

BROOKLINE PUBLIC LIBRARY
February 14, 2022

Policy Manual

Change History

Date	Description/Summary of Changes
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1/7/06	Word-formatted document
2/7/07	Cover-to-cover editing
5/1/07	Final editing
6/5/07	Final-final for approval
9/16/08	Added section 4.1
1/5/2010	Amended sections 9.8 through Appendix D
2/2/2010	Adopted revised Internet Access Authorization form (Appendix D)
9/6/2016	Completely Revised
2/5/2020	Completely Revised
1/5/2022	Added “programs” to Reconsideration of Materials form (Appendix C)
2/14/2022	Revised Unscheduled Closures

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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 provide for the interest, information, and enlightenment of all people of the community the Library serves. Materials should not be excluded because of the origin, background, or views of those contributing to their creation.
- II. Libraries should provide materials and information presenting all points of view on current and historical issues. Materials should not be proscribed or removed because of partisan or doctrinal disapproval.
- III. Libraries should challenge censorship in the fulfillment of their responsibility to provide information and enlightenment.
- IV. Libraries should cooperate with all persons and groups concerned with resisting abridgment of free expression and free access to ideas.
- V. A person's right to use a library should not be denied or abridged because of origin, age, background or views.
- VI. Libraries, which make exhibit spaces and meeting rooms available to the public they serve, should make such facilities available on an equitable basis, regardless of the beliefs or affiliations of individuals or groups requesting their use.

Adopted June 18, 1948
Amended February 2, 1961 and January 23, 1980,
Inclusion of "age" reaffirmed January 23, 1996,
by the ALA Council

Brookline Public Library

Policy Manual

1 General

It is the responsibility of the Board of Library Trustees to establish and maintain policy for the conduct of the Brookline Public Library. The Board of Trustees of the Brookline Public Library reserves the right to add to, delete from, terminate or modify any provision of this policy on either an individual or a Library-wide basis. Such additions, deletions, terminations or modifications shall be effective when approved by the Board of Trustees. This policy is not intended to and does not create contractual obligations for the Brookline Public Library.

2 Vision and Mission Statements

Our Vision:

To inspire and cultivate lifelong learning, resource sharing, and community pride.

Our Mission:

Funded by Town taxes, trusts, grants and gifts, the Brookline Public Library offers a diverse selection of educational and recreational materials and programs, in multiple formats, to advance knowledge, wisdom, culture and enjoyment for all Library patrons.

3 By-laws of the Board of Library Trustees

The Board of Library Trustees of the Town of Brookline shall consist of five members duly elected at consecutive Town Meetings. Each member shall be elected for a term of three years. The Trustees shall have the entire custody and management of the Public Library and all the property of the Town relating thereto, except trust funds held by the Town. If vacancies occur, members are appointed to fill the position until the next town election by the Board of Selectmen upon the recommendation of the Trustees.

3.1 Officers

The officers of the Board of Library Trustees shall be as follows: Chairperson, Treasurer and Secretary chosen from among the Trustees at the annual meeting of the board which shall follow the March Town Meeting.

The Chairperson shall preside, authorize calls for special meetings, appoint all committees and generally perform the duties of a presiding officer.

The Secretary shall keep a record of all meetings of the board and shall have custody of all its official records.

The Treasurer shall have charge of funds and keep the financial accounts of the board.

3.2 Special Committees

Ad hoc committees may be appointed by the Chairperson as necessary and shall serve until completion of their charge.

3.3 Alternate Trustees

Per NH RSA 202-A:10 - The Board of Library Trustees may recommend to the Brookline Select Board the names of no more than 3 persons who may serve as alternate members on the library board when elected members of the board are unable to attend a board meeting. The alternate members shall be appointed to one-year terms.

3.4 Term Limits

There are currently no term limits.

3.5 Meetings

The board shall meet each month except for the months of July and August, at a regularly scheduled date. An annual meeting shall be held at the same time as the regularly scheduled meeting in the month of April.

3.6 Quorum

A quorum for the transactions of business shall consist of three (3) of the members present.

3.7 Parliamentary Authority

The rules contained in Robert's Rules of Order, newly revised (current edition), shall govern the board in all cases to which they are applicable and in which they are not inconsistent with these by-laws.

3.8 Amendment of By-laws

These by-laws may be amended at any regular meeting of the board by a two-thirds vote, provided that the amendment had been submitted in writing at a previous regular meeting.

3.9 Annual Dues

Annual dues for membership in the New Hampshire Library Trustees Association shall be paid from Library funds. The Trustees shall be paid for expenses incurred by attending professional meetings, workshops, etc. A bill shall be submitted to the treasurer itemizing the expense. The mileage shall be the same as that paid for Library employees.

3.10 Health Insurance

Trustees are allowed to purchase health insurance through the Library's provider. The cost of such insurance will be paid by the participating Trustee.

4 Library Hours of Operation

The Library hours shall be established with regard to the general convenience of the public. *Currently it is open as follows: Monday, Tuesday and Wednesday: 10am to 5pm; Thursday 12-8 pm, Friday 2-6 pm, and Saturday: 10am to 2pm except during July and August when it is closed on Saturdays.*

Generally, the Library will be closed on the following holidays: New Year's Day; Presidents' Day; Memorial Day; Independence Day; Labor Day; Columbus Day; Veterans' Day; Thanksgiving Day; the day following Thanksgiving; Christmas Day as established annually by the Trustees.

The Board of Library Trustees may designate other closings as deemed appropriate.

In case of emergency, the Library may be closed upon the recommendation of the Director and in concurrence with at least one Trustee.

4.1 Staffing Requirements

There must be two staff members, whether paid or volunteer in the library at any time that the library is open to the public to ensure the safety of both the patrons and the staff.

4.2 Unscheduled Closures

In order to provide the best service, library is open for scheduled hours whenever possible. The Library Board of Trustees is, however, concerned about the safety of its employees and visitors. During extreme weather situations, widespread staff illness, epidemic, pandemic, or community and state emergencies, the Library Director or designee may close the Brookline Public Library at their discretion. If such an event occurs, the Library Director or designee will inform the Library Board of Trustees of their decision. The Library Director will notify the public of any closures through the local TV station closing list (WMUR), update the Library web site homepage, and post on the Library Facebook page.

5 Circulation and Patron Registration

The Library shall serve all residents of the community. Persons residing outside of the community but owning property, attending institutions of education, or employed within the community shall, upon request, be issued a library card for one year, subject to renewal. Proof of residency or eligibility required to obtain a library card. Non-residents who do not fall into one of the above categories may purchase an annual library card at a fee to be determined by the Board of Trustees. *Currently the fee for a non-resident card is \$50.*

Children may obtain a library card when they enter kindergarten or reach the age of five. Use of the library card or its services may be denied by the 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 any other unacceptable conduct on Library premises.

Library patrons are responsible for any materials checked out to them. If an item is lost or damaged then the patron will be charged for the cost of its repair or replacement. The charge for lost or damaged items shall be the list price of the item. Any additional expenses incurred in collection of lost books shall be paid by the borrower (such as fees for insufficient funds, excessive postal charges, etc.).

5.1 Overdue Notice Fee Policy

The Brookline Public library does not charge fines for overdue materials and makes every effort to renew items as possible, or to notify patrons when borrowed materials are overdue and cannot be renewed. Patrons are contacted whenever possible by email or by telephone.

If the Library receives no response and materials are not returned after two notifications have been made, the Library will mail a “Final Notice”, with a copy of the law, the cost of replacement for unreturned materials, and the date it will be replaced. To help defray the cost incurred in the process of mailing final notices, a fee of \$1.00 will be charged to the patron’s account for each final notice mailed.

If there is no response to the Final Notice after thirty days, a replacement will be purchased and the price will be put on the patron’s account. If there are three final notices in one year, the patron’s status will be switched from Resident to Provisional, limiting them to four items checked out at one time and no inter-library loan privileges, for a period of four months.

5.2 Confidentiality of Library Records

Pursuant to New Hampshire State law, personally identifiable information contained in the circulation records of the Brookline Public Library shall be confidential.

Names, addresses, telephone numbers of customers and information on materials borrowed or money owed by customers are confidential. Patron use records are purged annually. No record of Internet use is maintained. Library staff shall not provide information of a personal nature about any borrowers except to the borrower themselves. Inquiries from a local, state, or

federal agency will be referred to the Director, who in turn will contact the Town Attorney for guidance.

Patrons have the option of not having their history recorded.

6 Social Software Policy

The Brookline Public Library uses various online social software services to provide public forums for sharing ideas, opinions, and information about library-related subjects and issues. These forums are intended to create welcoming and inviting online spaces where library users can interact with library staff and other library users while finding useful and entertaining information related to the library's activities and resources. The Brookline Public Library regards online social software in the same way as its other information resources in accordance with its mission of serving as a primary resource for community information needs.

6.1 Definition of Online Social Software

Online social software is defined as any website or application which allows users to share information. Social software can include, but is not limited to, blogging, instant messaging, social networking sites (e.g., Facebook, Pinterest, LinkedIn, Twitter), posts to community reviews, and patron ratings of library materials via the library's website or online catalog.

6.2 Parental Controls and Privacy

As with more traditional resources and the Internet, the Library does not act in place of, or in the absence of, a parent/ guardian and is not responsible for enforcing any restrictions which a parent/ guardian may place on a minor's use of social software applications.

The Library does not collect, maintain, or otherwise use the personal information stored on any third party site in any way other than to communicate library-related information with users on that site, unless granted permission by users for Library contact outside of that specific site. Users may remove themselves at any time from the Library's friends, fans, or follower's lists, or request that the Library remove them. Users should be aware that third party websites have their own privacy policies and should proceed accordingly.

Users are encouraged to protect their privacy by not posting personally identifying information, such as last name, school, age, phone number, or address. Privacy protection resources are available on the Brookline Public Library website.

6.3 Commenting

Comments, posts, and messages are welcome on the Brookline Public Library social networking sites. While the Library recognizes and respects differences in opinion, all such interactions will be regularly monitored for content and relevancy (before publishing when possible). Brookline Public Library reserves the right to modify or remove messages or postings that it deems to be abusive, defamatory, in violation of the copyright, trademark right, or other intellectual property right of any third party, or otherwise inappropriate for the service. The Brookline Public Library further reserves the right to remove posts which contain any of the following:

- Obscene or racist content
- Personal attacks, insults, or threatening language

- Potentially libelous statements
- Plagiarized or copyrighted material
- Private personal information published without consent of individual
- Comments unrelated to the library, its mission, or its activities
- Hyperlinks to materials that are not directly related to the discussion topic
- Commercial promotions or spam
- Organized political activity
- Photos or other images unrelated to the library, its mission, or its activities

All comments are public records.

By posting content, the user agrees to indemnify Brookline Public Library and its officers and employees from and against all liabilities, judgments, damages and costs (including attorney's fees) incurred by any of them which arise out of or are related to the posted content.

6.4 Liability and Participation

The Brookline Public Library assumes no liability regarding any event or interaction that takes place by any participant in any Library-sponsored social networking service, and does not endorse content outside of the pages maintained by the Library and the posts created by Brookline Public Library staff. Participation in Brookline Public Library social networking services implies agreement with all Library policies and the Terms of Service for each individual third-party service.

6.5 Ongoing Use Evaluation

The role and utility of social networking services in relation to the goals and purposes of the Library will be evaluated periodically by the Library's staff and board of trustees, and may be terminated at any time without notice to subscribers.

6.6 Internet Use

The Brookline Public Library offers direct, unfiltered access to the Internet, as part of its commitment to public access to information and provision of electronic resources to its users, and in keeping with its collection development policies. Filtering software is not highly effective and blocks out much legitimate reference material, and therefore is not employed by the Library.

Disclaimer: The Library does not control the Internet. Available information can be inaccurate, incomplete or out-of-date. Some materials may be controversial or undesirable, depending upon the user's beliefs. The Library is not responsible for Internet content, nor can the Library censor access or protect the user from offensive information.

The Library's wireless connection is unencrypted and unfiltered. Use of the wireless connection is done at the patron's own risk. By using this connection, patrons acknowledge that hacking and security concerns are an inherent risk associated with any wireless service, and agree to hold the Library harmless from any claim or loss arising out of, or related to, any such instance of hacking or other unauthorized use of access into the patron's computer, mobile device or tablet.

Conditions of Internet Access:

1. To access the Internet, patrons may log on to the library's computers. Computer use is time-restricted to 30 minutes only if another patron is waiting.
2. Parents are responsible for supervision of their children's activities in the Library, including Internet use. Library staff do not monitor any patron's use of the internet. Parents are responsible for helping their children in the selection of appropriate sites and materials.
3. The user assumes fiscal and legal responsibility for all activity that occurs during his/her Internet session. Any material ordered must be charged to the user's credit card. The Library is not responsible for any payments of materials ordered by the user.
4. The user must use only legal versions of copyrighted software and copyrighted downloaded information. Use of the Library's Internet service as a base for operating a commercial enterprise or for illegal activity is not allowed.
6. Users may use personal storage devices and download information to them. The Library cannot insure protection from viruses, nor is the Library responsible for any loss of data.
7. Although Library staff members are able to offer searching suggestions and answer some questions, they cannot provide in-depth training on Internet and personal computer use.
8. We strive to protect the First Amendment rights of users, and their individual rights of privacy. However, as Internet workstations are located in public areas, images on the screen and paper printouts of those images may be visible to a wide audience. Internet users should respect the rights and sensitivities of others, which is consistent with the Library's general rules of conduct.

The library reserves the right to restrict or terminate the user's Internet privileges for abuse of the conditions listed in this policy. Final decision regarding appropriate use rests with the Library Director and the Board of Trustees.

7 Library Code of Conduct

The mission of the Brookline Public Library is to make available, by convenient and free access, collections of expertly selected library materials to meet the public's informational and technological needs; to promote the enjoyment of reading; to encourage life-long learning; and to provide the opportunity for cultural enrichment.

7.1 Conduct Guidelines

The Brookline Public Library and the Board of Library Trustees have established the following guidelines in order to maintain an atmosphere that is conducive to reading, studying, writing and listening to various library materials:

- Noise and other activity is to be kept at a level which will not inconvenience other people browsing, reading or working in the Library.
- Seating is limited to a maximum of 1 person per chair.
- Sleeping is not allowed.
- Shoes and shirts must be worn at all times.
- Feet need to remain on the floor, not on the furniture.
- Eating and drinking are not allowed at the public computers.
- Unpackaged foods and those with strong odors are not permitted in the Library.
- Children under the age of 6 must be supervised at all times by a responsible person.
- Children under the age of 12 cannot be left at the Library without a responsible person present in the Library.
- Running is not permitted in the Library.
- Backpacks and sports equipment brought to the Library must be left at the front desk. The Library cannot be responsible for this equipment.
- All belongings must be taken when owner leaves the building.
- Any other behavior that interferes with our purpose as stated above is not allowed.

7.2 Prohibited Activities

The following activities are not permitted in the Library and may result in arrest and/or temporary or permanent exclusion from the Library:

- Smoking and vaping are prohibited within the building and adjacent grounds.
- Using alcohol or illegal drugs
- Drug use/sale of any kind
- Loitering
- Profanity and abusive language
- Engaging in disorderly conduct, fighting, threatening behavior
- Intentionally damaging or vandalizing Library and /or personal property
- Soliciting for money or services
- Harassing any patron or staff member
- Stealing Library materials or personal property belonging to patrons or staff
- Viewing of pornographic material
- Any other illegal activities

7.3 Unattended Children

Caregivers are expected to be aware of the opening and closing times of the Library, bearing in mind that these can and do change. Power failures or other emergencies can occur and require unexpected closing of the building. Children left alone in the Library, or on Library grounds, could be vulnerable. Every effort will be made to contact the parent or guardians prior to an unexpected closing.

The Brookline Public Library welcomes children to use its facilities and services. However, the responsibility for the care, safety and behavior of children using the library rests with the parent, guardian or caregiver. A caregiver must be at least 16 years of age.

Library staff members have many duties and cannot supervise children nor act as a substitute for childcare.

Children through age six must have a parent or caregiver in the immediate vicinity unless they are participating in a library program. Parents or caregivers for those age six or under who do not attend the program should remain in the building.

Children over six years of age may use the Library unattended for an amount of time appropriate to their age and maturity, as long as a caregiver remains in the Library; children over 12 may use the Library unattended until closing time, as long as they are able to contact a caregiver as necessary. Children behaving inappropriately will be informed of the rules. If inappropriate behavior continues, the caregiver will be notified. At closing time, if any child under 16 is unaccompanied by an adult or appropriate-aged caregiver, the staff will follow the directions below. All children should have the telephone number of someone who can assist them in an emergency. **The Library staff may *not* take responsibility for the care of any age child, nor provide transportation to any child left unattended at the Library.**

If a child is found without a parent or caregiver, the staff will:

- A. Attempt to comfort the child, if necessary.
- B. Locate the parent or caregiver in the Library and explain the Child Safety Policy.
- C. Make every effort to contact the parent or caregiver, if not in the Library, to come and pick up the child. Staff will express the Library's concern for the child's safety and explain the Child Safety Policy.
- D. Encourage an unattended child to contact the parent or guardian 15 minutes before closing time. If a parent or guardian cannot be reached or does not arrive within five minutes after closing, Library staff will call the Brookline Police to pick up the child. Staff will notify the Director that the police have been called.
- E. Remain with the child until parent, caregiver or police arrive. This is compensated time for the **two staff members** who remain with the child.
- F. Leave a note on the Library door stating "Unattended child is in the custody of the Brookline Police" once the child is in the care of the police. Names will not be stated on the sign.

Library staff will make every effort to assist children using the library, but parents remain responsible for their minor children at all times.

8 Purchasing Policy

The Brookline Public Library will endeavor to ensure the best value whenever procuring goods and services. Purchasing decisions will be based on cost, quality, service and availability. ***All purchases require the approval of the Library Director, under the auspices of the Library Board of Trustees.*** Any purchase over \$500 (other than regular orders of books and media for library collections) will require prior approval of the Board of Trustees.

The purchasing method will be determined by the cost of the product or services as follows:

- Direct Buy (No prior Board authorization needed)
 - Regular purchases of books and media for collection development
 - Purchases of necessary supplies or equipment under \$500
- Request for Quote
 - Purchases of special collections(e.g., large purchase of new format)
 - Products or services from \$500 to \$1500
 - Multiple quotes or “Request for Proposals” (RFP) will be sought for purchases of more than \$1,500.
- Sealed Bid
 - Any major purchase (over \$20,000) will go through process of sealed bidding. For items requiring this process, the Library will follow Town procedure.

Whenever possible, purchases will be made on account (generally under Net 30 days terms). Miscellaneous supplies under \$50, such as program refreshments, may be purchased by staff for the library, and shall be reimbursed within 30 days. Receipts for cash purchases will be submitted for reimbursement via the Director.

8.1 Emergency Procurements

In case of an emergency requiring immediate purchase of materials, supplies, equipment or services ***necessary for safe library operation***, the Board of Trustees hereby authorizes the Director to approve an emergency purchase. The Board shall be notified of the emergency and the associated purchase as soon as possible. At the next regular Board meeting, the emergency will be discussed to decide whether any policy change may be indicated.

8.2 Ethics in Conduct of Business

It shall be unethical for any Trustee or employee involved in making purchasing decisions to have a personal interest in transactions that may create a conflict with their public duties.

It shall be unethical for any person to offer, give, or agree to give any Library employee, or for any Library employee to solicit or accept from any vendor or business, a personal gift or gratuity in any amount. Inexpensive advertising items, bearing the name of a vendor, such as pens, pencils, paper weights, cups, candy, calendars, etc., are not considered gifts in relation to this policy.

8.3 Authority

These policies are adopted as of October 2, 2019 by the Library Board of Trustees in cooperation with the Town of Brookline and its fiscal policies.

9 Meeting Room Policy

Meeting rooms of the Brookline Public Library are available for use by **non-profit** groups and organizations.

Rooms are made available on an equitable basis, regardless of the beliefs or affiliations of individuals or groups requesting their use. Permission to meet at the Library does not in any way constitute or imply endorsement of the users' policies, beliefs or programs by the Library staff or Board of Trustees.

All meetings and exhibits shall be free of charge and open to the public. Room requests will be submitted to the Library staff.

Neither the Board of Trustees for the Brookline Public Library nor the Town of Brookline shall be responsible for injury to persons nor property that occurs while a meeting room is being used.

9.1 Rules for Use

- Meeting rooms may be reserved by non-profit organizations only. Youth groups must have an adult sponsor (age 18 or older) and an appropriate number of adult chaperones for the planned activity.
- Organizations requesting the use of meeting space must be sponsored by a Brookline patron in good standing.
- All meetings must be free and open to the public.
- Exits must not be blocked at any time.
- Maximum occupancy in the community room allowed by code is 35.
- Light refreshments may be served. Users of the meeting room are responsible for leaving the room in the condition in which they found it. Repairs or replacements for any damages are the financial responsibility of the user.
- Users must abide by all posted library policies while on library property

10 Media Relations Policy

Only the Director or designated staff members may prepare press releases and other materials for the media. Staff members listed as contacts on press releases are responsible for answering inquiries from the media, about the press releases. All other inquiries from the media about Library policies, procedures or issues should be referred to the Director.

10.1 Interviews and Surveys

The Brookline Public Library prohibits the solicitation of opinions through interviews or surveys by third parties inside the Library building. The Director may grant exceptions for interviews.

11 Collection Development

11.1 Intellectual Freedom

The Brookline Public Library recognizes its obligation to provide as wide a spectrum of materials as possible. Selection cannot be restricted by the possibility that some users on moral, religious, political or other grounds might consider certain material objectionable.

The Library endorses the principles of the *Freedom to Read* (Appendix A) and *Freedom to View* (Appendix B) statements as well as the *Library Bill of Rights* (Section 2) adopted by the American Library Association. All three documents are incorporated as part of this policy manual.

The Library believes it is essential in a free society to provide access to all Library materials. No restrictions are placed on what anyone may read. Well-intentioned individuals or groups may occasionally question the inclusion of an item in the collection because of fear or doubt about the effects of the material on impressionable persons. Although the Library understands this concern, it is the Library's position that the risk to society is far greater if the public access to ideas and information is restricted. Neither an individual group nor the Library itself has a right to decide what others may or may not read.

The Library is opposed to the removal from its shelves, at the request of any individual or group, of materials that have been chosen according to the materials selection policy. In addition, the Library will oppose coercion on the part of an individual or group seeking to have added to the collection, materials which are contrary to the selection policy.

Any criticism of an individual book or Library item by a Library patron shall be made first to the Director. If necessary, the patron shall be asked to fill out a Citizen's Request for Reconsideration of Material form (See Appendix C), and the complaint along with the Director's recommendations shall be submitted to the Board of Library Trustees, who shall make the final decision.

11.2 Scope of Collection

The Brookline Public Library exists to serve all citizens of Brookline and is funded by Town taxes, various trusts and gifts. To stimulate knowledge wisdom, culture and enjoyment for all citizens of Brookline, it has the responsibility to acquire, preserve and administer in organized collections books and related educational, cultural and recreational materials both printed and non-printed. It will cooperate with all types of libraries and community organizations to achieve these goals. The Brookline Public Library collection will continue to evolve to meet the needs of patrons as new technology offers new options.

The Brookline Public Library is an active participant in regional, state and national library associations. This participation permits patrons access to additional collections.

11.3 Responsibility for Collection

Collection development is the responsibility of the Director in accordance with the policy established by the Board of Trustees. The Director may consult the staff on some items or delegate some selection to the staff, but is ultimately responsible for the selection and purchase of materials.

11.4 Material Selection Policy

Material selection decisions are made on the basis of judgment, expertise and by examining book reviews, always keeping in mind the needs and intellectual growth of the Brookline community. Criteria for material selection may include: accurate, up-to-date information; popular demand; reputation of the author and publisher; favorable reviews; sufficiency of material on the subject. The inclusion of an item in the Library's collection in no way implies endorsement of its author, contents or views.

The Library recognizes that tastes vary widely in a given community and an item that is pleasing to one customer may be unacceptable to another; however, no one person or group has the right to impose standards on the other members of the public. Decisions are not made on the basis of any anticipated approval or disapproval but solely on the merits of the work in relation to the building of the collection and to serving the interest of the public.

Responsibility for children's use of library materials rests with their parents or legal guardians.

11.5 Weeding

In order to maintain a collection that is current, reliable, in good condition, and which relates to the needs and interests of the community, materials are withdrawn on a systematic and continuous basis. Materials are discarded when they are judged to be dated, inaccurate, seldom used, in poor condition, or otherwise no longer appropriate.

Materials withdrawn from the Brookline Public Library will be disposed of in a manner consistent with their quality and condition, at the discretion of the Director.

11.6 Confidentiality of Library Records

Pursuant to New Hampshire State law, personally identifiable information contained in the circulation records of the Brookline Public Library shall be confidential.

Names, addresses, telephone numbers of customers and information on materials borrowed or money owed by customers are confidential. Patron use records are purged annually. No record of Internet use is maintained. Library staff shall not provide information of a personal nature about any borrowers except to the borrower themselves. Inquiries from a local, state or federal agency will be referred to the Director, who in turn will contact the Town attorney for guidance.

11.7 Donations, Gifts and Memorials

Books and other materials shall be accepted on the condition that the Library has the authority to make whatever disposition it deems advisable. All materials so acquired must be designated as a gift.

Gifts of money, real property and/or stock shall be accepted if conditions attached thereto are acceptable and transferred to the Board of Library Trustees.

Personal property, art objects, portraits, antiques and other museum objects shall be accepted at the discretion of the Board of Library Trustees.

12 Programs

It is the intent of the Brookline Public Library to offer a variety of programs that promote the enjoyment of reading and provide information, education and cultural enrichment to the community. These programs are open to the public and are free of charge. Co-sponsorship of programs with other agencies is encouraged.

Book discussions and lectures are offered to educate, entertain or cultivate interest in literature or subjects of local interest. They may also take the form of demonstrations, concerts, story hours, craft programs, classes and workshops. Program planning will be used to help identify and fill the specific educational, social, recreational, cultural or informational needs of the community that the Library is best able to fulfill.

Children's story times are designed to provide children with an introduction to the Library's services and programs, a familiarity with quality children's literature, and reading readiness activities. These age-appropriate programs are open to the public but may require advance registration.

Summer/vacation reading programming is designed to encourage school-age children to continue reading when school is not in session. Eligibility is based on age and availability. These programs generally provide reading lists, self-directed reading games, storytellers, and crafts and story programs.

Formal and informal instruction in the use of the Library and the Library's public access catalog will be provided as needed, with emphasis on the way information is organized and how it can be retrieved.

Any criticism of an individual program or Library event by a Library patron shall be made first to the Director. If necessary, the patron shall be asked to fill out a Citizen's Request for Reconsideration of Material form (See Appendix C), and the complaint along with the Director's recommendations shall be submitted to the Board of Library Trustees, who shall make the final decision.

13 Displays, Exhibits and Bulletin Boards

Announcements of music and drama events, civic programs and similar items may be displayed in the Library by permission of the Director.

Hobby, craft and art exhibits, especially of young patrons, are encouraged but are displayed at the owner's risk.

No materials, leaflets or posters that advocate the election of a candidate, political or otherwise, shall be displayed in the Library.

Any non-profit organization or individual wishing to solicit donations or advertise products or services may do so only with the approval of the Library Director.

No petitions shall be allowed.

14 Electronic Media Policy

14.1 General

The Brookline Public Library provides access to information published in electronic form, as well as to that published on paper, tape, film and other media. Information may be downloaded electronically to patrons at individual workstations.

14.2 Selection of Products for Use

Electronic products for adults and children shall be selected in accordance with the Library's *Material Selection Policy*, Section 8.4; the *Library Bill of Rights*, Section 2; the *Freedom to Read (Appendix A)*, and *Freedom to View (Appendix B)* statements adopted by the American Library Association.

14.3 Use of Electronic Services

Electronic information services shall be available for use by all Brookline Public Library patrons whose account is in good standing, with no unpaid fees or fines over \$5. Access to on-site services, networks, and the Internet, are offered for personal, non-commercial use only.

Individual patrons are financially responsible for any materials ordered through any network.

The Brookline Public Library does not monitor information accessed electronically and cannot guarantee the validity or accuracy of such information. Library patrons are advised, as with all library materials, to exercise judgment and discrimination when evaluating the usefulness and reliability of any such material.

The Library assumes no responsibility for any direct or indirect damages arising from the use of its electronic services. **Parents/guardians are responsible for monitoring material accessed by minors.**

Patrons should not alter, remove, or damage configurations, software or hardware on library computers and equipment and should not install or download any software on library computers.

15 Building and Personnel Safety

It is the policy of the Board of Library Trustees of the Brookline Public Library to maintain a safe and secure facility for the protection of the collection, the staff and the patrons.

Any issues of safety should be brought to the attention of the Director.

16 Volunteers

The Brookline Public Library recognizes that volunteers are a valuable resource for the Library. Their energy helps the Library to achieve its mission to provide services to the community. Volunteers enhance, rather than replace, adequate staffing. Their services help the Library make the best use of financial resources and help the Library connect to other community groups and organizations. They also can be valuable advocates for the Library in the community. Library staff will continue to work to recognize the contributions of volunteers and seek to expand the volunteer group as needed.

BPL volunteers are coordinated by the Director and the Assistant Director. They must be at least 14 years of age. Each volunteer must complete an application, which will be kept on file in the Library. Application forms are available at the Library. Volunteers will be interviewed to better determine their interests and levels of experience. Volunteer talents, experience, availability, and interests will be considered in placement and job assignments.

Brookline Public Library volunteers are bound by rules contained in all Library policies and guidelines as applicable, especially as they relate to patron privacy and confidentiality. Volunteers age 18 and older are required to undergo a background check.

BPL volunteers are recognized by the public as representatives of the Library and shall be guided by the same work and behavior codes as employees. Volunteers work “at-will”, which means that either the Library Director or the volunteer may terminate the volunteer agreement at any time, for any reason permitted by law, with or without cause or notice.

Brookline Public Library volunteers must have automobile insurance if they are driving on Library business (to the Transfer Station, or to the Post Office for example). Their personal auto policy is the primary source of recovery for themselves or the parties involved in case of an accident. Volunteers may be asked to verify coverage before handling volunteer duties involving the use of their vehicles.

Volunteers are asked to record their hours of service in the Volunteer Log located in the back office. These statistics are reported to the Board of Selectmen at the annual budget review.

Appendix A The Freedom to Read

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

Most attempts at suppression rest on a denial of the fundamental premise of democracy: that the ordinary individual, by exercising critical judgment, will select the good and reject the bad. We trust Americans to recognize propaganda and misinformation, and to make their own decisions about what they read and believe. We do not believe they are prepared to sacrifice their heritage of a free press in order to be "protected" against what others think may be bad for them. We believe they still favor free enterprise in ideas and expression.

These efforts at suppression are related to a larger pattern of pressures being brought against education, the press, art and images, films, broadcast media, and the Internet. The problem is not only one of actual censorship. The shadow of fear cast by these pressures leads, we suspect, to an even larger voluntary curtailment of expression by those who seek to avoid controversy or unwelcome scrutiny by government officials.

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

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

We believe that free communication is essential to the preservation of a free society and a creative culture. We believe that these pressures toward conformity present the danger of limiting the range and variety of inquiry and expression on which our democracy and our culture depend. We believe that every American community must jealously guard the freedom to publish and to circulate, in order to preserve its own freedom to read. We believe that publishers and librarians have a profound responsibility to give validity to that freedom to read by making it possible for the readers to choose freely from a variety of offerings.

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

We therefore affirm these propositions:

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

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

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

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

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

No art or literature can flourish if it is to be measured by the political views or private lives of its creators. No society of free people can flourish that draws up lists of writers to whom it will not listen, whatever they may have to say.

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

To some, much of modern expression is shocking. But is not much of life itself shocking? We cut off literature at the source if we prevent writers from dealing with

the stuff of life. Parents and teachers have a responsibility to prepare the young to meet the diversity of experiences in life to which they will be exposed, as they have a responsibility to help them learn to think critically for themselves. These are affirmative responsibilities, not to be discharged simply by preventing them from reading works for which they are not yet prepared. In these matters values differ, and values cannot be legislated; nor can machinery be devised that will suit the demands of one group without limiting the freedom of others.

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

The ideal of labeling presupposes the existence of individuals or groups with wisdom to determine by authority what is good or bad for others. It presupposes that individuals must be directed in making up their minds about the ideas they examine. But Americans do not need others to do their thinking for them.

6. *It is the responsibility of publishers and librarians, as guardians of the people's freedom to read, to contest encroachments upon that freedom by individuals or groups seeking to impose their own standards or tastes upon the community at large; and by the government whenever it seeks to reduce or deny public access to public information.*

It is inevitable in the give and take of the democratic process that the political, the moral, or the aesthetic concepts of an individual or group will occasionally collide with those of another individual or group. In a free society individuals are free to determine for themselves what they wish to read, and each group is free to determine what it will recommend to its freely associated members. But no group has the right to take the law into its own hands, and to impose its own concept of politics or morality upon other members of a democratic society. Freedom is no freedom if it is accorded only to the accepted and the inoffensive. Further, democratic societies are more safe, free, and creative when the free flow of public information is not restricted by governmental prerogative or self-censorship.

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

The freedom to read is of little consequence when the reader cannot obtain matter fit for that reader's purpose. What is needed is not only the absence of restraint, but the positive provision of opportunity for the people to read the best that has been thought and said. Books are the major channel by which the intellectual inheritance is handed down, and the principal means of its testing and growth. The defense of the freedom to read requires of all publishers and librarians the utmost of their faculties, and deserves of all Americans the fullest of their support.

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

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

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

A Joint Statement by the American Library Association and Association of American Publishers

Appendix B 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 principals are affirmed:

1. To provide the broadest possible access to film, video and other audiovisual materials because they are a means for 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 and other audiovisual materials on the basis of the moral, religious, or political beliefs of the producer or film maker 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. American Film and Video Association is no longer in existence.

Endorsed by the ALA Council January 10, 1990

Appendix C Citizen's Request For Reconsideration Of Material

Updated 01/05/2022

Brookline Public Library Request Form - Reconsideration of Library Materials and Programs
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Format of material or Program:

☐ Book ☐ Magazine ☐ Audiobook ☐ Video ☐ Music ☐ Program ☐ Other

Title: _____ Program Title: _____

Author: _____ Presenter: _____

Publisher: _____

Request initiated by: _____

Address: _____

City/State/Zip: _____

Phone: (____) _____ Email: _____

Complainant represents: ☐ Themselves ☐ Organization (please identify): _____

PLEASE RESPOND TO THE FOLLOWING QUESTIONS. If sufficient space is not provided, you may use the reverse side of this sheet.

- ☐ Did you read/view/listen to the entire book/item?
- ☐ To what in the material do you object? Please be specific, cite pages, etc.
- ☐ What do you feel might be the result of reading/viewing/listening to this material?
- ☐ For what age group would you recommend this material?
- ☐ Is there anything good about this material?
- ☐ What do you believe is the theme of this material?
- ☐ In its place, what material do you recommend that would provide adequate information on the subject?
- ☐ What action do you request the library to take?

Signature of Complainant

Date

Print or Type Name

A response from the Brookline Public Library regarding the Request for Reconsideration of Library Materials and Programs shall be available after its consideration by a Review Committee and/or the Library Board of Trustees.
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Library Use Only					
Office	Date	Initials	Written Assessment to Patron	Date	Initials of Sender
M&P Review Committee Formed	Date	Members	Board of Trustees Meeting	Date	Vote
M&P Review Committee meeting	Date	Decision	Written Assessment from Trustees	Date	

Appendix D Meeting Room Policy and Public Use Application

Meeting Room Policy and Public Use Application

Library programs and activities have absolute priority over all other uses.

All library space is free and open to the public.

How to Book Meeting Space:

Please read the meeting space regulations below. A staff member will accept your request, determine whether space is available, and, if so, will book space for your group.

Meeting space is available free of charge to any local, non-profit entities, municipal boards or agencies for meetings or programs. At least one member of the group must be a town resident.

Programs involving the sale or advertising of commercial products or services are prohibited.

Rules and regulations:

- Groups using our library meeting space will abide by the Library Code of Conduct, which is available online and in the office.
- Parents/caretakers are responsible for supervising minor children at all times.
- Any damage to library property resulting from a meeting or program will be the responsibility of the group that booked the room.
- Groups are responsible for setting up and taking down any chairs and tables needed; the room should be left in a clean and orderly condition.
- The library should be informed of cancellations as soon as possible.
- The library has the right to relocate a group to the area best suited to its size and function.
- In case of circumstances beyond our control (e.g. inclement weather or loss of power) the library reserves the right to cancel any meeting, event or program.
- Reserving meeting space will be considered a group's understanding of and agreement to these rules and regulations.
- If library is closed when your meeting ends, please turn off all lights and close all doors. Leave the library by the door at the bottom of the stairs.

I agree to abide by these rules.

Print Name_____ **Group**_____

Signature_____ **Date**_____

This form must be reviewed and signed annually, as procedures may change.

Reviewed and revised February 2017