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## **Mission Statement**

The Newbury Public Library provides free and equal access to cultural and educational experiences and resources. We celebrate knowledge and promote creativity, while striving to connect our community and enhance the quality of life in our town.

## **Section I: Library Rules & Behavior Policy**

**PATRON BEHAVIOR.** To uphold its mission and allow for safe usage of the library premises, the following rules and regulations are enforced at the Newbury Public Library. Anyone found disregarding these rules will be told to leave the library premises. Individuals who habitually disregard these rules may be prohibited from using the library for a designated period of time.

- Possessing an illegal weapon, device or substance is not permitted in the library.
- No one may interfere with another person's right to use the library or with the library staff's performance of their duties.
- Do not enter non-public or staff-only areas.
- Verbally or physically threatening other visitors, library staff or volunteers, including stalking, staring, touching, bullying, or using offensive language. Harassment of any kind is strictly forbidden anywhere on library property.
- Patrons must not engage in loud conversations or noisy activities that interfere with another person's right to use the library or with the library staff's performance of their duties.
- Patrons must not take photographs or videos of other library users without their permission.
- Parents are responsible for the behavior and supervision of their children. Children under the age of eleven should not be left unattended in the library. See the Unattended Children Policy for further information.
- Public bathrooms are meant for one person at a time unless a parent is accompanying children, or a caregiver is accompanying their charge.
- Selling, advertising, petitioning, proselytizing or soliciting by outside organizations is prohibited on library property. Items to be posted on the bulletin board should be left at the front desk for posting by the staff, who will follow the library's Bulletin Board Policy.
- Use of alcohol, tobacco and vaping is not permitted anywhere in the library building or on library grounds at any time without the prior approval of the Library's Board of Trustees. The Town of Newbury's public buildings are a tobacco-free zone.
- The library staff reserves the right to contact the Newbury Police Department for assistance in any situation including, but not limited to, the dismissal of a patron or assistance with unattended children.
- Animals other than service animals and animals used in library programs are prohibited in the Library, unless they are a part of a library program.

**CONSEQUENCES OF POLICY VIOLATION.** Enforcement of these rules may take the form of any of the following actions, depending on the severity of the violation, which will be determined by the staff on duty at the time.

1. Patrons who violate this policy will be given one verbal warning by a staff member. Patrons who do not modify their behavior will be told to leave for the rest of the day. Repeat offenders will have their case taken to the Board of Trustees for further consideration.
2. Patrons who behave in a violent or threatening manner will be asked to leave immediately and if necessary, the Newbury Police will be called in for assistance. In cases of a single extreme event which is dangerous, threatening, harassing or destructive to persons or property, patrons may have their library privileges revoked, including a prohibition against entering the library, for a period of up to one year. The length of the revocation will depend on the nature of the violation, the extent of damage and disruption caused by policy infractions, and other relevant circumstances.
3. The Director has the authority to suspend library privileges for repeat offenses. If the patron's behavior does not constitute an immediate threat to the safety, security of patrons and staff, or to library property, the patron will be provided with written notice, by certified or registered mail, or hand delivery by the Newbury Police, of the Library's intent to impose a suspension of library privileges. The notice will specify the date on which the suspension of privileges is to commence, and the reason(s) for said action. The notice will also include language advising the patron of their right to challenge the decision by requesting a hearing before the Board of Trustees. Patrons may request a hearing, in writing, before the library's Board of Trustees to appeal the notice within fourteen (14) days of such notice and the notice shall include language advising the patron of the right to appeal. A request for hearing must be received within five (5) days of the notice. If a hearing is requested, it will be scheduled within fourteen (14) days of the notice. If no request for hearing is made, the suspension of privileges will become effective on the date specified in the notice. The decision of the Board of Trustees following any hearing will be final, including prohibition against entering the library for a period of up to one year, depending on the nature of the violation, the extent of damage and disruption caused by policy infractions, and other relevant circumstances.
4. In cases where a patron's behavior is deemed to constitute an immediate threat to the safety or security of patrons and staff, or to library property, the Director may impose an emergency suspension of the patron's library privileges and prohibit the patron from entering the library. In cases of emergency suspension of privileges, the patron will be provided with written notice, by certified or registered mail, or hand delivered by the Newbury Police, of the immediate suspension of the patron's library privileges for a period of time, not to exceed one year, and advising the patron that he or she is not permitted to enter the library. The notice will include language advising the patron that he or she can appeal the Director's decision by requesting a hearing before the Board of Trustees. In such cases, an expedited hearing will be held by convening a special meeting of the library's Board of Trustees, within five (5) days of the

request for the hearing. The decision of the Board of Trustees following any hearing will be final.

Any unlawful actions committed in the library or on the library premises will be immediately reported to the Newbury Police Department.

*Adopted June 8, 2009; amended November 5, 2012, amended March 9, 2020.*

## **Section II: Unaccompanied Minors**

Newbury Public Library welcomes children to use its facilities for customary library activities. However, responsibility for children using the Library rests with the parent, guardian, or assigned chaperone, not with library personnel.

Children 10 years of age or younger must be accompanied and supervised by an adult or a teenager (16 years or older). In special situations such as children's afterschool events and reading programs, a child 6 years of age or older may attend a program unaccompanied, if emergency contact information has been provided. However, responsible parties must remain in the building while a child 5 years of age or younger is attending a program.

- Disruptive young people will be asked to leave the Library.
- Library staff cannot provide food, transportation, or money to children.
- Library staff cannot take legal responsibility for a child in a medical emergency but will call 911 if necessary and attempt to contact parents.
- If an unaccompanied child is in the Library at closing time, the police will be contacted.

There is a behavior agreement that young people who participate in afterschool programs and their parents are required to sign.

*Adopted February 12 2008, amended February 26, 2018*

## **Section III: Patron Borrowing Privileges**

**IN-HOUSE USE.** Within the library building, the use of Newbury Public Library's resources is free to all, regardless of place of residence.

**STAFF USE.** Library staff members have free borrowing privileges.

**RESIDENT USE.** Borrowing privileges are free to all residents of Newbury and Bradford.

**NONRESIDENT USE.** Newbury property owners who reside elsewhere and students in the Kearsarge Regional School District have free borrowing privileges.

Property owners who rent or lend their homes to others may authorize the property users as borrowers on their registration if the property owners agree to be responsible for lost or damaged materials. This authorization can be done by the property owner in person or with a signed letter delivered to the library. All programs at the Newbury Public Library are open to the public.

**FEE-FOR-USE.** In accordance with *NH Statute Title XVI, 202:A-13 II*, Persons other than those described above may purchase borrowing privileges for \$30 per year. Short term visitors to Newbury may apply for borrowing privileges for a period of up to two months for a fee of \$10. Checkouts will be limited to 5 items at a time.

*Amended September 8<sup>th</sup> 2021.*

**REGISTRATION.** All patrons who borrow materials must be registered on the library's automated system. Such registration shall include name, mailing address, telephone number(s), and email address. Children under the age of 18 must have a parent or guardian co-sign the registration form as the responsible party. Any family member may be registered under the family's name. Forms will be filled out to register, and proof of identity as well as residence or property owner status will be required.

*Amended January 14, 2014*

#### **ACCOUNT RENEWAL AND INACTIVE ACCOUNTS.**

Patron accounts will expire after one year from activation date, with the option for renewal. Borrowing privileges, including e-book and digital audiobook borrowing, may be limited when an account has expired and has not yet been renewed. In accordance with New Hampshire RSA 33-A:3-a, patron accounts which are marked inactive will be expunged completely from the library's system after two years of expiration.

*Amended September 8<sup>th</sup> 2021.*

### **Section IV: Circulation**

**CHECK-OUT PERIODS.** All circulating materials are checked out for two weeks, except that InterLibrary Loans to other libraries are checked out for six weeks.

**RENEWALS.** Patrons may renew materials. Renewals may be made in person, by telephone, or by email or via the library website. Renewals may be limited at the discretion of the librarian.

**DVDS.** Anyone with a valid library card may borrow DVDs. There is a limit of 5 DVDs per patron per card. DVDs are loaned for 14 days. DVDs may be renewed once for an additional 14 days, by telephone, in person or on the internet via your library account, if not on reserve for another patron.

The library is not responsible for any damage that might occur to your DVD player when using a video borrowed from the library.

**NON-CIRCULATING MATERIALS.** Non-circulating items include certain reference materials and portions of the New Hampshire collection (including town reports). The use of other library materials may be limited at the discretion of the library staff.

**MUSEUM PASSES.** Patrons may reserve a museum pass for a specific day, in person, by phone, or via the library website, up to 3 months in advance. Passes may be picked up three days or less before the date on which they will be used. Passes must be returned in person or drop box (inside large envelope provided by staff) within two days after the date they were used. If a patron loses a museum pass, the patron shall be charged for a replacement pass.

**KITS.** The Newbury Public Library has several kits available for checkout, including the Books-to-Go bags, Craft Bags, Telescope, and The Library of Things. These kits can be checked out by a card holder who is 18 years of age or older AND in good standing (no overdue items.)

- The kits may be checked out for two weeks and must be returned directly to library staff. Do not return the telescope in the dropbox or leave the telescope outside the library after hours.
- If there isn't a waitlist for the kit, it may be renewed once. The kit may be reserved or renewed by calling the library at 763-5803; emailing the library at [reference@newburynhlibrary.net](mailto:reference@newburynhlibrary.net) or by logging into your patron account.
- If the kit is lost or damaged, a fee equal to the cost of replacement will be charged to the patron.

*Adopted March 8, 2021, Amended September 8<sup>th</sup> 2021.*

**RESERVATIONS.** Patrons may reserve materials. Patrons are notified by telephone, text or email when materials become available. Reserved materials are held for a two-week period.

**FINES.** The Library does not charge fines for overdue materials, but accepts contributions when offered. A container on the circulation desk is available to receive contributions.

**LOST OR DAMAGED MATERIALS.** Lost or damaged materials are paid for by patrons. If a damaged item is returned to the library, the patron must arrange for payment to replace the item before checkouts will be allowed. Once paid for, damaged materials become patrons' property. In accordance with RSA 202-A:24, "Any person who shall willfully or maliciously deface, damage or destroy any property belonging to or in the care of any gallery or museum or any state, public, school, college, or other institutional library, shall be guilty of a misdemeanor. Any such person shall forfeit to or for the



use of such library, gallery, or museum, 3 times the amount of the damage sustained, to be recovered in an action in the superior court.”

*Amended September 8<sup>th</sup>, 2021*

**OVERDUE MATERIALS.** Notices are sent to patrons with materials that are one week overdue. Subsequent notices are sent at two weeks and one month overdue. Patrons with materials overdue for six months or more shall not be permitted to check out additional materials until the materials have been returned or the Library has been paid for them. Patrons who have made sustained attempts to find the materials, even though they insist that they have returned the materials, and who refuse to reimburse the Library may be restricted from checking out any materials; or they may be limited to checking out two books at a time, at the discretion of the librarian.

*Amended September 2005 and October 6, 2008. Amended March 12, 2019. Amended September 8<sup>th</sup>, 2021.*

## **Section V: InterLibrary Loans**

Newbury Public Library is committed to the principles of InterLibrary Loan (ILL) set out in the New Hampshire InterLibrary Loan Protocol Manual. Except as set out below, the Library does not charge fees to its patrons or to borrowing libraries for InterLibrary Loan service. The Library complies with all copyright laws with respect to photocopies. Materials may be delivered by the state library’s van service, by mail, or in person.

**BORROWING.** Any patron except short term visitors may request to borrow materials not available in the Library’s collection. The Library will promptly attempt to borrow first from any lending library inside the state, but, if the material is not available in-state, then from outside the state, except that non-print materials will not be requested from out-of-state. The Library will attempt to borrow from libraries that do not charge fees, and will request notification of fees from lending libraries before materials are shipped. When fees are unavoidable, patrons will be given the option of paying the fees or canceling the requests.

Materials obtained through InterLibrary Loan are lent to Newbury Public Library’s patrons for a period specified by the lending library. Renewals may be possible within the loan periods granted by lending libraries. The Library will restrict materials to in-house use if so requested by lending libraries.

**LENDING.** Newbury Public Library will promptly lend available materials to other New Hampshire and United States libraries upon request, except for materials in demand or in use by Newbury Public Library’s patrons, and certain rare or local materials that do not circulate. Materials loaned to other libraries will be allowed a loan period of six weeks and may be renewed for another six weeks if there

are no local requests for the materials.

Requests for loans will be accepted from libraries by email, ALA form, telephone, or the NH Automated Information System.

When a patron has lost or damaged a book that Newbury Public Library has borrowed through the InterLibrary Loan program, it is the sole responsibility of the borrower to reimburse the cost of the replacement book and processing fee if applicable. The Library will report the loss to the lending library, and arrange for the payment from the patron to be sent to the lending library.

*Adopted April 13, 2004; reviewed June 8, 2009; amended August 6, 2012, Amended September 8<sup>th</sup> 2021.*

## **Section VI: Privacy and Confidentiality of Information**

**GENERAL STATEMENT OF POLICY.** Newbury Public Library will endeavor to protect the privacy of all patrons.

The Library will maintain user-specific information including:

- The name, address, telephone number and email address of each person or family with circulation privileges. The Library will treat these records as confidential.
- Records of InterLibrary Loan transactions and the Library's materials. These records are kept for patrons' convenience unless otherwise requested.

**WHEN RELEASE OF INFORMATION IS REQUIRED BY LAW.** The Newbury Public Library adheres to the New Hampshire Statutes on Public Libraries regarding the confidentiality of library records. RSA 201-D:11 identifies the circumstances under which a New Hampshire public library must disclose information about a user to a third party. Those circumstances are (1) when requested or authorized by the user, (2) pursuant to a subpoena, (3) pursuant to a court order (including a search warrant), or (4) when otherwise required by statute. Newbury Public Library will limit disclosures of such information to these four circumstances and to the extent necessary for the proper operation of the Library.

*Amended September 8<sup>th</sup> 2021.*

**THE USAPATRIOT ACT.** One of the situations in which Newbury Public Library may be "otherwise required by statute" to disclose user information arises under the federal statute entitled the "Uniting and Strengthening America by Providing Appropriate Tools Required to Intercept and Obstruct

Terrorism (USAPATRIOT) Act of 2001. Under the USAPATRIOT Act, federal authorities may obtain an order from a special federal court (the Foreign Intelligence Surveillance Act Court) to access the records of a public library. If Newbury Public Library were served with such an order, the Library could be required to give the federal authorities user information and would be prohibited from disclosing that fact to the user.

*Amended September 8<sup>th</sup> 2021.*

**WHAT ACTION THE LIBRARY WILL TAKE.** When a member of the library staff is served with a subpoena or court order purporting to require the disclosure of user information, or if the staff member is otherwise approached by law enforcement authorities in connection with his or her work at the Library, the staff member shall immediately refer the matter to the Library Trustees. It is the responsibility of the Trustees to handle all such inquiries from law enforcement authorities. When possible Trustees shall seek the advice of counsel before complying with any court order or subpoena requiring the release of user information.

**STATISTICAL INFORMATION.** The Library keeps ongoing statistical information about library usage as required by the State. Such statistical information does not identify specific users.

**COLLECTION AND USE OF EMAIL ADDRESSES.** Patron e-mail addresses gathered from Newbury Public Library's website shall be used only by the Library for library-related activities. They shall not be used for any other purposes nor shared with any other organization or individual. Patrons can unsubscribe to library emails at any time.

**PATRONS LIST.** Newbury Public Library's patron list will not be available to any commercial enterprise.

*Adopted February 1, 2000; reviewed August 18, 2008, updated September 8 2021*

## **Section VII: Collection Development**

**COLLECTION DEVELOPMENT POLICY PURPOSE STATEMENT.** The Newbury Public Library serves the Newbury community and students of the Kearsarge School District. The library's aim is to provide a current, useful collection of materials that is representative of different points of view, and that is of educational, informational, and recreational value to the library's users.

The purpose of this policy is to guide staff in the selection of materials; to fulfill the mission of the library and to inform the public about the scope and nature of the library's current collection, as well as the collecting priorities which will shape the depth and breadth of the library's future collection; to serve as a tool to train new staff, aid in selection, weeding, and evaluating the collection, and as a rationale for budget allocations. This policy will be reviewed and revised by the Newbury Public Library Board of Trustees as needed.

**ACCESS.** The Newbury Public Library provides equal access to all library materials for all library users. Some materials may not be suitable for all ages, in which case the parent or guardian is responsible for what a child under 18 checks out on his or her card.

**SELECTION AUTHORITY.** The responsibility and authority for selection of all print and non-print material purchased by the Library ultimately rests with the Library Director, in accordance with the policy direction of the Trustees.

The Director may delegate the selection and weeding of materials in selected areas to other members of the library staff. Patron requests for specific materials will be considered, but purchasing those materials is ultimately the decision of the Library Director, who will look at the item within the context of the selection criteria outlined in this policy.

**SELECTION GUIDELINES.** Major factors that influence the selection of library materials including print books, audio books, and DVDs are:

- Content
- Authority
- Literary merit, artistic quality, originality, and creativity
- Accuracy, currency, objectivity, clarity, logic, and effectiveness of material relevance to the needs of the community
- Current interest in subject matter
- Local interest in subject or author, and school curriculum
- Popular demand
- Limits of space and funds

The Library does not purchase textbooks to support educational curriculums. Textbooks may be added to the collection if they provide the best or only source of information on a subject, or to complement an existing area with another perspective.

Periodicals are added to the collection based on relevance and community interest.

The library reserves the right to not purchase all works by an individual author.

All criteria need not be met for purchase consideration.

**COLLECTION MAINTENANCE.** To provide the best service to our community the collection is regularly evaluated. To keep the collection fresh and relevant the Library maintains a schedule of evaluation. The Newbury Public Library subscribes to the CREW (Continuous Review, Evaluation, and Weeding) method when weeding the library collections. The CREW method uses an acronym, MUSTIE, to indicate when an item should be removed. MUSTIE stands for:

- **M**isleading, for items are out of date, contain inaccurate data or are not historically significant
- **U**gly, for items that are worn, stained or damaged beyond repair superseded by a new edition or a better source

- Superseded, by a newer edition or much better book on the subject
- Trivial (of no discernible literary or scientific merit)
- Irrelevant to the needs and interests of the community
- Elsewhere (the material may be easily borrowed from another source)

Decisions are based on some combination of these criteria; that is, an item will probably not be discarded by meeting only one of these criteria. Other criteria that might also be considered includes age, condition, frequency of use/circulation, and multiple copies. The automated library system provides numerous report options to assist the staff in the weeding process.

Items removed from the collection are to be either sold with proceeds to benefit the Library or disposed of properly.

Currently useful items withdrawn by reason of condition, loss or damage will be considered for replacement.

**RECONSIDERATION PROCEDURE.** Newbury Public Library, being open to all patrons for their enjoyment and edification, believes everyone is free to accept or reject any materials or programs it offers. While consideration of all patrons' tastes and opinions is fundamental in shaping library acquisitions and programs, it is understood some patrons may disagree with library choices. Therefore, the Newbury Public Library adopts the following Reconsideration of Materials Procedure:

- Written requests for removal of library materials or objections to programs or displays shall be considered by the Library Trustees. Forms for such requests are available at the circulation desk. See APPENDIX for Request for Reconsideration form.
- The trustees will review the merits of such requests at the next scheduled meeting. A response to the request will be made within 30 days of receipt by the library.
- During reconsideration, no change will be made in materials presented, scheduled programs, and displays and exhibits.

*Adopted November 5, 2012, amended April 10, 2017, amended August 11, 2021*

## **Section VIII: Library Programming**

**PURPOSE.** The Newbury Public Library offers programs for all ages intended to further the library's mission to provide free and equal access to cultural and educational experiences and resources. Programs are offered by the library to introduce library resources, entertain, broaden knowledge, share experiences, and exchange information.

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

At times the library partners with other community agencies, organizations, educational and cultural institutions, or individuals to develop and present programs that align with the library's mission. Requests from individuals to present programs are considered and weighed against community interest in the topic, the library's program budget, space requirements, relevancy and staffing ability, as well as the presenter's demonstrated qualifications, expertise, and reputation.

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

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

Relevant library policies including but not limited to the Patron Behavior policy, the Unaccompanied Minor policy, and Photography and Filming policy apply to all library programs regardless of venue.

**PROGRAM COST AND COMPENSATION.** Although the library strives to offer programs free of charge, a fee may be charged for certain types of library programs not covered entirely by the library's program budget.

Fund-raising may benefit the library, the Friends of the Newbury Public Library or Newbury Public Library Foundation. Outside organizations must seek approval from the Board of Trustees.

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

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

**LIBRARY SPONSORSHIP.** While the library promotes the free and open exchange of ideas, a distinction must be made between programs which are created and designed by the library and programs designed by groups outside the library. The library does not attempt to control or be responsible for the content of programs it does not create. It recognizes that the group bringing the program to the library is responsible for its content and execution. Library sponsorship of a program does not constitute or imply an endorsement of the presenter's content, beliefs, or outside organizational policies by any Newbury Public Library personnel, the Newbury Public Library Board of Trustees, the Friends of the Newbury Public Library, or by the Town of Newbury.

**REQUEST FOR RECONSIDERATION.** Any community member has the right to request reconsideration of library materials, programs, exhibits, or displays. To make a request, please complete and submit the Request for Reconsideration form to the Library Director. The trustees will review the merits of such requests at the next scheduled meeting. A response to the request will be made within 30 days after the next meeting of the Library Board of Trustees. During reconsideration, no change will be made in materials presented, scheduled programs, and displays and exhibits. The decision of the board is final.

*Adopted September, 8 2021.*

## **Section IX: Internet Access and Computer Use**

**ACCEPTABLE USE.** Newbury Public Library does not monitor and has no control over the information accessed through the Internet and cannot be held responsible for its content. The internet is a world-wide community with a highly diverse user population, and it is the patron's responsibility to use this resource wisely. Patrons acknowledge that the library cannot protect the privacy of data that is transmitted to third parties via the Internet. Patrons have no expectation of privacy over public WIFI. Parents or other legal guardians are responsible for their children's use of the Internet in the library, just as they are for their use of materials in the library's collections. We urge parents to supervise their children's use of the Internet. Children participating in library programs must have signed permission forms on file to access the internet.

Computers and the network may not be used for any fraudulent or unlawful purpose, including any activities prohibited under any applicable federal, New Hampshire, or local laws. Patrons shall comply with all federal, state, and local laws including but not limited to:

- Library patrons may not use the library's Internet access to view, print, distribute, display, send or receive images or graphics of material that violates laws relating to child pornography.
- Library patrons may not knowingly exhibit or display any material which is harmful to minors in its content or material that is obscene in any place of public accommodation where minors are or may be present and where minors are able to view the material. (RSA 571-B) Viewing

child pornography is illegal and will not be tolerated on library premises. For information, see 18 USC 110 of the US Code.

- Displaying sexually harassing material on screens whether using a library computer or individual device or printer is prohibited. Accessing obscene materials is expressly prohibited.
- Library patrons must adhere to all copyright laws and may not copy or distribute materials (e.g. with the use of file sharing software) without the permission of the owner. Patrons who do so may be subject to criminal and civil liability.
- 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.

Library Internet workstations must be used in a responsible manner, respecting the rights of others, and taking care with use of the equipment. Computer and Internet settings may not be changed by patrons. During periods of heavy usage, staff may place time limits on patrons' computer use. Internet resources accessible through the Library are provided equally to all library users.

**PRINTING.** Printing will be free for school reports (grades K-12). Limited black-and-white printing will be free. Printouts over 10 pages in length and all color printouts not for school reports will incur a charge. Donations will be accepted, or a fee of 10 cents per page in black and white and \$1 per page in color will be requested. The printers shall not be used for bulk copying.

**NOTES:**

- Internet access may not be available due to technical problems.
- Newbury Public Library cannot be responsible for the quality or accuracy of any information found on the Internet.
- Internet access will be denied to anyone breaching this use policy. Refer to the Patron Behavior Policy for enforcement.

*Amended April 14, 2009, Amended March 8, 2021, Amended September 8<sup>th</sup> 2021.*

## **Section X: Social Media Policy**

The Newbury Public Library uses social media services (Facebook and Instagram) to engage patrons, share information and resources, and promote services. The Newbury Public Library regards social media in the same way as its other information resources in accordance with its mission of serving the informational, educational, and cultural needs of Newbury's residents. These forums are intended to create online spaces where library users can interact with library staff and find information related to the library's activities and resources.



**LIBRARY-SPONSORED SOCIAL MEDIA.** Employees who contribute to the Library’s social media should present content in a professional manner and should check facts, cite sources, avoid copyright infringement, present balanced views, acknowledge and correct errors, and check grammar and spelling before posting.

Employees should not discuss confidential, work-related matters through social media channels.

**POSTING ON SOCIAL MEDIA.** The Library permits patrons to comment on Library posts and patrons are invited to share opinions about Library-related subjects, resources, and programs. Postings do not indicate Library endorsement of the ideas, issues, or opinions expressed in posts on its social media sites.

The Library reserves the right to restrict or remove any content that is deemed to be in violation of this policy or any applicable law. Comments on the Library’s social media accounts containing any of the following forms of content and postings will be deleted:

- Obscenity and hate speech.
- Discriminatory comments or harassment based on race, creed, color, age, gender, marital status, religion, national origin, physical or mental disability, sexual orientation, ancestry or any other protected category.
- Slanderous, libelous, threatening, or defamatory statements.
- Personal identifying information, including library card numbers, addresses or phone numbers.
- Copyrighted or trademarked material.
- Spam.
- Duplicated Comments.
- Endorsements of specific brand name products or services for advertising or marketing purposes, including political advertisements or endorsements.

**LIABILITY.** The Library, its employees, agents and officials assume no responsibility for any damages, direct or indirect, arising from participation in Library-sponsored social media. Violations of this policy by employees may result in discipline, up to and including termination of employment.

**PUBLIC PARTICIPATION.** By joining, utilizing, and/or posting on the Library’s social media sites, you agree to comply with this policy, and the Library’s Policy on Internet and Computer Use, as applicable. Patrons are personally responsible for their commentary. Patrons should be aware that they may be held personally liable for commentary that is defamatory, obscene, proprietary or libelous by any offended party, not just the Library.

The Library’s Social Media Policy applies whether or not a patron chooses to post comments using a computer at the Library or when posting from any other computer to any Library social media site. While the Library encourages dialogue, it respectfully requests that commenters be mindful that its

social media sites are open to the public and that commenters be courteous and civil toward one another.

**EMPLOYEE USE OF SOCIAL MEDIA.** Library employees have the same right to self-expression enjoyed by members of the public when discussing matters of public concern. As public employees, Library employees are cautioned that speech made pursuant to official duties is not protected speech under the First Amendment and may form the basis for discipline if deemed a violation of any policy of the Library. Employees should keep in mind the following best practices when posting content about library-related subjects and issues on personal time.

- If you identify yourself as an employee of the Library on your social media channels, make it clear that the views expressed are yours alone and do not represent the views of the Library.
- Respect the Library's confidential and proprietary information. Do not post information that is still in draft form or is confidential.
- No comments with any kind of negative, mocking, condescending, etc. slant should be made about patrons in general, about specific questions from patrons, or about incidents with patrons on the Library's social media sites.
- The Library does not endorse, monitor or review the content of personal, non-Library related social media activity of its employees.

**TRUSTEE USE OF SOCIAL MEDIA.** Library Trustees have the same right to self-expression enjoyed by members of the community when discussing matters of public concern. Trustees should keep in mind the following best practices when posting content about library-related subjects on social media.

- If you identify yourself as a Library Trustee, make it clear that the views expressed are yours alone and do not represent the views of the Library or other trustees.
- Respect the Library's confidential and proprietary information. Do not post information that is still in draft form or is confidential.

No comments with any kind of negative, mocking, condescending, etc. slant should be made about library patrons or staff, about specific questions from patrons, about interactions with staff of the library, or about patron behavior on the Library's social media sites.

*Adopted March 8, 2021*

## **Section XI: Library Operation**

**AFTER-HOURS BUILDING ACCESS:** The Newbury Public Library only allows after-hours building access for official Library business, Library programs, or by the Friends of the Newbury and the Newbury Public Library Foundation. Library programs may be run by staff or volunteers who have been trained in building opening and closing procedure, and in safety protocols. Outside organizations may not meet in the library after hours.

*Amended September 8<sup>th</sup> 2021.*

**HOLIDAY CLOSINGS.** The Newbury Public Library shall be closed on New Year's Day, Martin Luther King Day, Presidents' Day, Memorial Day, Independence Day, Labor Day, Columbus Day, Veterans' Day, Thanksgiving Day, Christmas Eve and Christmas Day.

*Adopted February 7, 2006, amended February 26, 2018*

**LIBRARY EMERGENCY CLOSINGS.** The Director or staff on duty may close the Library when there is a power failure, if storm conditions warrant, or if there is a lack of staff to safely run the building. If town personnel cannot keep the Library walkways, driveway, and parking lot sufficiently clear, particularly in conditions of ice, freezing rain, or heavy snowfall, the Library will be closed. Unexpected closings will be posted on the Library website as soon as possible.

*Adopted December 2, 2009; amended January 14, 2014, Amended September 8<sup>th</sup> 2021.*

**PANDEMIC POLICY.** If there is a serious infectious disease outbreak, the library may be required to take measures to help slow the spread of the illness, including service restrictions, limited hours of operation, or possible closure by order of local public health officials.

1. At the discretion of the Library Director, and in consultation with the Newbury Public Library Board of Trustees, the Library may close, reduce its operating hours, or limit services and programs temporarily in the event that there is not sufficient staff to maintain appropriate staffing levels, or if unable to maintain adequate social distancing for health and safety, or if there are compliance issues with current safety protocols.
2. If the library is open to the public or open for services during a serious infectious disease outbreak in the community, face masks covering both nose and mouth will be required in the building. Masks are required to enter the library, except for children under the age of two. Reasonable accommodations for library services will be provided for anyone unable to, or refusing to, wear a mask. Those without a mask will not be permitted to enter the building. Masks are recommended but not required for any program held outside at the library.
3. Anyone advised to quarantine by public health officials or doctors due to close-contact with contagious individuals or travel will be prohibited from entering the building during their quarantine period, even if a negative test result is received.
4. The library will be closed to the public if a staff member has tested positive to a serious infectious disease. Staff and patrons are asked not to enter the building if they exhibit any symptoms of infection; the library will make accommodations for services or work needed. A staff member will stay home from the library if they have come in close contact with a positive individual until they test negative, following isolation guidance provided by the Town of Newbury (see attached). The library will also close to the public if it cannot guarantee access to any needed supplies for disinfection or safety. This includes a lack of access to PPE for staff and the public.
5. In the event of closure or reduction in operating hours, the Library Director or designee will maintain communication with the public, staff, Library Board of Trustees, and the Town

Manager.

6. The Newbury Public Library will close due to a serious infectious disease outbreak or pandemic in the event of a mandate order or recommendation for closure issued by public health or government officials on the local, county, or state level.
7. Public spaces are not free of risk, and the public assumes both the risk and responsibility to keep the space as safe as possible when entering the building. This includes not going out in public if serious infection is suspected, following the relevant CDC guidelines for social distancing, masks and washing hands frequently with soap and water or hand sanitizer.

### COMMUNICATION

Library closure, reduction in services or open hours must be announced as soon as feasible. Library staff should follow the normal procedure used for any unexpected closure/program cancellation, which includes posting on wmur.com, phone message, Facebook, and the library website.

*Approved by the Newbury Public Library Board of Trustees March 16th, 2020. Revised June 2, 2020. Revised August 10, 2020. Revised March 24, 2021. Revised June 9th, 2021. Revised August 11<sup>th</sup>, 2021. Revised November 9<sup>th</sup>, 2021.*

**COMMUNICATION.** Library closure, reduction in services or open hours must be announced as soon as feasible. Library staff should follow the normal procedure used for any unexpected closure/program cancellation, which includes posting on wmur.com, phone message, Facebook, and the library website.

*Approved March 16th, 2020.*

### TRUSTEES MEETINGS.

Newbury Library Board of Trustees meetings shall be open to the public as described in the NH Open Meeting Law (RSA 91-A:2). Notice of meetings shall be posted in at least two public places at least 24 hours beforehand. Minutes of meetings shall be available at the Library within five days of the meeting for public review. Nonpublic sessions may be held in accordance with RSA 91-A-3.

*Adopted Nov. 5, 2012*

## **Section XII: Donations, Gifts and Collections**

**MATERIAL DONATIONS.** The library may choose to accept donations for the library collection, building or book sale. Donations must be brought into the library during open hours and must be examined by staff. All gifts may be utilized, sold or disposed of in the best interest of the Library. If

donated materials are new or are of special interest to the community, Newbury Public Library may add them to its collection. Otherwise, the Library reserves the right to make whatever disposition it deems advisable, including sale as a fundraiser. The library gladly accepts items that are in salable condition. The Library is not obligated to keep donated materials for any length of time.

Patrons may request a donation receipt for any items accepted by the Library. The Newbury Public Library and its staff cannot assign monetary value to any donated items and will list the number and type of donation only. The donor is responsible for assigning and documenting monetary value for tax purposes. The Library cannot give receipts for previously donated material.

Materials that are dirty, moldy, smelly, or water damaged, or have yellowed pages, missing covers or pages, excessive markings, or damaged bindings or pages are unacceptable. Staff reserve the right to refuse any donation.

**Acceptable donations include:**

- Hardcover fiction and non-fiction books
- Paperback books
- Travel books (current year only)
- Audio books on CD (Must be operable and include casing with artwork)
- DVDs (Must be operable and include casing with artwork)
- Gently used children's books

**Unacceptable materials include:**

- Textbooks
- Audio books on cassette, VHS tapes
- Music
- Software
- Puzzles
- Leftovers from book sales
- Journals/magazines
- National Geographic magazines
- Encyclopedia sets
- Reader's Digest Condensed Books

*Adopted February 12, 2008, amended 2018, amended Sept 2021.*

**DONATION OF PERSONAL PROPERTY.** In accordance with NH RSA 202-A:4-d, Acceptance of Personal Property Donated to Libraries: Newbury Library shall retain the right to accept or refuse any non-monetary gift offered to the Library. This may include but is not limited to furnishings, artwork, computers, equipment, books, videos and audio books, plants, lighting, and children's toys. The Library will accept only those items that will serve a useful purpose in the Library. The Library

retains the right to dispose of any items it has accepted if those items no longer serve a useful purpose, if they become unusable because of damage or wear, or there is no longer space for those items to be used. The Library shall have no obligation to inform the donor of its intent to dispose of the items.

**MEMORIAL GIFTS.** Monetary donations may be made to the Library in memory of relatives or friends. A gift plate will be added to each item purchased by the memorial fund with the name of the person being honored. Notification of the gift will be sent to the person designated.

**COLLECTION OF FUNDS BY ORGANIZATIONS.** Town agencies such as the Conservation Commission, the Recreation Committee, the Newbury Beautification Committee, and the Friends of Newbury Public Library, and the Newbury Public Library Foundation may, with the permission of the Library Director, sell materials on library premises. Selling, advertising, petitioning, proselytizing, or soliciting by outside organizations is prohibited.

*Adopted September 15, 2008, Amended September 14, 2020*

### **Section XIII: Home Delivery Service**

Newbury Public Library offers a home delivery program for people who are homebound. There is no charge for this service.

**PATRON ELIGIBILITY.** Homebound service will be provided to residents of the town of Newbury who are not able to come to the library. "Homebound" is defined as being generally confined to the residence either temporarily, due to illness or accident, or permanently, due to age, disability, or other mobility problems.

**LIBRARY ACCOUNT REGISTRATION.** Homebound patrons may call the library to register for an account if they do not already have one.

**REQUESTING MATERIALS.** Home delivery patrons may call the library (603-763-5803) or contact us via email (reference@newburynhlibrary.net) to request items or to speak to a librarian for reading suggestions.

**DELIVERY SCHEDULE.** Materials will be delivered by Newbury Public Library staff when available. When materials are delivered, items from the previous delivery must be ready for the staff to return them to the library. Pickup and delivery will be scheduled at the convenience of the staff, while considering the needs of the patron.

**REQUIREMENTS FOR DELIVERY.** Patrons requesting homebound services must provide safe and appropriate access for the staff who make deliveries to their homes. Staff may choose not to enter a home, to leave a home immediately, and/or to recommend suspension of the service if any of the following conditions exist:

- Pets are not confined (except for service animals trained to assist a disabled person).
- There is not a clear and safe path to the home, with snow shoveled and ice removed.
- Any person in the home presents threatening, inappropriate or harassing behavior.

*Adopted April 8, 2014*

## **Section XIX: Library Bulletin Board**

**PURPOSE.** The Newbury Public Library provides a public bulletin board for the posting of information that meets the educational, professional, and recreational needs of the community. The Library gives priority to notices and programs that serve the community of Newbury and the greater Kearsarge area.

**POLICY.** The following applies to the public bulletin board, and all counter space by the bulletin board used for the aforementioned purposes:

- The bulletin board is open to organizations engaged in educational, cultural, intellectual, or charitable activities. For-profit companies and individuals may also post notices that are consistent with the policy statement above.
- Priority will be given to notices from the Library and the Town of Newbury. All other notices will be posted as space permits.
- Designated staff must approve all notices, posters, and brochures. Only the designated staff may post or remove items from the notice board. Once notices are removed, they are discarded.
- Notices should generally be no larger than 8 1/2" x 11", but larger notices will be considered, space permitting.
- Notices may be posted for up to 1 month before the date of the event. Notices that are not date-sensitive may be posted for up to 1 month, space permitting; each notice will be marked with the date it was posted. Notices will be removed and discarded following the date of event.
- Notices posted or left on tables without authorization will be discarded.
- Acceptance of materials for display does not imply the Library's endorsement of any events, groups or organizations, its policies or beliefs.
- Complaints about this Bulletin Board Policy or the content of a particular notice should be addressed to the Library Director.

*Adopted September 12<sup>th</sup>, 2016*

## **SECTION XX: Volunteers**

**ACTIVITIES.** Volunteers are an important part of the Newbury Public Library. The Library and its staff value the time and commitment of citizens who volunteer. Jobs can be tailored to fit any level of interest and talent. Volunteers may be asked to perform one, but not necessarily all, of the tasks listed below:

- Shelf books and other library materials, or organize the shelves
- Book repair
- Craft preparation

- Computer projects
- Assist with special library events including the annual book sales
- Teach other patrons a specialized skill or craft
- Other tasks as assigned by the Library Director

Volunteers may not:

- Perform activities that could reveal confidential patron information.
- Work at the circulation desk, or with the library's Integrated Library System (catalog).  
Volunteers will not be used to replace the work done by paid library staff.

**QUALIFICATIONS.** Volunteers shall be recruited without regard to any individual's age, race, creed, color, national origin, religion, marital status, sexual orientation, gender, physical appearance, socioeconomic level, education level or any other legally protected characteristic.

Volunteers under the age of 18 must have parental approval and a Youth Employment Certificate issued by the School District or documentation from the courts if Court Appointed. The volunteer cannot work more than four (4) hours per day. The Library will not accept volunteers under the age of 14. Youth volunteers may not work without direct supervision by a staff member.

**AGREEMENTS.** Selection, training, and supervision of volunteers is the responsibility of the Library Director. All library volunteers will be asked to complete a Volunteer Service Agreement that will be kept on file at the library. Volunteers who will come in contact with children, the elderly, and other potentially vulnerable populations will be subject to State and Federal background checks

It is mutually understood that the volunteer services are donated, and the volunteer is not entitled to any wages or other benefits.

The volunteer agrees that they will not be an employee of the library for any purposes other than for claims and injury compensation, while performing the volunteer duties.

*Adopted September 8<sup>th</sup> 2021.*



**APPENDIX**

**Newbury Public Library**

**Request for Reconsideration Form**

Any community member has the right to request reconsideration of a library material, program, exhibit, or display. To make a request, please complete and submit the following form to the Library Director. A response to the request will be made within 30 days of receipt by the library. The decision of the board is final.

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

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

City/State/Zip: \_\_\_\_\_

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

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

Do you represent self?  Or an organization?  Name of Organization \_\_\_\_\_

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

\_\_\_\_\_  
\_\_\_\_\_

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

\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

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

\_\_\_\_\_  
\_\_\_\_\_

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

\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

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

\_\_\_\_\_  
\_\_\_\_\_

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

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7. What action are you requesting the committee consider?

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## APPENDIX

### American Library Association Library Bill of Rights

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

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

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

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

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

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

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

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

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

Inclusion of "age" reaffirmed January 23, 1996.

*This document was reviewed and approved on September 13<sup>th</sup> 2021 by the Newbury Public Library Board of Trustees.*

