

# **COOK MEMORIAL LIBRARY**



## **Cook Memorial Library Policies for Library Management and Governance**

**2024**

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## **MISSION STATEMENT** (Revised 2/11/2019)

Cook Memorial Library provides educational, cultural, historical, recreational and information resources through the work of its dedicated and knowledgeable staff. It is accessible to all as a welcoming and comfortable center of community activity.

**Strategic Priorities 2022**, adopted by the Board of Trustees, January 10, 2022:

- Focus on traditional library services
- Explore hybrid programming options
- Enhance outdoor spaces
- Support mental health
- Foster deeper community connections and understanding

## **SECTION I: GOVERNANCE**

### **I. A. The Board of Library Trustees** (Amended 1/14/13, reviewed 2/11/2019)

1. The Board of Trustees is the governing body of Cook Memorial Library and establishes policies that govern the operation of the library.
2. The Board will adopt by-laws for its governance.
3. The Board is responsible for securing adequate facilities and equipment to achieve the library's mission. The Board, with the cooperation of the Library Director, will prepare the annual budget, present the budget to the Tamworth Board of Selectmen for inclusion in the town warrant, and be available to answer questions at budget hearings, at town meeting, and at any other special meeting.
4. The Board oversees the Library Director's preparation and submission of any report required by local or state laws.

### **I. B. Policy revision** (Amended 1/14/13, reviewed 2/11/2019)

These library policies and by-laws are reviewed by the Board of Trustees at least once every three years. At any time, changes can be made by a majority of the Board as they are deemed necessary. These library policies and by-laws are made available to the public on the Cook Memorial Library website.

### **I. C. Fiscal policy** (Revised 9/14/2020)

1. The Board of Trustees is responsible for all monies appropriated to the library by the Town of Tamworth and for all other monies received and accepted on behalf of the library. The Treasurer signs all checks, distributes monthly financial reports to the Board, provides all financial information requested by the town auditors, furnishes annual

financial reports to the town and works with the Library Director and the Board of Trustees to develop an annual budget.

2. The Board of Trustees may approve the hiring of outside bookkeeping services to process financial transactions and create monthly reports; the Treasurer will supervise all financial operations of the library. The Board of Trustees may approve the hiring of an outside recording Secretary.
3. The Board of Trustees recruits, hires and supervises the Library Director. The Board hires all other employees upon the recommendation of the Library Director and the Personnel Committee. The Board determines all compensation and terms of employment for every position. The Treasurer will keep records regarding staff pay rates and raises, and the Library Director will insure that bi-weekly timekeeping records are reviewed by the Treasurer.
4. In accordance with RSA 202-A:11, III, the Board of Trustees and the Board of Selectmen shall enter into a schedule for the payment of the town appropriation to the Board of Trustees which will be executed by the chairs of both boards.
5. Financial procedures shall be as follows:
  - a. Library Trustees delegate authority to Library Director to make purchases within the budget and according to board-approved purchasing policies.
  - b. The Library Director validates all invoices for materials and services received, attaching any receipts. The Library Director assigns purchases to the proper expense lines in the budget.
  - c. The Library Director collects receipts, cash and checks, assigns them to the appropriate revenue line in the budget, and prepares them for deposit, retaining copies of checks and deposit slips. Deposits are prepared biweekly, and Library Director takes deposits to the bank after they are reviewed by Treasurer.
  - d. The Library Director reviews and approves staff time sheets and gives staff hours information to the bookkeeper.
  - e. The bookkeeper pays invoices, processes payroll, and reconciles bank and investment account statements. The bookkeeper provides the following reports monthly to the Treasurer: bank and investment account reconciliations, balance sheet of all accounts, profit & loss report showing month, year-to-date, and budget balance for each line.
  - f. The Treasurer reviews all invoices and biweekly payroll information, signs checks, and reviews bank deposits and bank and investment account statements.
6. Income earned from library trust funds in the care of the Trustees of the Trust Funds shall be included in the annual operating budget.
7. Library Capital Reserve Funds shall be held by the Trustees of Trust Funds. Interest generated shall be kept in the fund. (Note that presently there is no Library Capital Reserve Fund.)

8. The Treasurer will keep records of all unanticipated funds received and will schedule public meetings to hear public comments and vote to accept these funds, in accordance with relevant NH state laws.
9. The Assistant Treasurer of the Board of Trustees is authorized to perform all the Treasurer's functions in the Treasurer's absence.
10. The annual budget for the upcoming year will be set no later than the November regular meeting of the Board.
11. If an item has been ordered or a service contract entered but not completed, the funds may be encumbered for the following year. The Board of Trustees must vote on any encumbrances at a posted meeting prior to the close of the year.
12. Donations, bequests, gifts, etc. to the Cook Memorial Library shall be invested and managed by the Library Trustees according to the Cook Memorial Library Investment Policy.
13. The financial records of the Cook Memorial Library shall be audited annually as part of the Town of Tamworth audit. The Board of Trustees shall examine the audit reports and follow any auditor recommendations.

**I. D. Investment Policy** (Adopted 2/11/2019, to be reviewed annually)

*Policy Statement and Scope*

This document will govern the investment activities of the Cook Memorial Library. It is the policy of the Library to invest funds in a manner that will maximize the security of the principal while satisfying cash flow demands using approved methods that will provide the highest possible return. All investments will conform to applicable laws and regulations governing the investment of funds held by local government bodies, including (but not limited to) New Hampshire RSA 202-A:23 and RSA 31:25.

This investment policy applies to funds held by the Library. It does not apply to the funds held by the Tamworth Trustees of the Trust Funds for the benefit of the Library or those held by the Friends of the Cook Memorial Library.

*Investment Objectives*

The primary objectives of the Library's financial investments are (in priority order):

Preservation of Capital - The preservation of capital is the foremost objective of the investment program. At no time should the safety of the portfolio's principal investment be impaired or jeopardized. All investments shall be undertaken in a manner that first seeks to preserve capital and secondly attempts to fulfill other investment objectives.

Liquidity – The Library's investment portfolio is to remain sufficiently liquid to enable the Library to meet those operating requirements that might be reasonably anticipated.



Return on Investments (Yield) – The Library’s investments should generate the highest available return without sacrificing the first two objectives.

Investments shall be made with judgment and care, under circumstances then prevailing, which persons of prudence, discretion and intelligence might exercise in the management of their own affairs.

*Authorized and Suitable Investments*

The following investments are deemed to be suitable for inclusion in the Library’s investment program. The Treasurer is authorized to invest library funds only in those investments specifically delineated below:

U.S. Treasury Bills and Notes, for which the full faith and credit of the United States Government is pledged for the repayment of principal and interest; Bonds, notes and other obligations issued by any federal government agency or instrumentality; NHDIP funds; Bonds or other obligations of the State of New Hampshire; Demand deposit accounts (such as checking accounts) established with local financial institutions, and properly insured through the Federal Deposit Insurance Corporation (FDIC); Certificates of Deposit (CDs) issued by local financial institutions, and properly insured through the FDIC; Publicly traded mutual funds; Publicly traded stocks.

*Custody and Safekeeping*

All security transactions, including collateral for repurchase agreements entered into by the Library, shall be conducted on a delivery versus payment basis.

*Internal Control*

The Board decides and the Treasurer executes. In the absence of the Treasurer, the authority to execute is delegated to the Assistant Treasurer. The Treasurer is responsible for establishing and maintaining internal control to ensure that the assets of the Library are protected from loss, theft or misuse.

*Maturity of Investments*

No investment shall have a maturity date of more than six years from its date of purchase by the Library, unless an investment is matched to a specific obligation of the Library.

*Diversification of Investments*

The Library shall diversify its investments to the best of its ability based on the type of funds invested and the cash flow needs of those funds. Diversification can be achieved by the type of investment, number of institutions, and length of maturity.

*Deposit Requirements*

All deposits shall be collateralized pursuant to NH RSA 386:57. Any eligible financial institution that has offices within the State of New Hampshire may become a public depository of the funds of the Library.

*Ethics and Conflicts of Interest*

Those involved in the investment process shall refrain from personal business activity that could conflict with the proper execution and management of the Library investment program, or that could impair their ability to make impartial decisions.

*Reporting*

The Trustee Treasurer shall provide the Board of Trustees with monthly reports which clearly provide the following information regarding the investment portfolio:

Types of investments; Depository institutions; Principal balances; Rates of return; Maturities.

**I. E. By-laws of the Board of Trustees (Amended 1/14/13, revised 2/11/2019)**

**I. E. 1. Membership**

- A. The name of this library is THE COOK MEMORIAL LIBRARY. It is governed by a Board of Trustees according to the laws of public libraries of New Hampshire.
- B. The Board consists of seven members: two to be elected one year, two elected the next year and three the following year. Each is selected for a three-year term. It is recommended that members serve no more than three consecutive three-year terms. Each new and each reelected member takes the oath of office before the town clerk prior to the annual meeting of the Board.
- C. Each new Trustee receives a copy of the Cook Memorial Library's mission statement, objectives, by-laws, policies and procedures, and is referred to the online New Hampshire Trustees Association guidebook.
- D. Trustees serve without compensation. The Board of Trustees encourages and makes provisions in the budget for its members to attend regional and statewide workshops and meetings on Trustee training and issues and to affiliate with the appropriate professional organizations.

**I. E. 2. Officers, delegates and committees**

- A. The officers are a Chair, a Vice-Chair, a Corresponding Secretary, a Treasurer and an Assistant Treasurer, all of whom are elected at the annual meeting of the Board. Any vacancy that occurs is filled at the next regular meeting by a majority vote. One Trustee is named at the annual meeting to act as liaison to the Friends of Cook Memorial Library.

- B. The Chair appoints committees as needed, with a minimum of two Trustees serving on each. Standing committees are as follows: budget, strategic planning, nominating, personnel, policy, building & grounds, technology, finance. The Library Director is automatically a member of all committees. Committees report at regular meetings of the entire Board.
- C. The Board of Trustees can appoint a special (ad-hoc) committee for a specific purpose until the duty assigned to it by the Board is accomplished. The Trustees determine the objectives, numbers of members and reporting requirements for such committees. To disband a special committee before it completes its purpose requires a majority vote by the Board. Any special committee that has not reported back to the Board before a change in officers is automatically disbanded without vote. A disbanded committee must return all documents to the Board. Non-Trustees may be appointed to an ad-hoc committee by the Board. The Chair must be a Trustee. The special committee must report back to the Board officers on a regular basis and has no authority to expend library monies without Board approval.
- D. Committee Descriptions

*Budget*

The purpose of the budget committee is to formulate the yearly budget with input from the appropriate committees and the Library Director. All Trustees serve on this committee; the reason for this is all Trustees should be able to follow the money. The budget committee meets once a year.

*Strategic Planning*

The purpose of the strategic planning committee is to develop and update the library's Strategic Plan. All Trustees serve on this committee and membership may also include staff and community members. The committee meets as needed.

*Building and Grounds*

This committee consists of a minimum of two Board members. Its responsibilities involve overseeing the maintenance of the library's physical plant. This includes:

- heat and cooling system
- security systems (includes both fire and burglar alarms, fire extinguishers, control panel in the main entrance)
- electrical system
- water and sewer
- communication systems (phone and internet connections)

Other responsibilities:

- The utilities are monitored.

- The physical building is kept in good repair (this includes a yearly report to LCHIP).
- The grounds are kept in good condition: walks and parking cleared of snow; lawns cut and in good care; flower beds and other shrubs in good care.
- Meeting with the Library Director regularly to be kept abreast with all related changes.
- Presenting a budget to the budget committee

*Finance:* The Chair of the Board, Treasurer and Vice Treasurer are the members of this committee. They meet to discuss specific monetary situations and then make recommendations to the full Board.

*Nominating:* This committee, made up of a minimum of two members of the Board of Trustees, nominates the officers for each office, fills the committees; confers with each trustee to make sure they are agreeable to the nominations. The full Board votes on the nominations.

*Technology:* This committee meets occasionally with the Library Director to determine the technology needs of the library. There are two Board members as well as the Library Director on this committee. The committee also pays attention to the library web site and other digital communications. It presents a budget to the budget committee.

*Policy:* The policy committee consists of two Board members and the Library Director. The Chair maintains a list of all policies and dates for review. Most policies are reviewed every three years and any changes are presented to the entire Board for approval. Some policies are reviewed annually and are so noted. The Library Director posts updated policies on the library website.

*Liaison to the Friends of Cook Memorial Library:* The liaison to Friends attends their meetings, reports to them about Trustee meetings, concerns, etc., and reports back to the Trustees about Friends' activities, concerns and meetings.

*Personnel:* The personnel committee, with the assistance of the Library Director, shall prepare job descriptions for all paid staff and for volunteers, do an annual evaluation of the director and report such evaluation to the Board, and perform such other duties relating to personnel as the Board may direct.

### **I. E. 3. Meetings**

- A. The Board of Trustees shall hold regular monthly meetings, and additional meetings are called by the Chair as needed. Meetings will be posted as required by law. The annual meeting is the next regularly scheduled meeting after the Tamworth Town Meeting. All Board meetings are open to the public. The Library Director attends all meetings, except

when the Library Director's salary, position, or performance evaluation is being discussed. The Secretary, Treasurer and the Library Director present a report at each regular meeting. A quorum is a simple majority.

- B. Meeting minutes are posted in two places no later than five days after each meeting: at the library and at the Tamworth Post Office. All minutes are on permanent file at the library, at the Town Clerk's office, and posted online at the library and town websites.
- C. Trustees cannot miss more than three meetings per year (with the yearly period being from one annual meeting to the next), except for reasons such as illness or death in the family. If a trustee misses more than three meetings without an acceptable reason, the Board may vote to replace that trustee. In the event a trustee is to be replaced, nominations may be made and voted upon by Board members within two months. The name of the person is sent to the selectmen for approval and appointment. A trustee so appointed may then run for election at the next Town Meeting for the balance of the three-year term.

#### **I. E. 4. Duties of officers**

- A. The **Chair** creates the agenda for and runs the monthly Board meetings; acts as liaison with the selectmen and with the Library Director; oversees committees and their work; acts as library spokesperson for the community and the press (or assigns that responsibility to another Board member); signs checks in the absence of the Treasurer; approves the list of check signers on the library account; with the Treasurer, reviews and signs off on the contents of the library's annual report to the NH State Library; signs contracts, with the Library Director, that are approved at Board of Trustees meetings. A copy of contracts is provided to the Town Offices.
- B. The **Vice Chair** is authorized to perform all the Chair's functions in the Chair's absence.
- C. The **Treasurer** oversees all financial matters at the library including: signing all checks; distributing written monthly financial reports to the Board; providing all financial information requested by the town auditors; furnishing annual financial reports to the town; working with the Library Director and the Board of Trustees to develop an annual budget; keeping records regarding staff pay rates and raises.
- D. The **Assistant Treasurer** is authorized to perform all the Treasurer's functions in the Treasurer's absence.
- E. The **Corresponding Secretary** handles correspondence that pertains to the library, as requested by the Board. This may include acknowledgements for monetary contributions, bequests, and gifts-in-kind.

## **SECTION II: PERSONNEL POLICY**

### **II. A. Job Descriptions** (Revised 8/14/2023) (See Appendix VI-A)

The Personnel Committee, with the help of the Library Director, shall develop, make changes to, and approve all job descriptions for Board approval.

### **II. B. Salaries** (Revised 6/14/2012, reviewed 8/14/2023)

Salaries for the Library Director and other staff are set by the Board to reflect the educational achievements, experience, and annual job reviews of each individual, as well as available competitive market data for each job.

### **II. C. Professional Development** (Adopted 4/10/2012, reviewed 8/14/2023)

1. Expenses for the Library Director, staff and Trustees to attend professional meetings, workshops, and seminars shall be budgeted annually.
2. Annual dues for membership in library professional associations for the Library Director, staff and Trustees shall be paid from library funds with approval by the Board.

### **II. D. Conditions of Employment** (Revised 8/14/2023)

1. It is the responsibility of the Board to employ a competent and qualified Library Director. The Library Director is to be appointed by the Board and evaluated annually.
2. The Library Director will hire personnel as needed for the operation of the library, in consultation with the personnel committee.
3. All new employees shall serve a probationary period of six months; during that period employment may be terminated without cause. After the probationary period, the employee may only be discharged according to the provisions of RSA 202-A:17.
4. Each member of the library staff will have an annual job review. The Library Director will complete job reviews of the staff, including staff evaluations and goals statements, and present them to the Personnel Committee at an evaluation meeting to be held annually. The Library Director will complete a self-appraisal, which will include a goals statement for the next year, prior to the annual evaluation meeting. The Personnel Committee, with the participation of all Trustees, will complete the Library Director's review. The Library Director annual job review process shall begin in September and be completed before the end of the year.
5. If the library doesn't open or closes early due to inclement weather, the staff will be paid for the hours they were normally scheduled to work on that day.

### **II. E. Benefits** (Revised 8/14/2023)

1. Health Insurance  
Cook Memorial Library refers to the Town of Tamworth's policy on health insurance benefits for full-time library employees.

The full time (35-hours per week) Library Director may participate in the Town's Medical Insurance plan. Specific information about medical plan coverage, co-payments, and primary care physicians may be obtained through the Selectmen's Office.

Full-Time Employees, if carrying health insurance by a different health insurance provider and providing documentation of same on an annual basis to the library, may receive a stipend equivalent to one half of the premium that the Town would pay for a single individual health insurance plan. Effective 7/1/2013 the stipend offered to employees under this policy shall remain ½ of the premium that the Board of Trustees would pay for a single individual health insurance plan to a maximum capped amount of \$300 per month.

The Library Director is also eligible for a dental plan through the Town of Tamworth.

2. Earned Time Off (Adopted 1/11/2022, effective date 1/1/2022, reviewed 8/14/2023)

- Earned Time Off can be used for a variety of purposes, such as vacation days, personal days, sick days, bereavement days, maternity/paternity leave, or to be paid for closed holidays.
- Earned Time Off can be used only after the employee has completed the probationary period (see II. D. 3.), unless previously approved by the Library Board of Trustees.
- Employees shall accrue their Earned Time Off on January 1 of each year, calculated according to the number of years served as of December 31 of the previous year.
- The exact number of Earned Time Off hours for each benefit year depends on the employee's length of service to the Library.
- Earned Time Off benefit years of service are calculated from the initial day of employment.
- Employees are expected to take the full amount of their Earned Time Off in the year in which it is allotted. In extraordinary circumstances, the Board of Trustees will review requests to carry over Earned Time to the following year. Requests must be sent to the Board of Trustees' before their December meeting.
- New employees hired after January 1st will earn prorated earned time off after they have finished their probationary period. Their earned time off, calculated using the tables in Section II. E 2, will be divided into twelve monthly amounts, with their prorated benefit based on the number of months remaining in the year. Staff will not earn time off during a leave of absence. The same calculation will be used to calculate the earned time off lost during the leave of absence.

Using Earned Time

- All planned Earned Time Off absences are subject to the Library Director’s approval prior to the date of absence, and are contingent upon whether the employee’s services can be spared for the time requested. Employees should plan to use Earned Time Off in each quarter of their benefit year to prevent too many requests at year end. Employees are expected to submit their planned Earned Time Off requests as early as possible in the benefit year, and at least two weeks before a requested start date.
- Unplanned absences due to illness, injury or sudden personal emergency require notification of the Library Director or supervisor as soon as the need for such absence becomes apparent.
- Earned Time Off may be used in hourly increments based on the normal workday from which the employee is absent.

Permanent employees of the Library shall be eligible for Earned Time Off per year, based on budgeted hours per week, as follows:

**RATE OF ACCRUAL FOR REGULAR EMPLOYEES WORKING FULL-TIME 35 HOURS PER WEEK**

Regular employees working a 35-hour (full-time) week accrue Earned Time Off based on their normal work week. Earned Time Off calculations are shown in Table 1 below.

**Table 1: Earned Time Off calculations for hours per year for full-time employees**

<b>Length of Service</b>	<b>Earned Time Off calculation</b>
0 to 5 years	Annual regular hours x 9%
6 to 10 years	Annual regular hours x 11%
11 to 18 years	Annual regular hours x 13%
19+ years	Annual regular hours x 15%

**RATE OF ACCRUAL FOR REGULAR PART-TIME EMPLOYEES**

Regular part-time employees accrue Earned Time Off based on their normal work week. Earned Time Off calculations are shown in Table 2 below.

**Table 2: Earned Time Off calculations for hours per year for part-time employees**

<b>Length of Service</b>	<b>Earned Time Off calculation</b>
0 to 5 years	Annual regular hours x 7%
6 to 10 years	Annual regular hours x 9%
11 to 18 years	Annual regular hours x 11%
19+ years	Annual regular hours x 13%



## **EARNED TIME AND SEPARATION**

If an employee resigns in midyear, they will be compensated for any unused Earned Time Off earned up until that date. The formula is the same as above: the bank of unearned hours will be divided into twelve units and the employee will be paid based on the month of termination. The employee will not be penalized if more time off has been taken than has been earned up until that point. All unused Earned Time Off hours are paid at the time of termination, resignation or retirement based on the employee's final rate of pay.

In the case of termination due to criminal charges, Earned Time Off payment is withheld until the situation has been resolved.

### **II. F. Leave of Absence Policy** (Revised 4/9/12, reviewed 8/14/2023)

In the event an employee needs substantial time off, the employee may request an unpaid leave of absence. The Board of Trustees will work with the Library Director to evaluate the employee's request in light of all Federal, State and local laws and regulations as well as the requirements of the library in making a determination. The decision of the Trustees shall be communicated to the employee within a reasonable amount of time.

### **II. G. Volunteers** (Adopted 5/13/2013, revised 8/14/2023)

- All prospective volunteers must be interviewed by the Library Director.
- Volunteers are any individual age 14 or above who assist with work done at Cook Memorial Library, without remuneration, as part of an authorized volunteer program. Volunteers under age 18 must have a signed parental permission slip and those ages 14-16 must get valid working papers as well.
- All volunteers over the age of 18 shall be required to have a criminal background check to be paid by the library. Volunteers may begin service while the background check is in process, but may not have unsupervised time with children or elders in that period.
- Volunteers are required to uphold the same confidentiality, performance and behavior standards as staff. Patron information shall not be communicated to others by casual conversation or careless treatment of records.
- Volunteers shall be informed of safety and security measures. They are not covered under Worker Compensation. Volunteers must be covered by their own vehicle insurance if their volunteer activity includes use of a vehicle and are liable for their own fees for traffic offenses. Mileage reimbursement is not provided. The Town of Tamworth carries liability insurance and volunteers are covered under the provisions of RSA 508:17, the Volunteer Immunity Law.
- Paid staff of the Cook Memorial Library may not volunteer at the library.
- The library staff and Trustees shall recognize volunteers for their service each year.
- Volunteer service requires the completion of the Volunteer Service Application. (See Appendix)

## **II. H. Equal Employment Opportunity Policy (Reviewed 8/14/2023)**

It is the policy of Cook Memorial Library to provide equal opportunity to all employees and applicants for employment in accordance with any and all applicable laws, directives and regulations of Federal, State and local governing bodies or agencies.

Specifically, all personnel actions such as recruitment, hiring, training, promotion, compensation, benefits, performance evaluation and disciplinary action shall be provided and administered without regard to race, color, religion, gender, sexual orientation, national origin, disability, age or veteran status.

## **II. I. Jury Duty (Revised 1/13/14, reviewed 8/14/2023)**

1. Non-exempt (hourly) employees:  
Non-exempt employees shall not be paid for scheduled work time they miss when on jury duty. When practical, they shall be given an opportunity to make up any time missed.
2. Exempt (salaried) employees:  
Exempt employees' pay shall not be reduced because of an absence for jury duty, and the absence will not count as vacation time. Any stipend received shall be deducted from pay only if necessary to cover expenses incurred by the library due to the employee's absence, and if allowed by current NH state law.
3. In all cases, the library shall conform to current NH state laws and regulations governing jury duty absences and stipends.

## **II. J. Sub-Contractors (Adopted 10/15/12, revised 8/14/2023)**

1. All subcontractors shall be hired only as allowed by state and federal law.
2. Depending on the nature of the job, subcontractors to be hired for work for the library shall submit a certificate of insurance before any contract or agreement for work is started.

## **II. K. Military Reserves Leave (Adopted 9/12/2016, reviewed 8/14/2023)**

1. Employees who are called for armed forces reserve will retain all their legal rights for continued employment.
2. Permanent employees having completed the introductory period shall be reimbursed by the library for the difference between reservists pay and regular pay, not to exceed eight (8) hours per day, for a maximum of ten (10) working days per year upon documentation of reserve service.
3. Benefits shall accrue without interruption during the first thirty (30) days of reserve service during any calendar year.

**II. L. Harassment** (Adopted 10/11/2009, revised 8/14/2023)

1. Harassment can take many forms. Harassment may be, but is not limited to, words, signs, jokes, pranks, intimidation, physical contact, or violence. Harassment is not necessarily sexual in nature.
2. Sexually harassing conduct may include unwelcome sexual advances, requests for sexual favors, or any other verbal or physical contact of a sexual nature that prevents an individual from effectively performing the duties of their position or creates an intimidating, hostile, or offensive working environment, or when such conduct is made a condition of employment or compensation, either implicitly or explicitly.
3. An employee who is witness to or becomes aware of an incident of harassment must report it to the Library Director or the Chair of Board of Trustees.
4. Cook Memorial Library accepts and adheres to any and all applicable laws, directives and regulations of Federal, State and local governing bodies or agencies as regards harassment of any kind. Any employee who engages in harassment shall be subject to disciplinary action up to and including discharge according to the provisions of RSA 202-A:17.

**II. M. Discipline Policy** (Adopted 9/12/2016, revised 8/14/2023)

The Board of Trustees is responsible for disciplining the Library Director. The Library Director is responsible for disciplining other employees.

The disciplinary procedure involves the following three steps.

1. Verbal reminder with documentation that it has been given
2. Written warning requiring an employee signature
3. Suspension or termination

If either step 1. or step 2. are omitted because of the seriousness of the offense, then suspension is the preferred action. Employees are then able to take the steps listed in the Grievance Policy and/or Termination Policy to present their side of the issue. There may be particular situations in which the seriousness of the offense justifies the omission of one or more steps in the procedure. Except under circumstances where immediate action is required, the employee shall receive a summary of the reasons for the action.

**II. N. Grievance** (Adopted 9/12/2016, revised 8/14/2023)

An employee having a complaint shall bring it in writing to the Library Director or the Personnel Committee, and the Chair of the Board of Trustees. If a mutually satisfactory conclusion is not reached within 10 days the employee may request a hearing with the Board of Trustees. This shall occur within thirty (30) days of the filing of the complaint.

**II. O. Termination** (Adopted 9/12/2016, revised 10/7/2019, reviewed 8/14/2023)

1. Library employees may be terminated by the Board of Trustees in accordance with NH RSA 202-A:17.
2. **202-A:17 Employees; Removal.** – No employee of a public library shall be discharged or removed from office except by the library trustees for malfeasance, misfeasance, or inefficiency in office, or incapacity or unfitness to perform the employee's duties. Prior to the discharge or removal of any such employee, a statement of the grounds and reasons therefor shall be prepared by the library trustees, and signed by a majority of the board, and notice thereof shall be given to the employee not less than 15 days nor more than 30 days prior to the effective date of such discharge or removal. Upon receipt of said notice and within 30 days thereafter, but not otherwise, the employee may request a public hearing. If such request is made, the library trustees shall hold a public hearing on such discharge or removal. The hearing shall be held not more than 30 days after receipt of the request for the hearing, and if the trustees, upon due hearing, shall find good cause for discharge or removal of the employee, they shall order the employee's discharge or removal from office. There shall be no change in salary of such employee during the proceedings for discharge or removal nor until the final effective date of the order for discharge or removal. The provisions of this section shall apply to the employees of any public library except in a case where the city or town has personnel rules and regulations which apply to such employees and which make provision for a public hearing in the case of such discharge or removal.

**II. P. Mileage Reimbursement** (Adopted 5/10/2021, revised 8/14/2023)

Employees who travel to conferences, training sessions, or other library-related meetings are eligible for mileage reimbursement at the federal rate determined annually by the IRS. Staff members shall inform the Library Director before planning library-related travel for these purposes. Staff will be paid hourly wages for their time spent attending library-related meetings, but will not be paid for their time traveling to get to meetings. The library's location shall be the starting point for mileage reimbursement calculations. Carpooling is encouraged. To request reimbursement for mileage, employees shall submit a Request for Mileage Reimbursement form to the Library Director.

**II. Q. Use of Personal Vehicle for Library Duties** (Adopted 5/10/2021, revised 8/14/2023)

Employees of the Cook Memorial Library may be asked or required within the scope of library duties to use their personal vehicles to conduct library business. Staff members who use a personal vehicle while conducting library duties must have a valid operator's license and vehicle registration. Employees must wear seatbelts while traveling in a vehicle as part of library duties. Employees must not use mobile phones or devices while driving as part of library duties. It is also required that employees have personal automobile coverage showing a minimum of

\$100,000 per person, \$300,000 per accident and a property damage limit of \$100,000 per accident.

Prior to using a personal vehicle to conduct library business, employees shall complete a Use of Personal Vehicle for Library Duties form and submit it to the Library Director. This form, along with documentation of a valid Driver's License and vehicle registration, must be updated annually and kept on file.

For staff members who use their own vehicles to conduct library business, the primary insurance coverage falls under the employee's private vehicle insurance carrier. In the event of a property liability claim, the Town of Tamworth's insurance carrier will pay up to \$500 towards the employee's deductible for an accident, paying only if the accident took place while the employee was on official duty. Employee shall rely on their personal auto coverage in the event of physical damage to the employee's vehicle, which is not covered by the Town of Tamworth's insurance carrier.

Employees using a personal vehicle for library duties are eligible for mileage reimbursement as described in the Mileage Reimbursement Policy. Staff will be paid for scheduled time using a personal vehicle while conducting library duties, i.e., taking the mobile library to locations in town.

## **SECTION III: THE COLLECTION AND OTHER LIBRARY RESOURCES**

### **III. A. Collection Development and Maintenance (Revised 10/11/2021)**

1. The Library Director will select and purchase, with reference to book reviews and library sources, printed and non-printed materials which are of permanent and current value to the Library and which best meet the community's interests and needs. In developing the Library's collection, the Library Director will maintain a balance of materials for adults, young adults, and children. All collections are subject to an ongoing review, and selection/de-selection process.
2. The Library Director and staff are responsible for the withdrawal and disposal of materials that are no longer of value to the library collection. These materials will be systematically weeded from the collection according to accepted professional practices, and will be sold, distributed to other institutions, or discarded.
3. The library will purchase electronic access to information resources for both research and entertainment.
4. The library will provide access to other New Hampshire libraries' collections through inter-library loans (ILLs) and transfers between Northern New Hampshire Library Cooperative libraries.
5. Printed and non-printed materials will be accepted as donations only on the condition that the library has the authority to make whatever disposition of such materials it deems suitable. Memorial books may be accepted under these conditions, but may or may not be kept together in a special collection.
6. The Library Director may accept, for a specified period of time, special collections of books or other materials for display and/or in-library use. The library will not be held legally responsible for the safeguarding of such collections, i.e., not held liable for damage or theft. (See policy of Gifts and Loans in Section IV C3)
7. In no case will any book or material be excluded from the library collection because of the race, nationality, or personal views of the writer.
8. In the event that a patron complains or objects to material available in the library, the Library Director will take the following steps:
  - a. Listen courteously to the patron's complaint.
  - b. Have the complainant complete and sign the form "Request for the Reconsideration of Library Materials" (Appendix).
  - c. Submit the completed form to the Board, at its next regularly scheduled meeting, along with a complete explanation.
  - d. The Board will present its decision at its next monthly meeting, and the patron will receive a written explanation of that decision.
9. The Board supports the American Library Association's "Library Bill of Rights" (see Appendix) and "Freedom to Read" statements (see Appendix).

### **III. B. The Ulitz Genealogy and History Center (Revised 10/11/2021)**

1. Mission Statement

The mission of the Ulitz Genealogy and History (G&H) Center (“the Center”) of the Cook Memorial Library is to collect, organize and preserve materials for the study, research and interpretation of the town of Tamworth and its inhabitants, from earliest times until the present, and to provide basic tools and assistance to individuals researching local and family history.

2. Governance

The Center will be overseen by the Library Director and the reference librarian in consultation with the Board Chair.

3. Collection Description

Collected materials may include books, family genealogy records, photographs, diaries, letters, voting lists, town and school reports, local vital statistics, maps, artwork, artifacts, cemetery records, records of community groups, pamphlets, and other materials relevant to the town of Tamworth. The collection may also include audiotapes, videotapes, slides, digital images and other non-print materials.

4. Alliances

The Center develops its collection in cooperation with the Tamworth History Center, the Remick Country Doctor Museum and Farm, the Chocorua Public Library, Tamworth town selectmen, the New Hampshire Historical Society, New Hampshire State Library and other groups with a similar mission, and encourages donations of any memorabilia which relate in a meaningful way to the history of Tamworth and surrounding areas.

5. Ulitz Genealogy and History Center Gifts and Loans Policy

The acceptance of gifts or loans is subject to the approval of the Trustees. Consideration will be given to the appropriateness of the material, and the ability of the Center to preserve, store and exhibit such material in a safe and efficient manner, without negatively impacting library resources, and while ensuring access by interested persons. All gifts will become the property of Cook Memorial Library, without restrictions as to future disposition. Loans require a separate contract. (See also Gifts & Loans Policy, Section IV)

6. Use of the Facility

The center consists of the Ulitz Room and the Archive Room. Local history collections and certain other items are housed in the Ulitz Room and are accessible during the library’s open hours. Some of these items are circulating collections. The public may use materials in the Archive Room only when a staff member or G&H volunteer is present. Materials in the Archive Room do not circulate. The Archive Room will be kept locked except when in use. The Ulitz Room may be used by library and community groups for small meetings.

7. Borrowing Materials

Materials may be borrowed from the non-circulating G&H collection only with permission of the Library Director or the reference librarian.

**III. C. Reference** (Revised 10/11/2021)

The reference section will include:

1. A current electronic encyclopedia;
2. a world atlas not more than three years old;
3. an unabridged dictionary published or supplemented within the last five years;
4. a current general almanac;
5. a subscription to at least one materials selection periodical;
6. a subscription to a local newspaper.

**III. D. Circulation** (Revised 5/10/2021, reviewed 10/11/2021)

1. Library Cards: The library will serve all permanent, part-time, and temporary residents of Tamworth. Borrowing privileges are extended to anyone over seven years of age. To apply for a library card, all patrons shall complete a registration form and provide proof of residency. Library cards issued for residents provide borrowing privileges for physical as well as digital library materials.
  - a. Resident and part-time resident cards have a three-year renewal cycle.
  - b. Temporary resident cards are issued for 3 months, and may be renewed if residence remains in Tamworth.
  - c. Cardholders of other Northern New Hampshire Library Cooperative libraries (Conway, Jackson, Madison) may use their home library cards at Cook Memorial Library; they do not need a nonresident card. Duplicate cards will not be issued within the cooperative.
  - d. Nonresidents may apply for a nonresident library card which provides borrowing privileges for one year for physical materials only. Digital services are not available to nonresident cardholders. There is no fee for a nonresident card. Nonresident cards may be renewed in person only.
  - e. The Library Director has the authority to make exceptions to the above policies.
2. Print and non-print materials may be taken out for a period of two weeks and may be renewed for two weeks. Videos may be borrowed for a period of one week. Lending periods for equipment, devices, and other items may vary at the discretion of the Library Director.
3. Library users may check out a maximum of 15 items at a time.



4. Reference books and any non-circulating collections may not be taken out, unless permitted by the Library Director.
5. A patron who loses or damages library material will be billed for the full replacement cost. Patrons shall fill out a borrower's agreement form before borrowing equipment and devices valued at more than \$100.
6. Use of the library and its services may be denied or restricted by the Library Director for due cause. Such cause may be failure to return books or to pay penalties, destruction of library property, disturbance of other patrons, or for any objectionable conduct on library premises.
7. Library circulation records and other records identifying the names of library users are confidential. The library staff and volunteers protect each patron's right to privacy with respect to information sought or received, and materials consulted, borrowed, or acquired.

**III. E. Overdue Library Materials** (Revised 6/12/17, reviewed 10/11/2021)

1. Cook Memorial Library does not charge fines for overdue library materials. Patrons returning overdue items are encouraged to donate to the "Conscience Jar" on the circulation desk.
2. When a book or other library item is two weeks overdue, the patron receives an email or phone call reminder to return it. If the overdue item is not returned within one additional week, the patron receives a second phone call or email. A blocking message may be placed on the patron's record on the library computer to alert the staff that the patron has overdue items.
3. If the item is still not returned in four weeks, a written notice is sent to the patron by mail, indicating the titles and replacement prices of the overdue materials and stating "One or more of the above items are overdue by more than two weeks. Borrowing privileges will be suspended if these are not returned within the next week." This letter is signed by a staff member.
4. A second and final notice, with a copy of the NH statute pertinent to library materials, is mailed at six weeks.
5. If a patron does not respond to these four actions, library privileges are revoked until the materials are returned, or payment made if they are lost. The Library Director may request that a Tamworth police officer hand-deliver a written notice to the delinquent patron's home as a last resort.

### **III. F. Interlibrary Loan (ILL) (Revised 10/11/2021)**

1. All library materials are loaned to other libraries through interlibrary loan with the following exceptions:
  - A. Items in current or heavy demand,
  - B. Reference books and materials,
  - C. Original Tamworth history and genealogical materials,
  - D. Original materials from the pamphlet file.
2. Non-print materials such as DVDs, audiobooks and music CDs are available for interlibrary loan, but patrons are limited to borrowing three non-print materials at a time. The interlibrary loan period for non-print materials is four weeks.
3. The interlibrary loan period for print materials is six weeks.
4. All requests for copied material shall be made in compliance with the copyright law of the United States.
5. Interlibrary loan requests will be processed for any registered Cook Memorial Library cardholder.

### **III. G. Technology (Revised 6/12/17, reviewed 10/11/2021)**

1. The library's computing resources are to be used to advance the library's mission.
2. All software used at Cook Memorial Library must be new selections purchased by the library staff. Gifts of software will be accepted only if approved by the Technology Committee.
3. All use of computers is at the discretion of the library staff. Patrons must register at the circulation desk to use a computer.
4. There is no fee for use of the computers.
5. Printing/copying with library's copier and/or printer costs 15 cents per page for black ink, 50 cents per page for color ink.
6. Patrons may not store their data on any library computer. CDs may be purchased for a nominal charge for saving files, and patrons may use their own removable storage devices to save files.
7. The computer resources throughout the library are provided equally to all patrons. Parents are responsible for the activities of their children at the library; the library does not act "in loco parentis." It is the responsibility of parents and guardians to guide their children's reading and computer use.
8. The library is not responsible for the loss of personal data or damage to personal property.
9. Patrons may use the library telephones for local calls, with permission. There is a \$1.00 per fax charge for use of the fax machine.
10. See Internet Policy (III. H.) for additional policies on computer use.

### **III. H. Internet Access and Use** (Revised 6/12/17, reviewed 10/11/2021)

#### *Policies*

It will be the responsibility of the Library Director and staff of Cook Memorial Library to recommend changes to the policies and procedures governing use of the Internet every three years or sooner as needed. The current Internet policy will be available to patrons, and will be posted on the library website.

Cook Memorial Library offers access to electronic resources, including those on the Internet, free of charge and subject to the policies and procedures adopted by the library Trustees. All patrons, both registered and non-registered, are required to check in at the circulation desk before using library computers. All patrons under 18 must have written permission (ask staff for an Internet Use Registration Form) from a parent or guardian to use library computers. Access is a privilege, not a right, and requires responsibility on the part of the user.

Access to the Internet will not be restricted because of a patron's race, color, religion, gender, sexual orientation, national origin, disability, age or veteran status. The Internet offers unlimited global access to all types of information. Not all sources are accurate, complete, current, legal or philosophically acceptable to all people. Some information may be offensive, controversial, illegal, or erroneous. It is the responsibility of the user to select or reject online information based on good judgment and discretion. The library does not use filters to monitor or control the content of the materials on the Internet, which changes rapidly and unpredictably. Parents and guardians of minor children have exclusive responsibility for their children's use of the Internet just as they do with printed materials or visual materials. Notice to parents: Library staff does not supervise what children view online.

#### *Acceptable Use*

All electronic traffic originating from Cook Memorial Library will be in accordance with acceptable use standards. Failure to abide by these standards may result in the loss of Internet, computer, and/or other library privileges.

1. Respect for the privacy of others.
2. Compliance with copyright law and licensing for individual data and programs.
3. Consideration for the security and functioning of computers, computer networks and systems.

#### *Unacceptable Use*

Examples of unacceptable use include, but are not limited to the following:

1. Uses for any purposes that violate applicable federal, state, or local laws including copyright laws.

2. Interfering with or disrupting other computer users, services, or equipment.
3. Attempting to gain or gaining unauthorized entry to other computing, information, or communications sources or devices (hacking).
4. Malicious, threatening, harassing, or obscene behavior or language.
5. Obscene behavior including public display of obscene materials on computer screens or in hard copy.
6. Misrepresentation of oneself or the library.
7. Activities that could cause congestion and disruption of networks and systems.
8. Unsolicited advertising.
9. To access, upload, download, transmit or distribute pornographic, obscene, or sexually explicit language or material.

#### *Cautions*

1. Parents are cautioned to monitor their minor children's use of the Internet.
2. Patrons are cautioned to guard closely the security of personal information, credit card numbers, computer accounts, passwords, and other types of authorizations when using the Internet.
3. Users are cautioned to take steps to protect their systems from computer viruses and other destructive computer programs when downloading programs and files for use on other computers.
4. Patrons should not store their data on any library computer. Electronic files left on any computer should not be considered confidential.
5. Cook Memorial Library is not liable for any direct or indirect and/or punitive damages (including lost data or information) sustained or incurred in connection with either the use of or the unavailability of the library's computers.

Patrons may print pages to the printer/copier for 15 cents per page. Printing in color costs 50 cents per page. Payment may be made at the circulation desk. A scanner is available for public use for no charge.

Use of the Internet stations is on a first-come, first-served basis. When there are people waiting for a computer, time limits will be set at 30 minutes per session so all patrons seeking access will have a timely opportunity to do so. Training and assistance with Internet use will be available as staff time and experience permit.

#### **III. I. Programs (adopted 4/11/2022)**

The Cook Memorial Library offers programs for all ages to further the library's mission. Programs are offered by the library to introduce library resources, entertain, broaden knowledge, share experiences, and exchange information.

Programs offered by the library must be open to the public. Registration for programs may be required for planning purposes or when space is limited. Program attendance may also be limited by age or grade level.

At times the library partners with other community agencies, organizations, educational and cultural institutions, or individuals to develop and present programs that align with the library's mission.

Requests from individuals to present programs are considered and weighed against community interest in the topic, the library's program budget, space requirements, relevancy and staffing ability, as well as the presenter's demonstrated qualifications, expertise, and reputation.

The library strives to include a wide range of subjects and viewpoints in library-sponsored programs and exhibits. Program topics, speakers and resources are not excluded from library programs based on their origin, background, sexuality, gender, religion, ability, or views, or because of possible controversy. Programs cannot be used purely for solicitation or for partisan purposes.

Decisions on which programs to offer are made by the Library Director, the Programming Librarian, or the Director's designee. Library staff who present programs do so as a part of their regular job and are not hired as outside presenters for their programs.

Relevant library policies, including but not limited to the Behavior, Supervision and Responsibility policy, apply to all library programs regardless of venue.

Fees may be charged for certain programs not covered entirely by the library's program budget.

Fund-raising at programs may benefit the library or the Friends of Cook Memorial Library. Outside organizations must seek approval from the Board of Trustees for fund-raising programs at the library.

Presenters must provide invoices for speaking fees at the time of booking to receive payment. Any changes to programs or fees must be submitted in writing to the library and agreed upon by both parties prior to the program. In certain cases, presenters may request to "pass the hat" to supplement fees provided by the library.

The library supports the rights of authors and other creators to sell their works as part of a program to the public. Presenters are responsible for their own sales and library staff are not available to assist in sales.

Library sponsorship of a program does not constitute or imply an endorsement of the presenter's content, beliefs, or outside organizational policies by any Cook Memorial Library personnel, the Board of Trustees, the Friends of the Cook Memorial Library, or by the Town of Tamworth.

REQUEST FOR RECONSIDERATION. Any community member has the right to request reconsideration of library materials, programs, exhibits, or displays. To make a request, patrons shall complete the Request for Reconsideration Form (see Section VI. Appendix B. Forms) and submit it to the Library Director. The Trustees will review the merits of such requests at their next scheduled meeting. A response to the request will be made within 30 days after the next meeting of the Board of Trustees. During reconsideration, no change will be made in materials presented, scheduled, programs, and displays and exhibits. The decision of the Board of Trustees is final.

## **SECTION IV: Library Organization and Management**

### **IV. A. Friends of the Cook Memorial Library (Revised 4/9/12, reviewed 3/14/2022)**

1. The Friends of the Cook Memorial Library is an autonomous citizens' group which provides support to the library and acts as a liaison between the community and the library.
2. The Friends shall be kept informed of the library's plans, progress and needs.
3. The Board of Trustees shall name one Board member as liaison to the Friends.
4. Trustees and library staff shall encourage input and opinions from the Friends, and maintain an active interest in Friends' events.
5. The Friends act in cooperation with the Library Director and the Board of Trustees and have no statutory authority over, or with regard to, the library.

### **IV. B. Confidentiality of Library Records (Revised 8/12/13, revised 3/14/2022)**

1. The Trustees, staff, and volunteers of the Cook Memorial Library support the right of each library user to privacy and confidentiality with respect to information sought or received and resources consulted, borrowed, acquired or transmitted. Accordingly, it is our policy to treat as confidential all records in its possession that contain the names or other personal identifying information regarding users of the library. The Library Director, its employees or its Trustees will only release such information to third parties when required by law.
2. When Release of Information is required by Law:
  - A. New Hampshire Law, Section 201-D:11 of the New Hampshire Revised Statutes describes the circumstances in which a New Hampshire public library must disclose information about a user 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.
  - 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. It is the policy of Cook Memorial Library to comply under these circumstances.
  - C. What the library will do when served with a court order or subpoena: It is the responsibility of the Library Director to handle all inquiries from law enforcement authorities. If the Library Director is unavailable, 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 member of the library staff is served with a subpoena or court order purporting to require the disclosure of user information, or if a staff member is otherwise approached by legal authorities in connection with library records, the staff member shall immediately refer the matter to the Library Director, or, if unavailable, to a Trustee.

The Library Director (in consultation with the Trustees) shall seek the advice of counsel (town attorney or counsel recommended by the New Hampshire Library Trustees Association or the New Hampshire Municipal Association) prior to complying with any court order or subpoena requiring the release of user information. In no circumstance shall the library comply with a subpoena without first obtaining the advice of counsel.

#### **IV. C. Internal Rules and Regulations**

##### **IV. C. 1. Hours of Service (Revised 1/9/2023)**

The library shall schedule a minimum of 38 open hours weekly for 52 weeks per year, with the exception that the library will be closed to observe the following holidays:

- New Year's Day
- Martin Luther King, Jr./Civil Rights Day
- Presidents' Day
- Memorial Day
- Juneteenth
- Independence Day
- Labor Day
- Columbus Day
- Veterans' Day
- 4 pm closing on Thanksgiving Eve
- Thanksgiving
- Day after Thanksgiving
- December 24th & December 25th
- 4 pm closing on December 31<sup>st</sup>

##### **IV. C. 2. Meeting Room Use Policy (Revised 3/14/2022)**

###### *Introduction*

Cook Memorial Library provides meeting rooms to individuals and groups as part of its mission of service. Article VI of the American Library Association Bill of Rights states that such facilities should be made available "on an equitable basis regardless of the beliefs or affiliations of individuals or groups requesting them." Use of a meeting room does not imply that the library staff or Board of Trustees endorses or advocates the viewpoints of meeting room users.



All meetings held at the library must be free and open to all.

The library has three meeting rooms available for public use. All are accessible to people with disabilities. The Front Room on the upper level seats up to 25 people. One room on the lower level seats 55 people, and tables can be set up for workshops. The other room on the lower level seats 10 people around a large table. See below for available appliances and audio visual equipment. Room descriptions are at the end of this document.

#### *Types of Meetings or Events*

- Library sponsored programs and meetings. These have priority over outside requests for space.
- Educational and cultural programs and meetings of Tamworth non-profit organizations.
- Events and meetings of a commercial or private nature to be determined depending on the circumstances.

#### *Reservations*

Space is reserved through a library staff member on a first-come, first-served basis. Two weeks' notice is suggested. An adult must request the space and be present during the meeting when the group consists of minors (one adult per 15 minors).

Applicants must complete a reservation form available at the main circulation desk. The form may also be downloaded from the Cook Memorial Library website.

Cancellations should be received by the library staff no less than 48 hours in advance. Failure to notify the library of a cancellation twice may result in the loss of meeting room privileges.

The library retains the right to cancel a group's reservation with little notice due to the library closing for adverse weather conditions. For other cancellations, every effort will be made by library staff to give as much notice as possible.

#### *Availability*

Space can be requested for use at any time. If the library is closed, the group using the space must have a responsible person who will come in to learn the security and clean-up procedures in advance of the meeting, during open hours.

#### *Fees*

Fees are charged only to private and commercial groups. Consult the Conditions section regarding use of library space by private and commercial groups. The library Trustees have established fees for renting meeting room space to private and commercial groups. Fees are paid when the room reservation form is given to the library staff.

- Fee for Front Room for Private and Commercial Groups is \$10 per hour with a three-hour minimum.

- Fee for Lower Level Room for Private and Commercial Groups is \$20 per hour with a three-hour minimum.
- See the Available Equipment section for fees regarding their use.

### *Conditions*

Any failure to observe the following conditions will result in the suspension of meeting room privileges. These conditions apply to both non-profit and commercial or private meeting groups.

- All meetings must be open to the public. Non-members and library staff may enter your meeting; such persons may be informed of the nature of the meeting and may not be excluded if they wish to remain.
- No worship services may be conducted on library property.
- No admission fee may be charged for any meeting.
- Organizations may collect dues at a meeting, but cannot make payment of dues a requirement for attendance at a meeting. A free-will donation box may be placed by the door.
- No petitions may be circulated outside the meeting room, or left in the library. Library patrons may not be approached with petitions.
- Library staff is not available to assist in rearranging seating, carrying supplies, running AV equipment during meetings, serving food or cleaning up afterward. A group member must receive training in advance of the meeting.
- Organizations meeting in the library may not use the library as a mailing address. The library will not provide storage for the property of any group without special arrangement.
- The library telephone number may not be used on publicity for the event, nor can library sponsorship be implied in publicity for the meeting. The posting of any directional signs can be done only with the permission of the library staff. The posting of any items on wall space can be done only with the permission of the library staff. No tacks, nails, or tape may be used on walls.
- Meetings which interfere with library work and activities due to noise and other factors will not be permitted. Children under age 8 must be supervised at all times.
- Alcohol and smoking are not permitted. Light snacks and beverages are permitted. No pets are allowed except for service animals. The telephone is available only for emergencies.
- The lot behind the town offices should be used for meeting parking.
- Failure to turn down the heat may result in a fuel charge to the group. The library is not open on a daily basis and it is possible heat could be left on for more than two days in an empty building.

The library Trustees reserve the right to modify any element of the meeting room use policy at any time.

#### *Group Responsibilities*

The group must select one person to be responsible for seeing that the group abides by library policies and procedures. This person must sign the reservation form and will be the liaison between the group and the library. This person will be responsible for seeing that the group follows all security and cleanup procedures. At the conclusion of the meeting, the liaison will complete the meeting room use evaluation form and leave it on the meeting room table.

This person will report any difficulties with library property and appliances to the Library Director. For the purpose of library reports on the use of the building, this person will report the number of people attending the meeting to the library staff. Every group must abide by the conditions listed in the previous section. An infraction may result in loss of meeting room privileges.

#### *Liability*

Groups using meeting rooms are responsible for reimbursing the library for any damage that may occur to library property or equipment. The library is not responsible for lost or stolen articles, damage to personal property, or bodily injury while on library premises.

### **IV. C. 3. Gifts & Loans (Revised 4/11/2022)**

- A. Trustees of Cook Memorial Library shall be authorized to accept and expend gifts in accordance with NH RSA 202A:4-c and d.
- B. Gifts are accepted with the understanding that the library has the sole authority to determine the disposition of each item, whether to use/add to the collection, dispose of, restore, or sell.
- C. Loans or conditional gifts should be accepted only in special circumstances and are at the discretion of the director in consultation with the Board of Trustees. All loans or conditional gifts require an individualized letter of agreement, which must be approved by the Board of Trustees. All such letters of agreement shall include a statement that the signer has read this policy. (See Letter of Agreement for Donated Materials in Section VI. Appendix B. Forms.)
- D. Gifts of money, real estate and/or stock may be accepted if attached terms and conditions are acceptable to the Board of Trustees and meet applicable laws.
- E. Gifts of personal property may be accepted at the discretion of the director in consultation with the Board of Trustees.
- F. The library will issue a receipt for gifts of personal property if requested, but will not attach a dollar amount.

- G. Monetary gifts over \$500.00 will be acknowledged with specific reference to the giver's intention, in accordance with Internal Revenue Code 170(a)(1) and 170 (c)(1).

**IV. C. 4. Sales (Revised 4/11/2022)**

- A. At the discretion of the Board of Trustees, articles may be purchased to sell for the benefit of the library. The library does not accept items for sale on consignment.
- B. Sales of articles by not-for-profit organizations in the community may take place on library premises, or with the sale of library materials, with the approval of the Board of Trustees.
- C. At the discretion of the Library Director, invited presenters for library programs may be permitted to sell items pertaining to their presentations. Presenters are responsible for their own sales. Library staff are not available to assist in sales.
- D. The Friends of Cook Memorial Library are permitted to offer items for sale at the library for the benefit of the library.

**IV. C. 5. Displays, Exhibits, and Bulletin Board (Revised 4/11/2022)**

- A. Hobby, craft, or art exhibits are encouraged, but must be displayed unpriced and at the owner's risk. Any individual or organization wishing to use Cook Memorial Library's exhibit space shall complete an Exhibit Release Form (See Section VI. Appendix B. Forms.)
- B. Announcements of community interest may be displayed on the Library's bulletin board with the Library Director's or staff member's permission. Posters will not advertise a business, personal sale, or other private situation. Posters may be removed at the discretion of the Library Director or staff member if there is inadequate space for all materials.
- C. Materials that advocate the election of a candidate, political or otherwise, may not be displayed on Library property.
- D. Acceptance of materials for exhibit or display does not imply the Library's endorsement of any events, groups or organizations, its policies or beliefs.
- E. Any library patron has the right to request reconsideration of library exhibits or displays. To make a request, patrons shall complete the Request for Reconsideration Form (see Section VI. Appendix B. Forms) and submit it to the Library Director. The Trustees will review the merits of such requests at their next scheduled meeting. A response to the request will be made within 30 days after the next meeting of the Board of Trustees. During reconsideration, no change will be made in materials presented, scheduled, programs, and displays and exhibits. The decision of the Board of Trustees is final.

**IV. C. 6. Petitions and Informational Material** (Revised 2/13/12, reviewed 4/11/2022)

- A. No petitions asking for signatures of any kind will be allowed on library property. (The Trustees want patrons to feel they are in a “neutral zone” when using the library.)
- B. Other informational materials are allowed at the discretion of the Library Director.

**IV. C. 7. Behavior, Supervision and Responsibility** (Revised 4/11/2022)

- A. Library users have the right to use the library and its materials and services without being disturbed by other library users.
- B. People causing a disturbance will be asked to cease their disturbing behavior or leave. If disturbance includes physical threat or violence, library staff shall call 911.
- C. Library users who cause repeated disturbances or damage to library property may have library privileges restricted or revoked. Library users and employees have the right to materials that are in good condition.
- D. Children under eight years of age shall be supervised by a parent or other adult when in the library. Children eight years and older may attend the library unsupervised, subject to proper behavior and conduct. The Cook Memorial Library assumes no responsibility for children of any age left unattended at the library. Parents assume all liability for any damage done by their children at the library. Children who cause repeated disruptions will be warned that privileges may be restricted or revoked and their parents or legal guardians will be contacted.

**IV. C. 8. Animals** (Revised 7/11/2022)

No animals are allowed in the public areas of the library except service animals and registered therapy animals. Service animals are defined by the ADA as animals that are individually trained to do work or perform tasks for people with disabilities. All animals must be leashed and sit, stand, or lie quietly by the owner’s side.

Two questions may be asked of an individual with a service animal:

- 1. Is the animal required because of a disability?
- 2. What work or task has the animal been trained to perform?

Exceptions may be made for animals involved with presentations, with the approval of the Library Director.

Any animal, including service and therapy animals, causing disruption or harm to the Library or its patrons will be required to leave the building immediately.

**IV. C. 9. Supervision of Lower Level** (Revised 3/12/2018, reviewed 4/11/2022)

The library strives to maintain a safe and secure environment for its staff and patrons. In pursuit of this objective, the library staff will routinely check the lower level rooms when the library is open and check the lower level before closing.

## **SECTION V: MANAGEMENT OF BUILDINGS AND GROUNDS**

### **V. A. Disaster Preparedness (Revised 6/13/2022)**

The Cook Memorial Library will have a Disaster Plan (see current Disaster Plan Notebook). This plan shall be reviewed and updated by the Library Director and policy committee biannually and submitted to the Board of Trustees for approval. The plan may contain, but is not limited to, the following sections:

1. Introduction and explanation of monetary support for the plan.
2. Implementation of the plan to include methods.
3. Emergency information sheet.
4. Communication plan or telephone tree.
5. Checklist of pre-disaster actions for which there is advance warning (hurricane, flooding).
6. Prevention and protection strategy which includes fire alarms, fire extinguishers.
7. Instruction for response and recovery, including the steps to be taken to salvage materials, and prioritization of the collection to be salvaged.
8. Detailed step-by-step instructions on the phases of salvage operations.
9. Detailed building plans covering the following: storage areas, entrances, exits, windows, fire extinguishers, fire alarms, smoke detectors, shut-offs and master switches for power, water, gas, heat, elevators.
10. Insurance information. This may include information in the form of a list of all the materials in the collection.
11. Plans pertaining to the building construction, such as plot plan, architectural drawings, septic design plans shall be in a designated place.
12. Location of keys.
13. Information on the schedule of back-up data and their locations.
14. Information on the Treasurer's records.
15. Procedure for handling violence and the threat of violence.

### **V. B. Health & Safety Requirements (Revised 6/13/2022)**

1. The Board of Trustees of Cook Memorial Library will be responsible for maintaining the library premises in a safe and sanitary condition. The Board will require the library staff and volunteers to follow safety procedures according to applicable N.H. Health and Safety Codes.

2. The CML Disaster Plan Notebook will include a checklist of safety practices (see policy at V. A. Disaster Preparedness), to be updated each year by the Library Director. The current building's safety plan will be on file in the office of the Library Director, as well as in the Tamworth Town Office. The Library Director will be responsible for the implementation of the plan and supervision of the steps and strategies involved.
3. All work places and public facility areas, passageways, storerooms and service rooms will be kept clean and in a sanitary manner. A regular cleaning schedule will be set up for the custodian, and will be the responsibility of the Library Director to oversee. Trash will be disposed of on a regular schedule and in such a manner as to maintain good sanitary conditions.
4. All passageways, entries, exits, and their approaches will be maintained so that they are unobstructed and are accessible at all times. Emergency warning systems, fire extinguishers, and exit lights will be in place and maintained. There will be a regular yearly inspection of each, in accordance with N.H. Health and Safety Codes, and in conjunction with Disaster Plan updates.
5. Adequate illumination and ventilation will be provided to all areas during open hours of the library. Hazardous, combustible or otherwise dangerous materials, including cleaning materials, will be stored in a locked storage area. All storage areas will be kept free from the accumulation of materials that constitute hazards from tripping, fires or explosions, or might harbor pests.
6. Each employee and volunteer will comply with all safety rules, regulations, and policies of CML, for the avoidance of unsafe conditions, and to control or eliminate any hazards or other exposure to injury or illness, for personal and public safety.
7. The Library Director will be responsible for the supervision of a safety program for the library. General areas of emphasis will include, but not be limited to: in-service training; building inspection; accident record keeping; fire prevention; security/alarm system training; catastrophe planning; and emergency procedures relative to employees, patrons, and the community.

#### **V. C. Maintenance Responsibility (Revised 6/13/2022)**

1. The Board of Trustees of Cook Memorial Library will be responsible for establishing guidelines for the maintenance of Cook Memorial Library, including the property relating to it. These will include weekly, annual and long-range guidelines. A Building and Grounds committee, comprised of members of the Board, will be appointed, and will oversee the implementation of this policy; the Chair of the committee will report to the Board at its regular monthly meeting.
2. Sufficient funds for operating expenses and for upkeep and repair of the building and grounds will be provided in the library's annual budget, including weekly housekeeping duties of the custodian, as well as regular/seasonal duties such as snow removal, lawn

mowing, window cleaning, carpet cleaning, etc. A long range maintenance plan, updated each year, is the responsibility of the Board, and is included in the CIP (Capital Improvement Plan) for the Town of Tamworth. The Library Director will see that the weekly duties of the custodian are performed as scheduled.

3. The Cook Memorial Library building will be located on grounds that are well drained and maintained. The building will be properly ventilated and provided with adequate electricity and an adequate supply of water for both drinking and toilet facilities.
4. The library building will have adequate and approved systems, according to applicable health and safety codes. Such systems will include sewage disposal, plumbing, heating, lighting, ventilation, and elevator. In addition, all library facilities available for use by the public will be maintained in accordance with N.H. state regulations, and comply with A.D.A. (Americans with Disabilities Act) standards.
5. There will be an annual inspection of emergency warning and alarm systems, fire extinguishers, exit lights, etc., in accordance with the N.H. health & safety code, and in conjunction with Disaster Plan updates.
6. Landscape beautification by volunteers may take place on library premises with approval of the Board, and with notification to, and coordination with, the Library Director.
7. The library building will be secured by a functioning security system, with keys and access codes being held by current CML Board members, staff, authorized monthly meeting room users, Tamworth police and fire departments and other responsible individuals as determined by the Library Director. The Library Director will make an annual accounting of all keys and codes.

**V. D. Stewardship Policy** (Adopted 2/13/2012, revised 8/8/2022)

1. As elected officials of the town of Tamworth, the Cook Memorial Library Trustees recognize their role as stewards of the town library and its assets. They are accountable for the library's finances. They recognize that the role of steward has many responsibilities: to provide library services to patrons, to adapt those services to meet the changing needs of library users, to foster collaboration with other libraries and organizations in both public and private partnerships to enhance services, and to provide for long-range planning concerning the facilities and programs offered. The goal of the Trustees is to efficiently use all library resources whether they are people, time, assets, talents or funds.
2. The Cook Memorial Library is a registered historical building. The Trustees see the preservation of this building, including its maintenance and security, as one of its primary responsibilities. They also recognize this library's role in preserving archival materials that document the history of Tamworth. The Trustees will cooperate with



town officials to create a Capital Improvement Program that is updated annually for the preservation of the library building and grounds.

3. The Trustees will abide by federal, state, and Town of Tamworth laws and ordinances, and the guidelines of the New Hampshire State Library.

#### **V. E. Disasters, threats, and inclement weather (Revised 11/14/2022)**

##### *Section 1: Fire*

1. If the alarm is triggered, or at the first whiff of smoke, evacuate all patrons from the building and phone 911.
2. If the reason for the alarm is not evident, a staff member should investigate the entire building quickly to find out what is happening and where, while a second staff member clears the building.
3. Evacuees should congregate across the street from the library.
4. The time to think about fires is before they happen. Staff should be trained periodically on the use and locations of fire extinguishers in the building.

##### *Section 2: Health emergencies*

1. 911 should be called immediately in the event of a serious problem.
2. Staff members should exercise caution in assisting anyone with any complaint because of the danger of making a mistake and the potential of a lawsuit. Staff should make the patron or staff member comfortable and protect from needless disturbance until medical help can be obtained.
3. No medication, including aspirin, should ever be dispensed to the public.

##### *Section 3: Bomb threats and other terrorist threats*

1. Keep the caller on the line as long as possible.
2. Ask the caller to repeat the message and try to write down every word spoken by the person.
3. If the caller does not indicate the location of the bomb or the time of possible detonation, ASK FOR THIS INFORMATION.
4. Pay particular attention to peculiar background noises such as motors running, background music and any other noises which may indicate where the call is originating from. Listen closely to the voice (high or low pitch), voice quality (calm, excited), accents and speech impediments.
5. Immediately after the caller hangs up, call 911.
6. Clear the building.
7. If practical, evacuees should congregate across the street from the library.

*Section 4: Threats inside the building*

1. An active shooter is an individual actively engaged in killing or attempting to kill people in a confined and populated area, typically through the use of firearms.
2. Library staff shall take part in an annual training on active shooter and other human threats inside the building. See Appendix C for recommended training.

*Section 5: Inclement weather*

1. The library may close (or postpone opening) when weather conditions make travel hazardous. The deciding factor of any decision made will be the safety of the library patrons and staff, although maximum effort will be made to maintain regular library operating hours.
2. The Library Director has the authority to close the library in the case of inclement weather. The Director may consult with staff or the Chair of the Library Board of Trustees as needed.
3. If a decision is made to close, an announcement will be sent to the local radio station and other local media.

*Section 6: Power outages*

1. The library may close after an extended power outage, for safety of the staff and library patrons, using the same notification procedures.

*Section 7: Cybersecurity (Interim)*

1. The NH Library Association's Information Technology (NHLA-ITS) section is planning to work on recommendations for cyber security for small libraries in the next year. For that reason this policy is an interim policy that should be reviewed annually until more detailed recommendations are available.
2. The Cook Memorial Library should collect as little personal data as feasible to enable routine functioning of the library. Currently this information consists of name, e-mail address, mailing address, physical address, phone number. This information should not be shared without a court order.
3. The Cook Library should follow established protocols for guarding the security of passwords.
4. Most software available at the library is commercially available and protected by the developer through updates. Staff should stay current with the latest instructions available and keep software up to date. The library's selection of cloud-based databases, apps, and file storage shall prefer providers with strong security, privacy, and backup measures. Databases and files that are not stored in the cloud shall be backed up to

external storage devices. Cloud-based data should be backed up locally on a regular basis.

5. Staff should have access to training on the latest ways to avoid cyberattacks. It is recommended that at least one staff person attend a training each year.

## **V. F. Pandemic Policy** (Adopted 4/27/2020, reviewed 3/14/2022)

### I: Purpose

To establish the protocol to be used in the event of a pandemic. If there is a serious infectious disease outbreak, the library may be required to operate on limited staffing or take unique measures to help slow the spread of the illness, including service restrictions, limited hours of operation, or possible closure by order of local public health or state officials. Recovery from a pandemic may be slow, as compared to a natural disaster or other physical crises. It is important to ensure that core business activities of the library can be maintained for several weeks or more with limited staff and reduced hours due to a pandemic.

### II: Definitions

**Pandemic Policy:** A pandemic policy differs from a general emergency preparedness policy or procedure. With an emergency preparedness policy, there is an assumption that staff will return to the building or begin rebuilding, almost immediately after the event or crisis (such as after a fire or storm, or if there is a utility shortage). If there is a serious infectious disease outbreak, recovery may be slow and limited staff, services, and hours may be necessary for an extended period of time.

**Pandemic:** A pandemic is the worldwide spread of a new disease. (World Health Organization <https://www.who.int>)

**Appropriate Staffing Level:** For the purposes of this policy, Appropriate Staffing Level refers to the minimum number of qualified staff necessary to provide service safely and efficiently, as determined by the Library Director or his/her designee.

### III: Library Closure

#### *Public Health Mandate*

The Cook Memorial Library will close due to pandemic in the event of a mandate order or recommendation for closure issued by public health or government officials on the local, county, or state level. In the absence of a mandate the Board of Trustees shall have the discretion to close the Cook Memorial Library building to protect the public and the staff while striving to provide services creatively and remotely as reasonably possible.

### *Discretionary Service Level Changes*

At the discretion of the Library Director, the Library may close, reduce its operating hours, or limit services temporarily in the event that there is not sufficient staff to maintain appropriate staffing levels or if unable to maintain adequate social distancing for health and safety.

In the event of closure or reduction in operating hours, the Library Director or designee shall maintain communication with staff, Library Board of Trustees, and the Selectmen's Representative to the Board of Trustees.

#### IV: School Closure Due to Pandemic

In the event that the School Administrative District (S.A.U.) 13 closes its schools due to pandemic illness, the Board of Trustees shall decide whether the Library will be closed for the same amount of time. If none of the aforementioned requirements for closing (see III. Library Closure) are also met, the Board of Trustees shall decide whether to offer reduced hours and services, whether to limit the number of patrons allowed into the building at one time, and whether to cancel library programs, special events, and meeting room reservations.

#### V: Staffing

Minimum staffing level for a temporary period of time is defined as two healthy employees available to be present at the library during all open hours with a maximum 8 hour workday and 35 hour work week per full-time employee, and no more than 20 hour work week per part-time employee. An inability to maintain this temporary minimum level will result in reduced hours or closing the library.

In providing service safely and efficiently, the following actions may be taken at the discretion of the Library Director or designee.

- Increased health/safety measures for staff (e.g., monitoring staff health before working, wearing of gloves, wiping down work areas, etc.);
- Restricted access to areas in the library (e.g., closing floors or unmonitored areas for safety);
- Social distancing practices in public areas;
- Reduction of open hours;
- Cancellation of all programs, special events, and meeting room reservations;
- Reallocation of employee responsibilities and shift/schedule changes to provide coverage during open hours;
- Closure of the library.

If the Library is open, employees are expected to report to work on time as scheduled, excluding any excused absences following the established Personnel policy. In the event of

closure, employees shall be compensated for their regularly scheduled hours. In the event of long-term closure lasting more than one month, Library Trustees, at a regular or special meeting, may review staffing in response to budgetary constraints caused by the pandemic.

If the Library is closed or hours reduced, healthy employees may be assigned work-at-home tasks to be completed in their compensated hours. When appropriate, work tools (e.g., laptops, supplies, etc.) will be checked out to employees by the Library Director or designee for work-at-home assignments.

#### VI: Communication

In the event of closure necessitated by pandemic, effective communication about any reduction in services or open hours must be announced in a timely manner. Library staff should follow the normal procedure used for any unexpected closure/program cancellation, which includes posting on wmur.com, Facebook, the Tamworth Exchange, and the library website.

#### VII: Prioritization of Services

Priority will be given to the following essential services:

- Information services for the public, both in-person and online;
- Payroll;
- Accounts Payable;
- Facility Maintenance.

In the case of reduced staffing or reduced hours of operation, the Library Director or designee will prioritize service-related tasks and assign the daily work plan to staff.

## **SECTION VI: APPENDIX**

### **VI. A. Job Descriptions**

#### **VI. A. 1. Library Director (Revised 5/13/2024)**

Overview: The Library Director is the executive administrative officer of the library, employed and supervised by the Board of Trustees. The Director is responsible for the supervision of the staff, care and maintenance of library property, and development of resources in keeping with the mission statement of Cook Memorial Library, the strategic plan, and policies set by the Board of Trustees. Responsibilities include the daily operations of the library to ensure high quality, cost effective, and patron-oriented services within budgetary limits, and the analysis of its operations and functions. The Director administers, interprets and recommends policies, participates in strategic planning, anticipates needs, ensures continuity of operations, manages personnel, and focuses on the needs of the patrons. The Director acts as the chief spokesperson for the library.

#### Qualifications:

A bachelor's degree is required. A master's degree in library science is preferred. If the above educational requirement has not been met, consideration of other qualifications will be given to candidates with extensive experience in library management. All candidates must be able to manage information systems, possess a strong knowledge of emerging technology, and have experience with grant writing and management.

#### Responsibilities:

- Meet with the Board of Trustees on a monthly basis, and serve on trustee committees.
- Recommend policy additions or changes to the Board.
- Keep the collection current, relevant, and accessible.
- Select & order library materials, digital resources, supplies, equipment and furniture.
- Administer and manage the integrated library system (ILS), the library websites, and supervise and train staff on their use.
- Develop and oversee library programming.
- Maintain circulation and usage statistics and prepare required reports.
- Maintain and preserve financial records, and assist with yearly budget preparation.
- Keep current with information technology, and train staff accordingly.
- Establish and oversee procedures for effective public relations and publicity to promote the library, e.g. the library website, social media, newsletters, Tamworth Exchange, Sandwich Board, and local newspapers.
- Identify and participate in continuing education opportunities, including attendance at regional library conferences.

- Collaborate with library cooperative and community groups.
- Seek out and apply for grants that align with the strategic plan.

### **VI. A. 2. Children’s Librarian and Library Programmer (Revised 5/13/2024)**

Overview: The Children’s Librarian/Library Programmer is responsible for designing, marketing and implementing educational and recreational library programs for children, youth and adults, such as preschool story hours, summer reading programs, and adult informational programs. The Children’s Librarian/Library Programmer provides additional coverage for the circulation desk in cooperation with Circulation Assistants.

Reports to the Library Director.

Qualifications:

- Knowledge of child development, children’s literature and storytelling
- College degree preferred or equivalent professional experience
- Computer skills, including familiarity with standard desktop applications and collection/inventory management programs

Responsibilities:

- Recommend purchases for the children’s and young adult collections.
- Provide reader’s advisory to patrons.
- Direct programming and events for children, youth and adults.
- Coordinate publicity for programs and events, including press releases, posters, newsletters, library website and social media.
- Create book displays.
- Coordinate art exhibits.
- Direct staff and volunteers for programs and events.
- Take part in library-related continuing education, conferences, and workshops.

Circulation desk responsibilities:

- As described in Circulation Assistant job description

### **VI. A. 3. Reference Librarian (Revised 8/3/14)**

Overview: The Reference Librarian is responsible for reference and reader services, inter-library loan management, and carrying out the mission of the Ulitz Genealogy & History Center under

the direction of the Library Director. The Reference Librarian provides additional coverage for the circulation desk in cooperation with Circulation Assistant.

The Reference Librarian is responsible for the operation of the library in the absence of the Library Director. Reports to the Library Director.

Qualifications:

- Prior library experience preferred
- College degree preferred or equivalent professional experience
- Computer skills, including familiarity with standard desktop applications and collection/inventory management programs
- Research skills

Responsibilities:

- Assume responsibility for the operation of the library in the absence of the Library Director.
- Manage inter-library loan requests.
- Provide reader's advisory to patrons.
- Answer reference/research questions.
- Assist local history and genealogy researchers.
- Recommend purchases for reference and local history resources, adult fiction and nonfiction, and periodicals.
- Promote local history collections.
- Manage staff scheduling.
- Train staff to assist with reference and local history inquiries.
- Assist with book displays and exhibits.
- Assist with outreach efforts.
- Take part in library-related continuing education, conferences, and workshops.

Circulation desk responsibilities:

- As described in Circulation Assistant job description

#### **VI. A. 4. Cataloging Assistant (Revised 5/13/2024)**

Overview: The Assistant Cataloger is responsible for the maintenance of the library catalog. The Assistant Cataloger provides additional coverage for the circulation desk in cooperation with Circulation Assistants. Reports to the Library Director.



Qualifications:

- College degree preferred or equivalent professional experience
- Computer skills, including familiarity with standard desktop applications and collection/inventory management programs
- Knowledge of library cataloging standards

Responsibilities:

- Perform copy cataloging of new items for the library's collection.
- Request original cataloging for library materials when needed.
- Revise and update catalog records to new standards and as collections are reorganized.
- Manage inventory and weeding of collections on a rotating basis in coordination with Reference Librarian, Children's/Program Librarian, and Library Director.
- Take part in library-related continuing education, conferences, and workshops.

Circulation desk responsibilities:

- As described in Circulation Assistant job description

**VI. A. 5. Circulation Assistant** (Revised 5/13/2024)

Overview: The Circulation Assistant is responsible for public services including staffing the circulation desk. Reports to the Library Director.

Qualifications:

- High school diploma or GED
- Computer skills, including familiarity with standard desktop applications and collection/inventory management programs
- Excellent customer service skills
- Interest in reading

Responsibilities:

- Greet visitors and library patrons.
- Register new patrons and explain library policies.
- Assist the public with book selections and other information inquiries.
- Assist the public with technology including printing, creating and saving documents, and using online resources.
- Check materials in and out of the library.
- Shelve library material and ensure materials are organized according to shelving rules.
- Prepare library materials for circulation.

- Keep current with information technology.
- Maintain patron confidentiality in accordance with library policies.
- Undertake other tasks as assigned by the Library Director or the Director's designee.
- Additional duties may include sending overdue notifications; editing item and patron records; processing interlibrary loan requests; creating flyers, newsletters, and signs; assisting with displays and exhibits; and updating the library's social media accounts.

#### **VI. A. 6. Custodian (Revised 5/13/2014)**

Overview: The Custodian is responsible for cleaning the interior of the library building on a weekly basis. The Custodian will coordinate cleaning tasks with the Assistant Custodian based on a checklist provided by the Library Director.

Qualifications:

- Age 18 years or older
- Ability to work independently
- Ability to operate hand and power tools required for the job
- Ability to move supplies, equipment, and furniture

Responsibilities:

- Maintain the general appearance and cleanliness of the library building's interior.
- Vacuum rugs.
- Sweep and mop floors and stairways.
- Clean and dust surfaces.
- Wash walls, doors, and windows.
- Move furniture as needed for cleaning purposes.
- Clean bathrooms, washbasins, and kitchen areas.
- Replenish paper products in bathrooms.
- Empty wastebaskets.
- Inform Library Director when cleaning supplies need to be restocked.

#### **VI. A. 7. Assistant Custodian (adopted 5/13/2024)**

Overview: The Assistant Custodian is responsible for supplemental cleaning of the library. The Custodian and/or Library Director will assign cleaning tasks to the Assistant Custodian.

Qualifications:

- Age 16 years or older

- Ability to operate hand and power tools required for the job
- Ability to move supplies, equipment, and furniture

Responsibilities include but are not limited to:

- Sweep and mop floors and stairways.
- Clean and dust surfaces.
- Wash walls, doors, and windows.
- Move furniture as needed for cleaning purposes.
- Clean bathrooms, washbasins, and kitchen areas.
- Replenish paper products in bathrooms.
- Empty wastebaskets.

## **VI. B. Forms**

Forms are included in original (reproducible) format on the following pages.

1. Incident report form (Revised 3/12/12)
2. Internet user registration form (Reviewed 6/12/17)
1. Meeting room use application form (Revised 7/8/2019)
2. Request for reconsideration of library materials (Revised 4/11/2022)
3. Volunteer service application (Revised 3/14/16)
4. Borrower agreement for Equipment and Devices (Adopted 6/12/17)
5. Letter of Agreement for Donated Materials (Adopted 4/11/2022)
6. Exhibit Release Form (Adopted 4/11/2022)
7. Library Director Job Evaluation procedure and forms (Revised 9/13/04)



**Cook Memorial Library**

**Internet User Registration Form** (Revised 3/12/12, reviewed 6/12/17)

I hereby agree to abide by the conditions of the Cook Memorial Library INTERNET POLICY AND PROCEDURES. My signature on this document certifies that I have read and fully understand the policy and procedures.

Patron Name (under eighteen) (*please print*): \_\_\_\_\_

Staff Signature: \_\_\_\_\_

As the parent or guardian of the above individual, I accept full responsibility for my child's use of Cook Memorial Library's Internet service and agree to oversee my child's use of this service. I have read the attached Internet Use Policy, and I understand that the Library's access to the Internet is intended and designed for educational and informational purposes. I will not hold the library responsible for materials or information acquired by my child through the use of the library's Internet service. I hereby give permission for my child to use the library's public access Internet computers and certify that the information contained on this form is correct.

Parent/Guardian Name (*please print*): \_\_\_\_\_

Parent/Guardian Signature: \_\_\_\_\_

Parent's Telephone number: \_\_\_\_\_

Date: \_\_\_\_\_

**Cook Memorial Library**  
**Meeting Room Use Application** (Revised 7/8/2019)

Date: \_\_\_\_\_ Tamworth resident  or non-resident

Nonprofit/Town committee meeting  or private meeting/event

Name of organization or group: \_\_\_\_\_

Name of responsible party/group leader: \_\_\_\_\_

Tel # & E-Mail: \_\_\_\_\_

Do you wish to meet: once  twice  regularly each week  month  other ?

Date(s): \_\_\_\_\_

Time(s): \_\_\_\_\_

Which room are you requesting? (See next page for room descriptions and restrictions. Full or partial fee waiver may be requested in writing.)

- Upstairs front room (Max capacity: 25 chairs) (Private meeting, \$10/hr, min. 3 hrs)
- Lower level room (Max capacity: 55 chairs) (Private meeting, \$20/hr, min. 3 hrs)
- Ulitz Room (Max capacity: 12 chairs)

How many people will attend? \_\_\_\_\_ Handicap access needed? Yes  No

Refreshments served? Yes  No  *No alcoholic beverages are allowed.*

Library equipment needed? Circle below

- |                        |               |        |
|------------------------|---------------|--------|
| Coffee/tea makers      | Thermos/urns  | Easel  |
| Ceiling-mounted screen | LCD Projector | Laptop |

**Hold Harmless Agreement:** The undersigned agrees to indemnify and hold harmless Cook Memorial Library and its Trustees and employees from any and all loss, cost (including attorney's fees), damages, expense, and liability in connection with claims for property damage, bodily injury or death by any person which may arise out of the use of any meeting room on the premises of Cook Memorial Library, 93 Main Street, Tamworth, NH 03886.

I have received and read a copy of the Cook Memorial Library Policy governing the use of its meeting rooms, and a copy of the opening and closing procedures. My signature below signifies that my organization agrees to comply with the terms and procedures therein.

Responsible party signature: \_\_\_\_\_ Date: \_\_\_\_\_

*Note: For library records, after your meeting, please fill out Use/Evaluation Form in meeting room with date, name of meeting, # of attendees, and any comments you may have. Thank you.*

## **Room Descriptions**

### Upstairs Front Room – Maximum occupancy 25

Built in 1895 as part of the original library, the front room is Victorian in design, with charming architectural finishes. It contains fifteen chairs with upholstered seats around several tables, and one office chair at a computer station. Room-darkening shades are on the windows. An ADA-compliant bathroom with baby-changing stand is adjacent.

A thermostat in the room will provide heat or air conditioning as needed.

*This room is not available for formal meetings during library's open hours.*

### Lower Level Meeting Room – Maximum occupancy 55

This larger 19'X37' meeting room will seat fifty-five upholstered folding chairs in an audience configuration. Six sturdy 30"X6' folding tables are available for a workshop configuration. This room has climate-control, excellent lighting, a tile floor, two adjacent bathrooms (one is ADA-compliant) and a kitchenette with small refrigerator and microwave.

There are also four light-weight, folding card tables.

*This room is available to reserve during library's open hours.*

### Lower Level Ulitz Room – Maximum occupancy 12

This room has a large conference table seating 10 comfortably. *Food and drink are not allowed in this room.*

*This room is not available before 5:00 p.m. on library's open days.*

## Available Equipment

- Two 12-cup coffee pots
- One electric tea pot for boiling water
- One microwave in the downstairs meeting room
- Three thermoses designated for coffee, decaf coffee, hot water
- The library does not provide consumables such as paper products
- 
- LCD projector, ceiling-mounted pull-down screen, laptop, and bluetooth speaker
- Computers are available when library is open

*Note: Library equipment is not available for use off library premises*

**Cook Memorial Library**  
**Request for Reconsideration Form (Revised 4/11/2022)**

Any patron has the right to request reconsideration of a library material, program, exhibit, or display. To make a request, please complete this form and submit it to the Library Director.

The Library Board of Trustees will review this request at their next scheduled meeting. A response will be made within 30 days after the next meeting of the Board of Trustees. During reconsideration, no change will be made in materials presented, scheduled, programs, and displays and exhibits. The decision of the Board of Trustees is final.

Name: \_\_\_\_\_ Date: \_\_\_\_\_

Mailing Address: \_\_\_\_\_

Phone: \_\_\_\_\_

Email: \_\_\_\_\_

Do you represent yourself? \_\_\_\_\_ Or an organization? \_\_\_\_\_ (check one)

Name of Organization \_\_\_\_\_

1. What is the title, author, performer, or producer, if applicable?

---

---

2. What brought this material, program, exhibit, or display to your attention?

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---

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3. Have you examined the entire material, program, exhibit, or display in its entirety? If not, what sections did you review?

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4. In your view, the topic or theme of the material, program, exhibit, or display is:

---

---



---

5. Your objection to the material, program, exhibit, or display is:

---

---

6. Are there resource(s) you suggest that provide additional information and/or other viewpoints on this topic?

---

---

---

7. What action are you requesting the committee consider?

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**Cook Memorial Library**  
**Volunteer Application Form** (Revised 3/14/16)

Name \_\_\_\_\_ Age (if under 18) \_\_\_\_ Date \_\_\_\_\_

Address \_\_\_\_\_ Phone(s) \_\_\_\_\_

Email \_\_\_\_\_

Name of person to contact in case of emergency \_\_\_\_\_

Emergency contact person's phone number \_\_\_\_\_

What skills or interests would you like to share about yourself: work experience, education, hobbies, skills, etc.?  
\_\_\_\_\_

The library staff appreciates your interest in volunteering with us. We have many jobs that require varying skill levels. Please indicate which tasks you would be interested in doing:

\_\_\_ Assisting with Children's programs (crafts, storytelling, Summer Reading Program)

\_\_\_ Assisting at the circulation desk

\_\_\_ Processing new materials (book covers, date dues, stamps, etc.)

\_\_\_ Reading and organizing shelves

\_\_\_ Shifting collections, discarding, inventory

\_\_\_ Helping with local history projects

\_\_\_ Working on library grounds (gardening, weeding)

\_\_\_ Book sale preparation and year-round support

\_\_\_ Assisting with minor building repairs and upkeep

\_\_\_ Designing book displays, flyers, newsletters, etc.

\_\_\_ Delivering materials to homebound patrons

\_\_\_ Tutoring computer and other technology skills

\_\_\_ Starting and facilitating a "club" (i.e. chess, scrabble, drawing) What kind? \_\_\_\_\_

\_\_\_ Assisting with special library events (fundraisers, programs)

\_\_\_ Other \_\_\_\_\_

Please read the following agreement:

I hereby attest that my attendance and involvement in activities undertaken for Cook Memorial Library are voluntary and that I am not entitled to compensation for any services I provide. In addition, I agree to keep confidential all patron information, and all information in library records I may encounter.

If I qualify for volunteer service I agree to abide by the regulations and policies of Cook Memorial Library.

I have read and understand the Volunteer Policy of Cook Memorial Library as well as the Library Bill of Rights.

Signed \_\_\_\_\_

Signature of parent/guardian if volunteer is 14 to 18 years of age, and date:

\_\_\_\_\_

Please note, per our Volunteer Policy:

Volunteers under age 18 must have a signed parental permission slip and those ages 14-16 must get valid working papers as well.

All volunteers over the age of 18 will be required to have a criminal background check at a cost of \$25.00 to be paid by the library. Volunteers may begin service while the background check is in process, but may not have unsupervised time with children or elders in that period.

**Cook Memorial Library**  
**Borrower Agreement for Equipment and Devices**  
Adopted June 12, 2017 by Board of Trustees

In borrowing the equipment or device listed below from the Cook Memorial Library, I assume full financial responsibility and liability of said equipment if damaged or lost.

---

Borrower's printed name

---

Borrower's signature (Parent/guardian signature if borrower is under 18.)                      Date

Item borrowed: \_\_\_\_\_ Item barcode: \_\_\_\_\_

Item replacement cost: \_\_\_\_\_ Staff initials: \_\_\_\_\_

Date returned: \_\_\_\_\_ Condition: \_\_\_\_\_

**Items that need a form before checking out and cost to put on form:**

Chromebook and Hotspot - \$550.00 replacement cost

Public Laptop - \$800.00 replacement cost

Mp3 player - \$100.00 replacement cost

Telescope - \$350.00 replacement cost; repair cost will be determined after item is returned

Binoculars - \$160.00 replacement cost

Projector - \$600.00 replacement cost

DVD player - \$50.00 replacement cost

Digital audio recorder - \$300.00 replacement cost

Other (use for anything else as needed) - estimate replacement cost or ask Mary

**Form instructions for staff:**

Fill out form, make a copy for patron, keep a copy on file at desk. If item is returned in satisfactory condition, discard form. If item is returned damaged or not returned, give form and information about loan to Library Director.

**Cook Memorial Library**  
**Letter of Agreement for Donated Materials**

This agreement, made on \_\_\_\_\_ (Date) by and between Cook Memorial Library hereinafter referred to as “CML” and \_\_\_\_\_ (Name), hereinafter referred to as “donor”.

1. In accordance with the mission statement of the CML, the loaner and CML share the following goals:
  - a. Making the donated materials more accessible to the community of Tamworth, and the public in general.
  - b. Securing and preserving the donated materials against loss and damage.
2. Both parties shall agree upon the terms of any agreement between CML and a potential donor. The acceptance of donations to the CML is subject to approval by the Board of Trustees.
3. The donor agrees to donate the materials for use by the general public, according to the policies of the CML.
4. The CML agrees to handle the donated materials according to appropriate and usual library procedures.
5. The terms of the agreement specify that the donor transfers ownership of the donated materials to be housed in the library, and all rights to the materials, including literary and copyrights. With the library’s permission, researchers may copy, cite, or publish any of these materials, in accordance with copyright laws.
6. If some donated materials duplicate those already owned by CML, or are judged to be not pertinent to CML’s collections, CML may exchange, sell or dispose of materials in accordance with its established collection development policies.
7. In the event of damage of theft, the donor should understand that the donation may not be covered to the full extent of its value.

**Description of donated items:**

(Attach separate sheet if necessary)

**Special conditions:**

(Attach separate sheet if necessary)

Name of donor or donor organization \_\_\_\_\_

Address \_\_\_\_\_

Telephone number and Email \_\_\_\_\_

Donor name (please print) \_\_\_\_\_

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

CML’s contact person \_\_\_\_\_ Position \_\_\_\_\_

Chair of the Board of Trustees (please print) \_\_\_\_\_

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

**Cook Memorial Library  
Exhibit Release Form**

I give permission for my creative work or exhibition materials to be displayed on the premises of Cook Memorial Library as part of their exhibition program.

I understand that I am loaning artwork and/or exhibition materials to the library for this purpose **at my own risk**.

I give permission that photographic image(s) may be published on the library website and/or the library's social media accounts in order to publicize the exhibition.

**The list of my materials loaned to CML is attached: There are \_\_\_\_\_ (#) pieces.**

**Name of Participant (please print):** \_\_\_\_\_

**Signature of Participant & Date:** \_\_\_\_\_

**CML Staff member's name (please print):** \_\_\_\_\_

## **Cook Memorial Library**

### **Procedure for Library Director's performance evaluation (Adopted 9/13/04)**

October 1:

Personnel committee head sends performance evaluation form to Trustees, and self-evaluation form to Library Director. Personnel committee schedules an evaluation meeting with Library Director between October 20 and October 30.

On or before October 15:

Trustees send completed forms to head of personnel committee, who prepares a summary of the comments and e-mails it to the other personnel committee members and the Library Director. Library Director sends self-evaluation to personnel committee members. Comment summary and self-evaluation should be in committee's hands at least two days before the scheduled meeting.

On or before October 30:

Personnel committee meets with Library Director to discuss comments and review goals for coming year. Library Director revises goals if necessary and sends to all Trustees before November Trustees meeting.

At November trustee meeting:

Trustees review Library Director's goals for coming year and suggest any changes.

After meeting: Library Director creates final version of goals and sends it to the Trustees. This list of goals becomes the basis for the next year's evaluation.

**Cook Memorial Library**

**Performance evaluation – Library Director (Adopted 9/13/04)**

Please return to [personnel committee head] by [date]

1 - Please review the Library Director's job description. Based on your own experiences at the library or other knowledge you have of library operations and events during the past year, are there any areas of the director's job performance that you would like to comment on, positively or negatively?

2 - Here is the list of goals that the Library Director and Trustees agreed on for the past 12-month period. Based on your knowledge/impression of the past year at the library, please comment on how well any of these objectives were met. It is not necessary to comment on each objective.

[paste goals for past year here]

3 - Do you have any other comments or observations you would like the personnel committee to discuss with the Library Director?



[form for use at the end of the summary of trustee comments]

A meeting with the Library Director to discuss this performance summary was held on:

Date: \_\_\_\_\_

Trustee (personnel Chair): \_\_\_\_\_

Trustee: \_\_\_\_\_ Trustee: \_\_\_\_\_

My signature below indicates that I have read the evaluation and discussed it with the Trustees' personnel committee. My signature does not necessarily indicate my agreement or disagreement with the evaluation.

Library Director: \_\_\_\_\_ Date: \_\_\_\_\_

Library Director comments:

**Cook Memorial Library**

**Self-evaluation - Library Director (Adopted 9/13/04)**

Please return to [personnel committee head] by [date] in preparation for annual evaluation meeting on [date].

1 - Please review your goals for the past year. For each, indicate whether or not the goal was met.

If it was met, was the result what you expected?

If it was not, what interfered?

2 - What was your biggest success in the last year?

3 - What was your biggest challenge?

4 - What was the most unexpected event during the last year? How did you handle it?

5 - How can the Board help you meet your challenges and/or capitalize on your successes?

6 - Is there anything else you would like to discuss with the personnel committee?

7 - Please prepare a draft of your goals for the coming year to discuss with the personnel committee and the Board of directors.

## **VI. C. Active Shooter training** (see policy V. E. Section 4.)

Coping with an active shooter situation:

1. Be aware of your environment and any possible dangers
2. Take note of the two nearest exits in any facility you visit (Run)
3. If you are in an office, stay there and secure the door (Hide)
4. Attempt to take the active shooter down as a last resort (Fight)

In the event of an active shooter situation, one of the following actions is recommended:

1. EVACUATE (RUN)
  - Get out of the building
  - Have an escape route and plan in mind
  - Let as many people know as is possible
  - Take people with you as you go
  - Leave your belongings behind
  - Keep your hands visible
2. HIDE OUT (HIDE)
  - Hide in an area out of the shooter's view
  - Block entry to your hiding place and lock the doors
  - Stay quiet - Silence your cell phone
3. TAKE ACTION (FIGHT)
  - As a last resort and only when your life is in imminent danger
  - Attempt to incapacitate the shooter
  - Act with physical aggression and throw items at the shooter
  - Work together with others if possible

How to respond when law enforcement arrives:

- Remain calm and follow instructions
- Put down any items in your hands (i.e., bags, jackets)
- Raise hands and spread fingers
- Keep hands visible at all times
- Avoid quick movements toward officers such as holding on to them for safety
- Avoid pointing, screaming or yelling
- Do not stop to ask officers for help or direction when evacuating

Information you should provide to law enforcement or the 911 Operator:

- Location of the active shooter
- Number of shooters
- Physical description of shooters

- Number and type of weapons held by shooters
- Number of potential victims at the location

*Options for Consideration* is an Active Shooter Training Video that demonstrates possible actions to take if confronted with an active shooter scenario. The instructive video reviews the choices of evacuating, hiding, or, as an option of last resort, challenging the shooter. As of November 8, 2022, the video is available online at [https://youtu.be/XsE\\_JdzpAbl](https://youtu.be/XsE_JdzpAbl).

#### **VI. D. 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.

VII. All people, regardless of origin, age, background, or views, possess a right to privacy and confidentiality in their library use. Libraries should advocate for, educate about, and protect people's privacy, safeguarding all library use data, including personally identifiable information.

Adopted June 19, 1939, by the ALA Council; amended October 14, 1944; June 18, 1948; February 2, 1961; June 27, 1967; January 23, 1980; January 29, 2019.

Inclusion of "age" reaffirmed January 23, 1996.

Although the Articles of the Library Bill of Rights are unambiguous statements of basic principles that should govern the service of all libraries, questions do arise concerning application of these principles to specific library practices. See the documents designated by the Intellectual Freedom Committee as [Interpretations of the Library Bill of Rights](#).

## **VI. E. 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.

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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.

A Joint Statement by:

American Library Association  
Association of American Publishers

Subsequently endorsed by:

American Booksellers Foundation for Free Expression  
The Association of American University Presses, Inc.  
The Children's Book Council  
Freedom to Read Foundation  
National Association of College Stores  
National Coalition Against Censorship  
National Council of Teachers of English  
The Thomas Jefferson Center for the Protection of Free Expression