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~ Established 1901 ~

Josiah Carpenter Library

Policy Manual

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Policy Manual adopted in entirety December 15, 2015

Library Board of Trustees

Nancy Fogg Nancy Fogg, Chairperson

William Kahn William Kahn, Treasurer

James C. Allard James Allard, Secretary

Library Director

Beverly Pietlicki Beverly Pietlicki

**JOSIAH CARPENTER LIBRARY
PITTSFIELD, NH
BOARD OF TRUSTEES BYLAWS**
Adopted August 14, 2012

ARTICLE I. NAME

This organization shall be called the Josiah Carpenter Library Board of Trustees, Pittsfield, NH, existing by virtue of RSA 202 of the laws of the State of New Hampshire and exercising the powers and authority and assuming the responsibilities delegated to it under this statute.

ARTICLE II. MEMBERSHIP

Section 1. The Board of Trustees shall be composed of three (3) members, elected in accordance with RSA 202-A 6.

Section 2. Vacancies on the board will be filled in accordance with RSA 2A2-A 10.

ARTICLE III OFFICERS & THEIR DUTIES

Section 1. The officers shall be Chairperson, Treasurer, and Secretary. The officers of the Board shall be elected at the first Board meeting held after town meeting and serve until next town meeting.

Section 2. Any officer vacancy that occurs during the year shall be filled at the next regular meeting or at a special meeting held for that purpose.

Section 3. The Chairperson shall preside at all meetings of the Board, authorize calls for special meetings of the Board, appoint all committees except those made by motion and passed by a majority, and perform all duties associated with the office. The Chairperson shall prepare and send each Trustee copy of the regular meeting agenda and other relevant material at least five days before the meeting.

The Chairperson may move, second and vote upon any proposal before the Board. The Chairperson shall be an authorized signatory on all trustee accounts.

Section 4. The Treasurer shall be responsible for all monies appropriated by the town and for funds with which the library is endorsed. As the disbursing officer of the board, the Treasurer shall sign all checks, approve written monthly financial reports, consult with the Director in preparing the next year's budget, accept the interest accrued on trust funds handled by the Trustees of Trust Funds, and shall perform such other duties as are generally required of the office.

Section 5. The Secretary shall act in the place of the Chairperson when he or she is absent, keep a true and accurate record of all meetings of the board, insure that all minutes are on permanent

file at the library and the town hall and sent to all members of the Board within 72 hours of any meeting and perform such other duties as are generally associated with the office.

ARTICLE IV: MEETINGS

Section 1. Regular meetings shall be held each month at a time and place to be determined by the Board.

Section 2. Special meetings may be held at any time at the call of the Chairperson or any two committee members.

Section 3. The time and place of all Trustee meetings shall be posted at the library and town hall twenty-four hours (excluding Sundays and holidays) in advance of the meeting. The meeting shall be open to the public and shall be conducted and recorded in accordance with RSA 91A commonly called the 'Right to Know Act'.

Non-public sessions must be posted seven days in advance in a local newspaper and be held in accordance with RSA 91–A3. Emergency meetings may be held with a posting as soon as the meeting is called. Minutes of and decisions reached in non-public sessions shall be publicly disclosed within 72 hours of the meeting unless, by recorded vote of two-thirds of the members present, it is determined that divulgence of the information would likely adversely affect the reputation of any person other than a member of this board or render the proposed action of the board ineffective, or pertain to terrorism.

In the event of such circumstances, information may be withheld until, in the opinion of a majority of members, the aforesaid circumstances no longer apply.

Section 4. Trustees are expected to attend all Board meetings. Three unexcused absences during the year shall constitute a resignation. Absences shall be considered excused if prior notification is given to any other member of the Board or the Director.

Section 5. A quorum for the transaction of business at any meeting shall consist of two (2) members of the Board. An affirmative vote of two (2) members present at the time will approve any action before the Board.

ARTICLE V: LIBRARY DIRECTOR

Section 1 The Board shall hire a qualified Director who shall be the executive administrator of the library.

Section 2. The Director shall recommend to the Board the appointment and specific duties of other employees. The Director shall have the authority to appoint interim employees without prior Board approval provided that such appointment is reported to the Board at the next regular meeting.

Section 3: The Director shall be held responsible for the proper direction and supervision of the staff, for the care and maintenance of the library property, the proper and adequate selection of library resources in keeping with the policies established by the Trustees, and for the efficient rendering of library services to the public.

Section 4. The Director shall make monthly reports to the Board regarding the operation of the library in whatever form the Board deems appropriate.

ARTICLE VI: COMMITTEES

Section 1. The Chairperson shall appoint committees of one or more Board members for such specific purposes as the business of the Board may require from time to time. Each committee shall be discharged upon the completion of the purpose for which it was established and after it has given a final report to the Board.

Section 2. Committees will make regular reports on their progress to the Board.

Section 3. No committee shall have other than advisory powers unless it is granted specific authority to act by suitable action of the Board.

ARTICLE VII. AMENDMENTS

These Bylaws may be amended, altered or repealed by the majority of all members of the Board provided that written notice of the proposed amendment, alterations or repeals shall have been provided to all members at least ten days prior to the meeting at which such action is to take place.

JOSIAH CARPENTER LIBRARY
MISSION STATEMENT

Adopted: August 14, 2012

The mission of the Josiah Carpenter Library is to assemble and organize information in order to promote and stimulate knowledge, wisdom, culture, entertainment, and continuous self-education for all residents regardless of age, race, creed, ethnic origin or occupation.

Library Collection

Adopted January 13, 2009

Maintenance and Evaluation

The library collection needs regular evaluation in order to ensure that the library is fulfilling its mission to provide materials that community members find useful, entertaining and responsive to their needs and interests. Statistical data such as circulation reports, patron requests, shelf allotments and volume counts are studied to determine how the collection is being used and how it should change to meet the needs and interests of library users. The collection's holdings are also checked against standard bibliographic tools such as the *Public Library Catalog*, the *Fiction Catalog*, and the *Children's Catalog*.

Withdrawal of Materials

The withdrawal of materials from the collection is known as weeding. It is carried out in order to provide the most current and useful information available, as well as to maintain the vitality and attractiveness of the collection. Weeding also helps to prevent the overcrowding of shelves, and to free up needed space for new and highly desired materials.

The following criteria are used to determine which materials are subject to weeding from the collection:

- Out of date or inaccurate information
- Worn or damaged physical condition
- Insufficient use
- Items no longer of popular interest (e.g. older fiction)
- Multiple copies of previously popular works
- Lack of physical space
- More current treatment in collection

Even though they meet the above criteria, certain materials may be retained because of their unique nature.

Replacement of materials that have been withdrawn is not automatic. The decision whether to replace is influenced by the availability of the material within New Hampshire, local interest in the material, adequacy of coverage in the subject area, significance of the subject area, cost and availability.

Development

Criteria for Selection of Library Materials

Materials selected may meet only a small number of selection criteria if their inclusion is seen as important enough to fill a serious gap in the collection, or, due to popular demand.

The following criteria serve as the backbone of materials selection:

- Library's mission and service goals
- Excellence of reputation of the work
- Authority and reputation of author
- Suggestions by library users
- Appeal and relevance to community interests
- Local significance

Impact of item on collection diversity

The following are also considered in materials selection:

- Funding
- Space limitations
- Opinion of critics and reviewers
- Currency of information
- Physical format

Selection Journal and Other Review Sources

The *Library Journal* is the standard first source to assist in the selection process. In addition the book reviews included in the New Hampshire Union Catalog (NHU PAC), other reviews available via the Internet, and the NY Times Book Review are consulted on a regular basis. The *Public Library Catalog*, the *Fiction Catalog*, and the *Children's Catalog* are additional standard bibliographic sources used in selection. Other review sources of a specialized nature are used for specific materials.

Non-Print Materials and Periodical Collections

Non-print materials (such as audio books, videos) and periodicals (such as newspapers, magazines, and journals) are subject to the same selection criteria as printed books.

Electronic Format

In general, materials in electronic formats such as CD-ROM and on-line databases are subject to the same selection criteria as print materials. Non-content criteria include items such as ease of access and hardware compatibility.

Gifts of Materials

The Library accepts gifts of materials but reserves the right to evaluate them in accordance with the same criteria applied to purchased materials. Gifts that do not meet the objectives of the Library Collection Policy may be refused. Bookplates may be provided for gifts, and upon request a letter for tax purposes may be sent to the donor. Donors may not impose any other conditions relating to the gift of materials either before or after its acceptance by the Library.

Challenges

Controversial Material

The Josiah Carpenter Library subscribes to the Library Bill of Rights of the American Library

Association which encapsulates the library profession's belief in freedom of access to information.

The Library does not believe in the practice of censorship. Serious works which portray various aspects of life are not excluded because of their frankness. The Library encourages the examination of diverse opinions thus many points of view may be included in the collection. Materials selection will not be determined by pressure from outside groups and organizations, or by the individual prejudices of any person or persons. The Library applies established professional standards in the selection and retention of its materials.

Reconsideration of Materials/Challenges

Patrons who wish to petition the Library to reconsider any part of its collection should follow the Procedures in the Challenge of Materials procedure. Requests for reconsideration include Both the removal and addition of materials to the library collection.

Circulation Policy

Adopted June 21, 2011

Library Cards:

Library cards are issued at no charge to residents of Pittsfield, and to people who work or volunteer in Pittsfield. Others are charged the per capita, per year expenditure of Pittsfield residents to fund library operations. It is not necessary to have a library card with you when you wish to borrow library materials. Each person/family may choose whether to have a card issued to their family or to have separate cards for each family member. Children are allowed to have their own card when their parents/guardians confirm that the child has learned to read independently.

Borrowing Limits

The first time that a library card is used, a maximum of two items may be borrowed per card. Once the items are returned, there are no limits, except for DVDs. All adult patrons are limited to two DVDs per card holder at any given time. Cardholders under the age of eighteen are not allowed to borrow DVDs. For patrons in good standing the number of all other items is unlimited.

Loan periods are as follows:

- Books, Three weeks, except new adult fiction and children's holiday fiction books, which are loaned for two weeks
- Audio books, Three weeks
- Magazines, Three weeks
- DVDs, One week

Josiah Carpenter Library Delivers members, one month, no fines, unlimited renewals unless on reserve.

Adult and Teen Book Club members, extended borrowing limits and no fines accrued on book club selections.

Renewals

There is no limit on the number of renewals for individual items, including new books. If another library patron has reserved an item, then that item cannot be renewed. Renewal requests can be placed in person, over the telephone, using the library website, or via email.

Overdue Materials

Overdue library materials currently accrue fines according to the following schedule, adopted by the Board of Trustees effective October 1, 2010:

- All Books, Magazines, and Audio accrue at a rate of 25 cents per day
- All DVDs, accrue at a rate of 50 cents per day
- Anything in the book drop is counted as returned on the previous open day.
- Fines are capped at the value of the item.

Borrowing privileges are suspended if a patron has materials that are more than one month overdue, or if fines are accrued in excess of \$10.00. At the discretion of the library personnel,

patrons with overdue materials may lose their computer usage privileges. In addition, parents/guardians lose borrowing privileges when their children lose borrowing privileges. If a patron is often late returning materials the library may choose to limit that patron to borrowing between one and four items. If a patron tells the library that an overdue item has been returned library personnel will search for the item; if the item cannot be located then the patron can request that the library director remove the item from the overdue list. The library director will inform the patron whether borrowing privileges have been restored, or if the patron must pay the replacement cost of the item.

Lost or Damaged Materials

Patrons must pay the full replacement cost of materials that have been lost or damaged. Patrons are not allowed to borrow materials until restitution has been made. If a patron has trouble paying the replacement cost, a "work" plan may be negotiated at the discretion of the library director.

Collection of Fines and Fees

Adopted November 18, 2010

OVERDUE FINES

(Anything in the book drop is counted as returned on the previous open business day. Fines are not calculated on library closed days.)

| | |
|-----------------------------|------------------|
| All Books, Magazines, Audio | 25 cents per day |
| All DVDs | 50 cents per day |

Fines will accumulate up to the cost of the replacement value of the item.

Fines may be waived in extenuating* circumstances.

Fines may be waived in lieu of acceptable* donations of comparable value.

Fines may be worked off* in exchange for volunteer hours.

(extenuating*, acceptable*, and worked off* is at the discretion of the librarian)

Borrowing privileges are revoked when accumulated fines total more than \$10.00, or after the second overdue notice is mailed.

EQUIPMENT FEES

| | |
|----------------------------|---|
| Photocopier | 25 cents per sheet or 5 sheets for \$1.00 |
| Printer | 25 cents per sheet or 5 sheets for \$1.00 |
| FAX (cover sheet required) | 75 cents per sheet |

Inter Library Loan Policy

Adopted August 14, 2012

The Librarians and the Board of Trustees of the Josiah Carpenter Library understand that no single library can provide all materials at all times. Therefore the Library recognizes the benefits of sharing resources through library cooperatives and the New Hampshire Inter Library Loan (ILL). This library adheres to the rules, regulations and procedures set forth in the ILL Protocol Manual.

For a complete description of the rules, regulations and procedures set forth in the ILL Protocol Manual, go to

<http://www.nh.gov/nhsl/nhais/illresources.html#ill>

Procedures for Dealing With Challenged Material

All complaints to staff members will be reported to the Librarian/Director.

The Librarian shall contact the complainant to discuss the complaint and attempt an informal resolution by explaining the mission and collection policy of the public library and its guiding principle, The Library Bill of Rights.

If the complainant is not satisfied, the complainant will be sent a packet, which includes the library mission statement, collection procedures, The Library Bill of Rights, and the Freedom to Read Statement (ALA). Included will be a form for the complainant to complete and return to the Librarian within two weeks' time. The Librarian will notify the board of Trustees that a packet has been sent out. If the complaint form is not returned within two weeks' time, the Librarian will consider the case closed and notify the board to that effect.

A returned form will be remitted to the Library Board for review and consideration. The board will be asked to judge the material under consideration by the following criteria:

After the board examines the challenged material, it will consider its selection and base its opinions upon the material as a whole rather than on passages or sections taken out of context. It will examine the material in light of the Library's Mission Statement. It will consider its selection in light of professional reviews.

The material will remain in circulation pending a decision by the board. If the board finds with the claimant, the material will be deleted from the library's collection. The board's decision is conclusive and must be communicated to the complainant in writing within a time agreed upon to be reasonable by the complainant and the board, not to exceed thirty days.

See the Appendix for

Form: Statement of Concern about Library Resources, page 43

Sample Letter to Respond to Complainant, page 44

Challenge of Materials

Adopted April, 10, 2002

The procedure for patrons who wish to petition the Library to reconsider any part of its collection is as follows:

1. Patron receives a Statement of Concern about Library Resources form (available at the circulation desk). A copy of the form is included with this procedure.
2. The form must be completed and submitted to the Library Director.
3. The Director will then review the request and contact the petitioner to discuss the issue.
4. If the petitioner wishes to pursue a formal request, the Director will arrange for the request to be added to the agenda at the next regularly scheduled Library Board of Trustees meeting.
5. The Board of Trustees will consider the request. The petitioner is free to attend the Board meeting which is open to the public.
6. A member of the Board of Trustees will contact the petitioner with a determination. The Library Board of Trustees will have final say on any request for the removal of materials from the Library or addition of suggested materials.

Disposal of Material and Equipment Policy

Adopted April 15, 2013

It will be the policy of the Josiah Carpenter Library Board of Trustees to annually or whenever it becomes necessary to review the condition and usage of the library's materials and equipment. Should the Librarian/Library Director determine that due to age or condition, materials or equipment are no longer suitable for continued use by the library, disposal will take place in the following manner:

A. If it has been determined via a vote by the Board of Trustees that material and/or furnishings can be disposed of and such items are still in good condition, the Trustees shall place a notice in-house and on the library website announcing their intention. The trustees at their discretion by vote may place a price on such items or may donate them to interested parties.

B. All waste and refuse generated by the library will be discarded in compliance with federal, state and county guidelines and or statutes.

The library inventory shall be adjusted accordingly and such action shall be noted in the library trustee minutes.

Policy on Unattended Children

Adopted August 14, 2012

The Library is a place where children are welcomed. They are encouraged to read, to explore various electronic formats, to attend programs, and to make full use of the library resources.

For the safety of minor children and the enjoyment of all patrons using the library, this policy will be followed. If you have any questions regarding this policy, please do not hesitate to ask any staff member to explain.

1. As used in this policy, the term "caregiver" may include parents, legal guardians or other authorized persons having custody or control of a minor child *in loco parentis*.
2. All children under the age of nine shall at all times be attended and adequately supervised by a caregiver.
3. Children between the ages of nine to twelve may be left unattended for no more than one hour. The person responsible for the child must leave a telephone number with the child, where they may be contacted, or the name and telephone number of another responsible person who can transport the child home if necessary.
4. Caregivers are responsible for the behavior of all minor children at all times, even if they are not in the library with the child. The Library staff does not serve *in loco parentis*. If a child's behavior is not appropriate for the library and the child does not respond to the appropriate guidance by library staff, the responsible caregiver will be contacted to remove the child from the library. If the caregiver cannot be reached and the child's behavior is deemed unduly disruptive or dangerous, the police will be called.
5. Preschool Story Hour: A caregiver must bring the child into the story hour room at the start of the story hour and pick up the child at the end of the hour. No child will be able to leave the story hour room without the caregiver. The caregiver is expected to remain in the building.
6. If a child is left at the library without a way home at closing time, the Library staff will call the child's home. The staff may request the assistance of the police to locate a parent or appropriate guardian.
7. Parent are reminded that under certain circumstances the following State Laws may apply:
RSA 169-B:41-43 Intentional Contribution to Delinquency (of a Minor);
RSA 169-B:45 Parental Responsibility for Vandalism by Minors;
RSA 169-C:3 (I) and 3 (XIX) Neglect of Children by Abandonment.

Library Functions and Programs

Adopted December 11, 2007

The library sponsors and supports functions and programs that extend and expand the library's mission. Examples of potential library sponsored programs include story hour, summer reading programs, and book discussion groups.

Programs and functions which involve the work of library staff, Board of Trustees, Friends of the Josiah Carpenter Library, representatives of the governing bodies and committees of the Town of Pittsfield, and representatives of the Pittsfield School District have priority for usage of the building, and will not pay any fees or require the supervision of library personnel for building use.

In addition, the Library Board of Trustees may allow the building to be used without the payment of fees for programs and functions that are coordinated and implemented by community groups and citizens of Pittsfield, NH. Community programs will be approved on a case-by-case basis, following a presentation to the Board of Trustees by the Library Director. Private businesses and for profit activities will not be approved to offer programs; but approved community programs may charge a fee to participants to cover the cost of offering the program.

Internet Usage Policy

Adopted December 9, 2008

General

The Josiah Carpenter Library provides free public Internet access as an informational, educational and recreational resource. Access is provided on a space available basis. Patrons must sign a register at the circulation desk.

The Library expects that use of the Internet will be responsible and ethical, consistent with the purpose for which this resource is provided. The library reserves the right for staff to monitor computer usage to ensure compliance with this policy. Library personnel have the right to cancel or interrupt the use of computers at any time.

The library will not tolerate use of its computer's and network in a way that violates local, state or federal law. Due to a lack of private space in the library, images and text on computer screens are visible to the public, including children. Whether using a library computer or personal laptop patrons must refrain from viewing material that could be construed by library staff as offensive to the public. If a person under the age of eighteen views offensive material they will be mailed a certified letter informing them that they will not be able to use library computers for 60 days. If a minor views offensive material a second time they will be sent a second certified letter and library computer access will be denied permanently.

Tampering with computer settings, attempting to modify or gain access to files, passwords, or data belonging to others, attempting to gain unauthorized access to any computer system, downloading copyrighted content, or damaging or altering software or hardware components is NOT ALLOWED.

Printing from library computers is charged at the rate of 25 cents per page.

Internet usage is limited to thirty (30) minutes per patron per day. Time may be reserved by signing the Internet Usage Register, or contacting the library. The public computers are also available on a walk in basis if they have not been previously reserved. If no one is waiting to use a public access computer, patrons may continue to use their computer for as long as they need, or until they are asked to sign off. The library personnel are the gatekeepers regarding computer time, and if a patron is asked to relinquish the computer, the patron must do so.

Violation of this policy will cause individual patrons to be barred from future use of library computers, and may also incur criminal charges as warranted.

Filtering

The Josiah Carpenter Library employs no internet filters on the computers in the library. Patrons use the Internet at their own risk. Parents or guardians of children under eighteen (18) years of age must come into the library to sign an agreement regarding their children's use of the Internet at the library. The Josiah Carpenter Library has no control over information available on the Internet. Some of the information on the Internet can be deemed inappropriate for viewing by children. The Library takes no responsibility for material found by patrons, regardless of the age of the patron, on any of the computers in the library - including the computer in the Children's Room. Parents are encouraged to accompany their children to the library and to show them appropriate web sites, as well as provide general how-to-find instructions.

Wireless Internet Access

Free wireless Internet access is available at the Josiah Carpenter Library during the hours that the library is open. You do not need a cable or a phone jack, just turn on your wireless device and access the internet. You will need a laptop, or other wireless device, that conforms to the 802.11 standard, commonly known as "Wi-Fi." Library staff is not able to provide technical assistance and no guarantee can be made that you will be able to make a wireless connection.

We have tried to make wireless access as available as possible on the main floor of the library, but you may encounter some "dead spots" where wireless reception may be limited. If you have trouble accessing the internet, please move to a different location within the library.

The wireless Internet access that we offer is open and unfiltered, and the library has no control over information available over the internet. Open Wi-Fi connections can be intercepted by others, who could be untrustworthy. The Library assumes no responsibility for the safety of equipment and security of data resulting from connection to the Library's wireless access.

Permission for Children to use the Internet

Adopted December 10, 2008

Children under 18 years of age must have begun attending the fourth grade or above to independently use the library's public computers, and access the internet. Prior to enrollment in fourth grade, children must be accompanied by an adult in order to use one of the public computers.

See Appendix for

Form: Permission Agreement for Children to use the Internet, page 45

Investment Policy

Adopted August 20, 2007

SCOPE - This investment policy applies to all monies and other financial resources available for investment on the Library's behalf or on behalf of any other entity or individual.

OBJECTIVES - The primary objective of the library's investment activities are, in priority order:

- A. To conform with all applicable federal, state and other legal requirements
- B. To adequately safeguard principal
- C. To provide sufficient liquidity to meet all operating requirements
- D. To obtain a reasonable rate of return

INTERNAL CONTROLS - The Library Board of Trustees decides and the Board Treasurer executes. At the time of renewal of CD's, the Board of Trustees shall have authority to adjust the re-investment policy. A review and report shall be done each year to coincide with the fiscal end of year with each investment reported separately.

INVESTMENTS

- Special times deposits
- Certificates of deposit
- Obligations of the United States of America
- Obligations guaranteed by agencies of the United States where payment of principle and interest are guaranteed by the United States of America
- Other investments decided by the Board of Trustees

Debit Card, Store Credit Card & Credit Line Account Purchasing Policy

Adopted March 20, 2012

This policy shall make null and void any previous procedure or acceptable practice. The purpose of the Library Debit Card, Store Credit Card & Credit Line Account Purchasing Policy of the Josiah Carpenter Library is to facilitate purchases for the Library, while maintaining accountability. The policy provides a system of internal controls to ensure that the Library complies with all applicable laws. All requirements of the Library Debit Card, Store Credit Cards and Credit Line Account Purchasing Policy apply to all such purchase and processing related payments.

I: All Purchases

A. All library purchases paid by paper check or by Library Debit Card, or utilizing a Store Credit Card or Vendor Line of Credit, invoiced by paper statement or debited directly from the General Fund Account:

1. Must be documented with receipts detailing the goods or services purchased, cost, date of purchase, and name of the official business,
2. Must be used only for items charged to the Operating Account and
3. Library Board Trustees are the only persons authorized to sign paper checks.

B. Any benefits derived from the use of the Library Debit Card, Store Credit Cards and Credit Line Accounts shall be the property of the Josiah Carpenter Library. Cash Advances and personal purchases are not allowed. The Josiah Carpenter Library Board will use disciplinary measures consistent with the current law for unauthorized use.

C. The Library Director and Treasurer shall make a monthly review of all paper check, Library Debit Card, Store Credit Cards and Credit Line Account transactions.

II: Library Debit Cards

A. The Josiah Carpenter Library Board of Trustees as the governing body shall require a Vote for issuance of a library debit card to any trustee or employee. The acting Josiah Carpenter Library Board Treasurer will be responsible for the issuance, accounting, monitoring, retrieval, and generally for overseeing compliance with this policy.

B. Individual library debit cards may be issued under the names of the Library Director and Acting Board Treasurer, to be used for the purchase of goods or services for the official business of the library.

C. The person whose name appears on the library debit card is responsible for the protection of that card and shall immediately notify the financial institution issuing the card and the Josiah Carpenter Library Board of Trustees, if the card is lost or stolen.

D. The Library Debit Card may be used for any purchases or payments in accordance with all stipulations as outlined under Section I.: All Purchases.

III: Library-owned Store Credit Cards and Credit Lines

A. Staples Credit Plan

The Josiah Carpenter Library holds a credit account with the Staples Credit Plan. The Library Director is authorized to use the Staples Credit Plan in accordance with all stipulations as outlined under Section I.: All Purchases. Staples purchases may be paid with the library debit card or charged to the Staples Credit Plan for either in-store purchases or online orders. The Staples Credit Plan may be paid online or by phone with the library debit card, or paid upon receipt of the monthly statement, by paper check.

B. Amazon Corporate Credit Line

The Josiah Carpenter Library holds an account with Amazon.com with the option to charge the library debit card upon shipment or utilize the Amazon Corporate Credit Line that bills monthly in the same manner as a credit card. Though debit card purchases shall be permitted, date of shipment is an unknown, and random dates for debiting are difficult to track. For that reason, the Amazon Corporate Credit Line shall be the preferred method of purchase. Once an item is charged to this account, payment may be made online or by phone with the library debit card, or paid upon receipt of the monthly statement, by paper check. The Library Director is authorized to use the Amazon Corporate Credit Line in accordance with all stipulations as outlined under Section I: All Purchases.

C. Sam's Club Credit

The Josiah Carpenter Library holds a credit account with Sam's Club. The membership card is issued to the name of each current library director during their tenure, and bears that individual's name and photo, along with the library name. The requirement of the Sam's Club Credit is that the club member holds the fiduciary responsibility as according to their store policy "the library as an entity" does not make the purchases, an individual makes the purchases.

1. The Library Director is authorized to make any in-store or online library purchases and charge to this account in accordance with all stipulations as outlined under Section I: All Purchases. Sam's Club Credit may be paid online or by phone with the Library Debit Card, or paid upon receipt of the monthly statement, by paper check.

2. Furthermore, the Library Director, whose photo and name appears on the club membership card, bears fiduciary responsibility, and is therefore permitted to make non-library and personal purchases at any time, with the clear understanding and requirement that all said purchases are paid under separate receipt, from the Library Director's personal cash, check, or debit card. Payment from library funds for personal purchases is not allowed.

D. Maxfield's Hardware

The Josiah Carpenter Library holds a charge account with Maxfield's Ace Hardware

Store on Upper City Road, Pittsfield. The Library Director and the Library Custodian are each authorized to make any necessary library purchases and charges to this account, in accordance with all stipulations as outlined under Section I: All Purchases.

Additionally, other staff members and/or volunteers may also be authorized by the Library Director to pick up emergency library supplies. In such events, the Library Director will place the order by telephone and instruct Maxfield's to identify the "courier" before releasing the charged items.

E. Vendor Accounts

The Josiah Carpenter Library holds accounts with several vendor companies for library materials and supplies and operating expenses. Most accounts offer both monthly paper statements and the ability to pay online with attachment to the library debit card or General Fund checking account. These accounts may be paid online or by phone with the library debit card, or paid upon receipt of the monthly statement, by paper check. The Library Director is authorized to order, charge and stipulate payment methods for all library accounts, in accordance with all stipulations as outlined under Section I: All Purchases.

IV: Library Petty Cash Boxes

The Josiah Carpenter Library utilizes two locked petty cash boxes, one each kept in the circulation desks on the Main Floor and in the Children's Library.

A. Fees, Fines and payment for services are kept in these boxes. It is necessary to be able to make change when patrons pay for services or fines and fees.

B. These monies are not used for purchases, but deposited to the trust Fund. The current procedure for the cash box is as follows:

1. The Children's Room cash box is counted every two weeks and keeps an end balance between \$10 and \$20 dollars. The Main Floor cash box is counted weekly and keeps an end balance of approximately \$20.
2. Book sale income, Donations, Fines, Replacement fees and Fundraising amounts are always removed for deposit.
3. The weekly or bi-weekly balance forward is always Equipment fees.

Safety Policy

Adopted June 25, 2013

In Staffing Policy, the rule is noted:

A minimum of two paid library personnel shall be present during all open hours of the Josiah Carpenter Library, regardless of the number of library volunteers present. In the case of after-hours programs, one library staff member and a volunteer may cover this rule.

In the Public Service Policies, the rule is noted:

Patrons will be warned once and requested to leave if unacceptable behavior continues. In the instance of threatening or disturbing behavior in the library, the staff are to refrain from interaction and to call 911 immediately. .

The Library has an AED Defibrillator and all staff are certified to use it. In addition, 911 would be called.

Please note the Job Descriptions in the Personnel area of policies for the Sexual Harassment policy accepted by the Library.

Patron and Library Personnel Responsibilities

Adopted August 15, 2012

The Josiah Carpenter Library seeks to provide quality library service to all patrons. The following code of conduct has been adopted for the comfort and protection of the rights of all those using and working in the library. Library personnel will enforce this code in a courteous but firm manner. We ask your cooperation in helping us provide a safe and pleasant environment for all our patrons and personnel.

Unacceptable behavior is not permitted. Unacceptable behavior includes, but is not limited to:

- Continued loud talking or other noise
- Physical threats or abuse
- Running and roaming
- Abusive or foul language
- Abuse or misuse of library furnishings, equipment or materials
- Congregating in or around entrances or stairways, inside or out
- Commission of an illegal or unauthorized act on library property or against the patrons, personnel or property of the library, for example theft, trespass, assault, arson, etc.
- Failure to pay fines or proper library costs when they are due
- Use of alcohol or mood-altering drugs on library property
- Sexual conduct which is considered a violation of NH law.

The following are not permitted:

- Solicitation
- Smoking
- Eating or drinking in a manner that could damage library materials and equipment
- Loitering
- Weapons
- Possession of alcohol or illegal drugs
- Skateboarding roller-blading, roller-skating, etc., on library property

Patrons will be warned once and requested to leave if the unacceptable behavior continues. Suspension of library privileges for a period of time may occur if a patron is found to have repeatedly engaged in unacceptable behavior on library property. Notice of suspension will be mailed to the last known address of the patron or, in the case of a minor child, his parents or guardian. Appeal of the suspension may be made in writing to the Board of Trustees within ten (10) days of receipt of notice of suspension.

The patron, or in the case of a minor child, the parents or guardian will be notified by the Board of the date and time of the hearing on the notice of appeal.

In the instance of threatening or disturbing behavior in the library, the staff are to refrain from interacting with the patron and should call 911 immediately.

Patron Rights

Patrons of the Josiah Carpenter Library have a right to expect certain behaviors from staff when Visiting the library:

- The right to Equal treatment regardless of race, color or national origin
- The right to reasonable accommodation based on disability
- The right to be treated politely
- The right to visit the library in a safe environment
- The right to request reasonable research assistance
- The right to expect confidentiality when asking for research assistance
- The right to submit suggestions concerning improvement of library services

Rights of Library Personnel

Josiah Carpenter Library employees have rights that coincide with the rights of patrons:

- The right to be treated politely
- The right to work in a safe environment
- The right to ask the patrons to abide by the rules of the library
- The right to offer options when a patron's request exceeds library resources

Complaints Concerning Library Personnel/Library Services

Patron complaints concerning library personnel and/or library services shall be handled in the following manner:

- Complainant will be asked to submit a complaint form to the Library Board of Trustees.
- Complainant will mail the form to the Board Chair who will provide copies to the remaining Trustees
- Upon review of the complaint, the Board of Trustees will determine whether a special meeting needs to be called or whether the matter can be handled at the next scheduled library board meeting.
- The complainant will be informed within 15 days of the Board's decision concerning the date of the special meeting of the Board to discuss the complaint and whether further audience from the complainant will be necessary.
- The trustees will inform the Library Director about the complaint and the date of the special meeting that the complaint will be discussed so that the Director will be prepared to answer questions concerning the complaint.
- The complainant will be contacted within seven days of said meeting regarding the Board's decision regarding the complaint.

See the Appendix for

Form: Patron Complaint Form Concerning Library Personnel/Services, page 46

Technology Plan

July 2012- November 2018

General

The Josiah Carpenter Library strives to provide all types of information including digital information access through the internet on the World Wide Web. The library realizes that not all people of the community have access to computer or to internet services and that in order to fulfill its mission to promote lifelong learning, provision of these services should be part of the library's long range planning. The following is a summary of how services in technology have progressed since December 2009 and a proposal of suggested strategies to meet continued changes and implementation of new technologies for a five year span.

Background

The Josiah Carpenter library was established in 1901 as the town library serving the citizens of Pittsfield, NH. Pittsfield is located in central New Hampshire about 20 miles Northeast of Concord and is rich in both New Hampshire and New England history featuring a 25 point historical walking trail as well as a Historical Society which operates and manages the Pittsfield Historical Museum and documents old Pittsfield as a vibrant and culturally conscientious community. Today, with an estimated population of 4,300, Pittsfield continues striving to provide community members with meaningful educational and cultural opportunities to all its citizens.

The library has undergone multiple transitions within the last 25 years in order to meet twenty-first century expectations of library services to the community. In 2004, a federal grant provided the library with funds to meet new compliance guidelines of the ADA (American with Disabilities Act) to provide handicapped access to library patrons. In 2007, the current library director and the library board of trustees established a technology plan in order to "set goals to improve library services through the use of technology".

At that time the library acquired four online public access computers (OPACs) providing basic internet service as well as word processing. It also proposed the allocation of \$1,000 per year to replace hardware and software to maintain these OPACs.

The 2007 technology plan also established the responsibility of the library to maintain a copier machine for public and library personnel use. In order to "support the improvement of patron's research and information access skills and resources", the 2007-09 technology plan recommended that a committee be formed to review and make changes to the library website; that instructions for the databases supplied by the NH State Library would be implemented and publicized; and that a portion of the website should be used to promote new books and materials purchased for the library collection.

The last portion of the 2007 technology plan addressed the proposal of replacement of the Library Automated Software system. At that time the library was using Winnebago Spectrum, a system that no longer had any technical support or upgrades. Further details regarding the suggestions made to acquire a new catalog database were included under the heading "Library Services" in the 2007 technology plan.

Current status of technological provisions

The Josiah Carpenter library currently owns ten functioning computers. The library is satisfactorily meeting public demand with four OPACs, two library catalog access stations and

four staff-use only computers. The condition of two staff computers and two OPACs currently operate at below optimal capacity and all four OPACs need more memory in order to accommodate the latest Windows and Microsoft updates .In 2012, all ten computers were reformatted by a computer consultant for \$150.00 each. This has allowed for minimal operating system functionality. All computers in the library except for the director's computer are running on Windows XP. In April of 2014 updates for Windows XP will no longer be available. Recommendation of a five year computer replacement plan is a reasonable solution to accommodate the changes in technology and allowing for the provision of internet access to information via the World Wide Web for the citizens and library patrons of the Josiah Carpenter Library.

Equipment Usage Policy

Adopted June 21, 2011

Computers

Newly registered patrons may use the computers after reading and agreeing to our Internet usage policy. Children under age 18 must have an Internet consent form to be kept on file. Parents must come into the library to sign the form in the presence of staff. Patrons must sign in at the desk for 30 minute usage periods.

Printers, Photocopier and FAX

Patrons may utilize the printer, photocopiers and FAX with staff assistance. Current fees are assessed according to the schedule, adopted October 1, 2010.

- Photocopier: 25 cents per sheet or 5 sheets for \$1.00
- Printer: 25 cents per sheet or 5 sheets for \$1.00
- FAX (cover sheet required): 75 cents per sheet

Audio-Video Equipment

All audio-video equipment is available for use during any public program within the library. Only Library Trustees, Library personnel, or trained volunteers may operate this equipment. Persons wishing to use the equipment within the facility after hours must follow our Meeting Room usage policy which requires a staff member to be present and compensated for time. This equipment is not to leave the building except by Trustees or Library personnel for the exclusive purpose of off-site Library business only.

Telescope Borrowing Policy

The telescope may only be checked out to *Josiah Carpenter Library* patrons who are 18 years of age or older.

Patron must sign a Telescope Borrowing Agreement each time the telescope is checked out.

The telescope will circulate for one week and may be renewed, if there isn't a waiting list.

The overdue fine for the telescope is \$5.00 per day.

The patron is responsible for reading the instruction manual for the telescope's proper care and use.

The patron will pay the \$350 replacement costs for the following: the telescope is overdue more than 2 weeks; the telescope is lost or damaged beyond repair.

If the telescope is returned damaged, the patron will be charged a fee based on the cost of repairs.

The borrower is responsible for all items included with telescope. If any of these items are damaged or lost, the borrower will pay a replacement fee.

I agree to never look directly at the sun through the telescope or its finder scope, even for a moment. I understand that permanent eye damage could result. Even pointing the telescope at the sun could result in telescope parts melting.

The *Josiah Carpenter Library* will not be held liable for any injuries incurred as a result of telescope use.

Any situation not covered by this policy will be reviewed and acted upon by the Library Board of Trustees at its sole discretion.

Items included with Telescope

Laminated user's manual

Head lamp/red light

Audubon Society pocket guide

Pouch on telescope

See the Appendix for

Form: Telescope user agreement, page 47

Nook Loan Policy and Guidelines for Borrowing a Nook Reader

The patron must be 18 years of age and have a valid library card, be in good standing with overdue fees not exceeding \$10.00, and produce a valid picture ID at the time of check out.

Nooks may be borrowed for three weeks and may not be renewed.

Nooks software and settings are not allowed to be altered. Do not create any personal accounts or connect the Nook device up to your personal computer with a personal Adobe digital Editions account. If the library's registration is disturbed by a borrower, the borrower will be responsible for the full replacement cost of the device (\$149.00).

Only the borrower should use the device. Be cautious with the device, keep it safe from water or from dropping. Avoid extreme temperatures.

The borrower is responsible for returning Nooks to the Circulation desk inside the library and cannot be returned through the outside book drop. If Nooks are NOT returned to the inside Circulation desk a replacement fee of \$149.00 may be charged to the borrower's account.

Return all parts of the device, including the power cable and protective case. Any missing items will result in replacement costs.

There will be a fine of 2.50 per day if the Nook is overdue. Hand the device directly to a staff member upon return.

See Appendix for

Form: Nook Borrowing Agreement, page 48

TOWN OF PITTSFIELD EQUIPMENT POLICY

Adopted June 3, 1997

No employee, official or agent of the Town of Pittsfield shall use, or allow others to use, any Town equipment, property or materials, for any purpose where the employee, official, agent or other parties, natural or unnatural, shall receive any benefit or unjust profit that does not bring benefit to all of the citizens of the Town of Pittsfield.

This policy does not prohibit the use of Town property, equipment, or materials in cases of public emergency or in the proper discharge of the public trust, as duly authorized by the appropriate Department Heads and the responsible public officials. Department Heads or public officials who fail to properly administer this policy shall be subject to proper disciplinary action by the Board of Selectmen.

Art Hanging Exhibit Space Use Agreement

Adopted February 16, 2016

Exhibit Guidelines

Reservations: Exhibit space must be reserved in advance. Exhibits will be approved by the Library Director or the Library Board of Trustees in accordance with the same criteria as other library policies.

Risk: All materials are displayed at the exhibitor's own risk.

Installation: Exhibitors are responsible for delivering and setting up their exhibit in a timely manner.

Removal: No exhibit items may be removed prior to the close of the exhibit, except by mutual consent of the exhibitor and the Library director. Exhibitors are responsible for dismantling and removing their exhibit at an agreed upon time with the library. The library reserves the right to dismantle those exhibits which have not been removed in a timely manner at the sole expense and risk of the exhibitor. Exhibit materials may be disposed of if alternate arrangements are not made within 30 days.

Identification and Publicity: The exhibitor must be identified by name within the exhibit. The library shall first approve any exhibitor's publicity sent to the media regarding the exhibition. If the library chooses to publicize the exhibit, prior approval will be sought from the exhibitor. The library does not advocate or endorse the viewpoints of exhibits or exhibitors.

Fees: No fees are charged for the exhibit space. Groups using Exhibit Space may not charge an admission fee or request a donation.

Sale of Exhibited items: Library staff shall take no responsibility for sales transactions. Prices are not to be posted on individual items. If exhibit items are for sale, the library agrees to display exhibitor business cards and/or brochures. Any items sold during an exhibit period shall remain on exhibit until all items are scheduled to be removed. With the consent of the exhibitor, buyers with proper identification may pick up purchases at the library the day the exhibit is dismantled, or by arrangement with the library and the exhibitor.

Access: The Exhibit space is open to the public only during the regular open hours of the library unless by special arrangement.

Damage: In the event of damage or loss to exhibit items, the library staff will immediately notify the exhibitor. Damages to the premises, equipment or furnishings as a result of the exhibit will be charged to the exhibitor.

Insurance: The Library and the Town will not insure any exhibited property. It is solely the owner's obligation to insure the property if desired.

See Appendix for

Form: Art Hanging Exhibit Space Use Agreement, page 49

Videotaping and Photographing Patrons Policy

Adopted May 17, 2016

On occasion, the Josiah Carpenter Library may photograph or videotape events or activities in which library patrons may be participating. Before any photographs or video tapes may be used in promotions, all adult patrons 18 and older must sign a Media Consent and Release Liability Form, which can be found in the Appendix. An adult must sign for any child or children under the age of 18.

No compensation of any kind will be paid to a patron at any time for the use of their likeness in a photograph or video tape. Neither Josiah Carpenter Library nor its representative will reproduce said photograph, interview or likeness for any commercial value or receive monetary gain for use of a reproduction or broadcast of said photograph or likeness.

See Appendix for

Form: Permission to Videotape and/or Photograph, page 51

Emergency Procedures

Adopted August 8, 2005

The procedures given below are guidelines for library personnel to use in case of emergency. It is understood that library personnel's assessment of the situation as it is occurring will also guide the decision making process. Decisions will always be made to err on the side of safety.

The designated meeting spot in emergency situations is across the street in front of the World War II memorial.

Patron emergency: The library staff will

- Assess the situation
- Call 911 as needed
- Provide assistance to patron when possible
- Make provisions for needed patron privacy
- Provide needed assistance to emergency personnel
- Provide needed direction to other patrons
- Notify the library director of the emergency

Emergency situation as a result of patron behavior: The library staff will

- Assess the situation using the library's behavior expectations
- Call 911 (in private if at all possible)
- Make provisions to ensure the safety of other patrons and the staff
- Follow directions of responding authorities
- Notify the library director of the emergency
- Alert maintenance personnel to extraordinary conditions requiring their attention

Phone Call Alerting to Potential Threats or Emergencies: The staff will

- Listen carefully to message
 - Write down every word spoken, if possible
 - Listen to background noises which may give a clue to the caller's location
 - If possible, ask questions to gather as much information as possible about the potential emergency
- library
- If appropriate, evacuate the building immediately
 - Call 911
 - Follow the directions of the responding authorities
 - Using the best information available, make a decision regarding the continued operation of the library
 - Notify registered patrons of the programs/activities of cancellation when possible
 - Inform patrons of the closing of the library, if needed
 - Inform the library director of library closing decisions
 - Alert maintenance personnel to extraordinary conditions requiring their attention

Utility related Emergency - Alarm giving notice of problem: The staff will

- Ask the patrons and other staff to leave the building
- Assess the situation
- If possible, and safe, consult the alarm handbook in the bottom drawer of the oak file cabinet
- If possible, and needed, call Capitol Alarm for instruction
- Follow the directions of the responding authorities
- Using the best information available, make a decision regarding the continued operation of the

library

- Notify registered patrons of the programs/activities of cancellation, when possible
- Inform the library director of library closing decisions
- Alert maintenance personnel to extraordinary conditions requiring their attention

Electrical emergency (including electrical storms): The library staff will

- Shut down all computers in the event of a power failure or electrical storm
- Provide patron services using paper and pencil in absence of the computer
- Determine the cause of the power failure, if possible
- Notify proper authorities of power failure if the power failure is limited to the library building
- Using best information available, make a decision regarding continued operation of the library
- Notify registered patrons of programs/activities of cancellations, when possible
- Inform patrons of the closing of library, if needed
- Inform the library director of the power failure and decisions made
- Alert maintenance personnel to extraordinary conditions requiring their attention

Heating emergency: The library staff will

- Assess the situation
- Call our oil emergency repair to report the heating emergency
- Using the best information available, make a decision regarding the continued operation of the

library

- Notify registered patrons of program/activities of cancellation, when possible
- Inform patrons of the closing of the library, if needed
- Inform the library director of the heating emergency and decisions made
- Alert maintenance personnel to extraordinary conditions requiring their attention

Water emergency: The library staff will

- Assess the situation
- Locate the main water turn off and shut off water supply, if needed
- Notify the proper authorities of the water emergency if the emergency is limited to the library

building

- Using best information available, make a decision regarding continued operation of the library
- Notify registered patrons of program/activities of cancellations, when possible
- Inform patrons of the closing of the library, if needed
- Inform the library director of the water emergency and decisions made
- Alert maintenance personnel to extraordinary conditions requiring their attention

Snow emergency: The library staff will

- Be aware of school closing decisions
- Monitor the weather and road conditions using the internet or other information sources
- Assess the weather conditions in relation to the hours of library operation
- Notify registered patrons of program/activities of cancellations, when possible
- Inform patrons of the closing of the library, if needed
- Inform the library director of library closing decision
- Alert maintenance personnel to extraordinary conditions requiring their attention

National, state or local emergency: The staff will

- Monitor the emergency using the internet or other information sources
- Follow the direction of appropriate authorities
- Using the best information available, make a decision regarding the continued operation of the library
- Notify registered patrons of the programs/activities of cancellation, when possible
- Inform patrons of the closing of the library, if needed
- Inform the library director of library closing decision
- Alert maintenance personnel to extraordinary conditions requiring their attention

Library Open Hours and Holiday Closing Policy

Adopted April 23, 2012

Josiah Carpenter Library is open 26 hours per week, year-round (except for holidays). The library schedule is as follows:

Monday through Thursday: 2 PM – 7 PM

Friday and Saturday: 10 AM – 1 PM

Josiah Carpenter Library observes the following holidays:

New Years' Day

Labor Day

Civil Rights Day

Columbus Day

President's Day

Veteran's Day

Memorial Day

Thanksgiving

Independence Day

Christmas

In addition:

When a holiday falls on a Monday, the Library will be closed on the previous Saturday as well as the Monday holiday.

When a holiday falls on a Friday, the Library will be closed on the Saturday following as well as the Friday holiday.

Thanksgiving Holiday closings begin at 5:00 pm on the Wednesday before Thanksgiving and include the Thursday holiday and the Friday following Thanksgiving. Normal business hours will resume on the Monday following Thanksgiving.

Christmas Holiday closings shall include the full days of December 24, 25 and 26.

When New Year's Eve falls on a weekday, Monday through Thursday, the Library will close at 5:00 PM on December 31st. If New Year's Eve falls on a Friday or Saturday, the library will observe regular hours of 10:00 am to 1:00 pm.

Emergency Closings

The Library Director will authorize closings on days of snow or other excessive weather conditions. Closings will be announced on WMUR news station along with their other closing announcements, the Town website, and Channel 24.

American Library Association Bill of Rights

Adopted June 18, 1948.

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

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

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

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

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

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

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

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

Link to ALA Interpretations of the Library Bill of Rights:

<http://www.ala.org/advocacy/intfreedom/librarybill/interpretations>

Public and Nonpublic session policy

Adopted July 20, 2016

Gatherings of library board members are either “meetings” or they are not. A meeting is the convening of a quorum (majority) of the members of a public body for the purpose of discussing or acting upon any matter within the body’s supervision, control, jurisdiction, or advisory power. RSA 91-A:2, I.

A nonpublic session is something that meets the definition of a meeting, but which the public cannot attend. RSA 91-A:3, I. All of the formalities of a meeting apply to a nonpublic session except for the “open to the public” requirement. So, when a quorum of the library board members is gathered to talk about or vote on any official business, it is a meeting. If they want to exclude the public from that discussion, they can do so only for the specific reasons listed in RSA 91-A:3, II.

Specific Statutory Reason cited as foundation for the nonpublic session:

- RSA 91-A:3, II (a) *The dismissal, promotion, or compensation of any public employee or the disciplining of such employee, or the investigation of any charges against him or her, **unless** the employee affected (1) has a right to a public meeting, and (2) requests that the meeting be open, in which case the request shall be granted.*
- RSA 91-A:3, II(b) *The hiring of any person as a public employee.*
- RSA 91-A:3, II(c) *Matters which, if discussed in public, would likely affect adversely the reputation of any person, **other than a member of this board**, unless such person requests an open meeting. This exemption shall extend to include any application for assistance or tax abatement or waiver of a fee, fine or other levy, if based on inability to pay or poverty of the applicant.*
- RSA 91-A:3, II(d) *Consideration of the acquisition, sale or lease of real or personal property which, if discussed in public, would likely benefit a party or parties whose interests are adverse to those of the general community.*
- RSA 91-A:3, II(e) *Consideration or negotiation of pending claims or litigation which has been threatened in writing or filed against this board or any subdivision thereof, or against any member thereof because of his or her membership therein, until the claim or litigation has been fully adjudicated or otherwise settled*
- RSA 91-A:3, II(i) *Consideration of matters relating to the preparation for and the carrying out of emergency functions, including training to carry out such functions, developed by local or state safety officials that are directly intended to thwart a deliberate act that is intended to result in widespread or severe damage to property or widespread injury or loss of life.*

To enter a nonpublic session, a board must already be in a properly-noticed public meeting. Someone makes a motion to enter nonpublic session and the reason for it. The board takes a roll call vote on the motion and, if it passes, enters nonpublic session. RSA 91-A:3, I. When the nonpublic session ends, the board goes back into public session. A board may do anything in a nonpublic session it may do in a public session, so long as the subject matter is appropriate for a nonpublic session. This means

discussions, motions, and votes are all permitted. Remember, this is still a formal meeting under the law, even if the public may not attend.

Currently, the statute governing nonpublic sessions does not require any “reporting” after a nonpublic session. If a board would like to report on its decisions when back in public session, it may do so. However, there are a variety of reasons a board might wish not to do that. If the minutes of the nonpublic session have been sealed, the board should not then reveal the contents of those minutes to the public. In addition, if a decision is made to terminate an employee, it may be a much better idea to tell the employee before telling the public. If a decision is made regarding strategy in an ongoing lawsuit, reporting that strategy to the public may undermine its effectiveness.

No part of the Right to Know Law grants anyone other than board members a right to attend a nonpublic session, whether that person is an employee, the ordinary minute-taker for the board, or an attorney. A board may choose to invite others to attend, but there is some risk. If the minutes are sealed, the others in attendance are not bound by the same obligation of confidentiality that binds board members. This can create significant problems if those attendees decide to share that information with the public.

The board of trustees may elect to seal the minutes of the nonpublic session. Sealing the minutes requires a 2/3 vote and is proper when (a) divulgence of the information would have an adverse effect on someone’s reputation (other than a board member), (b) divulgence of the information would render a proposed action ineffective, or (c) the information involves emergency functions related to terrorism. RSA 91-A:3, III.

This vote may be taken while still in nonpublic session, in which case the information about the vote is recorded in the minutes of the nonpublic session. This may make sense if the discussion about sealing the minutes involves details about the exact information the board is considering sealing. However, the public needs to know that the minutes were properly sealed. This means that the vote to seal and its results should be announced as soon as the board comes out of nonpublic session and be reported in the public minutes.

Alternatively, if the board believes it can discuss and vote on sealing the minutes in the public session without revealing any of the sensitive information, it may wait to take the vote until it is back in public session. Either approach is correct under the law.

If the minutes were not sealed, they become available to the public within 72 hours after the meeting. RSA 91-A:3, III. If the minutes were sealed, they remain sealed until some point in the future when a majority of board members vote to unseal them because the reasons for sealing them no longer apply.

While minutes are sealed, they may be viewed only by the now-current board, **as a board**. This means that no single board member has the right to review sealed minutes unless a majority of the board votes to permit it.

See Appendix for
Form: Nonpublic Session Minutes, page 53

Animals in the Library Policy

Adopted August 17, 2016

The Josiah Carpenter Library (JCL) recognizes that some patrons with disabilities may have service animals. Title III of the Americans with Disabilities Act (ADA), ‘public accommodations’, requires the library to allow service animals in areas of the library where members of the public are permitted. The library acknowledges the legal rights under federal and state law regarding use of service animals. The library also considers the safety and health of all its patrons, the public, and library staff to be a priority.

All citations listed in this section are from the Americans with Disabilities Act Title III Regulations.

Service animal means any dog that is individually trained to do work or perform tasks for the benefit of an individual with a disability, including a physical, sensory, psychiatric, intellectual, or other mental disability. Emotional support, well-being, comfort, or companionship does not constitute work or tasks for the purposes of this definition. ([36 C.F.R. § 36.104](#)). As of 2011, animals other than dogs, except for trained miniature horses subject to certain limitations ([36 C.F.R. § 36.302\(c\)\(9\)](#)), do not qualify as service animals according to federal law.

A service animal shall be under the control of its handler. A service animal shall have a harness, leash, or other tether, unless either the handler is unable because of a disability to use a harness, leash, or other tether, or the use of a harness, leash, or other tether would interfere with the service animal’s safe, effective performance of work or tasks, in which case the service animal must be otherwise under the handler’s control (e.g., voice control, signals, or other effective means). ([36 C.F.R. §36.302\(c\)\(4\)](#))

Library staff are not responsible for the care or supervision of a service animal. ([36 C.F.R. 36.302\(c\)\(5\)](#))

Library staff may ask the animal’s handler only two questions: (1) if the animal is required because of a disability and (2) what work or task the animal has been trained to perform. Staff may not ask these questions about a service animal when it is readily apparent that an animal is trained to do work or perform tasks for an individual with a disability (for example, the dog is observed guiding an individual who is blind or has low vision, pulling a person’s wheelchair, or providing assistance with stability or balance to an individual with an observable mobility disability). Library staff shall not ask the animal’s handler to produce documentation about the service animal or to prove a disability. Service animals are not required to be licensed or certified, or be identified by a special harness or collar. ([36 C.F.R. § 36.302\(c\)\(6\)](#))

Library staff may ask an individual with a disability to remove a service animal from the premises if the animal is out of control and the animal’s handler does not take effective action to control it; or if the animal is not housebroken ([36 C.F.R. § 36.302\(c\)\(2\)](#)). In addition, library staff may ask a service animal to be removed from the building if its behavior is a direct threat to the health or safety of others. ([36 C.F.R. §36.302\(c\)\(3\)](#)) Fear, allergies, or annoyance on the part of other patrons or employees generally are not considered valid reasons for denying access to people with service animals

In these cases, library staff should give the option to obtain library services without the animal on the premises.

Other pets or animals, other than service animals, and service animals in training, are allowed in the Carpenter Library, but are subject to the same restrictions as service animals and may be asked to leave if they present fear, allergies, or annoyance on the part of other patrons or employees.

Statement of Concern About Library Resources

Author: _____

Title: _____

Publisher (if known): _____

Request initiated by: _____

Telephone: _____ Address: _____

City: _____ Zip Code: _____

Complainant Represents:

_____ self

_____ (name organization)

_____ (identify other group)

1. To what do you object? (Please be specific; cite pages.)
2. What do you feel might be the result of having access to this material?
3. For what age group would you recommend this material?
4. Is there anything good about it?
5. Did you read or hear the entire work? What parts?
6. Are you aware of the judgement of this material by literary critics?
7. What do you believe is its theme?
8. What would you like the library to do about this material?
9. In its place, what item of equal quality would you recommend that would convey an appropriate perspective of the topic?

Date: _____

Signature of Complainant: _____

Sample Letter To Complainant

Dear _____

We appreciate your concern over the inclusion of _____ in our library collection.

The library has developed procedures for selecting materials but realize that not everyone will agree with every selection made. To help you understand the selection process, we are sending you copies of the library mission statement, collection procedures and the Library Bill of Rights to which this library subscribes and the Freedom to Read Statement adopted by the American Library Association.

If you are still concerned after you review this material, please complete the Request for Reconsideration of Material form and return it to me. You may be assured of prompt attention to your request. If I have not heard from you within two weeks, we will assume you no longer wish to file a formal complaint.

Sincerely,

Library Director

Permission Agreement for Children to use the Internet

In order to have access to the Internet on computers at the Carpenter Library, I understand that the Library is not responsible in any way for the material viewed by my child. The Library does not use filters, nor does it censor in any way, material viewed on the Internet. I take responsibility for the actions of my child while at the Library, including costs incurred in printing material from the Internet.

Date: _____

Parent's Name (print): _____

Parent's Signature: _____

Library card #: _____

Telephone number: _____

Patron Complaint Form Concerning Library Personnel or Library Services

Adopted March 8, 2006

1. What is the date that the incident occurred? _____ Time: _____

2. Your complaint concerns which of the following:

Library Director

Library Services (Please identify)

Library Personnel (Please identify)

3. Describe the circumstances that led to your formal complaint.

4. Briefly, what is your specific complaint?

5. What attempt have you made to resolve this situation with the Library Director?

6. Do you think that library personnel have made a fair attempt to explain the policy/procedure and/or work with you to come to a resolution of the complaint?

7. What course of action would you like the Board of Trustees to take in this matter?

Date: _____

Name: _____ Phone: _____

Address: _____

Telescope User Agreement

I agree to follow the telescope borrowing policy for the Orion StarBlast Telescope from the *Josiah Carpenter Library*. I accept all responsibility for any damage to the telescope or caused by the use of the telescope when it is checked out in my name. I understand that I should not look at the sun with the telescope.

Patron Signature _____ Phone _____

Library card # _____ NHDL # _____ Due date: _____

Patron Name/card#: _____ Due Date: _____

Telescope Check out

- Confirmed user contact information
- Confirmed telescope has no damage
- Provided patron with copy of Telescope Borrowing Policy, User Agreement & Guidelines

Items included at checkout

- | | |
|---|---|
| <input type="checkbox"/> Telescope | <input type="checkbox"/> Head lamp/red light |
| <input type="checkbox"/> Laminated user's manual | <input type="checkbox"/> Audubon Society pocket guide |
| <input type="checkbox"/> Big un-laminated user's manual | <input type="checkbox"/> <i>SkyTheater DVD</i> |
| <input type="checkbox"/> Night sky map | <input type="checkbox"/> Pouch on telescope |

Checkout date:

Staff initials:

Telescope Check In

- Confirmed: telescope has no damage

All Items Returned

- Telescope
- Laminated user's manual
- Big un-laminated user's manual
- Night sky map
- Head lamp/red light
- Audubon Society pocket guide
- SkyTheater DVD*
- Pouch on telescope

Return Date:

Staff initials:

Nook Borrowing Agreement:

I have read and understand the Josiah Carpenter **Library Nook Loan Policy and Guidelines for Borrowing a Nook Reader** and agree to follow them.

I have read understand the fees, liabilities and replacement costs associated with proper return of the nook device, misuse of and damage to the device, and late or non-return of the device and it's peripherals and agree to pay any fees billed to my account incurred by these liabilities.

My signature below indicates my agreement with the above statements.

Library Card # _____ Nook barcode: _____

Date: _____ Staff person checking out Nook: _____

Printed Name _____ Signature _____

Josiah Carpenter Library, 41 Main Street, Pittsfield, NH 03263 (603) 435-8406

A copy of this document is to be made and given to the borrower. The original is to be kept on file with the library.

Art Hanging Exhibit Space Use Agreement

Thank you for your interest in Exhibition Spaces at the Josiah Carpenter Library.
You have been approved to use the art hanging display area at the Josiah Carpenter Library.
Dates of the exhibition: _____

Please provide a description of the materials on display. For artwork include name of artist, size of materials, and identifying titles of works. You may attach a separate piece of paper if necessary.

EXHIBITOR'S WAIVER

I, the undersigned, hereby lend the aforementioned materials for exhibit at the Josiah Carpenter Library for the time period indicated. I have read, understood, and agree to comply with the Josiah Carpenter Library Exhibit Guidelines. In consideration of the privilege of exhibiting this material in the library, I hereby release the Josiah Carpenter Library from any responsibility for loss, destruction and/or theft of any item exhibited and understand that all items are placed on exhibit at the owner's risk.

Exhibitor's Name (print): _____

Organization (if applicable): _____

Exhibitor's Signature: _____ Date: _____

Authorization:

Approved: _____

Signature: _____ Date: _____

Permission to Videotape and/or Photograph

I _____ am 18 years or older.

(Name, Please print)

I am the parent or legal guardian of _____

(Child or Children’s names, please print)

Media Consent and Release Liability statement

I understand the Josiah Carpenter Library may photograph or videotape events or activity in which I am (or my child) is participating. I give my permission to the Josiah Carpenter Library to use photographs or videotape of me (or my child) for the purpose of promoting library programs.

I _____ do or do not _____ give the library permission to use my child’s name in conjunction with the photograph or video.

I give my permission with the following understanding: No compensation of any kind will be paid to me (or my child) at this time or in the future for the use of my (or my child’s) likeness. Neither Josiah Carpenter Library nor its representative will reproduce said photograph, interview or likeness for any commercial value or receive monetary gain for use of a reproduction or broadcast of said photograph or likeness. I further release and relieve Josiah Carpenter Library, its Board of Trustees, employees, and other representatives from any liabilities, known or unknown, arising out of the use of this material.

I certify that I have read the *Media Consent and Release Liability statement* and fully understand its terms and conditions.

Permission is not required to take part in events.

Signature: _____ Date: _____

Address: _____

City, Zip _____

Phone: _____

Nonpublic Session Minutes
Carpenter Library Board of Trustees

Date: _____

Names of Members Present: _____

Motion to enter Nonpublic Session made by _____ seconded by _____

Specific Statutory Reason cited as foundation for the nonpublic session (check one):

_____ RSA 91-A:3, II (a) *The dismissal, promotion, or compensation of any public employee or the disciplining of such employee, or the investigation of any charges against him or her, **unless** the employee affected (1) has a right to a public meeting, and (2) requests that the meeting be open, in which case the request shall be granted.*

_____ RSA 91-A:3, II(b) *The hiring of any person as a public employee.*

_____ RSA 91-A:3, II(c) *Matters which, if discussed in public, would likely affect adversely the reputation of any person, **other than a member of this board**, unless such person requests an open meeting. This exemption shall extend to include any application for assistance or tax abatement or waiver of a fee, fine or other levy, if based on inability to pay or poverty of the applicant.*

_____ RSA 91-A:3, II(d) *Consideration of the acquisition, sale or lease of real or personal property which, if discussed in public, would likely benefit a party or parties whose interests are adverse to those of the general community.*

_____ RSA 91-A:3, II(e) *Consideration or negotiation of pending claims or litigation which has been threatened in writing or filed against this board or any subdivision thereof, or against any member thereof because of his or her membership therein, until the claim or litigation has been fully adjudicated or otherwise settled*

_____ RSA 91-A:3, II(i) *Consideration of matters relating to the preparation for and the carrying out of emergency functions, including training to carry out such functions, developed by local or state safety officials that are directly intended to thwart a deliberate act that is intended to result in widespread or severe damage to property or widespread injury or loss of life.*

Roll Call vote to enter nonpublic session: _____ Y N
_____ Y N
_____ Y N

Entered nonpublic session at _____ a.m./p.m.

Other persons present during nonpublic session: _____

Description of matters discussed and final decisions made: _____

Note: Under RSA 91-A:3, III. *Minutes of proceedings in nonpublic sessions shall be kept and the record of all actions shall be promptly made available for public inspection, except as provided in this section. Minutes and decisions reached in nonpublic session shall be publicly disclosed within 72 hours of the meeting, unless, by recorded vote of 2/3 of the members present, it is determined that divulgence of the information likely would affect adversely the reputation of any person **other than a member of this board**, or render the proposed action of the board ineffective, or pertain to terrorism. In the event of such circumstances, information may be withheld until, in the opinion of a majority of members, the aforesaid circumstances no longer apply.*

Motion made to seal these minutes? If so, motion made by _____,
seconded by _____, because it is determined that divulgence of this
information would (check one):

- Affect adversely the reputation of any person other than a member of this board
- Render a proposed action ineffective

____ Pertains to preparation or carrying out of actions regarding terrorism

Roll Call vote to seal minutes: _____ Y N
_____ Y N
_____ Y N

Motion: PASSED / DID NOT PASS (circle one)

Motion to leave nonpublic session and return to public session by _____,
seconded by _____.

Motion: PASSED / DID NOT PASS (circle one)

Public session reconvened at _____ a.m./p.m.

These minutes recorded by: _____

Errata:

- | | |
|--|-------------------|
| 1. Added Art Hanging Exhibit Space Use Policy and Agreement Form | February 16, 2016 |
| 2. Added Videotaping and Photographing Patrons Policy and Form | May 17, 2016 |
| 3. Added Public and Non-public Session Policy and Form | July 20, 2016 |
| 4. Added Animals in the Library Policy | August 17, 2016 |