

Littleton Public Library

General Policies and Operating Procedures

Circulation Policy

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.

Renewals

Materials may be renewed once, provided an item has been put on reserve for another patron. Renewals may be made in person, by telephone, by email, 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 email when materials become available. Reserved materials are held for a reasonable period.

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 of 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.

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

Interlibrary Loan Policy

Littleton Public Library is committed to the principles of interlibrary 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 Interlibrary 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 owned 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 cancelling the requests.

Materials obtained through interlibrary 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 email, 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.

Internet Access, Computer Use, and Printing Policy

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 application, 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 hours 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.

Patron Privileges and Library Cards Policy

In-House Use

Within the library building, the use of the 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 Districts, 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 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 email 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. Non-Residents may borrow up to fifty (50) items at a time with no more than five (5) being entertainment DVDs.

Library Use by Minors Policy

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 applied 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.

Operations and Rules Policy

HOLIDAY CLOSINGS

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

PETS

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

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.

Trustee 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).

Donations, Gifts and Collections Policy

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.

Privacy and Confidentiality of Information Policy

General Statement of Policy

Littleton Public Library will protect the privacy of all patrons with respect to the 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 202-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 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 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 email address of each person or family with circulation privileges.
- A record (if any) of the current and immediately preceding borrower of each Littleton Public Library’s bar-coded materials.
- Records of Inter-Library Loan transactions and the Library’s non-bar-coded materials.

Patron 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 Email Addresses

Patron email 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 unsubscribe from library emails at any time. They may select the “un-subscribe” link at the bottom of each email.

Reconsideration of Materials Policy

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.

- 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.

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 approved by the Director in accordance with Library Policy. Any unapproved 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.

Adopted by the Board of Trustees July 28, 2017