

**POLICY MANUAL
of
GROTON PUBLIC LIBRARY**

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**with revisions to
July 1, 2009**

TABLE OF CONTENTS

<u>SECTION A: LIBRARY USE POLICY</u>		Page
I.	SERVICE OUTLETS AND HOURS	5
	A. Service Outlets	5
	B. Hours	5
II.	BORROWING PRIVILEGES	6
	A. Eligibility	6
	B. Registration of Borrowers	6
	C. Responsibilities of Borrowers	7
III.	CIRCULATION POLICIES	8
	A. Loan Periods	8
	B. Renewals	9
	C. Returns/Overdues	9
	D. Reserves (Holds)	9
	E. Lost or Damaged Items	10
	F. Confidentiality of Library Records	10
IV.	INTERLIBRARY LOAN	11
V.	REFERENCE & INFORMATION SERVICES	12
VI.	AV/VIDEO SERVICES	13
	A. Video Production Priorities	13
	B. Program Proposals	13
	C. Copyright Law	13
	D. GMTV	13
	E. Town Meeting Coverage	13
	F. Video Duplication	14
VII.	PROGRAMS	15
	A. Book Discussions and Lectures	15
	B. Children's Storytimes	15
	C. Summer/Vacation Reading	15
	D. Library Orientation	15
	E. Outreach Programs	15
VIII.	USE OF GROTON PUBLIC LIBRARY MEETING ROOMS	16
	A. General	16
	B. Reservations	16
	C. Walk-In Reservations of Rooms 3,4 & 5	17

D.	Guidelines for Use	17
E.	User Responsibilities	17
F.	Room Configuration	18
G.	Meeting Room Fee Schedule	19
IX.	AUXILIARY SERVICES	18
A.	Computers	18
B.	Photocopiers	18
C.	Criss-Cross and City Directories	18
D.	Internet Access	18
X.	INTERNET USE POLICY	22
A.	Mission	22
B.	The GPL's Role	22
C.	Filtering, U.S.F. and C.I.P.A.	23
D.	Staff Assistance	23
E.	User Responsibilities	24
F.	Netiquette	24
G.	Compliance with the Library Policy and Guidelines	25
H.	Child Safety on the Internet	25
I.	Sexual Images on the Internet	25
J.	Questions, Comments, or Concerns	25
XI.	DISPLAYS, EXHIBITS, BULLETIN BOARDS	26
A.	General	26
B.	Definitions	26
C.	Guidelines	26
XII.	VOLUNTEERS	29
A.	General Volunteer Programs	29
B.	Special Volunteer Programs	29
XIII.	PUBLIC POLICY	30
A.	Philosophy	30
B.	Customer Service	30
C.	Patron Behavior	31
D.	Comments and Suggestions	31
E.	Controversial Materials	32
F.	Unsupervised Children	32

SECTION B: COLLECTION DEVELOPMENT

I.	PHILOSOPHY	34
	A. General	34
	B. Responsibility	35
	C. Gifts	36
	D. Memorials	36
	E. Labeling of Materials	36
II.	MATERIALS SELECTION	38
	A. Circulating	38
	B. Reference	38
	C. Special ("S") Collection	38
	D. Weeding	39
III.	MANUSCRIPT ACQUISITIONS	40

APPENDICES

A.	Exhibit Release & Schedule form	i
B.	Request for Reconsideration of Library Materials form	ii
B.	Accident or Unusual Incident Report form	iv
D.	Comments and Suggestions form	v

SECTION A: LIBRARY USE POLICY

I. SERVICE OUTLETS AND HOURS

A. Service outlets

The Groton Public Library is the principal public library for the Town of Groton. It is located at the following address:

52 Newtown Road (Route 117)
Groton, CT 06340

Telephone: (860) 441-6750

Facsimile: (860) 448-0363

Email Address: reference@grotonpl.org

There are two other public libraries in Groton: the Bill Memorial Library and the Mystic & Noank Library. Cooperative relationships exist between these libraries and the Groton Public Library but they are not under the administrative jurisdiction of the Groton Public Library or the Town of Groton.

B. Hours

The Groton Public Library is open seven (7) days a week except on holidays and during the summer months when the library is closed on Sunday. Sunday closings generally correspond to the Groton Public Schools academic year. For specific information about holiday or summer closings, please call the library.

Standard hours of operation are as follows:

Monday - Thursday	9:00 a.m. - 9:00 p.m.
Friday	9:00 a.m. - 5:30 p.m.
Saturday	9:00 a.m. - 5:00 p.m.
Sunday	1:00 p.m. - 5:00 p.m.

II. BORROWING PRIVILEGES

A. Eligibility

1. Any resident of Groton, Groton property owner, or temporary resident of Groton (i.e. military or summer resident) may obtain a Groton Public Library card and is eligible to borrow library materials. (A Groton resident is a person whose principal domicile is in Groton.)
2. The Groton Public Library participates in the Connecticut State Library "Connecticard Program". Therefore, anyone who presents a valid Connecticut public library card and supporting ID showing his/her name and address is then eligible to borrow library materials. To be valid, the library card must include the following information:
 - a. Name and town of the issuing library.
 - b. Name of the person to whom the library card was issued.
 - c. A specific future expiration date.

B. Registration of borrowers

1. Groton residents must present proof of Groton residency to obtain a Groton Public Library card. Proof of residency must include name and street address (for example, a driver's license or car registration).
 - a. Adults and students in 6th grade and up may obtain their library cards at the circulation desk.
 - b. Children, ages 4-11, may obtain their library cards at the Children's desk. At the time of application, a parent or guardian must present proof of his/her residency and sign the child's application form.
 - c. Library cards are issued at no charge to Groton residents, and will be valid for two (2) years from the date of issue.
 - d. Summer residents may obtain a four-month library card for \$6.00. Out-of-state residents may obtain a twelve-month library card for \$20.00. These temporary library cards are valid only at the Groton Public Library.
2. Library cards are renewed without charge.
3. New library cards may be used immediately upon registration. However, new borrowers may check out only two (2) items the first time the card is used and may not borrow art prints.

4. Lost adult library cards are re-issued for a fee of \$1.00 for a second card, \$3.00 for a third card; \$4.00 for a fourth card, etc. Lost children's library cards are re-issued for a fee of \$1.00 for a third card, \$2.00 for a fourth card, etc.
5. Groton Public Library cards may be used at all participating libraries in the "Connecticard Program."
6. Library cards become temporarily invalid for any one of the following reasons:
 - a. overdue materials have not been returned
 - b. fines exceed \$1.00
 - c. the card has expired

C. Responsibilities of borrowers

1. Borrowers are responsible for the following:
 - a. All library materials borrowed on their library cards (whether materials were borrowed by themselves or others)
 - b. All overdue fines incurred by themselves or others on their library card
 - c. The replacement cost of lost or damaged library materials or equipment
 - d. Reporting of name and/or address changes to the library
 - e. Reporting of lost or stolen library cards

III. CIRCULATION POLICIES

A. Loan Periods

1. Most library materials are loaned for a three (3) week period, except for the following:
 - a. Two (2)- day period materials:
 - Museum passes
 - b. Seven (7)-day period materials:
 - Entertainment/feature film DVDs.
 - c. Ten (10)- day period materials:
 - Selected new books
 - d. Three (3)- month period materials:
 - Art prints
 - e. Non-circulating materials include:
 - Reference materials
 - Special collections
 - Most current issues of periodicals
 - Newspapers
 - State documents
2. Loan of the following library materials is limited.

2 items: art prints
3 items: DVDs
CD-ROMs containing computer software
books in one subject area
toys, puppets and other materials restricted
due to demand or collection size
6 items: music CDs
books on tape and CD
magazines
3. Loans of a large number of materials in a particular subject area are permitted on a short-term basis (e.g., overnight or up to three days) with permission from the appropriate division.
4. Bulk loans (i.e. more than 20 items) may be arranged through the appropriate division, under unusual circumstances. Restrictions may be placed on the types and number of materials to be loaned. The library reserves the right to recall any materials if needed.

B. Renewals

1. Library materials may be renewed once on a borrower's library card provided there are no holds, or prior requests on the outstanding item.
2. If not overdue more than three (3) weeks, material may be renewed at any time for an additional loan period from the current date.
3. Materials must be renewed in person. Materials may not be renewed over the telephone.
4. Interlibrary loan materials may be renewed only if allowed by the lending library.

C. Returns/Overdues

1. Library materials may be returned to the circulation desk or the book drop. The book drop is located outside the library to the left of the entranceway. Items returned in the book drop before the library opens are considered returned as of the last day the library was open.
2. Fines for overdue materials will be charged as follows:
 - a. DVDs - \$2.00 per day, maximum \$10.00 per item.
 - b. All other materials - 10¢ per day, maximum \$3.00 per item and a maximum of \$15.00 per group of items.
3. Overdue fines will not be charged for days the library is closed.

D. Reserves (Holds)

1. Library materials that are currently checked out may be reserved.
2. Library materials may be reserved by speaking to a librarian, using the online catalog in the library or at home via the Internet, or by telephoning the library.

E. Lost or damaged items

1. Borrowers are responsible for any materials borrowed on their library cards.
2. Borrowers are liable for the replacement cost of lost or damaged library materials or equipment.
3. The replacement cost for lost or damaged library materials is determined by using standard library bibliographic sources or by original cost.

F. Confidentiality of library records

In order to protect the privacy of library users, all circulation records and other records identifying individual patron or library usage will be considered confidential in nature.

IV. INTERLIBRARY LOAN

- A. Interlibrary loan is the sharing of materials by libraries upon request of a library user. It involves both borrowing and lending.
1. The purpose of interlibrary loan is to extend each library's range of available materials. We search nationwide to satisfy our users' requests.
 2. The lending library has the right to decide whether or not to make specific materials available for loan. Types of materials usually considered inappropriate include recent best sellers, fragile items such as video-cassettes, microform, complete magazine issues, rare or valuable items, and reference materials that need to remain in the library.
 3. Groton Public Library will process requests for any registered borrower. However, residents of towns other than Groton will be charged \$5.00 per item if borrowed from outside of Connecticut. Non-residents who have purchased their Groton Public Library cards are exempt from this charge.
 4. In order to preserve our borrowing privileges with other libraries, interlibrary loan materials must be returned on time. If not, the user's Groton Public Library borrowing privileges will be suspended until the materials are returned.

V. REFERENCE AND INFORMATION SERVICES

- A. The library provides a variety of services to satisfy patrons' informational, educational, cultural and leisure time needs. These reference/information services are provided to patrons who make requests in person, by telephone, by mail and by e-mail during regular library hours.
- B. Reference/Information Services are available during regular library hours.
- C. Instruction in the use of library resources shall be provided to both children and adults as appropriate, depending on staff availability.
- D. The Reference staff will make every effort to respond to a reference/information request within one (1) working day of the initial request. Otherwise, the status of the request will be reported back to the patron.

VI. AV/VIDEO SERVICES

- A. Video production priorities will concentrate on Town government and community needs. The library's AV/Video Division will videotape municipal meetings, produce informational, educational programs and public service announcements for Town Departments and the Groton community and will act as a liaison between the local cable company and the Town of Groton.
- B. Ideas from the general public and non-profit organizations for video programming are welcome and should be submitted to the library or to the Town Manager's Office in writing. The Manager, Library Director and AV/Video Division Head will review program proposals and set priorities.
- C. The library's AV/Video Division will follow all copyright laws.
- D. Groton Municipal Television is a service of the library that broadcasts on the local cable franchises' government access channel(s). Programming features municipal and local events, including coverage of town meetings, library programs, community news and educational programs.
 - 1. The library's AV/Video Division will manage the town's government access channel(s) in accordance to all Connecticut Department of Public Utilities policies and cable franchise requirements.
 - 2. The library is responsible for scheduling programming for the government access channel(s) and for determining appropriate programming. Priority air-time will be given to library or town produced programs.
- E. Video coverage of Town meetings
 - 1. The library's video coverage of town meetings will be "gavel to gavel" with no editing.
 - 2. Every effort is made to cablecast a public meeting as soon as possible.
 - 3. The "Master" recording of public meetings is kept for at least two years from the original recording date. A copy of the recording is made available to the public for viewing at the library during this period.

F. Video Duplication

1. Video duplication services are provided with the intention of dissemination of Groton Public Library video productions or Town of Groton related matters for personal or town related use in accordance with Freedom of Information and copyright laws.
2. Videotape copies of Town meetings or library produced programs may be requested by using the video duplication request form. (See Appendix E)
3. The library requires the maximum of four working days notice as specified in FOI regulations for each copy.

4. Fees:

VHS / 1/2" 120 min. (per tape):	\$ 4.00
KCA / 3/4" 60 min. (per tape):	\$15.00

VII. PROGRAMS

It is the intent of the Groton Public Library to offer a variety of programs that promote the enjoyment of reading and provide information, education and cultural enrichment to the community. These programs are open to the public and are free of charge. Some programs may require advance registration and/or may be limited to Groton residents. Co-sponsorship of programs with other agencies is encouraged.

- A. Book discussions and lectures are offered to educate, entertain or cultivate interest in literature or subjects of local interest. They may also take the form of demonstrations, concerts, story hours, craft programs, classes and workshops. Program planning will be used to help identify and fill the specific educational, social, recreational, cultural or informational needs of the community which the library is best able to fulfill.
- B. Children's storytimes offered through Children's Services are designed to provide children with an introduction to the library's services and programs, a familiarity with quality children's literature, and reading readiness activities. These age-appropriate programs are open to the public but may require advance registration.
- C. Summer/vacation reading programming is designed to encourage school-age children to continue reading when school is not in session. Eligibility is based on age and availability. These programs generally provide reading lists, self-directed reading games, storytellers, and crafts and story programs.
- D. Library orientation
 - 1. Formal and informal instruction in the use of the library and the library's public access catalog will be provided as needed, with emphasis on the way information is organized and how it can be retrieved.
 - 2. Group instruction is available if scheduled in advance.
- E. Outreach programs
 - 1. The library utilizes the Internet and the media (including cable TV, radio and newspapers) to deliver library services off the premises and in the home.
 - 2. Groton Municipal Television is a service of the library. Programming features municipal and local events, including coverage of Town Council meetings, library promotions, community news and educational programs.

VIII. Use of Groton Public Library Meeting Rooms

A. General

The Groton Public Library has meeting rooms available during all public hours of operation. All meetings scheduled at library facilities must be free of charge and open to the public. Reservations for meeting room use are required in advance.

Meeting rooms may be used free of charge by non-profit community groups and organizations whose aims are educational, cultural, or for civic betterment, provided that such use does not interfere with library programs and functions. Non-profit groups may reserve dates up to one year in advance.

For-profit groups may use meeting rooms for a fee. See current fee schedule. For-profit groups may reserve dates up to 3 months in advance. Applications from for-profit groups are subject to approval by the library administration. Programs sponsored by for-profit groups must be free and open to the public and must follow all other "Guidelines for Use."

B. Reservations

In order to make the rooms available to as many eligible groups as possible, no group may schedule more than 12 meetings (one per month) during a fiscal year (July to June). Application for use of a meeting room should be made at least one month in advance of the meeting date. Applications may be made in person, by calling 441-6750, or on the library website.

The meeting rooms will be assigned in priority order to: (1) library programs and library-affiliated groups, (2) official town boards, committees and agencies, (3) local non-profit groups, and (4) profit-making groups. In rare cases Library or Town events may preempt your confirmed reservation. Every effort will be made to reschedule your event.

Repeated reservation cancellations may result in future applications being denied.

Kitchen facilities are available with Meeting Room 1 and must be requested in advance.

Audiovisual equipment may be reserved in advance. If training in the use of the equipment is needed, it must be done by appointment in advance of a scheduled event. Please see a list of available equipment on the meeting room application.

C. Walk-In Reservations of Rooms 3, 4 & 5

Meeting rooms for tutoring or study are scheduled on a walk-in basis only. These reservations are accepted at the circulation desk 15 minutes in advance, based on room availability. Rooms are generally reserved for groups of 2 or more.

Walk-in reservations are limited to 2 hours. If no other patrons have requested space, a 1 hour extension may be granted.

For-profit groups using Rooms 3, 4 and 5 will be charged. See current fee schedule.

D. Guidelines for Use

1. Program attendees are expected to follow the Library's posted rules for appropriate library behavior.
2. No fees, dues or donations may be charged or solicited by the user for any program or exhibit. Selling or taking orders of any kind is prohibited.
3. **No Alcoholic Beverages** may be served. **No Smoking** is permitted by order of the Fire Marshall.
4. Rooms may not be used for birthday or anniversary parties, weddings, funerals, or other personal or private celebrations.
5. Juvenile or young adult (age 18 or younger) groups may use the rooms only when adequate adult supervision is provided.
6. Programs may not disrupt normal library services.

E. User Responsibilities

Groups are responsible for their own room set-up and clean-up. Staff assistance is not available for setting up equipment and materials or for carrying items in or out of the building. Premises must be left in good, clean condition. Any damage which the library considers more than normal wear will be repaired and charged to the organization or group responsible.

The library is not responsible for equipment, supplies, exhibit material or other items owned by a group or individual and used in the library.

All videos shown in the Library must be in compliance with public performance guidelines under copyright law.

Groups must clearly identify themselves in any publicity about the event they are holding at the Library. Any printed publicity must include the statement: "This program is not sponsored by the Groton Public Library."

Publicity is not to include the Library's telephone number, nor may the library's name and address be used as a mailing address.

All programs must end and rooms be returned to normal configuration 15 minutes before closing. Participants must leave the building so that the staff can close the library at the scheduled time.

F. Room Configuration

Groups using meeting rooms 1 and 2 are welcome to shift tables and chairs to suit their needs. Library staff is not available to help with set-up or break-down of tables and chairs. By the end of the scheduled time in Meeting Rooms 1 or 2 all groups must return the room to the normal furniture configuration. Configuration diagrams are posted in each room. Repeated failure to adhere to these guidelines may result in loss of a groups' privilege to use meeting room facilities.

The Fire Marshal has set the following limits as to maximum capacity:

Rooms 1 & 2 combined	120
Room 1	70
Room 2	40
Room 3	6
Room 4	12
Room 5	6

G. Meeting Room Fee Schedule

Room Number	Capacity	Fee
1	70	\$75.00
2	40	\$50.00
1 & 2 combined	120	\$100.00
3	6	\$35.00
4	12	\$35.00
5	6	\$35.00

Use of equipment: \$25.00

(Equipment must be reserved in advance and training must be done by appointment in advance of the event.)

Food may only be served in Rooms 1 & 2. A service charge of \$25.00 is applied when food is served (including beverages).

IX. AUXILIARY SERVICES

A. Computers

1. Computers are available for public use in the Adult, Young Adult and Children's Divisions.
2. Reservations for computer use may be made for up to two (2) hours of computer time per day. Reservations will be held for 15 minutes; users arriving more than 15 minutes late for a scheduled computer session may forfeit their time.
3. The library's computer software is stored on the computers' hard drives for patron use. Patrons may not use their own software on library computers.
4. Users wishing to save information may either print or save material on their own 3.5" disks. Printing fees are 10¢ per page for black and white and 50¢ per page for color.
5. The library reserves the right to refuse computer use to anyone abusing the equipment, library materials, or library policies or regulations.

B. Photocopiers

1. Photocopy machines are available for public use. The circulation desk staff will provide assistance.
2. A nominal fee is charged for each photocopy that is made. Currently, photocopies on letter-size (8 1/2" x 11") paper cost 10¢ per page.

C. Criss-Cross and City Telephone Directories

1. Adult Services staff will provide information from Criss-Cross and city telephone directories to patrons who request the information by telephone. No "nearby" information will be given.

D. Internet access

1. The Internet is an interconnected system of computer networks with locations throughout the world. The library offers Internet access to the public. Internet access in the adult and teen areas is available to those in grade 6 and up. The library is not responsible for materials accessed through the Internet. Parents or guardians

of children are responsible for their children's use of the Internet.

2. Internet use is on a first come, first served basis. When necessary, computer use is limited to 30 minutes during periods of peak demand. The printing fee is 10¢ per page.
3. The library reserves the right to refuse Internet access to anyone abusing the equipment, library materials or library policies or regulations.
4. In order to comply with the Children's Internet Protection Act, we have installed filtering software. Library users 17 and over may request that a staff member disable filtering software for bona fide research or other lawful purposes.

X. INTERNET USE POLICY

A. Mission

In accordance with its mission to support the cultural, educational, and recreational needs of the community, the Groton Public Library (GPL) offers Internet access to all patrons, although users under age eight must be accompanied by a parent, guardian, or other responsible party.

Consistent with our mission and the professional principles of public librarianship, this Internet Use Policy affirms intellectual freedom, equity of access and individual responsibility. GPL also strives to assure confidentiality of information about users and their use of all library resources and to safeguard First Amendment rights. The Library affirms the following principles and user rights as delineated by the American Library Association.

- Electronic information, services, and networks provided by libraries should be readily, equally, and equitably accessible to all library users.
- Libraries and librarians should not deny or limit access to information available via electronic resources because of its controversial content or because of personal beliefs or fears of confrontation.
- Information retrieved or utilized electronically should be considered constitutionally protected unless determined otherwise by a court with appropriate jurisdiction.
- Responsibility for, and any restriction of, a child's use of the Internet rests solely with his or her parents or legal guardians.

B. The GPL's Role

The Internet offers access to a wealth of information that can be personally, professionally and culturally enriching. Library staff have attempted to identify on the Library's home page specific starting points for searches and links to sources on the Internet which may be helpful to many users. Because the Internet is a vast and unregulated information network, it enables access to ideas, information, images and commentary beyond the confines of the Library's selection criteria and collection development policies.

Users are cautioned that ideas, points of view, and images can be found on the Internet which are controversial, divergent and inflammatory. The provision of access does not mean or imply that the Library endorses or

sanctions the content or point of view of any of the information or commentary which may be found on the Internet. Furthermore, because access points on the Internet change often, rapidly and unpredictably, the Library cannot protect individuals from information and images which they might find offensive or disturbing.

Computers available to the public which can be used to access the Internet must be shared by library users of all ages, background and sensibilities. Since staff cannot consistently and effectively monitor the public's use of the Internet, individuals are asked to be sensitive of other's values and beliefs when displaying potentially controversial information or images on public computer screens. Users are also cautioned that, because security in an electronic environment such as the Internet cannot be guaranteed, all transaction, files and communications are vulnerable to unauthorized access and use and, therefore, should be considered public.

The Library assumes no responsibility for any damages, direct or indirect, arising from its connections to the Internet. The Library makes no guarantees, either expressed or implied, with respect to the quality or content of the information available on the Internet. Not all the information available via the Internet is accurate, current or complete. Users are encouraged to be good information consumers by evaluating the validity of information accessed via the Internet.

C. Filtering, U.S.F. and C.I.P.A.

The Library receives funding for telecommunications and Internet access from the Universal Service Fund. In order to receive this federal funding, as of July 1, 2004, the library must follow the guidelines in the Children's Internet Protection Act. Therefore, we have installed filtering software on our computers with Internet access. However, library users age 17 and over may request that a staff member disable the filtering software for bona fide research, or other lawful purposes.

D. Staff Assistance

Staff will assist library users in getting started on the Internet at reference or information service points. Staff will try to answer specific questions about the Internet and offer suggestions for effective searching. Staff can also provide information about Internet training opportunities and Internet books and manuals. More extensive training will be available at designated training centers.

E. User Responsibilities

All users of the Internet are expected to use this library resource in a responsible and courteous way, consistent with the purposes for which it is provided, and to follow all Internet-related rules, regulations and procedures established for its use including, but not limited to, those of the Library. Responsible, courteous use of the Internet includes:

- Recognizing that the Internet, like all of the Library's information sources, must be shared and used in a manner which respects the rights of others and refrains from activities that prevent others from using it.
- Refraining from illegal use of the GPL's Internet resources, including using such resources to engage in harassment or defamation.
- Respecting intellectual property rights by making only authorized copies of copyrighted, licensed or otherwise-controlled software or data residing on the Internet.
- Respecting the privacy of others by not misrepresenting oneself as another user; by not attempting to modify or gain access to files, passwords, or data belonging to others; and by not seeking disallowed access to any computer system via the Internet.
- Refraining from damaging equipment or altering the setup of computers used to access the Internet at the Library.
- Refraining from installing or running personal software on a GPL computer.
- Refraining from altering or damaging software or data stored on Internet-accessible computers.
- Refraining from the deliberate propagation of computer worms and/or viruses.
- Respecting posted time limits.

F. Netiquette

The term netiquette is used to refer to an emerging set of guidelines and norms for the use of Internet services and communication tools that help to ensure courteous and effective communication. The Library encourages computer users to learn and practice proper netiquette.

G. Compliance with the Library Policy and Guidelines

In addition to this specified policy, general guidelines for the use of all public-access computers govern the use of the Internet in the Library. Violation of the policies and regulations that govern the use of the Library's Internet resources may result in suspension or loss of the privilege to use these resources. Illegal activity involving the Library's Internet resources will be subject to prosecution by the appropriate authorities.

H. Child Safety on the Internet

Parents or guardians are responsible for the Internet information selected and/or accessed by their children. Children who use the Internet unsupervised may be exposed to inappropriate or disturbing information and images. Parents are encouraged to discuss the use of the Internet in relation to family values and boundaries with their children and to monitor their children's use of the Internet.

I. Sexual Images on the Internet

Occasionally, Library patrons may be observed viewing explicit sexual images on an Internet computer. In such an instance, anyone offended by the images should inform a Library staff member, who will ask the patron to stop or move to another computer, if possible. The Town of Groton is committed to providing an environment free from sexual harassment for all patrons and employees.

J. Questions, Comments, or Concerns

The Library wants to know what you think of its Internet service. Please feel free to ask a question or raise a concern at any time. A Comments & Suggestions Form, available at the Information Desk, may be used to communicate any message to the Library. If your concern cannot be resolved immediately by a staff member, please fill out the form so that the Library may continue to address the issue until it is resolved.

XI. EXHIBITS AND DISPLAYS

A. General

In keeping with its mission to meet the educational, recreational and informational needs of the community the Groton Public Library makes library exhibit and display spaces available without charge to community groups, organizations, and individuals. The Library presents exhibits and displays with the purpose of providing educational and cultural enrichment and lifelong learning, promoting library resources, and reaching out to the community.

B. Definitions

1. Exhibits

Exhibits generally include paintings, photography and other art works presented on the walls of Meeting Rooms 1 and 2. Exhibits may also include educational presentations with textual information.

2. Displays

Displays generally include documents, photographs, artifacts, collectibles and ephemera presented using the Library's locking glass display cases.

C. Guidelines

1. Selection & Scheduling of Exhibits/Displays

- Artists or collectors interested in exhibiting their work may be asked to provide photographs or examples of representative work. In the event of a negative decision regarding a proposed exhibit/display, the Library Board will hear an appeal for reconsideration.
- The Library displays materials on the basis of the following criteria: artistic, cultural or informational merit; exhibit quality; condition of the material; extent to which it is complementary to current Library collections and services; and/or local and regional interest. The materials must fit the physical space available and be hung or displayed with the hooks, picture rail or cabinetry provided. The Library reserves the right to reject any part of an exhibition or to change the manner of display.
- Applications for use of exhibit/display space will be considered

on a first come first served basis. The exhibit/display period is generally four weeks. The Library reserves the right to determine the schedule of exhibits/displays, including the length and location.

- Use of exhibit and display spaces for Library or Town purposes takes precedence over other uses. On the rare occasion that the Library finds it must use its space unexpectedly for its own purposes, even though a non-Library exhibit/display has been previously scheduled, the Library will make every effort to schedule an alternate time for the exhibit/display.

2. Content of Exhibits/Displays

- Advertising or promoting commercial products or services is not allowed.
- Acceptance of a display does not imply the Library's endorsement of the beliefs or viewpoints of their subject matter. The Library endeavors to present a broad spectrum of opinions and a variety of viewpoints.
- The art should be appropriate in scale, material, form and content for the library environment. The library will not accept displays or exhibits that are judged to be either illegal or inappropriate for public viewing (i.e. a place that is free and open to people of all ages). The Library reserves the right to remove any item from an exhibition on the above grounds or if the exhibition is a possible safety hazard, is too large or otherwise inappropriate for the display space.

3. Installation of Exhibits/Displays

- Exhibitors are responsible for installing and removing exhibits/displays on the dates agreed upon by the Library and the exhibitor. Assistance will not be provided by library staff. Exhibits not removed as scheduled will be removed by library staff. Exhibit materials may be disposed of if not claimed within 30 days.
- Exhibitors are encouraged to provide contact information as part of the exhibit/display for members of the general public who may wish more information.

4. Publicity

- The Library will list exhibits and displays in its online calendar of events and its monthly newsletter. Additional publicity is the responsibility of the exhibitor except when the exhibit/display is co-sponsored by the Library. Press releases or other promotion

of the exhibit/display shall not imply the Library's endorsement of the viewpoints put forth in the exhibit/display.

- Exhibitors may schedule special opening or other events but must schedule the date and time in advance. No alcoholic beverages may be served. The event must be open to the general public.

5. Other

- No prices may be posted on items in an exhibit/display nor may an admission fee be charged. Transactions for the purchase of exhibit/display items shall be directly between the purchaser and the exhibitor. No sales may be made on the premises.
- All exhibitors must sign an Exhibit and Display Release Form. The form signifies the exhibitor's agreement to abide by the provisions of this policy and releases the Town of Groton and the Groton Public Library from any liability in connection with the loaned exhibit.
- Acceptance of an exhibit does not constitute an endorsement by the Groton Public Library or the Town of Groton.

XII. VOLUNTEERS

A. General volunteer programs

1. The library utilizes community volunteers to provide more complete service to its patrons. In general, volunteers work on special projects.
2. In the absence of a volunteer coordinator, a library staff member will be responsible for the selection, orientation, and supervision of volunteers. This coordinator will work under the direction of the Library Director. Selection and/or acceptance of volunteers will be left to the discretion of the Library Administration.

B. Special volunteer programs

1. An active Friends of the Library group is encouraged and the Library Director keeps the Library Board apprised of the Friends' volunteer activities.

XIII. PUBLIC POLICY

A. Philosophy

The philosophy of the library is to meet the community's need for a variety of informational resources and services in order to flourish culturally, socially, physically, financially, politically and spiritually. In order to accomplish these goals and enhance the personal development of this community's members, the library is committed to providing each member of the community with full and equal access to information.

No patron shall be refused the use of library materials or services unless he or she has demonstrated an abuse of library privileges as qualified by state statute, local ordinance or Library Board policy.

Every effort shall be made to gear service to all persons in the community and to satisfy special need groups. The unmet needs of an individual should be balanced against continuing established services.

B. Customer Service

The Groton Public Library strives to offer excellent library services to all. This includes a welcoming facility and a quality collection. Successful customer service is the foundation of building a good relationship with library users. The staff should strive to provide accurate, efficient and friendly service at all times. The following elements are essential to providing good customer service:

1. The library will offer the same quality of service to all patrons, regardless of age, sex, sexual orientation, nationality, educational background, physical limitations, religious affiliation or any other criteria, which may be the source of discrimination.
2. Every patron and all requests will be treated with equal respect and consideration.
3. Staff should try to be flexible in meeting library patrons' needs. Generally, judgment calls should be made in the patron's favor, and issues resolved at the lowest possible level.
4. If a staff member is unable to comply with a request, the patron should be offered an alternative, or the request can be referred to a supervisor. Staff should try to find a way to say yes.
5. Staff members should be familiar with and be able to articulate li-

brary policies and explain the rationale behind them.

6. All interactions and transactions between a library patron or group of patrons and the library will be considered confidential and will be discussed only in a professional context.

Staff members are expected to act in a friendly, helpful manner to ensure that the patron will walk away with a positive experience. Each staff member, while at work, is a representative of the library. The impression made on patrons affects the library's image and on-going support. It follows that library staff should always put their best efforts forward to provide excellent customer service.

C. Patron behavior

1. Patrons will keep noise and activity at a level that does not inconvenience others browsing, reading or working in the library.
2. Users will avoid obstructing vehicles or pedestrians.
3. Library users shall comply with a reasonable, official request or order to disperse (no loitering).
4. Patrons will respect Town property by not defacing or littering.
5. Patrons will refrain from violent, tumultuous, or threatening behavior.
6. No smoking is allowed in the building.
7. No pets are allowed in the building.
8. State law requires that users of this building do not disturb others. Library staff will give two warnings to persons who behave in ways that disturb others. Upon the third incident of disruptive behavior, the people responsible will be asked to leave the building.

D. Comments and suggestions

The library makes available to library users a simple form which encourages comments and suggestions on all aspects of library services. (See Appendix D for sample.) The suggestion, comment or complaint is given to the Library Director. It is reviewed and investigated, and appropriate action is taken. This may include an oral or written response to the library user, and may be referred to the appropriate staff member, the Library Board or the Town Manager.

E. Controversial materials

The library makes available to library users a 1-1/2 page form which allows library users to comment in detail on materials included in the library collection (See Appendix B: "Request for Reconsideration of Library Materials"). Completed forms are given to the Library Director, and the materials in question are reviewed for suitability in the collection. Appropriate library staff may be consulted, and the request may be forwarded to the Library Board if appropriate.

F. Unsupervised children

The Groton Public Library welcomes and encourages all children to use our facilities and services. The Library is free and open to unaccompanied children who are independent enough to use our resources properly for their intended purposes. However, the responsibility for the care, safety and behavior of children using the Library rests with their parents or guardians at all times.

The Library, unlike school, is a public building open to all individuals. The resources in the Library meet the full range of community members' interests and ages, thus not all are intended for children. Parents and guardians should be sure their children are sufficiently mature enough before being allowed to use the Library, or any department within the Library, alone. The Library should not be viewed as an alternative to supervised child care. Library staff cannot be responsible for children who are unable or unwilling to care for themselves.

We are concerned with maintaining a safe and pleasant environment for all users. The guiding principle is that no customer is allowed to disrupt others using the Library. Children who are not using the Library appropriately, or who require excessive staff attention or supervision, may be asked to leave the building and grounds. If necessary, the police will be contacted to provide assistance.

Parents and guardians should be aware of the Library's hours of operation; bearing in mind circumstances may require an unexpected closing of the building. If a child is left at the Library at closing time, or a very young child is left unattended, the following steps will be taken:

1. If a parent or guardian cannot be located in the building, staff will notify the Librarian in charge.
2. The Librarian will try to obtain the necessary information in order to contact a parent or guardian. Under no circumstances will a

staff member transport a child to another location.

3. If a parent or guardian is contacted, the Librarian and one other staff member will wait inside the Library until the parent or guardian arrives and assumes responsibility for the child.
4. If a parent or guardian cannot be reached, or does not arrive within 30 minutes of being contacted, the Librarian will contact the Town of Groton Police. The Librarian and one other staff member will wait with the child until an officer arrives and assumes responsibility for the child.
5. The Library Director will be informed of the incident in writing by the Librarian in charge.

SECTION B: COLLECTION DEVELOPMENT

I. PHILOSOPHY

A. General

The function and duty of a public library is to provide the opportunity, whenever possible, for all persons to have free access to information and opinions representing the diversity of thought, public issues and ideas. In order to fulfill this obligation to all members of its community, the Groton Public Library believes that it must have in its collection material of varied viewpoints, including those points of view which may be regarded by some as controversial. The purpose of this collection development policy is therefore twofold: first, to guide staff in the selection of books and materials which are comprehensive, educational, interesting and exciting in their scope, irrespective of the fact that such materials may contain thoughts, views, or expressions which are unorthodox or unpopular; and second, to inform the public of the principles upon which selections are made.

The library advocates neither secular nor religious beliefs and views. The library's selection of material is not an endorsement of either style nor viewpoint. Selection of materials is based on the individual merit of the work, its author's intent, its relation to the collection, and its fulfillment of patron needs. To provide responsible library service, library materials should be selected for values of interest, information and enlightenment of the people of the community. In no case will library materials be excluded because of race, nationality or the social, political or religious views of the authors, nor will materials be proscribed or removed from the library because of partisan or doctrinal disapproval.

1. Collection development is generally guided by one or more of the following criteria:
 - a. Reputation or significance of an author or artist
 - b. Authoritativeness and accuracy
 - c. Literary style or artistic excellence
 - d. Relevance to present or anticipated needs and interests of the community in terms of new materials as well as duplication of materials in high demand
 - e. Permanent value as resource material
 - f. Timeliness, reflecting new areas of knowledge or changing conditions of the contemporary scene
 - g. Relation to existing materials in the library's collection
 - h. Readability and clarity in relation to the intended audience

- i. Accessibility to other collections in our cooperative database
 - j. Suitability of format for library use
 - k. Price and availability of funds
 - l. Local interest
2. The library adheres to certain general guidelines for selection of all library materials, which include print and non-print items, equipment and supplies, audiovisual aids, art prints and educational games. These guidelines are as follows:
- a. In order to serve a public with diverse ages, education background and reading skills, the library will always seek to select materials of varying complexity.
 - b. The library does not attempt to acquire textbooks or other curriculum related materials unless the materials also serve to promote general public and adult learning among the community.
 - c. In selecting materials for the collection, the library will pay due regard to the commercial, industrial, cultural and civic enterprises of the community.

B. Responsibility

Responsibility for the selection of library materials falls under the jurisdiction of the Library Director, who operates within the framework of the policies determined by the Library Board. Since no one person is fully qualified to determine the reading needs of all persons in all sections of the community, responsibility for materials selection may be delegated to staff members by the Library Director, who has the authority to implement the policy. Suggestions from patrons are always welcome and given serious consideration. Problems in material selection are referred to the Library Director.

C. Gifts

Gifts of materials are welcome but the library reserves the right to evaluate them for permanent inclusion in the collection in accordance with the same principles and criteria applied to purchased materials. No conditions may be imposed by the donor as to the disposition of the materials. The library reserves the right to determine the inclusion, classification, location and circulation status of all gift items just as with purchased items, and retains the right to dispose of duplicates and unneeded materials as seen fit.

Donors must be willing to assign proper and legal title which can include copyright and literary rights to all gift books, manuscripts, and other materials which have significant monetary value.

The library does not assess the value of materials and therefore does not provide that information for tax exemption purposes. However, upon a donor's request, the library supplies a statement listing the number and general type of materials accepted.

Original works, crafts, artifacts, furniture and items large enough or of a nature to be considered permanent and non-circulating may be referred to the Library Board for consideration before final acceptance is given. Labels may be affixed to gift items indicating the donor and related information helpful to the patron or person whom the gift honors.

D. Memorials

The library welcomes funds to be used for the purchase of memorials. A thank-you note is sent to the donor, and the family of the person honored is notified. If requested, memorial materials may carry a gift plate showing the name of the person honored.

E. Labeling of materials

Library materials are not marked or identified in such a way as to indicate approval or disapproval, and materials are not sequestered, except for the purpose of protecting such materials from damage or theft.

In order to permit free and convenient access to library materials, the library endorses an open shelf policy. Therefore no materials shall be either removed from open shelves or kept in a restricted area because of their controversial nature or because they are more suitable for one age group than another or because their subject matter, viewpoint or treatment might be opposed to by certain individuals or groups.

Responsibility for children's reading and viewing materials rests with their parents and legal guardians. Selection of materials for the adult collection is therefore not influenced by the possibility that children may obtain materials which some parents might consider inappropriate.

Purchase requests for materials from patrons will be seriously considered. If deemed inappropriate for the collection (e.g., due to cost, format, or degree of technicality), an attempt is made to borrow it through the interlibrary loan network.

II. MATERIALS SELECTION

A. Circulating

Selection of circulating materials is based on an evaluation of reviews in recognized standard sources and the existing collection to ensure a balanced, well-rounded collection of materials that meets the needs of the community.

B. Reference selection guidelines

The library reserves the right to determine which materials are included in the reference collection (materials for in-library use only) and which materials are included in the circulating collection. Criteria for designation shall include but not be limited to the following: value, availability, replacement cost, volume of patron demand, current library programs, initial purpose for which materials were procured, and restrictions imposed by suppliers.

C. Special (“S”) collection - local history and genealogy

1. The library collects materials of permanent historical, genealogical, or archival interest in the local history and genealogy (special or “S”) collection, including both print and non-print materials (e.g., maps, photographs, slides, microfilms, filmstrips, films, recordings and cassettes).
2. The primary focus of the local history collection is on materials relating to the history and genealogy of Groton and Groton families. A secondary focus is on genealogical and historical records concerning surrounding towns in southeastern Connecticut. A limited number of materials on Connecticut and New England will also be collected.
3. Single copies of fiction having local historical significance (subject, author or publisher) are collected. Special attention is given to small presses or self-published materials. Literary value is also considered as a criterion for inclusion. Works by local authors are collected if they are consistent with the principles of library policy.
4. A limited number of rare materials and materials of special value to the library may be housed in the special collection.
5. Duplication of materials is kept to a minimum within the special

collection. The best copy of each item will be retained while other copies may be made available for circulation. Selected major works may be duplicated.

6. City directories and telephone books are kept for Groton and surrounding areas.
7. Gift materials will be subject to the same standards for inclusion and weeding as purchased materials.
8. Materials selected from the collections of prominent local families may be housed in their entirety and shelved together as a unit separate from the main part of the "S" collection.
9. Archival materials in great demand (e.g., Town Annual Report) will be preserved in acid-free materials but additional copies are available for public use. The library maintains a collection of town documents.
10. Valuable old books and other materials which do not fit within the guidelines of the "S" collection may be withdrawn and suitably disposed of by the Library Director.

D. Weeding

The library attempts to follow the guidelines of The American Library Association, which recommends that annual withdrawals average about 5% of the total collection so that a library can maintain an up-to-date and inviting collection. Lack of demand, obsolete or erroneous information and poor condition of material are the main reasons for discarding. Standard titles of lasting value (unless they are replaced by newer copies) and materials of special local interest will not be discarded.

III. MANUSCRIPT ACQUISITIONS

- A. The library is interested in publishing original factual manuscripts which aid in the acquisition of knowledge and understanding of Groton and its environs. This policy, which began in 1984, has produced a number of titles useful in the field of local history.
- B. Manuscripts submitted to the library for publication should be of special interest to Groton residents.
- C. Because the work involved in publishing is done by library staff without extra editorial help, all manuscripts should be presented in a finished state, carefully checked for accuracy and spelling errors and neatly typed (double-spaced) on one side of the paper. A bibliography should be included, when appropriate. Accompanying illustrations should note photo credits and include appropriate permission for use.
- D. Because of budget limitations, typed manuscripts of approximately 100 pages or fewer are desirable since smaller manuscripts are more economical to publish. However, longer manuscripts may be considered if of general interest.
- E. The aim of the library's manuscript publishing policy is to produce a shelf of readily available titles which would be interesting, informative and useful to Groton residents and students of local history.

APPENDICES

Page

A.	Exhibit Release & Schedule form	i
B.	Request for Reconsideration of Library Materials	ii
C.	Accident or Unusual Incident Report form	iv
D.	Comments and Suggestions form	v

**GROTON PUBLIC LIBRARY
EXHIBIT AND DISPLAY POLICY**

Groton Public Library exhibits a variety of visual materials from a number of sources in support of its educational, cultural and informational goals. Although content will be determined by the exhibitor, the library reserves the right to accept or not accept materials based upon appropriateness for this public building. Depending on availability of space, the library may grant permission for organizations to set up displays for educational, civic, or recreational purposes, but will avoid displays of a commercial nature. This permission does not constitute an endorsement by the library of the group's policies or beliefs.

Insurance

Exhibitors should provide their own insurance to cover loss or damage to materials and liability. The library does not provide insurance coverage for exhibit items, and is not responsible for damage to and/or theft of exhibit items, but will make reasonable efforts to protect materials displayed or exhibited.

Installation & Dismantling Schedule

It is the responsibility of the displayer to set up and remove the display. If library staff must dismantle an exhibit after its scheduled removal date, the library is not responsible for any damage.

For wall mounted displays, the library will furnish hooks and a step ladder. Labels for exhibit items are to be furnished by the exhibitor. Prices may not be included on labels. No sales transactions may take place on library premises, but the exhibitor's telephone number and a short biographical sketch may be posted.

EXHIBIT RELEASE & SCHEDULE

I, the undersigned, accept the foregoing terms and conditions and hereby release the Groton Public Library from all claims I may have and agree to indemnify and hold Town of Groton employees harmless from all claims that may arise by virtue of said exhibit.

Name: _____ Date: _____

Contact person if organization: _____

Address: _____

Home Phone: _____ Business Phone: _____

Signature: _____

Display area: _____ Dates of display: from _____ to _____

Set-up date: _____ Dismantle date: _____

In order to make space available for the next month's exhibitor, it is very important that you dismantle your exhibit on or before your scheduled take-down date.

REQUEST FOR RECONSIDERATION OF LIBRARY MATERIALS

Title _____ Book _____ Periodical _____

Video _____ Other _____

Author/Artist _____

Publisher/Producer _____

Request initiated by: _____

Address _____

Telephone _____

Do you represent:

Yourself _____

An organization (name) _____

Other group (name) _____

1. To what in the work do you object? Please be specific.

2. Did you read or view the entire work? _____ If not, what parts did you read or view?

3. What do you feel might be the result of reading or viewing this work?

4. For what age group would you recommend this work? _____

5. What do you believe is the theme of this work? _____

6. Are you aware of judgments of this work by literary critics? (give references)

7. What would you like your library to do about this work?

8. In its place, what work would you recommend that would convey a similarly valuable picture and perspective of the subject treated?

Signature _____

Date _____

Thank you for your comments. This form will be reviewed by the library director and appropriate division head. The work in question will be reconsidered as to inclusion in the library collection.

**GROTON PUBLIC LIBRARY
ACCIDENT OR UNUSUAL INCIDENT REPORT**

Area of library: _____ Date: _____

Time: _____

Staff present: _____ Reported to: _____

Witnesses: _____

Name of patron (if known) or description:

Nature of accident/incident:

Action taken:

Police called? _____ Time police arrived: _____

Additional comments or suggestions:

Name of staff member handling incident: _____

Please give completed form to library director.

How are we doing?

We want your opinion. What is the Library doing well? What could we do better? Your comments will let us know how we are doing and how we might improve. Please take a few moments to comment on library service.

You can write a comment below or you can call me at 441-6750 or email me at breiter@town.groton.ct.us. If you wish to mail in your comments, please mail to Betty Anne Reiter, Groton Public Library, 52 Newtown Road, Groton, CT 06340.

Thank you for sharing your observations, ideas and suggestions.

Betty Anne Reiter
Acting Director

Today's Date

Name

Address

Phone