

Moultonborough Public Library Policies

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Mission Statement

To primarily serve the people of Moultonborough as a center of information and to promote knowledge, culture, enjoyment and education for all residents and users of the Library.

Library Objective

1. Identify educational and community needs and strive to fulfill those needs, and inform the public of available library services.
2. To adhere to the American Library Association LIBRARY BILL OF RIGHTS and the "Freedom to Read" statement (both of which are attached to this policy), and to strive to meet current standards set by the American Library Association
3. To operate the Library in accordance with New Hampshire Library Statutes.
4. To cooperate with the school district libraries, other libraries in the state and other entities.

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.

1. 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.
2. 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.
3. Libraries should challenge censorship in the fulfillment of their responsibility to provide information and enlightenment.
4. Libraries should cooperate with all persons and groups concerned with resisting abridgment of free expression and free access to ideas.
5. A person's right to use a library should not be denied or abridged because of origin, age, background or views.
6. Libraries, which make exhibit spaces and meeting rooms available to the public they serve, make such facilities available on an equitable basis, regardless of the beliefs or affiliations of individuals or groups requesting their use.

Adopted June 18, 1948
Amended February 2, 1961, June 27, 1967,
and January 23, 1980, by the
ALA Council

Freedom to Read

1. It is in the public interest for publishers and librarians to make available the widest diversity of views and expressions, including those, which are unorthodox, unpopular, or considered dangerous by the majority.
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.
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.
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.
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.
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.
7. It is the responsibility of publishers and librarians to give full meaning to the freedom to read by providing books that enrich the quality and diversity of thought and expression. By the exercise of this affirmative responsibility, bookmen can demonstrate that the answer to a "bad" book is a good one; the answer to a "bad" idea is a good one.

Statement issued by the American Library Association and the Association of American Publishers, 1953, 1970. Amended June 30, 2004

Freedom to View

The **FREEDOM TO VIEW**, along with the freedom to speak, to hear, and to read, is protected by the First Amendment to the Constitution of the United States. In a free society, there is no place for censorship of any medium of expression. Therefore these principles are affirmed:

1. To provide the broadest access to film, video, and other audiovisual materials because they are a means for the communication of ideas. Liberty of circulation is essential to insure the constitutional guarantee of freedom of expression.
2. To protect the confidentiality of all individuals and institutions using film, video, and other audiovisual materials.
3. To provide film, video, and other audiovisual materials which represent a diversity of views and expression. Selection of a work does not constitute or imply agreement with or approval of the content.
4. To provide a diversity of viewpoints without the constraint of labeling or prejudging film, video, or other audiovisual materials on the basis of the moral, religious, or political beliefs of the producer or filmmaker or on the basis of controversial content.
5. To contest vigorously, by all lawful means, every encroachment upon the public's freedom to view.

This statement was originally drafted by the Freedom to View Committee of the American Film and Video Association (formerly the Educational Film Library Association) and was adopted by the AFVA Board of Directors in February 1979. This statement was updated and approved by the AFVA Board of Directors in 1989.

Endorsed January 10, 1990, by the ALA Council

Library Users Records: Confidentiality (NH RSA 201-D: 11)

I. Library records which contain the names or other personal identifying information regarding the users of public or other than public libraries shall be confidential and shall not be disclosed except as provided in paragraph II. Such records include, but are not limited to, library, information system, and archival records related to the circulation and use of library materials or services, including records of materials that have been viewed or stored in electronic form.

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

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

No library information including, without limitation, documents, notes, files, records, oral information, computer files or similar materials (except in the ordinary course of performing duties on behalf of the Library) may be removed from the Library's premises without permission from the Board of Library Trustees. The Library's records may not be disclosed to anyone, except as required by law.

The Library Director will be responsible for handling requests from law enforcement. In the event the Director is not available, the Assistant Director will handle the request, in the event the Assistant Director is not available the Children's Librarian will handle the request.

Under the NH Right To Know Law, anyone may request materials pertinent to library operations. The person requesting copies of materials will be charged the Library's current price per copier page.

Library Privileges

1. The Library will serve all residents and taxpayers of Moultonborough. Persons residing outside the town of Moultonborough may be considered eligible to use the Library subject to the approval of the Director. Upon applying for a library card, individuals may be asked to present proof of current address, such as driver's license or delivered mail. A parent or guardian must co-sign a library registration card for children 10 or under.
2. Use of the library or its services may be denied by the Director or Board of Trustees for due cause. Such cause may be failure to return books or other materials or to pay penalties.

Services

1. The Trustees and Library staff will provide services and collections for all ages.
2. The Library staff attempt to obtain information for patrons by borrowing materials which are not owned or for which the demand does not justify the purchase.
3. Correspondingly, the Library staff will lend to other libraries materials, which are requested as long as these materials are not in use or reserved for its patrons.
4. The Library will be open sufficient hours to meet the needs of the community. Legal holidays will be observed and are listed on the Library's website.
5. Reference, fragile, or unique items are restricted to use within the Library building.
6. Materials not returned to the Library on time will carry fines, or a voluntary donation, as determined by the Director.
7. Any person who willfully detains any property belonging to the Library will be given written notice to return it, followed by a certified mail to his last address. If the property is not returned in 15 days following this notification, he shall be guilty of a violation, and required to pay replacement costs. (RSA 202-A: 25)
8. Any person who willfully or maliciously defaces, damages, or destroys any property belonging to the Library shall be guilty of a misdemeanor. Such person shall pay three (3) times the amount of the damage sustained and forfeit the use of the library. (RSA 202-A: 24)

Library Card Policy

The Library offers its collection, public computers and wireless access free of charge to all while in the library.

Resident Library Cardholders will have full borrowing privileges. Here is the list of who is eligible.

- Resident or taxpayer of Moultonborough - must provide identification and proof of residency, such as a tax bill, rent receipt, driver's license, vehicle registration, etc.
- Anyone who is enrolled in a Moultonborough school - may be required to show proof of student status.
- Employees of the Town of Moultonborough, Moultonborough Schools, or the Moultonborough Public Library - may require proof of your employment.
- Moultonborough business owners - library card will be in the name of the business owner and they will have responsibility for the card.
- Children of residents or taxpayers in the Town of Moultonborough under the age of 18. *A parent or guardian must be present to sign the library application form for any child under the age of 10.*

Nonresident library cardholders may apply for a library card with limited privileges. To apply for a Nonresident library card, you will need to provide identification, such as a driver's license or vehicle registration.

Nonresident cards will be given to one household member, as a "family card". Members of the household who have permission to use the card will be listed on the library card application, and may be revised at any time by the library cardholder.

Resident library cards will expire after two years. All other library cards will **expire after one year** and must be renewed annually. All library cardholders will be asked to verify current information to make sure everything is updated. In some cases, proof of residency may be required.

Full borrowing privileges include:

- Borrowing materials from the library, including Library of Things items.
- Booking the Program Room and the small, quiet study rooms.
- Use of public computers.
- Access to the free Wi-Fi.
- Requesting materials from the Interlibrary Loan System.
- Downloading eBooks, audiobooks, movies, and music from online platforms (such as OverDrive/Libby and Hoopla Digital).
- Access to other online platforms (such as Ancestry.com)
- Reserving Museum and other Attraction Passes
- Registering for Library programs.

Limited borrowing privileges include:

- Borrowing materials from the library, including Library of Things items.
- Booking the small, quiet study rooms.
- Use of public computers.
- Access to the free Wi-Fi.
- Requesting materials from the Interlibrary Loan System.
- Reserving Museum and other Attraction Passes with restrictions
- Registering for Library programs.

Circulation

The Library is a community resource center providing quality, high- demand: materials, programs, information and technology.

Access to Materials:

The Library does not restrict access to any materials on the basis of a person's color, religion, national origin, socioeconomic status, sex, gender, sexual orientation or age. Free access to the total library is essential to public library service for the entire community.

The library adheres to the Americans with Disabilities Act of 1990 that assures equal access to all library facilities, activities, and programs. Every attempt will be made to accommodate the needs of persons with disabilities.

Anyone wishing to use materials "in-house" may do so at no charge.

The library staff must not be expected to act in the place of a parent. Parents who wish to limit their own child's materials should accompany the child to the library and supervise the borrowing process. Parents/guardians should not rely on the library staff for such supervision.

Loan Periods:

Circulating Items:

1. Books, Audiobooks and Music CDs are loaned for fourteen (14) days.
2. New DVDs are loaned for two (2) days.
3. DVDs older than three (3) months are loaned for seven (7) days.
4. Materials, except for some new materials, may be renewed if there is no other patron on hold.
5. Electronic Resources, eBooks and audiobooks are loaned based on the vendor's circulation rules.
6. The Library Director due to inclement weather, holiday closings, item details or other extenuating circumstances may extend loan lengths.

7. Loan periods are considered to end at closing time on the final day of the loan period. If the library is closed on the final day of the loan period, items are due back by closing on the next day of operation.

Email notifications: Patrons listing email addresses in the library's circulation system will receive notification three days prior to due date to allow for renewal of materials. Email will contain a list of item material titles.

Text messaging notification: Patrons listing a cell phone number and carrier in the library's circulation system will receive notification three days prior to due date to allow for renewal of materials. Text message will contain a reminder that materials are almost due. Standard messaging rates apply from the cell phone carrier.

Non-Circulation Items:

1. Newspapers and reference materials do not circulate outside the library.
2. Certain items in the Heritage Room do not circulate and patron must ask special permission to view some of the collection.
3. The library will provide reproduction capabilities of non-circulating materials (including, but not limited to, photocopying and printing). The cost to copy or print will be charged.

Renewals:

1. No material may be renewed if another library patron has reserved it.
2. Materials may not be renewed more than 6 times without approval by the Library Director.

Fines/Charges:

1. Overdue fines will not be charged for items returned late. A donation receptacle will be available at the circulation desk.
2. If an item is overdue and cannot be renewed due to reaching the maximum renewal limits, library circulation privileges will be suspended until item is returned or the replacement cost is paid.

Suspension of Privileges:

1. Library borrowers may appeal a suspension of privileges to the Trustees.
2. Suspension will be lifted when the matters causing the suspension have been resolved according to library policy.

Limits:

1. The Director may impose limits on the number of related materials loaned to one library borrower when:
 - a. A collection is too small to answer demand;
 - b. A teacher has requested that materials be placed in a special collection for student use;
 - c. Interest creates an unnatural demand on one part of a collection;

- d. Risk/cost of excessive loss is prohibitive.
2. All limits are subject to review by the Trustees.

Reserves/Holds:

1. Library users may reserve/hold materials currently borrowed by another library user.
2. The first person reserving is the first person to be called when the item becomes available.
3. Items "On Hold" will not be retained for the borrower indefinitely. If the item is not claimed with the allowed time set by procedure, the next borrower on the reserve/hold list will be called. The original borrower will be placed at the bottom of the reserve/hold list. If there are no other reserves, the borrower's reserve will be deleted and the item will be returned to the shelves.

Collection Development Policy

The purpose of this policy is to help patrons understand how and why we choose materials for our collection. It also serves as a guide for staff in selecting materials and resources that will be held by the Moultonborough Public Library.

The Moultonborough Public Library, with its mission of being a public library, adheres to the [Library Bill of Rights](#) (see page 4 of this full policy manual), and other policies written by the American Library Association (ALA) related to intellectual freedom. These include the [Freedom to Read Statement](#) (see page 5 of this full policy manual) and the [Freedom to View Statement](#) (see page 6 of this full policy manual).

The Moultonborough Public Library will meet the needs of the community by:

- Providing sufficient materials to meet current and projected community needs.
- Assuring open access to all library materials for all patrons.
- Obtaining materials of varying viewpoints to embrace diversity and inclusion.
- Meeting the needs of patrons having a variety of reading and educational levels.
- Encouraging informal self-education, lifelong learning and a love of reading.
- Expanding library usage to those in the community who are not now library users.
- Developing library services that incorporate both physical and virtual collections.

Ultimate responsibility for collection development and selection policy for the items held by the Moultonborough Public Library lies with the Board of Library Trustees. The Board delegates the Library Director to:

- Coordinate and oversee the collection development of all materials and resources.
- Be accountable for the growth and maintenance of the collection.
- Work with delegated staff members on collection development responsibilities for specific collections, subject areas, and formats.
- Encourage all staff members to make suggestions for new and replacement materials.

The collection areas include:

- Adult Collection
- Young Adult Collection
- Children's Collection
- Reference and Non-Fiction Materials and Resources
- Non-Print Materials (includes audiobooks, DVDs, CDs, and unusual items in our Library of Things collection)
- Periodical Collection (newspapers and magazines)
- Electronic Format and Resources (include eBooks, eAudiobooks, databases, streaming services, etc.)

The criteria for selection of library materials serve as a guide for collection development. Materials may meet only a small number of the criteria if their inclusion is seen as important enough to fill a serious gap in the collection, or, due to popular demand.

Selection criteria include:

- Individual merit of each item.
- Its permanent value.
- Diversity in viewpoint.
- Popular appeal and demand.
- Reviews in professional journals and popular media.
- Cost and funding available will be spent in an equitable manner across all areas of the collection.
- Current relevance.
- Relationship to existing holdings.
- Recommendations from staff and patrons.
- Local significance.
- Selecting children and young adult collections to supplement and support school materials without duplicating them.
- Impact of item on collection diversity and inclusion.
- Space limitations in the library.
- Reputation of author, publisher and/or editing body.
- Authority, accuracy and interest level of material.

For electronic collections the following criteria may also be included:

- Ease of use of a product related to an electronic resource.
- Availability of the information to multiple simultaneous users.
- Equipment needs to provide access to the information.
- Technical support and training.

The following journals and review sources which assist in the selection of materials include, but are not limited to:

- Library Journal
- School Library Journal
- Booklist
- Kirkus Review
- Horn Book
- Bookpage
- Book Distributor's Curated Collections (Ingram, Baker & Taylor, etc.)
- Goodreads
- Publishers' webinars

- Core Collection Reference Books
- Bestseller Lists (New York Times, Publishers Weekly, etc.)

The Moultonborough Public Library accepts gifts of books and other materials with the understanding that they will be added to the collection only if appropriate and needed. The Library Director reserves the right to evaluate them in accordance with the criteria applied to all purchased materials. If the gift or donation is not needed because of duplication, condition, or age, the Library Director may dispose of them as they see fit.

Bookplates may be provided for materials purchased as memorial gifts. It is recommended that gifts of specific titles be offered after consultation with the Library Director.

An important aspect of a collection development policy is the ability to withdraw or weed materials from the collection. An up-to-date, attractive and useful collection is maintained through a continuous weeding process. It is carried out in order to provide the most current, useful information available. There will be a balance of contemporary works with classics, reference materials and older works of value (historical significance, local appeal, etc.). Weeding also helps to prevent the overcrowding of shelves, and to free up needed space for new and highly desired materials.

The following criteria, in accordance with professional weeding standards, are used to determine which materials are subject to being withdrawn from the collections:

- Out of date or inaccurate information.
- Badly worn or damaged physical condition.
- Insufficient use such as:
 - Works no longer of popular interest.
 - Multiple copies of previously popular works.
 - Topic no longer relevant.
 - Lack of physical space.

Some materials not meeting the above criteria may not be weeded because of its unique nature.

The Moultonborough Public Library recognizes that some materials and resources are controversial and that any item may offend some patrons. Materials of the required quality, serving the purposes of the Library and relating to an existing need or interest will not be removed from the collection because of pressure by groups or individuals expressing disapproval. The Library does not believe in the practice of censorship, and serious works which portray various aspects of life are not excluded because of their frankness. The Moultonborough Public Library adheres to the Library Bill of Rights of ALA and the belief in freedom of access to information.

The Library encourages the examination of diverse opinions. Selection or removal of materials are based solely on the basis of the criteria stated in this policy. No library materials shall be sequestered except to protect them from theft or damage. It is the responsibility of parents to determine what their children, and only their own children, may read. The selection of materials will not be restricted by the possibility that young people may obtain materials that their parents consider unsuitable. In regards to electronic resources offered by vendors, including but not limited to Hoopla and OverDrive/Libby, the Moultonborough Public Library staff do not select the resources available through these services.

The Library will apply established professional standards in the selection and retention of its materials. In the event a patron wishes to protest the inclusion of a material or resource in the library, the patron will be given the opportunity to submit a *“Request for Reconsideration of Library Resources”* form (available at the front desk or at the end of this policy).

The following is the procedure for users who wish to petition the Library to reconsider any part of its collection:

1. A Moultonborough resident, or individual who meets the requirements to obtain a Moultonborough Public Library resident library card, obtains a *“Request for Reconsideration of Library Materials”* form.
2. The form must be completed and submitted to the Library Director.
3. Only one work, program, or display may be requested for reconsideration by an individual or organization at any given time.
4. Once a completed form is received, a review committee made up of appropriate Library staff members will be appointed by the Library Director. The committee will make a recommendation to the Library Director after reviewing the request. The Library Director will communicate the results to the resident within 15 business days of the completed form being received at the Library.
5. In the case the petitioner wishes to appeal the decision, the Library Director will arrange for the request to be added to the Board of Library Trustees agenda for their next regularly scheduled meeting.
6. The Board of Library Trustees will consider the appeal, and determine whether or not the library’s selection criteria have been adhered to. The petitioner is free to attend the Trustees meeting which is open to the public.
7. A member of the Board of Library Trustees will contact the petitioner with a determination. The Board will have final say on any request for the removal of resources from the Library.
8. The resource in question will remain in place at the library until a final decision is made.

Request for Reconsideration of Library Resources

Moultonborough Public Library
4 Holland Street, Moultonborough, NH 03254
www.moultonboroughlibrary.org

Requests for reconsideration of library materials will only be considered from residents of Moultonborough, or those who meet the criteria for obtaining a Moultonborough Public Library resident library card.

Procedure:

1. This form must be completed and submitted to the Library Director.
2. Only one work, program, or display may be requested for reconsideration by an individual or organization at any given time.
3. Once this completed form is received, a review committee made up of appropriate Library staff members will be appointed by the Library Director. The committee will make a recommendation to the Library Director after reviewing the request. The Library Director will communicate the results to the resident within 15 business days of the completed form being received by Library staff.
4. In the case the petitioner wishes to appeal the decision, the Library Director will arrange for the request to be added to the Board of Library Trustees agenda for their next regularly scheduled meeting.
5. The Board of Library Trustees will consider the appeal, and determine whether or not the library's selection criteria have been adhered to. The petitioner is free to attend the Trustees meeting which is open to the public.
6. A member of the Board of Library Trustees will contact the petitioner with a determination. The Board will have final say on any request for the removal of resources from the Library.
7. The resource in question will remain in place at the Library until a final decision is made.

REQUEST FOR RECONSIDERATION OF:

- Book
 Audiobook

Title: _____

Author: _____

Publisher: _____

Copyright date: _____

- DVD
- Music CD

Title: _____

Director or Creator: _____

Copyright/Release Year: _____

- Magazine
- Software
- Electronic Resource

Title: _____

Publishing Company: _____

Volume or Edition: _____

- Program
- Display
- Other: _____

Title: _____

Date being shown/displayed: _____

Please use the back of the page or attach additional pages as needed to answer the following questions.

1. If the request is related to the library's collection, have you read the Moultonborough Public Library's Collection Development Policy and the intellectual freedom statements mentioned in the policy? YES NO

If the request is related to the library's programming, have you read the Moultonborough Public Library's Program Room Policy? YES NO

2. Have you read, viewed, listened to, or reviewed the entire work? YES NO

3. What brought this resource, program, or display to your attention?

4. What concerns you about this resource, program or display? Please be specific: cite pages, passages, scenes, etc.

5. Are there resources or other programs you suggest that would provide additional information and/or other viewpoints on this topic?
6. Have you read any reviews of this resource or program? YES NO
If yes, please specify:
7. Please include any additional details about this request you wish to have considered.

REQUEST INITIATED BY:

Name: _____

Address: _____

Mailing Address if different: _____

Telephone: _____

Email: _____

Date: _____

PETITIONER REPRESENTS (select one):

- Self
- Organization: _____
- Other: _____

Signature of Petitioner _____

Date signed: _____

We thank you for your concern and interest.

Behavior Policy

The Trustees and staff seek to provide a comfortable environment for all library users, and to be stewards of the town's property in our care. We encourage people of all ages to visit the library. Those using the library and its resources have the right to expect a safe, comfortable environment that supports library services. We expect all library users to observe common courtesy toward other library users and library staff. Disruptive and discourteous behavior will not be tolerated. For the safety and comfort of library patrons, volunteers and staff, behavior that is prohibited in the library includes, but is not limited to, the following:

1. Verbally or physically threatening other visitors, library staff or volunteers, including stalking, staring, touching, bullying or using offensive language. Harassment of any kind is strictly forbidden anywhere on library property.
2. Public displays of affection.
3. Lying down on furniture; placing feet on furniture; more than one person sitting on single seat furniture; causing excessive wear or damage to furniture.
4. The appropriate supervisor or caregiver when visiting the library must accompany children or adults needing continuous supervision or assistance. Responsibility for children using the library rests with parent/guardian or assigned chaperone, not with library personnel.
5. Soliciting funds or offering any goods or services for sale is prohibited unless authorized by the Library Director.
6. Poor personal hygiene that interferes with others ability to use the library may be cause for eviction.

Violations of this policy will result in increasing levels of action starting with asking a library user to leave the library. The level of action will be determined on a case-by-case basis and will be within the discretion of the Library Director or the Board of Trustees or the supervising staff member on duty. An incident report should be filled out and immediately given to the Director. A library user may appeal any such decision to the Board of Trustees who will review any appeals at their next scheduled meeting.

Children's Safety Policy

Library Trustees and staff wish to ensure the safety and comfort of all children in the library. We wish to make parents aware that the library is a public building, open to everyone and having some inherent risks. Parents or caregivers are responsible for children.

Children using the Library: Children must know how to reach a parent or caregiver in the event of an emergency. Both parents and children should know library hours.

Age at which child may be unattended: The age at which a child may be unattended in the library is ten (10) years of age. They are free to use the Library's resources as long as needed, provided their behavior is not disruptive to other patrons or staff. If a child becomes disruptive to other patrons or staff, or becomes distressed, the parents will be informed. Parents should realize that, in their absence, they are still legally responsible for their children's behavior.

Attendance at Library Programs: Parents are expected to be in the room with children during preschool and toddler Library programs.

Library Closing: If any unattended children are found in the library at fifteen minutes prior to closing time, the staff member will remind the child of closing time and allow him or her to call for transportation or to locate family members using the library telephone. Parents will be informed when they pick up the child that the child may not be unattended in the library. If a child's parent or guardian cannot be located within fifteen minutes after closing, the librarian or library staff person will contact the Police Department to assist in locating the parent or guardian. Under no circumstances would a staff member transport a child in his or her own vehicle. Two staff members are to remain with the child until parents or police arrive.

Incident report: In any situation involving youth safety or behavior and specifically whenever parents, other relations or caregivers or local police are notified, the staff member involved will complete an Incident Report.

Animal Policy

The Library recognizes that some patrons may have service animals, which are trained to assist or accommodate a person with a sensory, mental, or physical disability or to perform tasks for the benefit of a disabled individual.

The Library recognizes legal rights under federal and state laws regarding use of service animals. The Library also considers the safety and health of all of its patrons, the public and library staff to be of utmost importance.

Patrons are not permitted to bring animals into the library building with the exception of the following:

1. Service Animals & Service Animals in Training
 - a. Any person with a disability is allowed to bring their service animal into the library.
 - b. All service animals must be under the full custody and control of their handler at all times. Service animals must be harnessed, leashed, or tethered, unless these devices interfere with the service animal's work. Owners must keep the service animal directly with them at all times.
 - c. Service animal is defined as an animal "that has been individually trained to do work or perform tasks for an individual with disabilities."
 - d. Documentation is not required, however staff may ask if an animal is a pet or a service animal required because of a disability.
 - e. Service animals in training are allowed in the building unless the animal constitutes an unreasonable risk of injury or harm to property or other persons.
 - f. Fear of allergies, annoyance on the part of other patrons or employees or fear of animals are generally not valid reasons for denying access or refusing service to people with service animals or service animals in training.
2. Library Programs
 - a. The library may choose to offer educational programs for the public that include various animals. These animals are permitted in the library for the duration of the program.
 - b. Owners and/or handlers of the animals must be with them at all times.
 - c. Owners and/or handlers are responsible for protecting library property from damages.

Owners of pets will be asked to remove them from inside the library building or in areas outdoors if they impede anyone's access into or out of the library.

Program Room Policy

1. The Program Room was designed specifically for the use of the library for library programs, meetings and displays. The Library and the Friends of the Library takes precedence in scheduling over all other requests for the Program Room.
2. When the room is not being used by the library or its support groups it may be available for use by non-profit, federal, state, or community based organizations. No profit making groups or individuals may reserve the room. You must be a Moultonborough resident or taxpayer to reserve the room.
3. No telephone banks may operate in the library nor may the space be used as a political campaign headquarters.
4. The room is not open for private functions or personal or family purposes such as, weddings, showers, company parties, birthday/anniversary parties, memorial services.
5. The suitability of a program or activity rests with the Library Director and ultimately with the Board of Trustees.
6. As the library is non-discriminating, we have the same expectations from the groups using the Program Room.
7. Permission to use the Program room does not constitute endorsement of a group's views, philosophy or objectives, by the library.
8. Meetings held in the library and not sponsored by the library are subject to the following rules:
 - a. Hours of Use: The room may be used from 10:00 AM to 10 PM. Exceptions may be made at the discretion of the Director.
 - b. The room will not be available on Sundays or holidays observed by the library or when the library is closed due to circumstances beyond the library's control such as weather or emergency situations.
 - c. Seating capacity is 75 people.
 - d. All activities taking place in the Program Room will be open to the public.
 - e. User groups except for those events specifically sponsored by the library may charge no admission fees, collections, or other fees.
 - f. Sale of any items will be at the sole discretion of the Board of Trustees

Rules and Regulations for the Program Room

1. Persons meeting in the library are subject to all rules and regulations of the library.
2. The scheduled program cannot differ from the originally proposed program without approval by the Library Director.
3. No alcoholic beverages may be served.
4. The library is a no smoking facility. No candles or open flames.
5. Nothing may be tacked or taped to the walls or other surfaces.
6. There will be no loud noises. Programs may not disturb normal library business and must be confined to the Program Room.
7. Groups using the room are required to set up for their meeting, return furniture and equipment to its original location, and leave the room clean and in good condition. Library employees are not responsible for any aspects of setting up or cleaning up for non-library sponsored events.
8. *Damage:* Repair of damage to the facility and/or equipment will be billed to the group and/or application form signee. In case of damage, the group/organization will not be permitted to use the facility again.
9. *Audio-visual equipment:* Use of the audio-visual equipment is limited to library personnel or their designee.
10. *Use of kitchen facilities:* If the kitchen facilities are going to be used that must be stated on the reservation application and explained in detail what that use will be. The kitchen facility must be left clean, and trash must be removed from the premises. No food should be left in the refrigerator.
11. *Publicity:* All publicity for non-library programs must clearly indicate the name of the sponsoring group and shall not be publicized in any way as to imply library sponsorship. Fliers, brochures or other printed information shall remain in the program room and be removed at the end of the function.
12. *Signage:* No signage may be placed on any public property inside or outside of the library or on the median strip. No advertising signage for non-library events will be permitted in the lobby of the library without the permission of the Director.
13. *Liability:* Neither the Board of Trustees nor the Library or Town of Moultonborough shall be responsible for injury to persons or property that occurs while the Program Room is being used.

Reservations for the Program Room

1. Reservations are made through the Library's website or by calling or coming in and speaking to a library staff member.
2. Person reserving the room must have a library card or prove they are a resident or taxpayer of Moultonborough.
3. Groups may only schedule the use of the room once a month. Non-library groups may not schedule recurring meetings without special permission from the Library Director. The Library reserves the right to adjust reservation limits based on demand.
4. The reservation is not complete until the organization's representative receives confirmation from the Library Director or the current staff member in charge of reservations. A new form must be signed each calendar year.
5. Should a meeting conflict with a library program; the library-sponsored program will receive priority.
6. Cancellation of Program Room reservations is required 24 hours in advance and may be done through the online reservation form.
7. The designated person signing the program room reservation form must be at least 18 years of age and must be physically present at the event for which they are responsible.

Quiet, Study Spaces/Rooms Policy

There are three spaces/rooms available for people to use who require a quieter space. These are the: Nancy McCue Room, the Small Study Room and the Heritage Room.

1. The Library has three quiet, study spaces, which can be reserved online on the Library's website. Each room accommodates a certain number of people. There is a minimum of 30 minutes and a maximum of 3 hours that a space/room can be booked.
2. A person may also call or come into the Library to request a reservation. All reservations are first come, first served. If someone is in the room and it is not reserved and someone who has reserved the room, the person must leave the space.
3. All rooms are available during the Library's open hours.
4. The room is available on a first come, first serve basis unless reserved in advance. Patrons with advance reservations take priority.
5. Small groups may reserve the room for their exclusive use. Some examples of acceptable use include tutoring, study groups, interviews and discussion groups.
6. The room may not be used to distribute or solicit orders or sell goods and services. The room is not intended to be a regular meeting site of a group or organization.
7. Noise must be kept to a minimum and should not be heard outside the room. When occupied, the door is to remain unlocked.
8. Persons who misuse the room will be asked to leave.
9. Each room has a different capacity number. Nancy McCue Room – 4 people; Small Study Room – 1 person; Heritage Room – 6 people.

Internet Computer Use Policy

1. As part of the Moultonborough Public Library's commitment to meet the cultural, informational and educational needs of the community, the library is pleased to offer public access to the Internet.
2. All patrons and visitors are welcome to use our computers.
3. Not all sites on the Internet provide *accurate, complete* or *current* information. The Moultonborough Public Library has no control over the materials to be found on the Internet. The library does not condone the use of offensive material. The Internet user must evaluate the validity and accuracy of the information found. Some Internet sites may be unavailable because of the limited access.
4. Users must read our computer and Internet policy when signing onto a computer, and must agree to abide by the policy and obey all copyright laws.
5. Parents are responsible for children's access to the Internet.
6. Children under the age of 7 must be supervised by a parent or caregiver while using a computer.
7. Use is subject to good behavior as determined by the library staff. Manipulation of any library operating systems, setups, or files is not allowed. Abuse of the equipment or the service will result in the user being denied further access to the system. Patrons will be held responsible for any damage to the equipment caused by misuse.
8. Computer use is for 1/2 hour at a time. If no one else is waiting patrons may continue to use the computer.
9. Users may not download anything onto the computer.
10. Printing costs 15 cents per page.
11. The staff will provide *limited* help and advice, as they are able.

Computers will be shut off 15 minutes before the library closes.

Free WiFi is available inside and around the outside of the Library. This is open to everyone and there is no password.

Device Use Agreement: In Library Use

Devices that may be available to check out for use in the library are: iPad, Samsung Galaxy Tablet, Laptop, Chromebook, and Kindle Fires

By my signature below, I agree to the following statements:

1. Library cardholders in good standing and visitors may borrow devices over the age of 18. Borrowers between the ages of 8 and 18 must have parental permission to check out devices. Parents must sign an Internet User Registration form for children under the age of 18. To check out a device, the borrower must present one of the following: A) their library card, B) a school ID, C) or a driver's license, which will be held at the Circulation Desk until the device is returned.
2. I will not leave a device unattended.
3. I agree to accept full responsibility for the device and accessories and to reimburse Moultonborough Public Library for the full cost of repairing or replacing a device and or accessories if they are lost, stolen or damaged while they are checked out in my name.
4. To protect my privacy and limit intrusion, I will **log out** of every app and website I have opened before returning the device. By signing below, I agree not to hold MPL liable if anything happens as a result of having neglected to do so.
5. While I am allowed to sign into the iPad with my own Apple ID, I acknowledge that anything I purchase, install and download to the iPad will be erased when it is returned. I agree not to sync the iPad with my own or any other iTunes library.
6. All devices must be returned no later than 30 minutes before closing. All devices must be returned to the circulation desk in person, and must be turned on for inspection purposes. Borrowers should be prepared for a brief wait while staff verifies that all items have been returned in working condition.

Signature

Date: _____

Staff Initials _____

Device Use Agreement: For Checkout

By my signature below I agree to the following statements:

1. Library cardholders in good standing may borrow devices. Borrowers between the ages of 8 and 18 must have parental permission to check out devices and have a parent or guardian sign this agreement.
2. Devices may be borrowed for a period of 2 weeks and may be renewed, unless it has been placed on reserve.
3. I agree to pay overdue fines of \$1 per day, if I do not return the Kindle by the time it is due.
4. I agree to accept full responsibility for the device and accessories and to reimburse Moultonborough Public Library for the full cost of repairing or replacing a device and or accessories if they are lost, stolen or damaged while they are checked out in my name.
5. While I am allowed to sign into Amazon with my own ID, I acknowledge that anything I purchase, install and download to the Kindle will be erased when it is returned.
6. To protect my privacy and limit intrusion, I will **log out** of every app and website I have opened before returning the device. By signing below, I agree not to hold MPL liable if anything happens as a result of having neglected to do so.
7. I will not return the device in the outside book drop, I will hand it to a staff person at the Circulation Desk.

Signature

Date: _____

Staff Initials _____

Bulletin Boards

1. The bulletin boards will be maintained where official notices of the library, other libraries, local non-profit organizations, the town, and the State of New Hampshire may be posted, with the approval of the Director. They will not be available to other organizations or individuals.
2. The size of material and length of time posters remain on bulletin boards is at the discretion of the Library Director.

Displays and Exhibits Policy

1. The display of material will be at the discretion of the Director. All displays will be shown at the owner's risk.
2. There will be no taping, tacking, nailing or marking of the walls or any activity that might cause damage to the Library.
3. The **only acceptable product** to use for labels will be provided by the library. (Magic Mounts Removable Mounting Tabs.)
4. The Program Room must be left in the condition in which it was found.
5. The Board of Trustees is the ultimate authority on the method of display and use of the Program Room for the exhibition.
6. In general, only those items whose proceeds benefit the library will be permitted for sale in the library. Permission of the Board of Trustees is required for the sale of items that do not benefit the library.
7. Loan Policy Release Form is required for all exhibitions and displays.

Art Acquisition and Loan Policy

ACQUISITIONS

1. Artwork owned by, or on loan to, the Moultonborough Public Library is under the jurisdiction of the Board of Library Trustees. The Art Committee whose recommendations will be forwarded to the Trustees for final decision must review proposals for the acquisition of works of art or for artwork on loan to the library.
2. Gifts of art come under the full jurisdiction of the Board of Library Trustees upon acceptance. The Trustees, with the recommendation of the Art Committee, will be the final authority in the display, disposition or sale of such works.
3. Gifts to the library remain outright and unrestricted donations.
4. The acceptance of gifts of art by the Moultonborough Public Library will be considered judiciously. Criteria used in the determination of the suitability for acquisition or acceptance of a work of art includes, but are not limited to:
 - a. The intrinsic quality of the work
 - b. The value of the acquisition to the library
 - c. Cost of installation
 - d. Maintenance
 - e. Whether a suitable location is available at the library
5. Any work of art under consideration must be reviewed by the Art Committee. Works of art that cannot be viewed or adequately represented will not be considered. Appraisals are the responsibility of the donor.
6. Acceptance of an object does not imply that it will be on permanent public display.
7. The donor must sign the Gift Policy Release.

LOANS OF ART WORK

1. The Board of Library Trustees may accept loans of artwork to the library on a short or long-term basis. The acceptance of such a loan requires the recommendation of the Art Committee. The Committee, in making its recommendations, will follow the same evaluative criteria for the acquisition of art as well as determining the length of the loan.
2. The Moultonborough Public Library assumes no liability in the display or storage of loaned artwork in the Moultonborough Public Library.
3. The loaner must sign a Loan Policy Release Form.

MOULTONBOROUGH PUBLIC LIBRARY ART AND EXHIBITIONS LOAN POLICY RELEASE FORM

Date:

Description of item(s):

Name, Address and Telephone (please print):

Length of loan (_/_/_/through_/_/_)

The Moultonborough Public Library assumes no liability in the display or storage of loaned artwork.

The display of material will be at the discretion of the Director. All displays will be shown at the owner's risk.

1. There will be no taping, tacking, nailing or marking of the walls or any activity that might cause damage to the Library.
2. The **only acceptable product** to use for labels will be provided by the library.
(*Magic Mounts Removable Mounting Tabs.*)
3. The Program Room must be left in the condition in which it was found.
4. The Board of Trustees is the ultimate authority on the method of display and use of the Program Room for the exhibition.

Signature _____ Date _____

Gift and Donation Policy

Gifts to the Library are an important way to enhance library services, improve library facilities and provide future financing beyond the general operating budget.

Moultonborough enjoys an excellent library. However, there are frequently opportunities for improvement that would be available through private funding. That is, gifts additional to annual tax appropriation.

The Library welcomes gifts of money, books, or other real property. Gifts help the library achieve its mission and enhance our collection and services. The Library through its Board of Library Trustees may accept or decline any gift offered at its discretion. The Library also reserves the right to use the gift in whatever manner best serves the interests of the library. If accepted, the gift becomes the property of the Library. All gifts may be utilized, sold or disposed of in the best interest of the Library.

1. **Monetary Contributions:** Monetary contributions are added to the library's Gift Fund and are allocated by the Library Board of Trustees to supplement but not supplant the regular operating budget.
2. **Monetary Endowments:** The Library may accept donations to create an endowment fund with specific purposes and uses on a case-by-case basis. The donor, Library Director and Board of Library Trustees will develop the terms of the endowment agreement.
3. **Book Donations - memorial books, used books, other media (CDs, DVDs, etc.):** Memorial books or other library materials may be donated in honor of a friend or relative, and are marked with a special bookplate. The continued presence of the book within the collection is based on the judgment of the Library Director and the use, wear, and appropriateness of the book will be taken into consideration.

Used books, paperbacks, and other media can often be used in the library's collection. The Library Director will have final decision as to the disposition of gifted media material. Items not deemed needed for our collection will be sold at a book sale. Books must be in good, clean, odor free condition in order for the library to accept the donation. We cannot tell you immediately how your gift will be used, as we need to check our holdings, check the condition of the material, and prepare the items for whatever we decide to do. Generally, the library does not accept textbooks or books in poor physical condition.

4. **Other Real Property (i.e. musical instruments, artwork, plants, furniture, etc.)** Gifts of other real property especially enhance the ability of the Library to offer a positive experience to our patrons. The decision to accept or decline offers of real property will be made on a case-by-case basis by the Board of Trustees, based on recommendations of the Library Director. The decision to accept the gift (and the

continued use of the gift) will be based on the appropriateness of the gift to a library setting, the potential future cost of maintaining the gift, physical space constraints of the library, and other factors particular to the type of gift as determined by the Board of Trustees.

5. **Disposition of gifts:** In making your gift it is important to understand that the Library reserves the right to use the gift in whatever way best serves the interest of the Library. The library applies the same criteria for evaluating gift items as it applies to purchased material. Gifts will be withdrawn in the same manner as purchased material. The library does not accept responsibility for notifying donors of withdrawal or replacement of gift items.
6. **Tax Implications:** All gifts may be tax deductible and the library will furnish a statement for tax purposes, but does not place a financial value on used items. The Internal Revenue Service will not accept an appraisal or estimated value of your non-monetary gift from the recipient institution. This means that the Library cannot tell you what your non-monetary gift is worth for the purpose of a tax deduction. The Library is a non-profit institution because it is a department of the Town of Moultonborough. If you intend to take a tax deduction based on your non-monetary gift, we will give you a receipt with the quantity and description of what was donated. You should have an independent party give you the appraisal.

In order to recognize and encourage gift giving:

1. All donations will receive a personal "Thank You" letter from the Director.
2. Gifts that fund additions to the library collection will have a gift card affixed to the donated item, such as a book, video, etc.
3. Donors of gifts valued at \$100 and above have the option to be publicly recognized on the Library website's listing of current year donors, or forgo named recognition and have the donation remain anonymous.
4. All gifts valued at \$500 and above can be recognized, if donor agrees, via: a) inclusion on a permanent "major donor" recognition board placed prominently in the library, and b) on the Library website's listing of current year donors.
5. Gifts that fund library equipment, fixtures, furniture, etc. where possible will have a nameplate affixed to the donated item.
6. Non-monetary gifts may not be accepted that are likely to create a future financial burden to the library.
7. The gift acceptance decision may be appealed to the Board of Library Trustees for a final decision.

8. Some gifts, generally smaller amounts, are used for current purchases. Other gifts, generally \$1000 or greater, can be placed in a trust fund to provide permanent revenue to the Library. The Trustees of the Trust Fund manage these as endowment funds. Moultonborough Library is fortunate to have several of these trusts. This would be recommended for bequests and other large one-time donations.
9. The Library website will have a page on Gifts. It will explain the need for gifts, types of gifts and contact information for donors.

MOULTONBOROUGH PUBLIC LIBRARY GIFT POLICY RELEASE FORM

I give the following to the Moultonborough Public Library:

Description of item(s):

Name, Address, Email and Telephone number (please print):

I agree the Moultonborough Public Library Trustees will be the final authority in the display, disposition or sale of such gifts.

Date _____

Signature _____

Amendments and Review

1. These policies may be amended at any Trustees meeting provided the proposed changes have been submitted to all Trustees four (4) weeks previously.
2. The entire group of library policies should be reviewed every five (5) years.