

Policies of the Langdon Public Library

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About the Langdon Public Library Policies

These policies are established by the Library Board of Trustees for the regulation of the Library. The Board may, from time to time as it deems necessary, revise and/or amend these policies.

ADA Policy

1. The Library affirms its support of equal access for persons with disabilities and the Americans with Disabilities Act (see <http://www.ada.gov/smbusgd.pdf>, section titled “Existing Facilities”). Our library building, built in 1892, is currently not completely handicapped accessible. The Library seeks to make its services, facilities, and programs as accessible as possible to the public, including those who have disabilities. To accommodate those with disabilities, the following services are offered:
 - a. We act as facilitator between the patron and Services to the Blind and Physically Disabled
 - b. We offer home delivery to patrons with disabilities which prevent them from coming to the library
 - c. We welcome service animals in the library

2. People who wish to request accommodation or make a complaint about accessibility at the Library have access to a three step procedure. The following procedures have been developed in order to assist the Library in addressing concerns about accessibility:
 - a. **Step One:** Requests for accommodation and/or complaints about accessibility can be presented in person, by mail, email, or over the phone. These should be addressed to the Director who then makes every attempt to provide accommodation and/or resolve the issue without further recourse to this procedure.
 - b. **Step Two:** If resolution is not achieved by Step One, a complaint can be presented in writing on an Accessibility Concerns Form (**see appendix**). Assistance in completing this form is provided as needed. Completed forms are reviewed by the Director; a formal response is made to the library user within ten working days of the date of original submission of the form. The formal response can be a telephone call, followed by a letter confirming the telephone discussion, or directly by letter. The Director will make every attempt to resolve the issue through this means.
 - c. **Step Three:** If resolution is not achieved by Step Two, the concerned individual can request that the complaint be presented to the Board. The Director will place the matter on the agenda so that the concerned individual can present his or her concern at the next regularly scheduled Library Board meeting. The decision of the Board is final for the Library. If resolution still is not achieved, the concerned individual may wish to pursue other courses of action as described in the American with Disabilities Act and related regulations.

Anonymous Communications Policy

The Library Board of Trustees is genuinely interested in communication from the public and the Newington community with respect to the library and its function. However, information that is received anonymously lacks basis for verification, and honoring such correspondence may only serve to encourage irresponsible claims, accusations, and unsubstantiated gossip. Accordingly, anonymous correspondence will not be entered into any record and may be destroyed upon receipt by the director or the Library Board of Trustees, with the single exception as follows:

In the event that the communication raises a question of the immediate safety of any person, persons or property, such information should be shared immediately with the director and/ or the Library Board of Trustees, who will make a determination whether to relay the information to law enforcement for investigation. Examples of such information include bomb or fire threats, threats of bodily harm against a person or persons, information regarding child abuse or molestation, etc. In the event that investigation is undertaken, any persons directly related will be advised of the nature of the anonymous information, as permitted by law.

Art Display Policy

1. The Langdon Library offers numerous opportunities to display all types of art in and outside the facility.
2. The Board of Trustees and Director encourage the display of various forms of art in the many available areas of the library. The acceptance and determination of placement of articles will be at the discretion of the Director and Board of Trustees.
3. Art may be labeled with the artist's name and, if being offered for sale, a purchase price. A fee (a percentage of the purchase price) will be established by the Board of Trustees and may be adjusted at their discretion.
4. Art may be donated to the Library as governed by the Library policy of accepting gifts.
5. Not all donated or loaned material will be displayed at all times. This will be determined by display management and Library programming.
6. The library may remove individual items from public display at the sole discretion of the Library Board of Trustees.

Revised June 6, 2017

Circulation Policy

1. Print materials and Television Series DVD sets can be checked out for two weeks. Videos can be checked out for one week. Materials can be renewed, as long as the material has not been reserved by another individual. Renewals may be placed by speaking to library staff in person or via the telephone, e-mail, or through the website.
2. Non circulating collections include reference materials, portions of the New Hampshire Books Collection, and the local history collection. The use of other library materials may be limited when excessive demands of groups or individuals curtail service to the general public.
3. Patrons can reserve library materials in person, via telephone or e-mail. Patrons are notified by phone or e-mail, and the materials are held for one weekday. If reserved materials are not claimed within 3 library business days, the next person on the reserve list will be contacted, or the material will be re-shelved.
4. The Langdon Library fosters an environment that is for free use by its patrons. Therefore, there are no imposed fees for overdue items returned. Lost or damaged materials are to be paid for in full by the patron. Once the library receives the replacement cost of the materials(s), the damaged material(s) becomes the property of the patron.
5. Patrons are notified of overdue library materials. If the patron fails to return the materials after receipt of two notices (one of which was sent by certified mail and contains a copy of N.H. RSA 202-A:25), the matter will be addressed by the Board. In extreme cases, local law enforcement may be contacted to retrieve the library materials. The library may use small claims court, and in this event, will seek from the patron payment of small claims court filing fees in addition to the cost of the library materials.

Revised June 6, 2017

Facility Usage Policy

1. To achieve the goal of good library service, the Board of Trustees accepts the responsibility of ensuring that the public library building facilities will meet the physical requirements so that high quality services can be provided.
2. The Board of Trustees accepts the responsibility of securing funds needed for the facility and its operation.
3. The community bulletin board at the Library is used to provide the general public with information about programs, cultural events and resources available in the immediate area and throughout the state (space permitting). Any commercial use will be limited to a posting of 30 days. The Director will attempt to display this material in an equitable manner. The Director may refuse to post any information if, in his/her discretion, is deemed to be inappropriate, including but not limited to postings containing profanity or obscenity of any kind. Any group or individual whose materials have been refused by the Director may appeal the decision to the Library Board, which will address the issue at its next, regular Board meeting.
4. Meeting space in the library may be available during library hours and may be reserved for use by educational, civic, cultural, and governmental groups at no cost.
5. The Langdon Library offers a number of rooms and spaces which are available to support Library Programming and for other uses. The facilities include:
 - Two small *Quiet Rooms* (table, chairs, digital display and connectivity – maximum capacity 8)
 - *Heritage Room* (table, chairs, digital display and connectivity – maximum capacity 12)
 - *Adult Program Area/room* (digital projector, presentation facilities, flexible seating and setup – maximum capacity 25)
 - *Children's Program Area/room* (digital display, flexible space for seating and programs, connectivity – maximum capacity 22)
 - Informal areas (comfortable seating, tables and chairs)
 - *Outside Patio* (no restroom facilities)
 - The Library as a whole (maximum capacity 128)
6. Please note that the naming of the different areas does not restrict their usage. Adults may use the Children's area and Children may use Adult areas depending on the

requirements of users.

7. The public is encouraged to utilize the facilities rooms/areas within the guidelines, rules and policies of the Langdon Library, as adopted by the Langdon Library Board of Trustees and interpreted by trustees, the Library director and Library staff.
8. In the case of scheduling conflicts, the following order of preference will determine the use of facilities:
 - Langdon Library programming
 - Official Newington Town business
 - Langdon Library patron use
 - Newington business and resident use
 - Other uses
9. Reservations are not required but are suggested for different rooms and areas. Reservations may be requested at the Library Circulation desk, the Library Website and by telephone (603-436-5154) or email to info@LangdonLibrary.org.
10. Reservations are on a first come, first served basis within the constraints of the preference and usage policies.
11. Recurring reservations will be accepted. Non-use of a reservation may be considered as a factor in determining or altering current usage or future reservations.
12. A responsible representative (Single Point of Contact) will be specified for the reservation. All communications concerning a reservation or use will be channeled through the Single Point of Contact.
13. The Board of Trustees or Director may change or alter a reservation to support:
 - Facility availability (i.e. Library closure, weather, construction, conflicts with other programs)
 - A use which is higher on the precedence list
 - Other – as needed
14. Every effort will be made to reschedule and/or provide alternate arrangements and to avoid last minute changes.

15. The interior facilities (everything but the patio and external grounds) are to be used during the normal open hours of the Library. Usage at other times will be considered on a case-by-case basis. A Trustee, staff member, or other authorized person will be responsible for opening and closing of the facility.
16. A fee may be required to off-set facility and other costs as determined by the Library Board of Trustees. A schedule of fees will be available at the Circulation desk. Any fee will be made payable to the "Langdon Library".
17. Additional insurance for use of the facilities is generally not required. If deemed necessary by the Director or Board of Trustees, this it will be specified during the reservation process with proof provided to the Director prior to use.
18. The Single Point of Contact will be held responsible for any damages to the facility.
19. If a fee for attendance or participation in an event is charged by an organizer, a percentage of the fee will be provided to the Library. Fees will not be determined by the Library Board of Trustees. Any and all fees or other requirements may be waived by the Library Board of Trustees at their discretion. Donations may be made in lieu of a fee percentage.
20. Set up and take down of the facilities is the responsibility of the user. The user is expected to leave the area in at least as good and hopefully better condition than they found it.
21. The library will not normally provide personnel or equipment and supplies to groups using the meeting room to assist in handling exhibits.
22. Schools requesting the services of a Library librarian - either on Library premises or off - shall be responsible for the librarian's compensation at his or her regular hourly wage.
23. Any damages to the Library's meeting space will be the responsibility of the organization using the building.

Fax/Copy Policy

1. The library has a fax machine and a copier available for reasonable use by the public. There is no cost for using the fax machine or copier. However, donations are always accepted.
2. Library Staff will provide assistance in using the fax machine. The fax number is 603-570-2024.
3. If the Director deems that a patron is abusing the privilege of using the fax machine or copier, the Director may, in her/his discretion, restrict or prohibit that patron's use of the fax machine or copier.
4. The use of the fax machine or copier for illegal purposes is prohibited. The Library does not monitor the use of the fax machine and copier. If, however, the library staff becomes aware of illegal conduct with respect to the use of this equipment, they will contact the appropriate authorities.

Revised June 6, 2017

Financial Policy

1. Budget

- The budget for the ensuing fiscal year shall be prepared by the Langdon Library Board of Trustees (LBOT) and the Director when requested by the Board of Selectmen. The budget shall be presented to the Board of Selectmen for their submittal to the Budget Committee. Trustees and the Director are expected to attend public budget hearing and the Town Meeting at which the library appropriation is discussed.

2. Accounts

- The library will maintain a minimum of two separate spending accounts:
 - An operating account for funds paid over by the Town; and
 - A non-lapsing account for funds from income generating equipment, fees, gifts, and other revenue.
 - All accounts will be used to fund the operation of the library and be debited by the LBOT following the spending guidelines outlined below and RSA 202-A:11 and RSA 202-A:11-a.

3. Cash Receipts

- All monies collected by the Library, including but not limited to that from materials replacement, fees and income generating equipment, will be made to the cash drawer. A record of each receipt will be made on a tally/ledger sheet.

4. Petty Cash

- The cash drawer will be monitored and secured by the Director, who will enforce procedures for other staff to achieve this purpose. Payments made from cash (i.e., museum reimbursements, incidental expenses, etc.) will include receipts as applicable, and will be recorded on a tally/ledger sheet with necessary explanatory information.
- The cash drawer will be audited by the LBOT Treasurer on at least a biweekly basis
- The total amount of cash will be maintained by the LBOT Treasurer to as close to \$200 as possible. On a weekly basis, the amount will be checked by library staff with the excess being collected for deposit by the LBOT Treasurer (or designee). The

amount removed or added will be recorded in the tally/ledger sheet.

- All cash will be securely locked when the Library is not open.

5. Non-Appropriated Revenues Account

- Non-appropriated revenues from fees, materials replacement, book sales, copier revenue, and other sources shall be deposited in a separate, non-lapsing, interest bearing account.

6. Income and Expenditure Report

- The Director will submit a separate monthly report to the Trustees detailing income and expenditures. Non-appropriated revenues and expenditures shall be noted separately in accordance with RSA 202-A:11a.

7. Efficient Use of Funds

- The Langdon Library will endeavor to utilize its funds in the most efficient manner possible.

8. Expenditures

- All library expenditures will be reviewed and approved by the LBOT Treasurer. The range specified does not include the endpoint of the maximum. So instead of \$0.00 to \$500 the range is really \$0.00 to \$499.99.
- The board may, in its discretion and by a majority vote, waive the requirement of bidding out any expenditure.
- Expenditures below - \$500
 - The board will be kept apprised of all such expenditures by regular monthly reports by the Treasurer.
- Expenditures between \$500 - \$1000
 - Require at least three written or verbal quotations. All quotations will be documented and provided as support material for the purchase. The board will be kept apprised of all such expenditures.
- Expenditures between \$1000 - \$3000
 - Require at least three written quotations. All quotations will be included in the documentation for the purchase.

- Approval of the purchase must be made by a minimum of three board members prior to the purchase. Approval may be obtained electronically.
- Expenditures in excess of \$3000
 - Shall be made using a competitive bidding process, unless the item or service is sole source, in which case proof of the sole source needs to be documented.
 - All expenditures above \$3000 require board approval at a LBOT meeting.
- Discretionary exclusion
 - The Director may make emergency repairs as required without obtaining quotes when building functionality or safety is impaired. The trustees are to be notified as soon as possible. Trustees are to be notified prior to repairs being made if feasible.
- Non Planned Expenditures
 - All expenditures not included in the approved Library budget require prior authorization by the board, except under emergency circumstances, as described above.

Interlibrary Loan (ILL) Policy

1. The Langdon Public Library is a small library with limited financial means in a rapidly expanding community. In an effort to accommodate the diverse needs of all registered patrons, the Library will make full use of the Interlibrary Loan (ILL) System and all resources from the New Hampshire State Library.
2. The Library shall cooperate in reciprocal lending of materials to other libraries through the ILL. The Library will lend any of its regularly circulating collection to libraries in-state or out-of-state. The library will lend new books and/or bestsellers after a period six months or after such time that there is no longer a waiting list consisting of its regular patrons. In-state ILL requests will be honored by:
 - Electronic reserves through the New Hampshire Automated Information System (NHAIS)
 - E-mail through NHAIS
 - ALA ILL form
 - Telephone
3. Out-of-state ILL requests will be honored through the use of the standard ALA ILL form. If a delivery charge will be assessed, the Library will notify the patron.
4. Materials will not be loaned directly to a patron from another library.
5. If a patron loses or damages materials borrowed from another library, he/she is responsible for the cost of the material (costs to be determined by the lending library).
6. If another library loses/damages materials that have been loaned from the Library, the Library will assess the library for the replacement costs of these materials plus the staff time involved.
7. Library staff will make every effort to locate materials requested by patrons through ILL.
8. ILL requests may be faxed to an in-state requesting library at no charge. When possible, the State Library van service will be used.

Reviewed June 6, 2017

Internet Acceptable Use Policy

1. The Library defines a computer as any device that is either connected to or is capable of connecting to the Library network or internet.
2. The internet usage policy applies to all such devices, either patron or library owned.
3. The Library will not control or censor any of the information that Library patrons can access from the Internet (see appendix "**Access to Information, Services, and Networks: an Interpretation of the Library Bill of Rights**"). However, users displaying objectionable materials within the public view will be asked to desist. Users are reminded to use good judgment regarding their use of the Library's networks, wired or wireless, and to be considerate of other library patrons, including minor library patrons.
4. Parent(s)/Guardian(s) are responsible for their children's access to computers, including Internet use. Parent(s)/Guardian(s) are expected to supervise their children's computer and Internet use.
5. The Library cannot guarantee the privacy of and is not responsible for materials accessed, stored, or transmitted via devices on the Library network.
6. The Library does not guarantee the security of its wired or wireless networks.
7. Users are prohibited from loading their own software or downloading software from the Internet onto or into Library owned devices.
8. Users are expected to treat Library materials/equipment and devices in a responsible manner, obeying all local, state, and federal laws.
9. Internet workstations are available on a first come, first served basis during library hours. Please respect other patrons who may be waiting to use them. Library staff may intervene if a patron is not showing due consideration to the needs of other patrons regarding access to Internet workstations.
10. Public use of Library devices by non-residents is subject to availability and discretion of the Library staff.
11. The Library staff, in its discretion, has the right to discontinue computer privileges for anyone not following these guidelines.

Revised June 6, 2017

Investment Policy

1. This investment policy applies to all monies and other financial resources available to the Langdon Library Board of Trustees (LBOT) for investment on behalf of the Library or on behalf of any other entity or individual.
2. The overall portfolio shall be managed in accordance with RSA 31:25.

The Investment Policy will be reviewed at least annually as required by RSA 31:25 and a copy of the policy shall be filed with the state Attorney General.

3. The primary objective of the library's investment activity are:
 - To conform to all applicable federal, state and other legal requirements
 - To adequately safeguard principal
 - To provide sufficient liquidity to meet operating requirements
 - To obtain a reasonable rate of return.
4. Investments will be diversified by:
 - Financial institution
 - Investment instrument
 - Maturity scheduling
5. Authorized types of investments are:
 - Special time Deposits
 - Certificates of deposit
 - Obligations of the United States of America
 - Obligations guaranteed by agencies of the United States where payment of principal and interest are guaranteed by the United States of America
 - Such stocks and bonds as are legal for investment by New Hampshire banks or associations chartered by the state to engage in a banking business
 - Other investments as may be permitted by N.H. State Law

Material Selection Policy

1. Ultimate responsibility for selection of library materials lies with the Board; however the Board shall delegate to the Director the authority and the responsibility for selection of library materials and for the development of the collection. Examples of methods that the Director will use to select materials for the library are reading professional review materials, e.g., *Booklist* and *Library Journal*, evaluating patron requests, and recommendations from colleagues.
2. The Trustees endorse those sections of the American Library Association's **Library Bill of Rights** and **Freedom to Read Statements** which concerns themselves with the material selection. Copies of these documents are included in the Library's policies, and they are available for those who wish to study them (see appendices).
3. Each material chosen for the Langdon Public Library shall be judged individually on the basis of its merit, subject matter, reader interest, and the need for such a material in a balanced library. Materials shall be evaluated in total, as a complete work and in the context of all its parts. The merit of the whole material shall be the basis for choosing the material.
4. The Library collection covers a general range of subjects; however, there may be moderate emphasis placed on the local history collection (NH books) to support patron interest. If funds are available, there may be emphasis on certain curriculum-related materials.
5. In areas considered controversial, more than one point of view shall be represented by materials in the Library. These materials may represent points of view sometimes considered unorthodox or unpopular by the majority.
6. While collections for adults and children are housed in separate areas, the library staff **will not:**
 - Act in loco parentis
 - Censor or label materials in a manner that promotes bias
 - Restrict access to library materials because of race, religion, gender, or socioeconomic status
7. Parents are the appropriate judges for their own children's library materials, and staff members encourage those who wish to supervise their children's borrowing to accompany them on library visits.
8. In the event that a patron objects to an item or items in the collection, he/she shall be asked to fill out a "**Request for Reconsideration of Materials**" form (see appendix). This form will be reviewed by the Library Board of Trustees and the Library Director at the next monthly meeting of the Board of Trustees. Consideration shall be made by the Library Director and the Library Board of Trustees who shall present a written decision

to the complainant within six (6) weeks. The decision may be appealed before the Board of Trustees within thirty (30) days. The Board of Trustees ultimately decides on whether or not controversial materials should be kept, re-cataloged, or withdrawn from circulation.

9. Gifts and unsolicited materials may be added to the Library collection. If the materials are not added to the collection, donors are informed that these materials may be sold or given to another institution. Upon request, the Library will provide written notice acknowledging receipt of these materials, but **under no circumstances** will the Library provide a value statement, for any purpose, to the donor.
10. The Director shall use the **Continuous Review Evaluation Weeding (CREW)** method of weeding (determining which materials, if any, should be removed from the Library collection at any given time). Materials may be discarded if such materials do not meet stated goals and are in one or more of the following categories:
 - Materials in which there is no longer an interest
 - Materials that are more than ten years old and have not circulated for five consecutive years
 - Duplicate materials
 - Materials that are torn or are in irreparable condition
 - Materials not listed in the Standard Catalog Series
 - Books that may or may not be classics
11. In choosing to weed any particular materials, the Library Director must take all of these factors into consideration and must decide the status of each material on an individual basis. The Director may consult with the State Library on questionable materials. All discarded materials shall be sold, donated to appropriate institutions, or destroyed.

Museum Reimbursement Policy

1. The Library will reimburse half of the cost of admission to approved museums as posted on the Langdon Library website; museums not listed on the website may be approved at the discretion of the Director.
2. Reimbursement is available for Newington Residents only (not accompanying friends or family).
3. A valid receipt is required for reimbursement.
4. The Library reserves the right to deny reimbursement if budgeted funds are exceeded or requirements have not been met.

Reviewed June 6, 2017

Patron Behavior Policy

1. Food and/or beverages are not allowed in the library, except at designated times or in designated rooms.
2. The following activities are not allowed in the library:
 - The use of tobacco in any form, alcohol, or any illegal substance is prohibited
 - Creating a disturbance by making noise, talking loudly, or engaging in other disruptive conduct
 - Interfering with another person's rights to use the library or with the library staff's performance of their duties
 - Threatening behavior, including, but not limited to violence, threats of violence, and possession of weapons to the extent such possession is not authorized by law
 - Bringing animals into the library except for bona fide service animals
 - Playing audio equipment so that others can hear it
 - Misusing the rest rooms (i.e. using them as a laundry or washing facility)
 - Soliciting or canvassing of any kind
 - Running
 - Sleeping
 - The use of profanity
3. Those who damage or deface library materials or property will be prosecuted (N.H. RSA 202-A:24).
4. Theft of library materials, or use of false identification to obtain library privileges, will be prosecuted under (N.H. RSA 202-A:24).
5. Parents are responsible for the behavior and supervision of their children.
6. All bicycles must be left in the rack in parking area.
7. The use of roller blades, ski boots, or skateboards is not allowed in the library.
8. Shirts and shoes are required to enter the library.

Patron Use Policy

1. Within the library building, the use of the collection of the Langdon Public Library is free to all, regardless of place of residency. Borrowing privileges of the library collection are free to all residents of Newington.
2. Town of Newington employees are granted full library privileges at no cost.
3. All patrons of the library must be registered on a card which will include their name, current address and names of immediate family members under the age of 18 who will be using the library.
4. Non-residents of the Town of Newington may apply for a library card with borrowing privileges at a cost of \$25 per year, issuance of such cards is at the discretion of the library director and designated staff.

Revised June 6, 2017

Reference Policy

1. Reference questions will be answered for all library users, even those who are not registered patrons. Requests for in-depth research may be referred to larger facilities.
2. Brief reference questions (five minutes or less to answer) may be handled over the telephone.
3. Questions that cannot be answered by the library staff will be referred to the reference desk at the New Hampshire State Library.
4. During busy times, the library staff may conduct a reference interview and inform the patron that he/she may have to wait until the next library day for an answer until the library staff is able to provide the answer(s).
5. If finding the answer to a reference question requires a fee for an electronic database search, the library user will be notified of this fee prior to its occurrence, and will be responsible for paying the fee, should the patron wish to proceed with his or her inquiry.

Response to Law Enforcement and Requests for Library User Information policy

The Langdon Library recognizes that there may be situations when records regarding library use by individual users will be requested with the consent of the user or pursuant to subpoena, court order, or where otherwise required by statute.

When Release of information is required by Law:

A. New Hampshire Law, Section 210-D:11 of the New Hampshire Revised Statutes describes the circumstances in which a New Hampshire Public Library must disclose information to a third party. Those circumstances are (1) when requested or authorized by the user, (2) pursuant to a subpoena, (3) pursuant to a court order (including a search warrant) or (4) when otherwise required by statute. It is the policy of the Langdon Library to comply under these circumstances.

B. Federal Law: Title 6 Chapter 1 Section 122 (**USA PATRIOT Act of 2001**) stipulates that Federal authorities may obtain the records of a public library pursuant to investigation of terrorist activities. If the Library were served with such an order, the Library would be required to disclose patron records and would be prohibited from revealing their disclosure.

Access to library user information may include but not be limited to:

- Database Search Records
- Circulation Records
- Computer Use Records
- Inter-Library Loan Records
- Reference Interviews

To respond appropriately to requests for such information, the Langdon Library adopts the following policies :

Responding to Subpoenas and Search Warrants

All requests for library use information should be forwarded immediately to the Library Director. If the Library Director is not available, a staff member should refer the inquiry to the Chair of the Library Trustees or, if unavailable to another member of the board of Trustees.. If a law enforcement agent or officer or other person has presented a court order, the Library Director, Chair of the Library Board of Trustees or Library Trustee will evaluate the request and arrange for an appropriate response consistent with this policy.

Valid court orders can come in two forms, a subpoena or a search warrant. **Subpoenas do not have to be acted on immediately. Search warrants are immediately executable.**

Procedures for Complying with Legal Court Orders Presented by Law Enforcement Agents or Officers

The Library staff will comply with law enforcement when supplied with legal subpoena or warrant.

Staff Procedures:

- If anyone approaches you alleging to be law enforcement official requesting information, do not disclose to that individual any information. Immediately contact the Director or Chair of the Library Board of Trustees or a Library Trustee.
- The Director will ask to see official identification and will photocopy the ID.
- If law enforcement presents a subpoena, library staff should direct that person to the Director who will in turn direct the subpoena to legal counsel.
- If library staff is presented with a warrant, do not interfere with their search and seizure. Immediately refer the party serving the warrant to the Director or an available Trustee.
- Keep a record of all legal requests.
- Keep a record of all cost incurred by any search and/or seizures.
- If the subpoena or search warrant is not confidential, the Director will notify the American Library Association.
- Once the law enforcement agency's search is concluded, the Director and/or the Board will confer with Library legal counsel to ensure that the Library complies with any remaining requirements, including restrictions on sharing information with other parties. The Library will also review its policies and staff response and make any necessary revisions to this policy.
- The Library Director in consultation with the Library Board of Trustees shall seek the advise of counsel prior to complying with any court order or subpoena requiring the release of user information. If possible the Library Legal counsel should also be consulted prior to allowing a search to allow counsel to examine the warrant and to ensure that the search conforms to its terms.

Other Policy Issues: Emergency Disclosures of Information

If, in the normal course of business, the library staff observes what can be reasonably construed to be a threat of imminent danger to life and limb they are to contact law enforcement immediately. They should then contact their supervisor or the Library Director or a Trustee and fill out an Incident Report form (see appendix for form).

Procedures Regarding Information Access and Confidentiality

- Database Search Records: These records refer to the searches of the collection a patron may conduct on the Online Public Access Terminals (OPAC). These searches are conducted using the library's automated circulation system, Atrium (a product of BookSystems Technologies). Once a search is conducted, the software does not retain a copy of the search. No records of the search will exist.
- Circulation Records: Library materials are circulated via the Atrium system. The circulation software tracks materials currently checked out, automatically erasing a reader's borrowing record once a book is returned and all fines are paid.
- Computer Use Records: The Library has several computers available for use by the public. Library users sign up using first name only to use a computer for a particular period of time. The library tabulates computer use statistics once per month after which all paper records generated during computer sign-ups are destroyed.
- Inter-Library Loan Records: Library users may borrow items not owned by the Langdon Public Library from other libraries statewide via Inter-Library Loan (ILL). The Langdon Public Library tracks items currently being borrowed and generates a paper record with library user information. Once the materials are returned, all appropriate fines and/or fees are paid, and statistics have been recorded, the paper record is destroyed.
- Reference Interviews: A reference interview occurs when a library user looking for information approaches a member of the library staff and the staff person questions or "interviews" the library user in order to determine the specific information needed. No paper record is kept during the interview that has any library user information on it. If a library user's name and number is taken for future research, and library user information is written down, as soon as the requested information is delivered, the paper record is destroyed.

*Response to Law Enforcement Policy reviewed and approved by Chief Tretter, Newington Police Department, 11/03/11

Revised June 6, 2017

Unattended Children Policy

1. The Langdon Public Library welcomes children to visit the library and encourages them to read, to explore various electronic formats, to attend programs and to make full use of the library resources. Although staff members are committed to the well-being and safety of children using the library, our facilities are not designed or licensed to provide childcare. Any public place may be dangerous for a child who is unattended by a responsible adult or caregiver.
2. The library reminds parents to consider the safety and well-being of their children and the needs of other library users. Children should be supervised at all times and taught and reminded that the materials in the library must be respected and treated with care. With these considerations in mind, the following rules apply:
3. Children 10 years old and younger in the library must be accompanied by a responsible adult or caregiver aged 16 or older. Children aged 10 or younger may not be left unattended in the library for any amount of time. The responsible caregiver must have contact information for an adult who is legally responsible for the child.
4. Children 5 years old and younger must be directly supervised by a responsible adult or caregiver aged 16 or older in all rooms of the library, including the Children's Room.
5. Parents/guardians are responsible for the behavior of their children in the library, whether or not the parent or guardian is present.
6. At the discretion of the parent/guardian, a child older than age 10 may be left unattended in the library for a reasonable period of time needed to select materials, work on a homework assignment or attend a library program. The child must know how to reach the parent/guardian or responsible caregiver (aged 16 or older) should a need arise. Children should not be left for excessively long (more than 2 hours) periods of time.
7. When older children are visiting the library by themselves, the adult responsible for the child will be contacted if the child's behavior is inappropriate for the library and guidance from the staff has been ignored. If the adult cannot be reached and the behavior is deemed dangerous or unacceptably disruptive, the police will be notified.
8. Children must be picked up no later than five minutes before closing time. Children left unattended at closing time will have the opportunity to contact an adult. If no contact can be made, or if a ride has not arrived within 10 minutes of closing, the police will be called to supervise the child until the adult arrives. Library employees are not permitted to transport children to another location.

Video/DVD Policy

1. There is no limit on the number of videos/DVDs a patron, age 10 and above, may borrow. Patrons below the age of 10 may borrow videos without a parent/guardian present as long as he/she has presented library staff with a letter giving the child permission to borrow the video(s). Library staff does not censor or monitor the video materials borrowed by minor patrons, and does not restrict the borrowing of such materials according Motion Picture Association of America (MPAA) ratings or any other criteria
2. Videos may be borrowed for a period of seven library days.
3. Videos may be returned in the book drop.
4. It is the responsibility of the patron to pay the replacement cost of the lost or damaged videos. Failure to do so may result in prosecution according to N.H. RSA 202-A:24. As with other library materials, damaged or lost videos become the property of the patron once the library receives the replacement cost of the video.

Volunteer Policy

1. Langdon Public Library welcomes the skills and talents of volunteers to support and extend the services of the Library. Volunteers do not replace paid staff, but do assist with special projects and supplement existing services. The number and type of volunteers accepted will be based on the amount of work and supervisory time available. The Langdon Public Library will abide by all Federal law, New Hampshire (NH) state law, and NH Department of Labor (DOL) guidelines concerning volunteers at not for profit agencies.
2. Volunteers will be informed of the mission, policies and procedures of the Library. Volunteers are expected to operate within the policies and procedures of the Library and in accordance with the letter and spirit of the Library's mission.

Revised April 11, 2016

Wireless Internet Usage Policy

1. The Library remains a public building and use of patron's own equipment does not exempt users from the provisions in the Internet Acceptable Use Policy.
2. All patrons use the Internet and Wireless Internet at their own risk and are cautioned to use good judgment in doing so. Because of the open nature of the Internet, there are areas that may be deemed inappropriate for viewing in the Library's public setting. Patrons are expected to be respectful of their fellow patrons, including minor library patrons, when using the Library's networks, wired or wireless.
3. The Library offers an OPEN, UNSECURED wireless network for public use. The content on this network is not filtered or otherwise blocked.
4. **By using the Library's wireless network, the user agrees that the Library has no responsibility for any personal information that is compromised, or for any damage caused to users' hardware or software due to security issues or consequences caused by viruses or hacking.**
5. Users are responsible for ensuring that their computer has adequate protection against computer viruses, spyware, and any and all other malware that their computer may be exposed to on the Internet or from email attachments, so that it does not infect other devices on the Library network.
6. The Library does not monitor the content accessed by users of the Internet terminals or the online actions of Internet terminal users. If, however, Library staff becomes aware that a user is using the Internet terminal for illegal purposes, Library staff will contact the police.
7. Library staff may verify whether the Library's wireless connection is up and running, but will not be required to assist in making changes to the user's network settings or perform any troubleshooting on the user's computer.
8. The Library cannot guarantee uninterrupted wireless service.

POLICY ADOPTION/APPROVAL

The first review of the policies had been reviewed approved by the Trustees on April 4, 2012 (see previous signature sheet). The policies will be reviewed according to the Policy Review Timeline (on the next page of this document) and may be intermittently amended as needed.

*Added ADA Policy & Museum Policy

Approved by Trustees, June 26, 2012

*Added Financial Policy & Investment Policy

Approved by Trustees, November 29, 2012

*Added Art Display Policy

Approved by Trustees, September 9, 2014

*Added Anonymous Communications Policy

Approved by Trustees, June 13, 2016

Retroactive to April 1, 2016

Policy Review Timeline

<i>POLICY</i>	<i>LAST REVIEWED</i>	<i>DATE TO BE REVIEWED</i>	<i>NEXT DATE TO BE REVIEWED</i>
ADA Policy	April 2016	August 2017	August 2020
Anonymous Communications	June 2016	June 2019	June 2022
Art Display Policy	June 2017	June 2020	June 2023
Circulation Policy	June 2017	June 2020	June 2023
Facility Usage Policy	February 2016	February 2019	February 2022
Fax Policy	June 2017	June 2020	June 2023
Financial Policy	August 2016	September 2017	September 2018
Interlibrary Loan Policy	June 2017	June 2020	June 2023
Internet Acceptable Use Policy	June 2017	June 2020	June 2023
Investment Policy <i>*To be reviewed annually</i>	December 2016	December 2017	December 2018
Material Selection Policy	April 2016	April 2019	April 2022
Museum Policy	June 2017	June 2020	June 2023
Patron Behavior Policy	April 2016	April 2019	April 2022
Patron Use Policy	June 2017	June 2020	June 2023
Reference Policy	April 2012	August 2017	August 2020
Response to Law Enforcement & Requests for Library User Information Policy	April 2017	April 2020	April 2023
Child Safety Policy	April 2012	July 2017	July 2020
Video/DVD Policy	April 2016	April 2019	April 2022
Volunteer Policy	April 2016	April 2019	April 2022

***Each policy must be reviewed at least every 3 years**

APPENDICES

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Langdon Public Library
Accessibility Concerns Form

PLEASE DESCRIBE THE NATURE OF THE PROBLEM YOU HAVE ENCOUNTERED:

PLEASE DESCRIBE WHAT WE COULD DO TO PROVIDE BETTER ACCESS:

SIGNATURE _____
NAME _____
ADDRESS _____

PHONE _____ DATE _____

***Please refer to the Library's "ADA Policy" to review the grievance procedure(s).**

Send completed form to:
Library Director
Langdon Public Library
328 Nimble Hill Road
Newington, NH 03801

American Library Association

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 that 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 19, 1939, by the ALA Council; amended October 14, 1944; June 18, 1948; February 2, 1961; June 27, 1967; January 23, 1980; inclusion of "age" reaffirmed January 23, 1996.

*Available at <http://www.ala.org/advocacy/intfreedom/librarybill>. Date last accessed:

2/29/2012

American Library Association

The Freedom to Read Statement

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 or limit access to reading materials, to censor content in schools, to label "controversial" views, 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 counter threats to safety or national security, as well as to avoid the subversion of politics and the corruption of morals. We, as individuals devoted to reading and as librarians and publishers responsible for disseminating ideas, wish to assert the public interest in the preservation of the freedom to read.

Most attempts at suppression rest on a denial of the fundamental premise of democracy: that the ordinary individual, by exercising critical judgment, will select the good and reject the bad. We trust Americans to recognize propaganda and misinformation, and to make their own decisions about what they read and believe. 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.

These efforts at suppression are related to a larger pattern of pressures being brought against education, the press, art and images, films, broadcast media, and the Internet. 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 or unwelcome scrutiny by government officials.

Such pressure toward conformity is perhaps natural to a time of accelerated change. 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 controversy and difference.

Now as always in our history, reading is among our greatest freedoms. The freedom to read and write is almost the only means for making generally available ideas or manners of expression that can initially command only a small audience. The written word is the natural medium for the new idea and the untried voice from which come the original contributions to social growth. It is essential to the extended discussion that 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 toward conformity present the danger of limiting the range and variety of inquiry and expression on which our democracy and our

culture depend. 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 people 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 that are unorthodox, unpopular, or considered dangerous by the majority.*

Creative thought is by definition new, and what is new is different. The bearer of every new thought is a rebel until that idea is refined and tested. Totalitarian systems attempt to maintain themselves in power by the ruthless suppression of any concept that 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 nonconformist 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 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 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 can read should be confined to what another thinks proper.

3. *It is contrary to the public interest for publishers or librarians to bar access to writings on the basis of the personal history or political affiliations of the author.*

No art or literature can flourish if it is to be measured by the political views or private lives of its creators. No society of free people can flourish that 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 expression 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 values differ, and values cannot be legislated; nor can machinery be devised that 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 the prejudgment of a label characterizing any expression or its author as subversive or dangerous.*

The ideal of labeling presupposes the existence of individuals or groups with wisdom to determine by authority what is good or bad for others. It presupposes that individuals must be directed in making up their minds about the ideas they examine. 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; and by the government whenever it seeks to reduce or deny public access to public information.*

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 individuals are free to determine for themselves what they wish 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. Further, democratic societies are more safe, free, and creative when the free flow of public information is not restricted by governmental prerogative or self-censorship.

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, they can demonstrate that the answer to a "bad" book is a good one, the answer to a "bad" idea is a good one.*

The freedom to read is of little consequence when the reader cannot obtain matter fit for that reader's 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 the freedom to read requires of all publishers and librarians the utmost of their faculties, and deserves of all Americans 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 the written word. We do so because we believe that it is 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.

This statement was originally issued in May of 1953 by the Westchester Conference of the American Library Association and the American Book Publishers Council, which in 1970 consolidated with the American Educational Publishers Institute to become the Association of American Publishers.

Adopted June 25, 1953, by the ALA Council and the AAP Freedom to Read Committee; amended January 28, 1972; January 16, 1991; July 12, 2000; June 30, 2004.

*Available at

<http://www.ala.org/offices/oif/statementspols/ftrstatement/freedomreadstatement>. Date last accessed: 2/29/2012

Request for Reconsideration of Materials

CHALLENGED WORK

Title: _____

Author/Performer(s): _____

(last, first name)

Copyright/Issue Date: _____ Publisher/Producer: _____

TYPE OF WORK

Print: Book Textbk Mag. Nwsppr. Pamph. Play Student Publ.

Non-Print: Artwork Film Photo Sound Recording Video CD-ROM

Other: Collection Exhibit Performance Speech On-Line Resources

Other: _____

GROUND(S) FOR CHALLENGE: (check all applicable)

Cultural Sexual Values Social Issues

Anti-Ethnic Homosexuality Anti-Family Abortion

Insensitivity Nudity Offensive Language Drugs

Racism Sex Education Political Viewpoint Occult/Satanism

Sexism Sexually Explicit Religious Viewpoint Suicide

Inaccurate Unsuitable to Age Group Violence

OTHER: _____

INITIATOR OF CHALLENGE:

Name: _____

Contact Information: _____

REVIEWED BY DIRECTOR AND BOARD OF TRUSTEES:

Date: _____

Initials: _____

STATUS OF MATERIAL

Material Retained Materials Removed Materials Stolen/Defaced

PATRON NOTIFIED:

Date: _____

INCIDENT REPORT FORM

Date of Incident _____ Time of Incident _____

Name of person(s) involved in incident _____

Nickname of person(s) involved in incident _____

Street address _____

City and zip code _____

Telephone number _____

Physical description of person:

Sex: Male _____ Female _____ Age: _____

Height: _____ Weight: _____ Hair color: _____

Race: _____ Eye color: _____ Build: _____

Eyeglasses: _____ Mustache: _____ Beard: _____

Other distinguishing marks:

Description of clothing:

Names, telephone numbers, addresses of witness(es):

Location of incident:

Description of incident (provide as much detail as possible):

Action taken by staff:

Were police called: Yes _____ No _____

Name of reporting officer: _____

Police incident report number: _____

What action did the police take?

Did library staff file a formal complaint with the police? Yes _____ No _____

If yes, who filed the complaint? _____

Name of staff member completing this report: _____

Staff member's position or title: _____

Date report filed: _____

Date forwarded to Director: _____

Action taken by Director: _____

Any Board action required: