Reconsideration of Materials' procedure:

- Written requests for removal of library materials or objections to programs or displays shall be considered by the Library Trustees. Forms for such requests are available at the circulation desk. (See next page.)
- The trustees will review the merits of such requests at the next scheduled meeting, or may call a special meeting for the purpose of discussing the request. A written response to the request will be made by the Trustees within 10 days of their decision.
- During reconsideration, no change will be made in materials presented, scheduled programs, displays, or exhibits.

Section XI - Home Delivery Service

Littleton Public Library offers options for residents who are homebound. There is no charge for this service and regular borrowing policies apply. For more information, contact the Library at (603) 444-5741 or via email at info@littletonpubliclibrary.org.

Section XII - Library 'Notice Board'

The Library's notice board is not a public or community bulletin board. All requests for posting materials must be made in person to a staff member and be approved by the Director in accordance with Library Policy. Any un-approved material posted directly to the bulletin board will be removed.

The notice board is to be used only for town-sponsored events and activities; library events and notices; and notices from town, county, state, and federal government agencies.

Section XIII – Miscellaneous Forms and Notices

The following pages contain a collection of forms and notices which are used on a regular basis by the staff and may be duplicated as needed. These may be amended from time to time by the Trustees.

PARENT/GUARDIAN AGREEMENT

A parent/guardian of every minor patron age 12 and under who is to use the Library unaccompanied, as well as all children registered and enrolled in a youth program at Littleton Public Library, is required to sign the Parent/Guardian Agreement as part of the registration process. All patrons, regardless of age, must adhere to the Library's behavior policy as stated below

BEHAVIOR POLICY

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- Respect other people's conversations
- Be respectful of staff, patrons, and library property

I have discussed the expectations of the Youth Program and the Behavior Policy with my child.

Child Name and Age:	Program:
Parent/Guardian Name:	Phone(s):
Parent/Guardian Signature:	Date:

PHOTOGRAPHY AUTHORIZATION

I hereby grant permission to Littleton Public Library to use my or my child's photograph publically to promote the Littleton Public Library and Library-sponsored events. I understand that the images may be used in print publications, online publications, presentations, websites, and social media. I also understand that no royalty, fee, or other compensation shall become payable to me by reason of such use and that any such images are to be used for Library-related purposes only.

Parent/Guardian Name:	Child's Name and Age:
Parent/Guardian Signature:	Date:

SUGGESTIONS FOR DONATING MATERIALS TO THE LIBRARY

Thank you for considering a donation to the Littleton Public Library. Each year the Library receives a great deal of support from individuals in the community, which allows us to continue to grow and improve our collection. Throughout the year, books and other materials are donated to be added to our current circulation list. Many of these gifts are in memory of a family member or a close friend. In some cases, a donor will make a monetary contribution and ask that we use the funds for a specific purpose. Other donations may come in the form of used books for our Book Sale, which is typically held at the end of the summer each year.

We are very grateful for all forms of support and want to thank you in advance for thinking of us. The following guidelines may be helpful as you consider how you would like to help us out. If you have any questions regarding a particular donation you have in mind, or would like more information about supporting the Littleton Public Library, please feel free to contact us at (603) 444-5741 or via e-mail at: litlib@gmail.com

YES, PLEASE CONSIDER DONATING THESE ITEMS:

- Hardcover fiction and non-fiction
 - Trade and mass-market paperbacks
 - Travel books – current year only
 - Audio books on CD*
 - DVDs* and BlueRay*
 - Gently used children's books
- *Must be operable and include casing with artwork

SORRY, WE ARE UNABLE TO ACCEPT THE FOLLOWING:

- Textbooks or Encyclopedia sets
- Audio books on cassette or VHS tapes
- Music or Software
- Puzzles or Games
- Journals/magazines, National Geographic magazines, Reader's Digest Condensed Books
- Leftovers from book sales
- Materials that are dirty, moldy, smelly, or water damaged, or have yellowed pages, missing covers and/or pages, excessive markings, or damaged bindings and/or pages.

*Although the Library is not able to accept music CDs and/or puzzles for the general collection, the donation of these items is greatly appreciated for the Annual Book Sale.

Approved for use on June 28, 2017