

# Lane Memorial Library

## General Policies

Adopted 1992  
Amended or Revised  
1993, 1994, 1995, 1996, 1997,  
1999, 2001, 2002, 2003, 2004  
2005, 2006, 2007, 2008, 2009, 2010, 2011

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## PHILOSOPHIES

### Library Vision

The Lane Memorial Library provides local, regional, and worldwide members with materials, services and programs to meet their educational, informational, and leisure needs, now and in the future.

### Library Mission

The Lane Memorial Library provides:

- Information that people need to succeed at school, at work, and in their personal lives.
- Reading, viewing, and listening materials to stimulate peoples' thinking, enhance their knowledge of the world, and improve their leisure time.
- Access to up-to-date electronic information resources.
- Meeting spaces to make the library a focal point of community life.

### Service Responses (Goals)

The Lane Memorial Library focuses on five of the thirteen service areas identified and defined by the American Library Association's Planning Process:

**Commons** – The Lane Memorial Library addresses the needs of people in Hampton to meet and interact with others in the community and to participate in public discourse about community issues.

**Current Topics and Titles** – The Lane Memorial Library provides current topics and titles to help fulfill the community need for information about popular cultural and social trends and the need for a satisfying recreational experience.

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**General Information** – The Lane Memorial Library offers resources that will meet the needs for information on a broad array of topics related to work, school, and personal life.

**Lifelong Learning** – The Lane Memorial Library addresses the need for literacy and self-directed personal growth.

**Local History and Genealogy** – The Lane Memorial Library addresses the need of local and worldwide members to know and better understand personal or community heritage.

Revised and Adopted February 2004

Revised April 2006

### LIBRARY BILL OF RIGHTS

The American Library Association affirms that all libraries are forums for information and ideas, and that the following basic policies should guide their services.

I. Books and other library resources should be provided for the interest, information, and enlightenment of all people of the community the library serves. Materials should not be excluded because of the origin, background, or views of those contributing to their creation.

II. Libraries should provide materials and information presenting all points of view on current and historical issues. Materials should not be proscribed or removed because of partisan or doctrinal disapproval.

III. Libraries should challenge censorship in the fulfillment of their responsibility to provide information and enlightenment.

IV. Libraries should cooperate with all persons and groups concerned with resisting abridgment of free expression and free access to ideas.

V. A person's right to use a library should not be denied or abridged because of origin, age, background, or views.

VI. Libraries which make exhibit spaces and meeting rooms available to the public they serve should make such facilities available on an equitable basis, regardless of the beliefs or affiliations of individuals or groups requesting their use.

Adopted June 18, 1948.

Amended February 2, 1961, and January 23, 1980; inclusion of "age" reaffirmed January 23, 1996, by the ALA Council.

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## THE FREEDOM TO READ

The freedom to read is essential to our democracy. It is continuously under attack. Private groups and public authorities in various parts of the country are working to remove books from sale, to censor textbooks, to label "controversial" books, to distribute lists of "objectionable" books or authors, and to purge libraries. These actions apparently rise from a view that our national tradition of free expression is no longer valid; that censorship and suppression are needed to avoid the subversion of politics and the corruption of morals. We, as citizens devoted to the use of books and as librarians and publishers responsible for disseminating them, wish to assert the public interest in the preservation of the freedom to read.

We are deeply concerned about these attempts at suppression. Most such attempts rest on a denial of the fundamental premise of democracy; that the ordinary citizen, by exercising his critical judgment, will accept the good and reject the bad. The censors, public and private, assume that they should determine what is good and what is bad for their fellow-citizens.

We trust Americans to recognize propaganda, and to reject it. We do not believe they need the help of censors to assist them in this task. We do not believe they are prepared to sacrifice their heritage of a free press in order to be "protected" against what others think may be bad for them. We believe they still favor free enterprise in ideas and expression.

We are aware, of course, that books are not alone in being subjected to efforts at suppression. We are aware that these efforts are related to a larger pattern of pressures being brought against education, the press, films, radio, and television. The problem is not only one of actual censorship. The shadow of fear cast by these pressures leads, we suspect, to an even larger voluntary curtailment of expression by those who seek to avoid controversy.

Such pressure toward conformity is perhaps natural to a time of uneasy change and pervading fear. Especially when so many of our apprehensions are directed against an ideology, the expression of a dissident idea becomes a thing feared in itself, and we tend to move against it as against a hostile deed, with suppression.

And yet suppression is never more dangerous than in such a time of social tension. Freedom has given the United States the elasticity to endure strain. Freedom keeps open the path of novel and creative solutions, and enables change to come by choice. Every silencing of a heresy, every enforcement of an orthodoxy, diminishes the toughness and resilience of our society and leaves it the less able to deal with stress.

Now as always in our history, books are among our greatest instruments of freedom. They are almost the only means for making generally available ideas or manners of expression that can initially command only a small audience. They are the natural medium for the new idea and the untried voice from which come the original contributions to social growth. They are essential to the extended discussion which serious thought requires, and to the accumulation of knowledge and ideas into organized collections.

We believe that free communication is essential to the preservation of a free society and a creative culture. We believe that these pressures towards conformity present the danger of limiting the range and variety of inquiry and expression on which our democracy and our culture depend.

## LANE LIBRARY

We believe that every American community must jealously guard the freedom to publish and to circulate, in order to preserve its own freedom to read. We believe that publishers and librarians have a profound responsibility to give validity to that freedom to read by making it possible for the readers to choose freely from a variety of offerings.

The freedom to read is guaranteed by the Constitution. Those with faith in free men will stand firm on these constitutional guarantees of essential rights and will exercise the responsibilities that accompany these rights.

We therefore affirm these propositions:

1. **It is in the public interest for publishers and librarians to make available the widest diversity of views and expressions, including those which are unorthodox or unpopular with the majority.**

Creative thought is by definition new, and what is new is different. The bearer of every new thought is a rebel until his idea is refined and tested. Totalitarian systems attempt to maintain themselves in power by the ruthless suppression of any concept which challenges the established orthodoxy. The power of a democratic system to adapt to change is vastly strengthened by the freedom of its citizens to choose widely from among conflicting opinions offered freely to them. To stifle every non-conformist idea at birth would mark the end of the democratic process. Furthermore, only through the constant activity of weighing and selecting can the democratic mind attain the strength demanded by times like these. We need to know not only what we believe but why we believe it.

2. **Publishers, librarians, and booksellers do not need to endorse every idea or presentation contained in the books they make available. It would conflict with the public interest for them to establish their own political, moral, or aesthetic views as a standard for determining what books should be published or circulated.**

Publishers and librarians serve the educational process by helping to make available knowledge and ideas required for the growth of the mind and the increase of learning. They do not foster education by imposing as mentors the patterns of their own thought. The people should have the freedom to read and consider a broader range of ideas than those that may be held by any single librarian or publisher or government or church. It is wrong that what one man can read should be confined to what another thinks proper.

3. **It is contrary to the public interest for publishers or librarians to determine the acceptability of a book on the basis of the personal history or political affiliations of the author.**

A book should be judged as a book. No art of literature can flourish if it is to be measured by the political views or private lives of its creators. No society of free men can flourish which draws up lists of writers to whom it will not listen, whatever they may have to say.

4. **There is no place in our society for efforts to coerce the taste of others, to confine adults to the reading matter deemed suitable for adolescents, or to inhibit the efforts of writers to achieve artistic expression.**

To some, much of modern literature is shocking. But is not much of life itself shocking? We cut off literature at the source if we prevent writers from dealing with the stuff of life. Parents and teachers have a responsibility to prepare the young to meet the diversity of experiences in life to which they will be exposed, as they have a responsibility to help them learn to think critically for themselves. These are affirmative responsibilities, not to be discharged simply by preventing them from reading works for which they are not yet prepared. In these matters taste differs, and taste cannot be legislated; nor can machinery be devised which will suit the demands of one group without limiting the freedom of others.

5. **It is not in the public interest to force a reader to accept with any book the prejudgment of a label characterizing the book or author as subversive or dangerous.**

The idea of labeling presupposes the existence of individuals or groups with wisdom to determine by authority what is good or bad for the citizen. It presupposes that each individual must be directed in making up his mind about the ideas he examines. But Americans do not need others to do their thinking for them.

6. **It is the responsibility of publishers and librarians, as guardians of the people's freedom to read, to contest encroachments upon that freedom by individuals or groups seeking to impose their own standards or tastes upon the community at large.**

It is inevitable in the give and take of the democratic process that the political, the moral, or the aesthetic concepts of an individual or group will occasionally collide with those of another individual or group. In a free society each individual is free to determine for himself what he wishes to read, and each group is free to determine what it will recommend to its freely associated members. But no group has the right to take the law into its own hands, and to impose its own concept of politics or morality upon other members of a democratic society. Freedom is no freedom if it is accorded only to the accepted and the inoffensive.

7. **It is the responsibility of publishers and librarians to give full meaning to the freedom to read by providing books that enrich the quality and diversity of thought and expression. By the exercise of this affirmative responsibility, bookmen can demonstrate that the answer to a bad book is a good one, the answer to a bad idea is a good one.**

## **L A N E   L I B R A R Y**

The freedom to read is of little consequence when expended on the trivial; it is frustrated when the reader cannot obtain material for his purpose. What is needed is not only the absence of restraint, but the positive provision of opportunity for the people to read the best that has been thought and said. Books are the major channel by which the intellectual inheritance is handed down, and the principal means of its testing and growth. The defense of their freedom and integrity, and the enlargement of their service to society, requires of all bookmen the utmost of their faculties, and deserves of all citizens the fullest of their support.

We state these propositions neither lightly nor as easy generalizations. We here stake out a lofty claim for the value of books. We do so because we believe that they are good, possessed of enormous variety and usefulness, worthy of cherishing and keeping free. We realize that the application of these propositions may mean the dissemination of ideas and manners of expression that are repugnant to many persons. We do not state these propositions in the comfortable belief that what people read is unimportant. We believe rather that what people read is deeply important; that ideas can be dangerous; but that the suppression of ideas is fatal to a democratic society. Freedom itself is a dangerous way of life, but it is ours.

Adopted June 25, 1953; revised January 28, 1972, January 16, 1991, by the ALA Council and the AAP Freedom to Read Committee

## PATRON USE OF THE LIBRARY

### ACCESS POLICY

The Lane Memorial Library adheres to the American Library Association's Library Bill of Rights. The American Library Association opposes all attempts to restrict access to library services, materials, and facilities based on the age of library users. The Lane Memorial Library does not limit the selection and development of library resources simply because minors will have access to them, therefore there is no restriction as to what materials a person of any age may check out. The library does affirm the right of parents and guardians to guide their own children's use of the library and its resources and services. Parents and guardians have the right and responsibility to restrict the access of their children – and only their children – to library resources. Parents who do not want their children to have access to certain library services, materials, or facilities should so advise their children. Librarians and library governing bodies cannot assume the role of parents or the functions of parental authority in the private relationship between parent and child. Librarians and library governing bodies have a public and professional obligation to ensure that all members of the community they serve have free, equal, and equitable access to the entire range of library resources regardless of content, approach, format, or amount of detail. This principle of library service applies equally to all users, minors as well as adults.

If requested, and against the advice of the American Library Association, the Lane Memorial Library will assist a parent or guardian in restricting materials in certain formats for their child, if the parent or guardian brings a written statement to that effect to the library along with a statement on the minor's current age. The library will place a format restriction note on a minor's record and will use its best efforts to see that the request is followed until the parent or guardian removes the restriction in writing, or until that minor turns 18.

Adults wishing to access the Children's Room must be seeking Children's Services of some kind: picture books, puzzles, Children's Reference resources etc. General seating is available throughout the remainder of the library for laptop use, reading, and socializing. Adults without children or Children's Room needs shall be denied access to the Children's Room.

Adopted March 2006, Amended June 2010

## **BEHAVIOR POLICY**

Library users have the right to use library materials and services without being disturbed or impeded by abusive and/or disruptive behavior; library users and employees have the right to an environment that is secure and comfortable; and library users and employees have a right to materials and facilities that are available and in good condition. The library reserves the right to limit or block certain borrowing privileges based on past patron borrowing abuses.

When patrons have a book out, overdue, with pending holds they have 3 days to return it (and 3 phone call reminders) after which the item will be replaced and the patron will be charged for the replacement costs

If a patron gets 3 final overdue notices (8 weeks overdue) in a 12 month period they will be changed to a limited account status for 6 months. Final overdue notices will be recorded and dated in patron records so that this info. can be tracked and accessed by all staff

Summer Residents: If a summer resident gets a final overdue notice after Labor Day and does not return the item or pay for the item by December 31<sup>st</sup> the following summer they will be changed to a limited account status.

Interlibrary loans: If a patron keeps an ILL item overdue by more than a month they will not be able to borrow any ILLs for 1 year

### **Rules**

1. The Lane Memorial Library is a smoke-free, drug-free environment.
2. Food may be consumed in the library, providing such refreshment is small, easily contained, and patrons leave no mess. Non-alcoholic beverages may be consumed in the library if they are brought into the building in a covered container and kept away from computers and other electronic equipment.
3. No solicitation or distribution of leaflets, pamphlets, or other materials is permitted except in public meetings in the meeting room.
4. Guide or assist animals shall be the only animals allowed in the library unless special permission is granted by the library director.
5. Appropriate attire, including shirts and shoes, must be worn at all times.

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6. Personal property left unattended is the responsibility of the library user.
7. The library reserves the right to inspect any/all bags, purses, briefcases, packs, etc. Personal belongings deemed inappropriate may be held by library staff and returned when the library user exits the building.
8. Any intentional damage done to materials, equipment, furniture, building, or property of the library shall be reported to the police under RSA 202-A:24 and restitution requested.
9. Use of library phones is restricted to emergency calls. A payphone is available in the lower lobby.
10. Loud or boisterous behavior is unacceptable and those library users acting in such manner will be asked to leave the premises. These actions include, but are not limited to harassment, intimidation by threatening language or behavior, vulgar language, loud voices, etc.
11. Cell phone ringers must be silenced while within the library.

Approved 6/95; Revised 2/99, 4/02, 4/03, 4/06, 9/07, 9/08, 9/09, 4/10

## **BULLETIN BOARD/CIRCULAR POLICY**

The Lane Memorial Library Bulletin Boards exist to inform the public of events of interest. They shall not be used to display profit making, political, or personal messages. All materials must be submitted to library staff for posting or display. Materials should be no larger than 8 1/2 x 11. No one other than designated library staff may post or display any material without direct permission from the Library Director.

### Circulation Desk/Foyer Bulletin Boards

Under the supervision of the Head of Adult Services, the following messages may be displayed, subject to space availability:

- a. Hampton civic meetings: school board, selectmen, planning board, conservation commission,
- b. Seacoast Library Co-operative: library events, Humanities programs, Trustee notices and minutes.
- c. SAU 21: school events, meetings, plays, concerts, etc.
- d. Seacoast area churches: events, fairs, concerts

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e. Non-profit organizations: meetings, events

Children's Room Foyer Bulletin Board

Under the supervision of the Head of Children's Services, notices pertinent to children and their parents may be posted. Organizations charging for their services, such as local kindergartens and camps, may post informational notices with telephone numbers, but may not advertise prices. The library should not be put in the position of seeming to endorse any profit making venture.

Any handouts or flyers for any part of the library must be submitted to either the Head of Adult Services or the Head of Children's Services before being posted or distributed. These policies will pertain to any present or future bulletin boards or display areas inside or outside of the library.

Revised 9/96, 1/01, 4/02, 4/03

**CHILDREN'S POLICY**

While the library encourages use by all age groups, the library does not serve as a babysitting agency. Children at the 3<sup>rd</sup> grade level and below must be accompanied by a parent or guardian while at the library.

-Those at and below the 1<sup>st</sup> grade level must be accompanied throughout the library, including the Children's Room.

-Those at the 2<sup>nd</sup> and 3<sup>rd</sup> grade levels may be outside of the direct supervision of their guardian provided that they do not then require the supervision of library personnel.

We define a "guardian" as a legal adult or a high-school aged minor. We reserve the right to deny minors the role of guardian if those under their care are unruly or disruptive.

Parents must pick up their children by library closing time. All persons at the library at closing will be asked to leave library premises .

Revised 5/99, 9/08

**CONFIDENTIALITY OF PATRON RECORDS**

The library protects the privacy of patron records in accordance with NH RSA 201-D:11:

I. Library records which contain the names or other personal identifying information regarding the users of public or other than public libraries shall be confidential and shall not be disclosed except as provided in paragraph II. Such records include, but are not limited to, library,

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information system, and archival records related to the circulation and use of library materials or services.

II. Records described in paragraph I may be disclosed to the extent necessary for the proper operation of such libraries and shall be disclosed upon request by or consent of the user or pursuant to subpoena, court order, or where otherwise required by statute.

III. Nothing in this section shall be construed to prohibit any library from releasing statistical information and other data regarding the circulation or use of library materials provided, however, that the identity of the users of such library materials shall be considered confidential and shall not be disclosed to the general public except as provided in paragraph II.

IV. The Lane Memorial Library Board of Trustees affirm their strong support for fundamental constitutional rights and their opposition to recent federal measures that infringe on civil liberties. To that end, the Director will post a notice for library users as follows:

WARNING: The Lane Memorial Library Board of Trustees affirm their strong support for fundamental constitutional rights and their opposition to federal measures that infringe on civil liberties. The Library will protect patron confidentiality to the full extent possible within the laws of the state and nation. However, Under Section 215 of the federal USA PATRIOT ACT (Public Law 107-56), records of the books and other materials you borrow from this library may be requested by federal agents. To the extent that such records exist, the government will obtain them. That federal law prohibits librarians from informing you if records about you have been requested or obtained by federal agents. Questions about this policy should be directed to The US Attorney General, Department of Justice, Washington, DC 20530.

Adopted 1992; Amended 12/12/02

## **INTER-LIBRARY LOAN**

Inter-library loan policies were formulated and adopted May 2004 and may be found as Appendix A.

## **COMPUTER POLICIES AND PROCEDURE**

The Lane Memorial Library defines a computer as any device that contains memory storage. The policies below can apply to all such devices, either patron or library owned.

1. The library is not responsible for the information accessed, stored, or transmitted via computers.
2. The library does not guarantee the security of its wired or wireless networks.

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3. The library does not guarantee technical support for personal devices nor that patron devices will work on the library's network.
4. The library cannot guarantee the privacy of materials accessed, stored, or transmitted via computers.
5. Computer users will treat library materials and equipment in a responsible manner.
6. Parents are responsible for their children's access to computers, including internet use.
7. Computer users are responsible for obeying all local, state, and federal laws.
8. Any person holding a valid Lane Memorial Library card, in good standing, may use an available public computer workstation. Non-card holders have access to a limited number of workstations.
9. Computer workstations cannot be reserved in advance. In the event that no workstations are available the library will create a wait list of computer users on a first come, first served basis.
10. Once a computer user's allotted time is expended repeat use of a computer workstation is permitted provided there is not a waiting list.
11. Computer workstations left logged in but unoccupied will be forfeited.
12. Computer users must play sound through earphones, and in the event of audio bleed may be asked to lower the volume.
13. Computer users displaying materials that are objectionable to nearby library users, resulting in a complaint to library staff, will be asked to cease. In addition they may have their library privileges revoked at the discretion of the Library Director.
14. Printers are available for library workstations only, for a fee payable to the Circulation Desk.
15. Public computers in the Children's Room are restricted to children in 5<sup>th</sup> grade or younger. Parents or caregivers may use them only when accompanying a child and only in the case that there are no children waiting to use the workstations.
16. Failure to obey library policies and procedures may result in the loss of library privileges.

Approved 1/97; Amended 10/97, 3/98, 1/99, 7/00, 4/02, 2/08, 8/10

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**LIBRARY HOURS**

The Lane Memorial Library shall be open at least the minimum number of hours per week as required by the current State Public Library Standards. Specific hours shall be determined by the Trustees. The schedule of hours shall be posted at the library entrance, published at least twice a year in the newspaper, and shall be listed in the annual Town Report.

Revised 2/99, 4/02

**LOAN PERIOD**

All materials shall have a specified loan period to be determined by the Director. Reference materials may be loaned on a short term basis at the discretion of the Supervisor on duty. Renewal privileges shall be granted or denied on the basis of the following:

Reserved books, New/Popular DVDs	No renewal
New materials	Two renewal
All other materials	Four renewal

Revised 4/99, 4/02, 11/04, 2/08, 12/11

**OVERDUE MATERIALS**

The first notice of overdue materials will be made by phone or by mail if the patron's phone no. is out of service or an answering machine is not available. The second notice will likewise be made by phone, and also mailed out accompanied by a letter clearly explaining the consequences of failing to return overdue materials. After a phone call, the third and final notice will be mailed out accompanied by a letter informing the patron that borrowing privileges have been suspended pending the return of said materials, and that the patron will be responsible for replacement charges should the materials reach eight weeks overdue.

In cases where the the replacement costs are sufficiently expensive, the Director may elect to send the final notice via Registered Mail as a pre-cursor to further legal action. The Trustees affirm the right of the Director to use all legal measures to secure the return of overdue materials, including police and the courts.

Revised 4/99, 10/01, 4/03, 11/04, 2/08

## **LANE LIBRARY**

### **REGISTRATION**

The library issues library cards free of charge to all residents of Hampton who are seven years of age or older. Persons residing outside the town but owning property within the town shall be considered residents. A photo ID and proof of residency, showing a Hampton street address, are required.

Non-resident cards may be issued to those who live outside of Hampton but who work for the Town of Hampton, schools in Hampton, or for a business located in town, provided a check stub proving current employment is presented, or the owners of the business will sign their names to verify the person's employment. Nonresident cards will be issued for a period of one year, renewable at the end of the year with a current town pay stub. Former Trustees and staff members of the Lane Memorial Library who reside outside of Hampton may receive a nonresident library card at no cost. There will be no restrictions on library privileges.

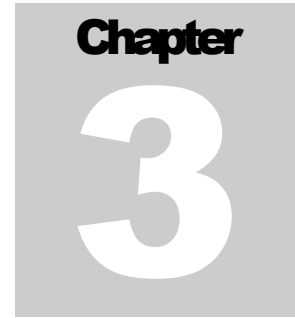
All other non-residents shall be required to pay an annual non-refundable fee of \$45 to borrow materials. A four-month library card may be purchased for \$20.00.

Compiled and amended 4/03, 5/04, 11/04, 2/08, 6/08, 10/08, 4/11, 11/11

### **VIDEOS/DVDs**

Children's videos and DVDs are checked out for the same three week period as a children's book. Videos and DVDs on the Main Floor circulate for 3 weeks and may be renewed. Popular DVDs circulate for 2 days and cannot be renewed. Classic videos or nonfiction videos are checked out for a 3 week period and may be renewed if necessary.

Revised 2/99, 4/02, 4/03, 11/04, 2/08, 12/11



## FINANCES

### BUDGET

The budget for an ensuing fiscal year shall be prepared by the Trustees and the Director when requested by the Town Manager. The budget shall be presented to the Town Manager as a courtesy, for his submittal to the Budget Committee. Trustees and the Director are expected to attend public budget hearings and Town Meeting at which the library appropriation is discussed.

Revised 2/99, 4/02, 4/03

### ACCOUNTS

The library will maintain two separate spending accounts, an appropriated account derived from Town support and a non-appropriated account derived from income generating equipment, fees, etc. Both accounts will be used to fund the operation of the library and be debited by the Library Director and/or Department Heads following the spending guidelines outlined below and RSA 202-A:11-a.

Adopted 4/11

### CASH RECEIPTS

Both adult and children's services will maintain separate areas in their cash drawers for receipt of monies charged for materials replacement, and all other monies, including but not limited to receipts for lost cards, meeting room fees, printer paper and non-resident cards. Each drawer will start with ten dollars and change daily. Cash receipts in excess of ten dollars will be recorded on a tally sheet every morning before opening. Excess daily cash will be kept in category envelopes locked in the director's desk. Each cash drawer will have a separate cash envelope holding \$25 in small bills to use in making change for payments. Circulation desk cash drawers and envelopes will be secured each evening in a locking storage unit.

Weekly bank deposits will be made by the Director or Director's designee. A record will be kept of the make-up of the deposit by income source and entered into the financial software.

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Revised 4/99, 4/02, 4/03, 12/07, 2/08

**MAKING CHANGE**

Circulation desk staff should not change bills larger than \$10. It is the patron's responsibility to obtain change elsewhere for large denomination bills before attempting to pay for charges. When the payment is large, as for lost items, and the patron pays with large bills, staff may use the change in the extra envelope, noting what the payment was for.

Library staff do not make change for the pay phone. However, in case of emergency, staff may lend a patron the cost of a phone call, to be repaid to the donations jar the next time the patron is in the library.

Adopted 4/99; Revised 4/02, 4/03, 12/07, 2/08

**NON-APPROPRIATED REVENUES ACCOUNT**

The non-appropriated revenues from charges, materials replacement, book sales, copier revenue, etc. shall be deposited weekly in a separate, non-lapsing, interest-bearing account. The Director will submit a monthly report to the Trustees detailing income and expenditures. Revenues and expenditures of income-generating equipment shall be noted in a separate part of the report, in accordance with RSA 202-A:11a.

Revised 2/99, 10/01, 2/08

**PETTY CASH**

The Director shall monitor and secure a petty cash fund with a base value of \$250. Receipts will be kept for all expenditures using a petty cash slip. If no receipt is available, a notation to that effect will be placed in record. Petty cash will be held separately, locked in the Director's office. As petty cash levels approach zero, a listing of expenditures by category will be submitted to the Trustee Treasurer with a request for an amount to return the fund to the \$250 level.

Revised 4/99, 4/02

**SPENDING LIMITS POLICY**

The Lane Memorial Library will endeavor to follow the town's guidelines for the acquisition of materials, supplies, and services to achieve the best guarantee that tax money and public funds are spent in the most prudent fashion. With a formal system, the Lane Library will be clear about what it buys, avoid disputes with vendors, provide an audit trail of purchases, control spending within budget limits, create a positive tone for relationships with vendors, limit the possibility of waste, enhance public trust and give the Library the opportunity to save money.

## **LANE LIBRARY**

Expenditures between \$500 - \$1,000 require at least three written or verbal quotations. All quotations should be documented and attached to a purchase order. The department head will consult with the director before making the purchase.

Expenditures between \$1,001 - \$5000 require at least three written quotations. Quotations should be attached to the purchase order. If the lowest quotation is not accepted, a detailed explanation must be given. Department heads will consult with the director before making the purchase.

Expenditures in excess of \$5,000 require the use of a competitive bid process. Competitive bids must be advertised in at least one local paper and follow the town competitive bid procedure. Exception: If an item or a service has a sole source, then proof of the sole source should be shown to be exempt from the spending limit process. Examples would be service contracts or sole source of a specific machine.

The Director has the discretion to make emergency repairs without obtaining quotes when building functionality is impaired. Example - a sewer ejector pump failure, or a broken window.

Expenditures above or beyond those planned for in the library annual budget require Board approval.

Approved 3/8/01, Amended 4/03, 10/08

## **EXTRA BUDGETARY SPENDING**

Any staff member with purchasing authority can create an extra budgetary spending request.

- The first step in the review process will be submission to the Director, who will determine appropriateness of the request and the source of funding.
- If funding is deemed appropriate the Director can approve spending from library funds (under \$500), lobby the Trustees directly for funding, or advance the request to the Friends of the Lane Memorial Library for consideration at their next meeting.
- Should the Friends approve the request the contribution will be placed on the agenda of the Trustees for consideration at their next meeting.

The 501-c agency the Friends of the Lane Memorial Library endeavors to support the Library as part of its mission. This support comes in many forms including financial contributions. These contributions, by their nature, are extra budgetary and require review and approval.

Only after approval of the Trustees can purchases be made.

**LANE LIBRARY**

Friends approved invoices will be forwarded to the Friends and will include the date of the Trustee's meeting when approval was granted.

On-the-spot contributions under \$100 can be expended, after review of the Director, and approved at the next regularly scheduled Trustees meeting.

Adopted 6/11

## COLLECTION DEVELOPMENT

### Introduction

In a perfect world, the library would be able to acquire whatever it needed to fulfill its stated Mission and Code of Service. In the real world, though Hampton is generous to this library, there is never enough in the budget to fulfill every present and anticipated need of the community. Decisions are made on a daily basis on what to acquire, and this policy will be the guideline to the best allocation of financial resources to reach a balanced collection.

### Mission of the Library

The mission statement of the library is:

The Lane Memorial Library provides community residents and other interested persons with materials, services and programs in their quest to meet their educational, informational, recreational and professional needs.

To fulfill this mission, the Lane Memorial Library provides free access to resources which assure a variety of points of view, provides resources for research within the library building, provides access to worldwide databases through the Internet, loans library materials, and provides outreach to seniors in healthcare and assisted living facilities. The library's collection will continue to develop in response to community surveys and changing technology.

The Lane Memorial Library recognizes that each individual has educational, informational, recreational, and/or professional needs and interests important to that individual. The library also recognizes that it has finite financial resources and a responsibility to serve the entire community. Consequently, the library's collection reflects the collective educational, informational, recreational and professional needs of the community as opposed to any one individual's needs.

The library uses other avenues such as interlibrary loan, and appropriate referral or redirection to serve the individual whose needs are either outside the scope of the library's collection or are remote from the acknowledged collective needs of the community the library primarily serves.

## **LANE LIBRARY**

### **The Collection**

The library's collection of print and audiovisual materials consists of a Circulating collection and a Reference collection for in building use. To provide equal access, items in the Reference Collection do not circulate, unless with specific permission of the on-site supervisor on an overnight only basis.

Educational material is collected through the normal selection process. Standard textbooks used in the local schools are acquired only if they meet the needs of the general public. Materials needed to help patrons further their education are collected in general formats such as GED and GRE study guides. College materials are collected and grouped by geography in the Reference Department. Informational material may be acquired in a variety of formats, from home extension pamphlets and free consumer guides to AAA travel guides and tourism videos. Recreational material in all formats is collected for life-long enjoyment. Professional material, such as business, financial, and legal resources, are collected on a general level for Circulation and on a more specific level in Reference.

### **Collection Management Goals**

1. To ensure that the Lane Memorial Library collection fulfills the educational, informational, recreational and professional needs of the community.
2. To strive for a collection that is balanced, comprehensive, and of adequate size, quality, and diversity to meet the needs of its users.
3. To insure that all parts of the collection are up-to-date, attractive, and well-maintained.
4. To increase the involvement and knowledge of the entire staff in collection development and management.
5. To utilize collection usage statistics to insure optimal allocation of the materials budget.
6. To continually evaluate present formats, and to identify new formats that will make the collection more valuable to the community.

**LANE LIBRARY**

**Responsibilities for Collection Development**

The ultimate responsibility for collection development of all materials, print, non-print, and on-line, as with all library activities, rests with the Library Director who operates within the framework of policies determined by the Library Board. The Director delegates authority and responsibility for collection development and management to the professionally-educated Department Heads.

<b>AREA</b>	<b>DEPARTMENT HEAD</b>
Adult Fiction	Adult Services
Adult Non-fiction	Adult Services + Reference Services
Reference	Reference Services
Children=s collection	Children=s Services
Young adult collection	Children=s Services, Adult Services + Reference Services
Professional collection	Director + Department Heads

### **Selection of Library Material: Criteria for Evaluation**

Since it is impossible to physically examine and evaluate each item available for selection, librarians make use of a number of criteria in their selection process. Materials are judged on the basis of the work as a whole, not on a part taken out of context. Suggestions from staff and patrons are welcomed.

1. Reviews. Librarians use several professional review sources. The lack of a review or an unfavorable review is not sufficient reason to reject a title for which there is demand.
2. Author=s qualifications and previous publications. A performer=s expertise.
3. Scope and authority of subject matter.
4. Quality of writing/Style
5. Demand
6. Series
7. Editions
8. Date of publication
9. Reputation of publisher
10. Organization of the contents (table of contents, index)
11. Illustrations
12. Relationship to existing collection
13. Local authors
14. Physical format
15. Price

### **Gifts and Donations**

New and used media is accepted with the understanding that any media is evaluated according to the Collection Development policy. Factors influencing acceptance of media are: cost of processing, availability of space, suitability of format, and physical condition of the item. Donations of old textbooks, magazines, Reader’s Digest Condensed Books, or items in poor condition are discouraged.

All monetary gifts shall be handled in accordance with RSA 202-A:4-c. A record of monetary gifts will be included in the Director’s Report to the Board of Trustees for approval.

Major gifts other than media or currency; benches, study carrels, etc. are also subject to the approval of the Board of Trustees. Once accepted, items are given with the understanding that the library will maintain the items and continue their use for as long as possible or as long as the item remains useful. No gifts are guaranteed to be a part of the library in perpetuity.

## **LANE LIBRARY**

No gift may be accepted with restrictive conditions unless the conditions are specifically approved by the Director or Board of Trustees in writing. Any gift that requires cash expenditure by the library must have prior approval by the Director or Board of Trustees (i.e. moving expenses, installation costs and reimbursement for material.) All gifts are accepted with the stipulation that the library may do with them what it wills.

The library does not provide evaluations of gifts for tax or estate purposes.

Amended 10/09

### **Children's Services**

The Lane Memorial Library Children's Services Department serves children from birth to approximately age 10 (grade 5). The Children's Room, named Katie's Room, seeks to meet the recreational reading and informational needs of these children and to assist parents in meeting their children's needs. In addition, the Children's Room seeks to assist children who attend Hampton Schools in researching and completing school assignments and to collect books, material and electronic resources that complement the curricula of the Hampton Schools. The Lane Library cannot, however, replace the school libraries.

Children's Services will collect materials written about New Hampshire in general and Hampton in particular. Every effort will be made to acquire age appropriate materials about New Hampshire and Hampton for both circulating and non-circulating collections.

Children's Services will collect fiction and non-fiction titles in a variety of formats including, but not limited to books, periodicals, audio books and video cassettes. Because of rapid changes in information technology, the Lane Library will make available such resources as Internet and World Wide Web sites and reference books in electronic format as opportunities arise.

Preschoolers and their parents/caregivers make up a large portion of Children's Services clientele. Therefore, this department will maintain a large collection of materials uniquely suited to children of this age. The Children's Room also maintains a collection of parenting materials of a variety of topics pertaining to child rearing.

The Lane Library's Children's Room makes every attempt to provide age-appropriate materials presenting diverse views of our world and the people who live in it. Not all of these materials are appropriate for any one particular child. Parents or guardians are best qualified to make choices of library media for their young people. The library does not act *in loco parentis*.

## **The Lane Library Web Site**

The inclusion of materials on the Lane Library Web Site is subject to the same evaluation criteria as physical materials being added to the building. The Web Manager has to evaluate materials for:

1. Accessibility - Is the site easily accessed with materials appearing quickly? Does it require extra software to use? Does the user have to register to use it? Does it cost money?
2. Content - How current is the site? How regularly is it updated? How broad is its scope? Is it authoritative? Is it original content or links to other content? Can the web site be contacted?
3. Usefulness - Does it add to the library's resources or just duplicate what we already have? Does it have features the library does not have? Is it aimed at the same audience as our patrons? Does it help to answer common questions or just once in a while questions?

## **Withdrawal of Resources (Weeding)**

Collection management involves more than adding to a collection. It also involves withdrawal of resources, more commonly known as weeding. Weeding is necessary to maintain a vital, useful, and up-to-date collection. Resources are regularly withdrawn from the collection using the following reasons:

1. Outdated, inaccurate material (or in the case of the Internet, if it no longer exists.)
2. Worn or damaged beyond reasonable repair.
3. Replacement is cheaper than repair or rebinding.
4. Use is too infrequent to justify space or staff time in maintenance.
5. Too many copies of a title no longer popular.
6. Other materials have superseded its usefulness.

Weeding a collection may actually increase circulation as weeding makes the good stuff more available. Weeded materials may be given to another library, sold in the ongoing book sale or be held for the annual book sale. The library will not accept requests from the public to weed specific material that they personally want. Weeded materials that are worn, defaced, or of minimal educational, informational, recreational or professional value are placed on the free cart or destroyed.

## **Reconsideration of Library Materials**

The library cannot please everyone all the time. Some items may be controversial and offend some patrons. Selection of materials will not be made on the basis of anticipated approval or disapproval. Library materials will not be marked or identified to show approval or disapproval and no library materials will be sequestered for reasons other than protection from injury or theft.

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Responsibility for children=s reading and the use of the library rests with their parents or legal guardians. At no time will the library act *in loco parentis*. Selection of library materials will not be inhibited by the possibility they might come into the possession of children.

Any patron having a strong objection to a material may fill out a Request for Reconsideration form, citing the specific objections to the work and giving suggestions for replacement. The Director will respond to the Request for Reconsideration within ten working days. If the patron is not satisfied, the request may go to the Board of Trustees who will address it at their next scheduled meeting. They will respond to the complainant within ten working days of that meeting.

LANE MEMORIAL LIBRARY  
REQUEST FOR RECONSIDERATION OF LIBRARY MATERIALS

Name \_\_\_\_\_ Telephone \_\_\_\_\_

Address \_\_\_\_\_

Do you represent yourself? \_\_\_\_\_ A group? \_\_\_\_\_ The group=s name \_\_\_\_\_

Title of Work to be Reconsidered:

\_\_\_\_\_

Author/Performer \_\_\_\_\_ Format \_\_\_\_\_

1. To what in the work do you object? Be specific with pages numbers or sections in printed materials, or segments in audio or visual materials.

\_\_\_\_\_  
\_\_\_\_\_

2. Did you read, view, or listen to the entire work? Yes \_\_\_\_\_ No \_\_\_\_\_  
If not the total, what parts? \_\_\_\_\_

3. What harm do you feel might be the result of reading, viewing, or listening to this work?

\_\_\_\_\_

4. Are you aware of reviews of this work by literary, music, or film critics? Yes \_\_\_\_\_ No \_\_\_\_\_

5. What work would you recommend that would convey an unbiased perspective of the subject treated? \_\_\_\_\_

Signature \_\_\_\_\_ Date \_\_\_\_\_

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## PROGRAMS AND EXHIBITS

The Lane Memorial Library seeks to provide programs which are intellectually stimulating and create opportunities for community residents to broaden the scope of their interests. Though programs of a controversial nature may be represented on occasion, the Library in no way endorses the viewpoints or opinions of any lecturers or presenters. The Library is not affiliated with any political, financial, ethnic, religious, or special interest group.

The Library Director shall be in charge of displays and exhibits in the library, based on availability of space. The Head of Adult Services will oversee the display case near the Circulation Desk. The Head of Children's Services will oversee the display case in the lower foyer. The posting of public information on the library bulletin boards will be prioritized based on the current policy and available space. Once approved, the public information will be posted two weeks prior to the event and removed the day after.

In the spirit of supporting local authors, the Library will sponsor book talks and signings at the Library. Authors may sell their materials, if a copy is donated to the library's collection.

The Trustees welcome and encourage participation by townspeople and organizations in these activities. The Lane Memorial Library, its officers, and staff are not responsible for any loss of, or damage to, any displayed materials.

Amended 10/97, 2/99, 1/02, 10/07

The Lane Memorial Library offers the Weston Theater & Gallery for displaying original art from community members. Artists from outside of Hampton are welcome to apply for a display period; preference will be given as indicated below.

Hampton resident artists or artworks directly related to Hampton  
North Hampton, South Hampton, or Hampton Falls affiliation  
Seacoast, NH affiliation

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New Hampshire affiliation  
New England affiliation  
Artists and artworks that come from outside of New England  
Repeat artists

As an exhibit in a public library there can be no admission fee and all shows will be open to all members of the public. The Library requires that all artists complete the Artist Agreement and Release/Indemnification Form (attached). If an artist can not do so for any reason the Library will not grant an opportunity for an exhibit.

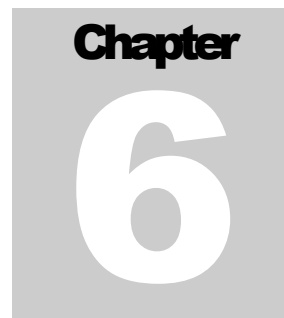
The Gallery is equipped with picture frame molding and theft deterrent display cables. No additional hooks, nails etc. may be added to the Gallery and the exhibit must conform to the space restrictions indicated by the Library. Artists are responsible for transporting all artwork to and from the Gallery – a Library staff member will assist within the Gallery as to the hanging and dismantling artwork from the display cables. Dates for installation and removal, generally one month in duration, will be set with the artist when the exhibit is approved, and adherence to those dates is required. The exhibit must not interfere with the general operation of regular Library activities.

Artists are asked to provide a brief biography and photo of themselves in electronic format before their exhibit so that the Library can create an “About the Artist” sign for inclusion in the Gallery. This information may also be used in Library publicity or promotional materials – in print and online - related to the Weston Theater & Gallery. Additionally, photographs taken by the Library of the exhibit and individual artworks may be used in the same manner. A title list/price list may be provided by the artist as well as other support print material such as business cards, brochures, etc. These will be left for distribution within the Gallery only. Prices may not be on or near the artworks themselves, the Library will not broker sales of art, and all pieces even if sold must remain in the exhibit for the duration of the show.

The Library may solicit artists to participate in a “Meet the Artist” educational program for the public during the exhibition period as funds allow and based on perceived public interest. If an artist would personally like to host a public reception they may do so following the guidelines of the Meeting Room use policy. If a private reception is preferred the usage fee would be applicable.

The use of the Weston Theater & Gallery for exhibition does not imply advocacy or endorsement by the Lane Memorial Library or the Town of Hampton. The Library reserves the right to refuse any exhibit proposal. The Library further reserves the right to rescind an exhibit for violation of this policy.

Adopted September 2011



## MEETING ROOM USE

### LANE MEMORIAL LIBRARY MEETING ROOM INFORMATION

The Lane Memorial Library recognizes the rights of free speech and free assembly. Permission for a group to use library space does not constitute an endorsement of the group's philosophy or objectives by the library. No group may imply in its publicity that the library has sponsored or supported its meeting or group unless prior WRITTEN permission is given by the Director.

1. Local community organizations may reserve the Wheaton Lane meeting room without charge, if the meeting is open to the public.
2. Private organizations or individuals may rent the library meeting room for a \$35.00 fee for up to four hours. Use of the room beyond four hours requires a \$50 fee. The charging of fees of any kind, sales of any kind, solicitation of funds, or meetings of private associations would necessitate paying a rental fee. Rental fees must be paid at time of application. (Library sponsored activities are exempt from meeting room fees.)  
With the exception of non-profit groups from Hampton, all users of the room must provide a certificate showing one million dollars in liability insurance coverage for the date of the rental.
3. The meeting room is available during library open hours only.
4. The library reserves the right to schedule library programs at any time. Affected organizations will be given as much notice as possible.
5. Meeting Room reservations may be booked through the Head of Adult Services, Assistant Director or the Director. Space available may be checked in advance, but reservations are not definite until payment is made, if necessary.
6. No room may be reserved more than 6 months in advance, unless given permission by the Director. No group may reserve a meeting room more than once at the time of booking,

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unless given permission by the Director.

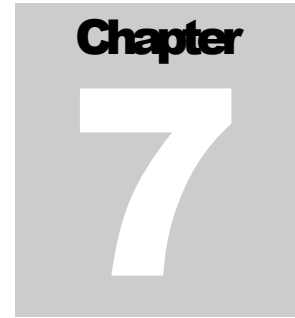
7. Meeting space will NOT be allowed for religious services.
8. No private parties are allowed. No smoking is allowed. Light refreshments may be served. No alcoholic beverages are allowed without PRIOR WRITTEN permission of the Board of Trustees.
9. Kitchen use is available, but the area must be left neat and clean and any dishes used washed, dried, and put away. The kitchen area is primarily used by the staff and is not to be used as a meeting area.
10. Each group is responsible for restoration or repair of any damage to the library property that their group has done.
11. Youth groups must have an adult sponsor, and one adult in attendance for every ten young people.
12. Meeting room furniture must be set up and put away by the meeting organization, including the wheelchair ramp into the Dorothy Little Room. If tables are used for crafts, they must be COVERED. Failure to restore a room to its original condition, or clean off tables or chairs may result in the cancelling of a group's meeting room reservations.
13. Organizations are asked to have their attendees park in the town lot on the other side of Academy Avenue.
14. Cancellation of a room reservation must be made at least 24 hours before the meeting date. The organization is responsible for notifying its potential attendees of the cancellation. Groups cancelling with less than 24 hour notice or without notice will result in any fees paid being forfeited.
15. In case of inclement weather, the library may close early or not open at all. If the library closes early, any scheduled meeting's sponsor will be notified by phone as soon as the decision is made. For all closings, the library will notify local radio stations. It is the responsibility of the meeting organizer to relay this information to their members. Paid fees will be credited to future meetings.
16. While the library encourages use by all age groups, the library does not serve as a babysitting agency and meeting space may not be reserved for simple play groups. Parents or guardians attending a meeting may not leave children aged six and under unattended in the main library

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or Children's Room. Any older children left there who are in any way disruptive or uncooperative will be asked to rejoin the parent or guardian.

17. Failure to comply with meeting room rules will result in the cancellation of a group's right to reserve a room.

Revised 4/96, 01/01, 09/03, 11/04, 9/07



## TRUSTEE BY-LAWS

### ARTICLE I - NAME

This organization shall be called "The Board of Trustees of the Lane Memorial Library," existing by virtue of the provisions of the enabling Statutes of the State of New Hampshire, and exercising the powers and authority and assuming the responsibilities delegated to it under said Statutes, RSA 202-A.

### ARTICLE II - OBJECT

The object of these bylaws is to provide for the management and administration of the Lane Memorial Library as a supplement to the formal system of free public education.

### ARTICLE III - MEMBERSHIP

Section 1. Pursuant to the New Hampshire Revised Statutes Annotated, Chapter 202-A:6, the Board of Trustees of the Lane Memorial Library shall consist of five members and up to three alternates allowed by NH RSA 202-A:10.

Section 2. A vacancy in the town elected trustee's term shall be filled by the Board of Selectmen within two months of the notice given by the remaining board members. The board of library trustees may recommend to the appointing authority names of persons for appointment to the vacancy according to RSA 202-A:10 and RSA 669:75.

### ARTICLE IV - OFFICERS

Section 1. The officers of the board shall be a Chairman, a Vice-Chairman, a Secretary, and a Treasurer, elected from among the board of trustees at the next regularly scheduled meeting after Town elections.

Section 2. Officers shall serve a term of one year beginning at the meeting of their election or until their successors are duly elected.

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Section 3. The Chairman shall preside at all meetings of the board, call special meetings, appoint all committees, execute all documents authorized by the board, serve as an ex-officio voting member of all committees, and generally perform all duties associated with that office.

Section 4. The Vice-Chairman, in the event of the absence of the Chairman, or of a vacancy in that office, shall assume and perform the duties and functions of the Chairman.

Section 5. The Secretary shall keep a true and accurate record of all meetings of the board, shall see that the minutes are on permanent file at the library and open for public inspection as required under New Hampshire's right to know law (RSA 91-A), and shall perform such other duties as are generally associated with that office.

Section 6. The Treasurer shall be the disbursing officer of the board, shall sign all checks, provide financial reports, and shall perform such duties as generally devolve upon that office. In the absence or inability of the Treasurer, such duties shall be performed by the Chairman.

**ARTICLE V - MEETINGS**

Section 1. Regular meetings shall be held monthly at the library, or such other time and place as the board may determine and post notice. A regular monthly meeting may, if circumstances dictate, be omitted by mutual consent, but there will be at least ten meetings during the year. An agenda shall be available to the Trustees, whenever possible, five days preceding a regular meeting but no later than 24 hours before a regular meeting per RSA 91-A:2 II.

Section 2. Special meetings may be called by the Chairman, or by two other members of the board. The notice shall set forth the purpose(s) for which the meeting is called, time, and place where it is to be held to conform to New Hampshire's right to know law.

Section 3. In accordance with RSA 91-A:2, all trustee meetings shall be open to the public. Non-Public sessions shall conform to RSA 91-A:3 on executive sessions.

Section 4. A quorum for the transaction of business at any meeting shall consist of a majority of the full board, or the equivalent number with duly appointed alternate Trustees. All trustees are to be notified of all meeting times, dates, and locations. When 5 trustees or trustees and alternates are present, 3 votes constitute an adopting majority. When 4 trustees or trustees and alternates are present, 3 votes constitute an adopting majority. When 3 trustees or trustees and alternates are present, 2 votes constitute an adopting majority.

Section 5. Any member with three or more consecutive unexplained absences from scheduled meetings will be asked to resign.

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Section 6. The order of business at all regular meetings of the board shall be in the form of the agenda prepared by the Chairman.

Section 7. Robert's Rules of Order, shall govern in the parliamentary procedures of the board.

Section 8. Votes shall be by a show of hands. The vote for each member present shall be recorded. No action shall be reconsidered at a subsequent meeting for the next 12 month period except by majority vote of the members present and voting.

**ARTICLE VI - COMMITTEES**

Section 1. Special Committees. The Chairman shall appoint committees of one or more trustees for such specific purposes as the business of the board may require. The committees shall be considered to be discharged upon the completion of the purpose for which they were appointed and after a final report is made to the board.

Section 2. On-going Committees. The Chairman shall appoint on-going committees of two or more trustees for specific purposes as the business of the board may require. Appointments shall be made in April and trustees shall serve on such appointed committees for a term of one year.

Section 3. Powers. No committee shall have other than advisory powers.

**ARTICLE VII - DIRECTOR AND STAFF**

Section 1. The board shall appoint a qualified library director with a minimum of an MLS, who shall be the administrative officer of the library under the review and direction of the board of trustees.

Section 2. The director shall recommend to the board the appointment and specify the duties of other employees and shall be held responsible for the proper direction and supervision of the staff, for the care and maintenance of library property, for an adequate and proper selection of books and other media in keeping with the stated policy of the board, for the efficiency of library service to the public, and for its financial operation within the limitations of the budgeted appropriation.

**ARTICLE VIII - FISCAL YEAR**

The fiscal year shall be the calendar year.

**ARTICLE IX - AMENDMENT**

Amendments or revisions to these bylaws may be proposed at any regular or special meeting, and notice thereof shall be included on the agenda of the next regular meeting. A majority vote of the trustees is required for the adoption of such amendments.

Revised April 9, 1992, October 2003, October 2006, May 2011

**11 GOLDEN RULES**

(Adapted from the Massachusetts Library Trustee Handbook. Previously adopted January 9, 1992)

1. **Leave the actual management of the library to the library director.** It is the library director's responsibility to select books and other library materials, employ the staff and supervise the day-to-day operations.
2. **After a policy or rule is adopted by the majority vote of the library board, do not criticize or revoice your opposition publicly.**
3. **Respect confidential information.** Do not divulge information regarding future board actions or plans until such action is officially taken.
4. **Observe publicity and information policies of the board and library.** Do not give information individually but refer requests to the director or appropriate representative to interpret policies.
5. **Treat staff members and director in an objective manner.** Under no circumstances listen to grievances of a staff member or treat individual problems on your own. The library director is in charge of the staff and has administrative control up to the point where a grievance is presented to the library board as a whole.
6. **Do not suggest hiring a relative as a library employee, or two members of the same family.**
7. **All rules and policies directed to the library director must be approved by a quorum of the board at a regular meeting.** Even the Chairman should abide by this rule.
8. **Do not hold board meetings without the library director.**

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9. **Complaints from the public are the director's responsibility.** Continued dissatisfaction and problems should be taken up at a board meeting only if policy revision is necessary or legal ramifications are involved.

10. **Assume your full responsibility as a board member.** If you are unable to attend meetings regularly and complete work delegated to you, resign so that an active member can be appointed.

11. **A trustee knows that all powers are always vested in the library board and none at all in the individual board member.** The individual has no power to act for the library in any way, unless authorized by the board itself. It is always the board as a unit that holds the responsibility and the powers.

## **Appendix A Interlibrary Loan**

### **Lane Memorial Library, Hampton, NH Interlibrary Loan Policy**

#### **I. Principles**

Interlibrary loan is a primary service that supports the mission of the library by providing enhanced access to library materials and information. The purpose of interlibrary loan is to obtain materials not available in the library and to provide material from the collection to other libraries.

The library affirms that interlibrary loan is an adjunct to, not a substitute for, the library's collection. In meeting patron needs, the library will exhaust its own resources first before requesting items on interlibrary loan. Items in frequent or recurring demand will be considered for purchase. The library will not seek loans of materials that have been published within the last six (6) months.

The library will keep its interlibrary loan policy up to date and make it available to users and other libraries upon request.

#### **II. Definition**

Interlibrary loan is a transaction in which the Lane Memorial Library borrows materials directly from another library on behalf of a patron, or another library borrows materials from the Lane Memorial Library on behalf of its patron.

#### **III. Conditions of Service**

The Lane Memorial Library endorses the principles relating to interlibrary loan included in the New Hampshire Interlibrary Loan Protocol Manual, the ALA Interlibrary Loan Code, the U.S. Copyright Law and U.S. Commission on New Technological Uses of Copyrighted Works (CONTU) Guidelines, and federal and state laws governing confidentiality of records.

The Lane Memorial Library follows the current CONTU copyright guidelines when requesting reproduction of materials. If the copyright law applies, not more than six (6) articles may be requested in a calendar year from a given journal title from the most recent five year period. If a library has exceeded this limit, requests may be made through an article delivery service or royalties paid to the publisher or Copyright Clearance Center. All supplied copies include a notice of copyright.

#### **IV. Interlibrary Borrowing**

##### **A. Users**

This service is offered to all patrons holding a valid library card from the Lane Memorial Library. The interlibrary loan borrowing privileges of patrons who are not in good standing are suspended.

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Failure to return interlibrary loan items on time or to pick up items ordered in a timely manner may result in the suspension of interlibrary loan services.

### **B. Types of Materials Borrowed**

Interlibrary loan is an integral element in collection development. The interlibrary loan staff will request materials not owned by the library or missing from the library's collection, or materials owned by the library that are in the process of being repaired and are temporarily unavailable. We will attempt to borrow any type of material needed by our users. Materials that will not be requested include items owned by the library and temporarily in use or on reserve in the library, and electronic full-text information available to the library via the magazine or newspaper databases, the Internet, or other means. In addition, we will not attempt to borrow items less than six months old. To support the library's monthly book club, the library staff may request multiple copies of a book club selection, even if the library already owns a copy.

### **C. How To Submit a Request**

Requests may be placed at any library desk, via email, or over the telephone. Forms are available for placing a request. Each transaction requires a separate form. Reference staff determine a source for the requested materials and acquire the materials. Patrons are limited to 3 ILL requests per week, with exceptions made for extraordinary circumstances.

### **D. Turnaround Time**

Service will be provided as quickly as possible. Turnaround time varies depending upon the lending library and the materials requested. Patrons will be notified by telephone or by mail or email if the patron does not have a telephone available.

### **E. Conditions of Use**

The library will strictly observe any conditions for use of loaned materials that are imposed by a lending library.

### **F. Charges**

The library will not charge its patrons a fee for ordinary borrowing via interlibrary loan. If the lending library specifies that it requires costs for photocopies or mailing a particular requested material, patrons will be consulted about their willingness to pay before materials are borrowed.

### **G. Responsibility**

The library will be responsible for materials borrowed on behalf of its patrons, from the time the material leaves the lending library until it is returned there. The library agrees to pay for overdue charges, damage, or loss of materials borrowed on interlibrary loan. The library will endeavor to

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collect any charges for overdue materials, loss, or damage from the patron who received the materials and lost or damaged them.

### **H. Statistics**

The library will maintain records of transactions in order to inform patrons of the status of their requests and will annually report activity as required to the New Hampshire State Library.

## **V. Interlibrary Lending**

### **A. Users**

This service is offered to other libraries that abide by the conditions set forth in section III of this policy.

### **B. Materials Available**

The library endeavors to make available the broadest range of materials for interlibrary loan, with the following exceptions:

1. Materials limited by licensing agreements
2. Materials designated as non-circulating (reference)
3. Equipment, including but not limited to, folding chairs, typewriters, VCRs, and projectors
4. Two day DVDs
5. Most items less than six months old
6. Items with holds

The library also reserves the right to refuse to lend other materials or to ask a borrowing library to restrict use of materials lent.

### **C. Format for Requests**

Requests to borrow materials from the library are accepted via the New Hampshire State Library's ILL system, fax, email, telephone, or mail. Rush requests are accommodated as time and staffing permit.

### **D. Turnaround**

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The library will provide speedy turnaround on most requests, usually responding within two (2) days if the materials are readily available.

### **E. Circulation Period**

The loan period is six weeks for most materials from Lane Memorial Library. Libraries can renew for an additional four-week period if the material is not needed at Lane Memorial Library. Items are due at the borrowing library on that date and will not be considered overdue at this library for two (2) weeks after the due date.

### **F. Charges**

The library will not charge for lending materials, except for insurance, photocopy, fax, or mailing costs, if any. The library will charge the borrowing library for materials that are overdue, damaged, or lost on interlibrary loan.

Adopted May 2004

## EMERGENCY CLOSURES POLICY

When severe weather, mechanical failures within the building, or any other emergencies occur, the Director, in conjunction with the Chair/Vice Chair or designated trustee, has the responsibility for deciding whether or not to close the library. If the Director is not present or available by phone, the supervisor on duty will contact the trustees and make the decision.

In the event of inclement weather, the need to close (tier 1 weather conditions) or open with a limited staff of 3 (tier 2 weather conditions) will be based on advice from local emergency officials and the weather forecast. The decision will be made by the Director in consultation with the Chair/Vice Chair or designated trustee. There will be a phone tree for staff and a message will be placed on the answering machine at the library and on the local television station.

If the Director or supervisor on duty is unable to contact the Chair/Vice Chair or designated trustee within 1 hour of the advent of an emergency situation, s/he shall be authorized to determine the closing. Attempts to notify the trustees shall be appropriately documented.

Mechanical problems causing a lack of bathrooms will necessitate a closure during hours when the Town Offices are closed, since there will be no bathrooms available for public or staff.

If the library heating or cooling systems fail, causing the temperatures in the library to go below 55 or above 90 degrees Fahrenheit, for an extended length of time, the library may opt to close.

All employees scheduled to work during hours when the library closes unexpectedly shall receive their normal day's pay. Staff that opt to work during tier 2 weather conditions will earn equivalent vacation time in addition to their day's wage while other employees scheduled to work at that time shall receive their normal day's pay.

Staff who individually elect to stay home during emergencies when library has remained open must use sick or vacation time or forego pay.

See the library's Emergency Manual for specific procedures to follow in the event of an emergency closure.

Approved 1/07; Revised 1/08, 1/09, 11/09