



Peterborough Town Library

POLICIES

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Last updated October 23, 2024

Mission:

The Peterborough Town Library champions literacy and encourages life-long learning by providing resources that enrich, educate, and entertain. We strengthen our community by promoting connections between people, ideas, and knowledge.

Our Vision for Peterborough

Our vision is to support a community where all people are encouraged to explore new ideas, contribute to the community, and have opportunities for success, growth, and joy.

Inclement Weather Closing Policy:

In order to provide the best service, the Town Library is open scheduled hours whenever possible. The library will make every effort to follow the recommendations by the Town Administrator regarding weather closures.

During times when the Town House is not open or extenuating circumstances exist, the Director may elect to recommend a delayed opening, closing early, or close for the entire day. In the absence of the Director, the senior staff member may make the decision if unable to contact the Director. Such decisions should take into consideration the recommendation of the town; the condition of the parking lot, walkways and stairs; the current weather conditions; and forecast. The Chair of the Board of Trustees must be contacted to approve the decision to close. If not available, any member of the Board may be contacted for approval.

The closure should be posted on the library doors, library website, and social media. The Town House should be notified, and a report of any closures should be presented by the Director at the next Board meeting.

If the Library is closed due to inclement weather, including evenings and Saturday shifts, full-time non-exempt staff are expected to work from home or make up their hours accordingly. Part-time staff will be given the option to make up their hours. If a suitable project is available, remote work may be approved by the Library Director for part-time staff.

If the Library is open and inclement weather conditions prevent an employee from reporting to work, they must take vacation time or unpaid leave, as approved by the Director. In most cases, remote work will not be approved for individual staff members who are prevented from reporting to work during inclement weather.

Procedure for Staff in Cases of Electric Outage, Bad Weather, or Other Non-Emergency

1. If there is significant inclement weather, electricity is out, phones don't function, and/or fire panel alarm sounds.
2. Call Director first using a cell phone.
3. If Director is unreachable, call Assistant Director
4. If neither Director nor Assistant Director can be reached, it is the responsibility of the senior staff person to make a decision and communicate the outcome by telephone message or email to Director and Assistant Director. If the decision is to close, a trustee must be notified. Place CLOSED signs on doors and make every effort to update library website and social media.
5. If power lines are down, call PSNH Outage Line 1-800-662-7764.

6. Document details of the situation and closure times and submit to the Director as soon as possible.

Inclement Weather Notification Procedure for Library Staff:

In the event of an unscheduled closing due to inclement weather or other emergency, the Director will make every effort to notify library staff before 8:00 AM.

The following means of communication to the staff will be used:

- Email to the employee work and personal emails. Phone calls and texts made as able. It is the employee responsibility to check their email and/or phone messages to confirm closures.
- The Library website
- The Town website
- Social Media

Approved by the Board of Trustees on January 19, 2023.

Library Card Policy:

- All Library cards are issued to individuals and may not be shared.
- Library cards are required at check-out.
- Patrons may authorize other individuals to pick up books on hold.
- Juvenile cards ages 5-17 require a parent or guardian signature.
- Confirmation of residency or other eligibility requirements are required when a card is up for renewal.

Eligibility:

Any Peterborough resident, or non-resident owning a residence in Peterborough, is eligible for a library card membership. Library cards are updated every three years to confirm contact information and eligibility.

The following individuals are also eligible for library cards:

- Students enrolled at any *public* school located within Peterborough. Students are asked to bring some type of identifying information about their school status. These cards are updated annually to confirm contact information and eligibility.
- Any business that owns or rents property in Peterborough may have issued up to three complimentary Library cards to be issued to an employee of their business. The employee must provide a letter from the business owner requesting the card. These cards are updated annually to confirm contact information and eligibility.
- Members of a Trust who own a residence in Peterborough may apply for a library card if they are named in the Trust documents. These cards are updated every three years to confirm contact information and eligibility.
- MacDowell fellows, while in residence. These cards provide three-month temporary access. Fellow must provide their personal contact information and return all items before the end of their fellowship.
- Visiting artists at Peterborough Players. These cards provide three-month temporary access. Artists must provide their personal contact information and return all items before the end of their production.
- Non-residents may purchase one-year library card memberships for the annual fee, as set annually by the Board of Library Trustees.

Circulation Policy:

Loan Periods

The following loan periods apply to all holders of Peterborough Town Library cards.

We are a fine-free library! There are no fines for overdue materials, but fines may be charged for overdue interlibrary loan materials in cases where the lending library charges Peterborough Town Library an overdue fee.

Our loan periods give you maximum freedom to use our collection so please use our collection responsibly and return items on time. Thank you!

All Items and Materials:

Loan Period: two (2) weeks
Renewals: two (2) renewals are allowed consecutively for each item
Items which have a hold cannot be renewed
Limit: Items must be returned after final renewal period.

Interlibrary Loans

Loan Period: 3 weeks
Renewals: no automatic renewals, only if approved by the lending library
Limit: 3 items at a time
Fine: Fines may be charged in cases where the lending library charges Peterborough Town Library fines for items returned late by our patrons. Replacement fees will be charged for lost items.

If an interlibrary loan item is lost more than one time, then a patron will no longer be allowed to use the interlibrary loan service. A patron may petition to have these privileges restored after six months. The Library Director will review the history of the situation and issue a decision.

Overdue Process and Replacement of Lost and Damaged Materials

- Library staff will remind patrons about overdue materials by email, phone call, and finally by mail.
- Borrowing privileges are suspended when an item becomes more than three weeks (21) days overdue or if an overdue item is on hold. When all items overdue items are returned, privileges will be reinstated.
- Items overdue by 30 days or more are considered lost. Patrons will be notified of the cost for replacing the items by mail.
- Once a patron returns an overdue item or pays for its replacement cost, the account will be reinstated, and no fines will be charged.
- The library cannot accept the return of or provide refunds for lost materials if they are found after payment of replacement charges has been made. Once the Library receives payment for a lost item, the item becomes the patron's property.
- If a patron is unable to return overdue items or pay their balance, they may contact the library to discuss options.

- The library makes every effort to retrieve lost items through our fine-free overdue process. If a patron does not replace or return lost items and has over \$25 worth of items for more than 30 days, we may escalate efforts to obtain the materials back by asking the police department to deliver overdue notices.
- If you lose or damage a single item in a set, you may need to replace the entire set if a single replacement item cannot be acquired.

Payment Method

Fees for lost items can be paid at the library help desk by cash or personal check made out to Peterborough Town Library.

Payment Plans

We all lose things! If you need to, we can establish a payment plan to pay for your lost items. The payment plan will involve a substantial initial payment, followed by regular installments until your record is once again in good standing. Email Library@PeterboroughNH.gov for additional information.

Restoration of Privileges

A patron may reapply for a library card five (5) years from the date of an account restriction. The library Director shall then review the application and history of the situation and may elect to restore privileges to the patron.

Approved March 18, 2021

Edited and reapproved September 15, 2022

Edited and reapproved May 16, 2024

Interlibrary Loan Policy

Purpose: Interlibrary Loan is an important service that supports the mission of the library by providing enhanced access to library materials and information. The purpose of Interlibrary Loan is to obtain materials not available in our library and in return, to share material from our collection to other libraries.

The library affirms that Interlibrary Loan is an adjunct to, not a substitute for, the library's collection.

Summary:

Loan Period:	3 weeks
Renewals:	no automatic renewals, only if approved by the lending library
Limit:	3 items at a time
Fine:	Fines may be charged in cases where the lending library charges Peterborough Town Library fines for items returned late by our patrons. Replacement fees will be charged for lost items. ILL service is a privilege that takes considerable staff time and the time of other NH library staff. Patrons who either damage, do not pick up requested ILLs, or have overdue ILLs more than 3 times may have their ILL privileges restricted.

For Patrons:

- The Interlibrary Loan service is available to all persons having a valid PTL card in good standing.
- Patrons must notify staff if they need an ILL before a particular date or if they need to cancel a request.
- Patrons who fail to pick up a requested ILL, damage an ILL item, or have overdue ILLs may be restricted for up to 6 months from using ILL services.
- Patrons will be notified if an item cannot be found via ILL. Otherwise, all ILLs will generally be filled within 2-3 weeks depending on the lending library and speed of NH State van deliveries.
- ILL service is library-to-library. Patrons may not call other libraries and facilitate lending; it must be conducted through the ILL coordinator.
- Requests can be submitted through the online order request form, at the help desk, or by calling the library during regular business hours.
- Patrons are limited to three ILLs at a time. Any additional requests will not be filled until the patron returns one or more of their current ILL items.
- If an item is not found in NH public library system, the library may attempt to lend it from an out-of-state library or from the universities in New Hampshire. Out-of-state libraries are under no obligation to lend to PTL.
- PTL does not borrow items the library owns unless they are missing, lost, long overdue, or the request is part of a batch for a PTL run book group. (PTL does not facilitate private book group ILLs. Please ask about our book bag program.)

- PTL will borrow the following materials for patrons: books, audiobooks, movies, music, articles, periodicals, and magazines. Titles must be published or released at least six months prior to the request. Reference titles are generally not available via ILL.
- Most ILLs require anywhere from two to six weeks or more for completion, as ILL staff may have to make requests to more than one library due to availability. There is no guarantee as to how quickly an item will arrive. ILL staff monitor pending requests daily.
- PTL's loan period for items obtained through ILL is determined by the lending library's due date, plus delivery time. When patrons receive an ILL, a receipt will be included with the due date.
- PTL does not charge fines for overdue ILLs unless the lending library charges a fine. If an ILL is overdue by more than three weeks, patrons may be restricted from further ILL services.
- If ILLs are lost or damaged while in a patron's possession, they will be charged for the replacement. ILL staff will contact the lending library for the replacement price, notify the patron of the price, and adjust the balance on the patron's PTL account accordingly. Payments can be made at the PTL main help desk by cash or check.

For Borrowing Libraries:

Interlibrary Loan Coordinators:

Nancy McMullen – NmcMullen@PeterboroughNH.gov

Nik Beauchemin – NBeauchemin@PeterboroughNH.gov

Phone: 603.924.8040

- PTL lends to all libraries participating in the NHAIS system. We may lend to other public libraries within New England.
- Please use the NH State Library online system to place all requests. If time sensitive, we may accept requests by phone.
- PTL uses the NHSL van service or USPS for delivery.
- PTL only facilitates library-to-library lending. Borrowing libraries and patrons may not pick up their loans in-person unless authorized by ILL staff.
- PTL does not charge overdue fees to lending libraries but does charge replacement fees for lost or damaged items.
- PTL will lend any item in our circulating collection that has been published at least 6 months prior to the date of the request.
- PTL will lend items for 6 weeks.
- PTL does not allow other libraries to place holds for reserve purposes.

Approved by Board of Trustees 5/18/23

Edited and reapproved by Board of Trustees June 20, 2024

Confidentiality of Patron Records

Peterborough Town Library recognizes the confidentiality of all print and digital patron records and transactions including, but not limited to, library card registration, materials consulted or borrowed, database searches, Internet usage, reference interviews, interlibrary loan records, program attendance and all other personally identifiable information. New Hampshire RSA 91-A:5 protects the confidentiality of library user files.

Such records shall not be made available to any individual, group, or law enforcement agency without the due legal process of subpoena or search warrant.

All transactions between staff and library patrons, regardless of age, whether conducted verbally (in person or over the phone) or in writing are strictly confidential.

Examples of these transactions are:

- Information that is sought or received by library patrons
- Reference interviews
- Notice that materials requested are ready for pick up
- Resources consulted, borrowed, acquired, or transmitted
- Online searches
- Visits to the library
- Attendance to a program

RSA 91-A:5 and RSA 201-D:11 stipulate that library circulation and patron registration records are confidential. Even law enforcement officials must secure a court order before patron information is released. Staff will not disclose any personal data to any other party except when required by law or to fulfill patron service requests.

It is our duty to safeguard the privacy and confidential records of all library users from unauthorized disclosure. These guidelines apply to the personal information of library trustees and library employees.

All personally identifiable information created, received or maintained by the library that is sufficient to identify individual patrons is confidential. Such personal information includes, but is not limited to:

- Name
- Email Address
- Telephone number
- Mailing Address
- Patron Identification Number

Records that may contain personally identifiable information include, but are not limited to:

- Patron registration cards
- Check-out/date due receipts

- Reserve, ILL, and purchase requests
- Payment receipts
- Overdue notices and letters
- Computer sign-in sheets
- Program sign-up sheets
- Circulation Records, showing use of specific library material by a named person
- All other information that, alone, or in combination with other publicly available information, reveals the individual patron's identity.

All printed materials containing personally identifiable information must be routinely manually shredded, either with an electric shredder or torn by hand prior to disposal. Printed materials shall not be kept longer than required for business operations.

Confidential information **MUST NOT** be discarded in trash containers that are open, unsecured, or in public view.

All data stored digitally scheduled for discard must be purged entirely from library systems, servers, and hosted services in compliance with this policy. Data shall be purged, and not kept longer than required for business operations.

The library director will annually review and assess any patron and transaction data records to ensure any unneeded records are disposed of routinely and in accordance with this policy.

Approved by the Board of Trustees on June 19, 2018.

Updated and approved March 16, 2023.

Homebound Services

The Peterborough Town Library is pleased to offer a *Homebound Services Program*. This program is available to those who are permanently or temporarily homebound due to disability or health problems. Senior citizens or others who are unable to drive also qualify for our homebound services.

The *Homebound Services Program* allows patrons to assign a family member or friend to browse the collections of the library in their absence and use their library card to check out those items. The authorized individual is then able to choose from the shelf directly, in addition to picking up any items on hold for the homebound patron.

The authorized individual may also have access to the patron's reading history upon request, to assist with choosing the best materials for their homebound family/friend. Please be aware that reading history settings are typically 100% confidential. Patrons may update their reading history settings by logging into their library accounts. The default setting retains reading history for one year. All other records are routinely deleted.

Here's how the program works:

1. Patrons should contact the library and alert us to their interest in the homebound services program. The library may then add authorization notes to the patron account with the information about the individual who will be using the patron library card.
2. Participants must hold a valid library card in good standing. The library card should be presented by the authorized individual at time of check-out.
3. The library does not limit the number of items that may be borrowed per delivery through this program unless demand for materials makes limitations unavoidable.
4. Materials are loaned for 14 days. Most items for which no other borrower is waiting may be renewed once. Renewals can be made by telephone or online through the library website.
5. The card holder will be charged the replacement cost for materials that are lost and/or damaged while checked out to their account.
6. An annual renewal will be put in place for patrons using the Homebound Services program to ensure patrons have updated their authorized delivery persons.

Approved by Board of Trustees on April 18, 2024

Materials Selection and Collection Development Policy

Purpose

The purpose of this Collection Development Policy is to establish guidelines for the development and management of the collections of the Peterborough Town Library. It provides guidance for the librarians, as they negotiate budget and space limitations, and work to build a collection of library materials that will meet and anticipate the needs of the Peterborough community. It also informs the public about the principles that govern the selection and removal of library materials and states the Library's position on intellectual freedom and censorship.

Intellectual Freedom

As a public institution committed to the principles of intellectual freedom, the Library supports each patron's fundamental right of access to all expressions of knowledge, creativity and intellectual activity and recognizes its obligation to provide as wide a spectrum of materials as possible. In practice, the choice of library materials by users is an individual matter. Parents and legal guardians retain responsibility for the reading/viewing/listening materials used by children and adolescents from the library collection. The Board of Trustees supports the American Library Association Bill of Rights and the American Library Association Freedom to Read Statement.

Authority and Responsibility

Ultimate responsibility for selection of library materials rests with the Library Director who operates within the framework of the policies determined by the Peterborough Town Library Board of Trustees and manages the materials budget. Under his or her direction, the selection is delegated to professional library staff who are assigned responsibility for selecting materials in prescribed subject areas, based on their own specialized knowledge and experience.

Selection Criteria

Library materials are selected with the purpose of carrying out the goals of the library. The librarians use a variety of resources to make their selections. These include trade journals such as Library Journal, School Library Journal, Booklist, and Publisher's Weekly, publisher's catalogs, newspapers and magazines, television, radio, podcasts, online review sources and other review sources of a specialized nature may be used for specific collections. All staff and members of the public are encouraged to recommend materials for the collection.

The lack of a review or an unfavorable review shall not be the sole reason for rejecting a title, which is in demand. Consideration is, therefore, given to requests from library patrons and books discussed in public media.

Each selection is evaluated on its own merit and in relation to the collection as a whole, using some or all of the following criteria:

- a) Present and potential relevance to community needs
- b) Demand
- c) Relevance of subject, format, and reading level for the intended audience

- d) Literary and artistic merit
- e) Format is appropriate to library use and is not easily damaged
- f) Reputation and/or significance of author, publisher or producer
- g) Author or illustrator is local
- h) Positive reviews by critics, staff members and/or professional journals
- i) Diversity of viewpoint
- j) Enhances a specific collection in the library
- k) Within limits of budget for material

The Collections

Fiction

The fiction collection is designed to serve the reading interests of a highly diverse community. It includes bestsellers, contemporary fiction and classics as well as representative works of new authors and works from a variety of national and cultural traditions. Multiple copies are purchased based on budget allowances, popularity of the title, and patron demand.

Nonfiction

The nonfiction collection contains circulating materials in a wide range of subjects supporting the learning and information needs of library users. Included are books on job skill enhancement, self-help and individual growth, technology skills, cultural awareness, current events, business and consumer information, community affairs, recreational pursuits and general knowledge.

Periodicals

Periodicals are purchased for adults, teens and children. The adult collection is comprised of newspapers, magazines and newsletters chosen to provide current and retrospective information on a wide range of special interests in the areas of health, hobbies, business and finance, sports, technology, entertainment and current events. Periodicals are retained for varying periods of time. Back issues of periodicals are in storage but readily available upon request.

Children's Print Collection

The Children's Collection is intended to encourage children to become lifelong readers and information seekers. It includes materials in a variety of formats with a broad range of reading levels. The primary users of the collection are children from infancy through 6th grade, their parents and caregivers, and their teachers.

Librarians select materials that children enjoy and which satisfy curiosity, stimulate intellectual development and support emotional growth.

Young Adult Print Collection

The Young Adult Collection is a browsing collection of popular materials for students in grades 6-12. It is designed to encourage teens to be readers and library users, as well as to attract other teens who have not frequented the library. "Hot topics" of instantaneous but short-lived interest are a strong influencing factor in purchasing for this collection.

Audiobooks

The Library collects audio books for adults, teens, and children, housed in their respective areas of the Library. Titles in this format are chosen for their appeal to a wide variety of interests. The collection contains fiction and nonfiction titles on a variety of subjects including language learning materials.

Downloadable eBooks and Audiobooks

The library is a member of the NH Downloadable Book Consortium facilitated by the NH State Library. The policies of this consortium govern the collection development practices of these items. A selection of thousands of eBooks and audiobooks are available. The library may also have additional subscriptions to vendors providing eBooks and audiobooks depending on patron demand and budget.

Movies and Series

The library's film collection is primarily a browsing collection and includes both feature and nonfeature films, TV series, and specials. Films are selected for their intellectual and imaginative content and to reflect the varied backgrounds and other demographic and social issues of the community.

Databases

The library databases serve the information needs of library users and librarians alike, providing online access to databases covering a wide range of subjects, including health, current events, consumer information, teaching programs, foreign languages, and a variety of popular and academic topics. Library members may gain remote access to a number of these subscription databases.

Databases are evaluated annually based on user statistics and continued relevance to the community.

Local History

The library has a collection representing our important history as the first tax-supported free public library in the nation.

In addition to this collection, the library maintains a collection of secondary sources related to the history of towns in the Monadnock region and pertaining to New Hampshire. The library does not actively collect local history documents outside of Peterborough and works in collaboration with the Monadnock Center for History and Culture to provide research assistance and local history information to the public.

Materials Not Collected

Due to limited space and budgets; there are certain materials the Library does not collect:

- **Textbooks:** The Library does not buy textbooks used by the local schools, colleges or universities unless there is little or no material on the subject available in any other format.
- **Rare Books:** The Library is not an archival library, nor does it collect rare or unusual materials that require special handling. Many NH universities and colleges have rare book collections that can be accessed by the public.
- **Primary local history materials:** The Library encourages any primary materials and local history documents be coordinated with the Monadnock Center for History and Culture.
- **Abridgements:** The Library does not buy abridged books or audiobooks.
- **CDs and LPs:** The Library does not maintain a music collection.

Interlibrary Loan

Due to limited space and budgets, the library cannot provide all materials that are requested. Therefore, interlibrary loan is used to obtain from other libraries those materials that are beyond the scope of this library's collection.

In return for utilizing interlibrary loan to satisfy the needs of our patrons, the Peterborough Town Library agrees to lend its print material to other libraries through the same interlibrary loan network, and to make an effort to have its current holdings listed in the NHU/PAC.

Gifts and Donations

The library accepts gifts of books and other materials with the understanding they will be added to the collection only if appropriate and needed. If they are not needed because of duplication, condition, or dated information the director can dispose of them as he/she sees fit. The same criteria of selection, which are applied to purchase materials, are applied to gifts.

By law the library is not allowed to appraise the value of donated materials, though it can provide an acknowledgment of receipt of the items if requested by the donors.

Collection Maintenance

The Library's collection is systematically evaluated to ensure that the materials remain current and in good condition and continue to reflect the needs of the Peterborough community. Statistical tools such as circulation reports and collection turnover rates help the selectors determine how the collection is being used and what items are candidates for discard, repair or replacement.

Library materials are discarded based on the following criteria:

- The information is obsolete or inaccurate
- The number of copies is no longer needed.
- The material is not being used.
- The material is damaged or in poor condition.

This ongoing process of weeding is the responsibility of the Library Director and is authorized by the Board of Trustees. Withdrawn material will be disposed of in an appropriate manner. Considerable effort is made to donate and recycle withdrawn books.

Review of Policy

This collection development policy will be evaluated and revised no less than once every five years.

Updated and approved by the Board of Trustees on April 21, 2022.

Reconsideration Policy: Requests for Reconsideration of a Work or Program

The Peterborough Town Library believes it is the responsibility of the library to provide an open forum for the exchange of information, ideas, and viewpoints. We will not censor or remove materials because of the political, moral, philosophical, or religious views they present or because of the convictions or backgrounds of their creators.

In selecting books and other materials for the library, we fully subscribe to the American Library Association's Library Bill of Rights and the Freedom to View statement.

Any Peterborough resident or Peterborough Town Library card holder who wishes to discuss the library's selection policies or to question the inclusion of a specific item in the library's collections should contact the Library Director. An appointment with the Library Director is the first step to discuss any request to remove an item from the collection. The appointment will be offered within 14 days of the request.

If a discussion with the Director does not resolve the patron concern, the patron has a right to fill out the library Request for Reconsideration of a Work form. Requests for reconsideration will be considered by the Library Director and selected staff members, who will present their recommendation for the material to the Board of Trustees at the next regular meeting.

The Board will review the reconsideration form and staff report in public session and issue a decision about whether to keep the material in the library collection. The Board's decision is final.

Approved by the Board of Trustees on April 21, 2022.

Form for Reconsideration of Library materials or programs

Procedure:

1. An appointment with the Library Director is required to begin the process. The Director is available to discuss the material or program and answer questions about the reconsideration procedure. The reconsideration form will be provided.
2. The reconsideration form below must be completed and submitted to the Library Director.
3. The Library Director will work with the appropriate staff members to review the materials or program and make a recommendation to the Board.
4. The recommendation of the staff, along with the reconsideration form, will be reviewed by the Library Board of Trustees at the next regularly scheduled Board meeting. The petitioner will be contacted about the date of this meeting and is free to attend the Board meeting, which is open to the public.
5. If not in attendance, a representative member of the Board of Trustees will contact the petitioner with a determination. The Board of Trustees have final say on any request for the removal of materials at the Library.
6. The material or program in question will remain in the collection or on the schedule of events until a decision is made.

TYPE OF MATERIAL: Book/eBook/Audio _____ Magazine _____ DVD _____
Program _____ Other (please specify) _____

Title of material or program: _____

Author/Artist/Presenter: _____

Call Number: _____

Publisher or Distributer: _____

Request Initiated by: _____

Date: _____

Address: _____

Telephone _____

Email _____

Complainant represents:

_____ Self
_____ Organizations (Name and Address) _____

_____ Other (please specify) _____

1. Have you read, listened to, or viewed the entire content or attended the program? If no, what parts?

2. To what in the work or presentation do you object? Please be specific: cite pages, passages, etc.

3. What of value is there in this work or program?

4. What do you feel might be the result of reading/viewing/ attending/listening to this work?

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

6. Are you aware of the judgment of this work by critics? _____

7. What do you believe is the theme of purpose of this work or program?

8. What would you prefer the library do about this work?

9. Can you recommend other material or programs that would convey a valuable perspective of the subject matter?

10. Have you read the Peterborough Town Library Collection Development Policy and the intellectual freedom statements formally adopted by the Board of Trustees? Yes No

Thank you for your time.

SIGNATURE: _____ DATE: _____

Equity, Social Justice, and Inclusion Policy

The Peterborough Town Library is dedicated to addressing inequality and promoting racial equity, social justice, and inclusion within the library organization, within our policies, procedures, programs, services, and our collections.

The Library demonstrates its commitment by:

- Welcoming all people regardless of race, ethnicity, language, culture, religion, gender, sexual orientation, gender identity or expression, socioeconomic status, military status, physical or mental ability or disability.
- Engaging the board, leadership, and staff in ongoing social justice and inclusion training, education, and professional development.
- Evaluating our policies and procedures on a regular basis, to be defined by the Board, to confirm they support our goal of addressing inequality and promoting equity within the library.
- Creating a safe workplace environment in which employees' voices can be included, heard, valued, and treated with respect.
- Developing and implementing programs and services that incorporate the differences that make us a community, ensuring fair and equitable treatment with access to appropriate resources and opportunities.
- Auditing our programs, services, and collections, on an annual basis, to confirm they represent a balanced and inclusive variety of people and ideas.
- Supporting community efforts by organizations, town government, and individuals who are creating programs and services to improve social justice and inclusion in our region.

Approved by the Board of Library Trustees on February 18, 2021.

Behavior Policy for Library Users

Policy Statement:

Our mission is to champion literacy and encourage life-long learning by providing resources that enrich, educate, and entertain. We strengthen our community by promoting connections between people, ideas, and knowledge. To accomplish our mission, it is important we maintain a welcoming and safe environment on the library campus. This policy is intended to protect the rights and safety of library patrons, to protect the rights and safety of staff members, and to preserve and protect the library's materials, facilities, and property.

Definition and Scope:

Patrons who exhibit disruptive behavior in the library will be asked to follow the rules listed in the behavior policy. Patrons who continue to cause disruptive behavior will be asked to leave the library premises.

Disruptive Behavior is generally defined as "any patron behavior that interferes with the normal operation of the library or which interferes with another patron's ability to use the library."

The library staff shall have the responsibility for enforcing the Behavior Policy and determining when behavior in the library is inappropriate.

The following actions are examples of conduct not allowed on Library property:

- Refusal to follow reasonable direction from Library staff, including but not limited to leaving the Library during normal closing procedures.
- Any behavior that endangers the safety or health of others.
- Violation of any local, state, or federal law.
- Vandalism or deliberate destruction of library materials.
- Theft of library materials or the personal property of other patrons and staff.
- Use of abusive or intimidating language or gestures to patrons or staff members.
- Behavior that is willfully annoying, harassing, or threatening to another person.
- Soliciting of any kind and/or asking for signatures on petitions at the library.
- Leaving children unattended by a parent, guardian, or caregiver. (See Safe Child Policy.)
- Interfering with Library staff's performance of their duties.
- Loud talking, laughing, or using audio equipment or cell phones that disturbs or could disturb other patrons.
- Use of alcohol, cigarettes, or illegal substances in the library.
- Poor hygiene that interferes with another patron's ability to use library services
- Using the public restrooms in any manner that is not usual or customary
- Other kinds of behavior deemed inappropriate in the opinion of the Director or designated staff members.

The library staff reserves the right to ask a patron to leave the library for any of the reasons listed above.

Procedure:

Enforcement of these regulations may take the form of any of the following, depending on the severity of the violation, which will be determined by the staff on duty at the time. These disciplinary procedures are guidelines. The library may implement any procedure listed, including an immediate ban from the library premises at any time.

- Initial warnings (up to two), given copy of the **Behavior Policy**.
- Library privileges suspended for one day.
- Library privileges suspended for seven days.
- Library privileges suspended for up to one year.
- All suspensions will be documented by incident report and approval by the Library Director.

Approved by the Board of Trustees on October 26, 2017.

Updated and approved April 16, 2021.

Reviewed August 18, 2022.

Safe Child Policy

The Peterborough Town Library provides an array of services to children from babies to teens. The library offers story hours, internet access, homework help, and advice on books to read, along with other educational and entertaining programs. The children's collections hold a wide assortment of fiction, folktale, picture books, nonfiction, audiobooks, movies, reference materials, and public computers. The children's spaces are reserved for children, their parents, guardians, teachers, and caregivers, and people researching children's literature.

The library encourages frequent visits by children and their families. However, library staff cannot provide child care or assume responsibility for children's safety. Parents, guardians, teachers and caregivers, not library staff, are responsible for the behavior and safety of children visiting the library. Staff cannot be placed in the position of supervising unattended children.

Children are expected to behave in a manner conducive to maintaining an appropriate atmosphere in the building for all patrons. (Please refer to the Behavior Policy.)

Children must know how to reach an adult in case of an emergency, and both children and adults need to be aware of library hours.

Unattended Children

An unattended child is a child of any age who is apparently unaccompanied by a responsible adult. Parent, guardians, teachers and caregivers must be close at hand and may not leave children alone or in the care of other children who are unable or unwilling to provide adequate care.

As in all public places, “stranger danger” and safety is a real concern. As with any valuables, do not leave your child unattended.

If the Library is closing, at a regular time or in an emergency situation, and a parent or guardian of a child cannot be located in the building, the Peterborough Police Department will be called to assist with locating a parent or guardian.

Approved November 30, 2017

Approved April 15, 2021

Approved February 15, 2024

Children's Area Policy

The Peterborough Town Library is committed to providing an inviting and safe space for children, their parents and guardians, and other adults doing research with children's literature.

Guidelines:

Patrons of all ages are welcome to browse and check out materials from the children's collection.

All Youth Department furniture, materials, services, and computers are intended for the use of young people under the age of 14 and others needing children's materials and services.

Priority will be given to the youth department's targeted age. Adults may be asked by library staff to use the facilities, services, and furnishings in the adult sections of the library.

The Library reserves the right to utilize the Children's area for programming and events.

Parents have the right and responsibility to choose materials for their families. Librarians do not monitor the items checked out by any of our patrons regardless of age. (See Youth Library Card handout.)

Parent, guardians, teachers and caregivers must be close at hand and may not leave children alone or in the care of other children who are unable or unwilling to provide adequate care. An unattended child is a child of any age who is apparently unaccompanied by a responsible adult. (See Safe Child Policy.)

Approved by the Board of Trustees October 23, 2024.

Young Adult Area Policy

The Peterborough Town Library is committed to providing an inviting and safe space for teenage patrons to engage in individual and group activities. The social nature and unique characteristics of this age group require a separate space designed for their needs.

Guidelines:

The Young Adult area at The Peterborough Town Library is for youth ages 12-18 during after-school hours.

Patrons of all ages are welcome to browse and check out materials from the Young Adult Collection.

After school, the tables, chairs, and other furnishings within this area are for the priority use of young adults ages 12-18.

Adult tutors, who are currently working with teen students, adults accompanied by teens, and library staff may use the Young Adult area as needed.

Unaccompanied adults may be asked by library staff to use the facilities, services and furnishings in the adult sections of the library.

The Library reserves the right to utilize the Young Adult area for programming and events.

Note to Parents: The materials available for borrowing in this room are intended for a young adult audience. Library staff will not censor a teen/child's selections. It is a parent's right and responsibility to monitor their child's use of the library and its materials.

Approved by the Board of Trustees on 10/26/2017.

Updated and Reapproved 6/17/22.

Reviewed 10/17/2024

Volunteer Policy

The library welcomes volunteers. All volunteers are asked to fill out an application and sign the volunteer library agreement. Volunteers do not take the place of a staff person or complete duties listed in a staff person's job description. The volunteer program is in compliance with the New Hampshire Library Association Best Practices for Volunteers.

(https://www.nh.gov/nhsl/documents/best_practice_volunteers.pdf)

Volunteers are involved in special tasks and projects to assist library staff. Examples of tasks include shelving materials, craft and bulletin-board projects, cleaning, assisting with book withdrawals, and program assistance.

Days and hours for volunteers are flexible, to be communicated between the volunteer and library staff.

All adult volunteers (age 18 years of age or older) are required to have references and a criminal background check. Volunteers who are able to commit to serving for six months or longer are preferred.

All volunteers ages 10-17 need to fill out the Volunteer Agreement form, Youth Employment Certificate (ages 14-17 only) and Proof of Age form.

Volunteers are expected to be responsible, respectful, self-disciplined, and timely. They must abide by workplace rules, library policies, and safety practices. They must keep a record of hours spent at the site. Attendance at occasional Volunteer Update sessions is required.

Volunteers are asked to wear a volunteer nametag and refer any patron questions to library staff.

Approved by the Board of Trustees on 10/26/2017.

Updated and Reapproved 6/17/22.

Public Computer Use Guidelines

Purposes and Priorities

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.

You may not use the library's computers for any illegal purposes including unauthorized access, activities to disrupt the network, users, or equipment, software piracy, or transmission or printing of copyrighted materials without approval. These activities are not protected by the library's privacy policy.

You are expected to engage in responsible, ethical use of the Internet which includes not sending, receiving, printing, or displaying text or graphics which may reasonably be construed as obscene or objectionable to library users or staff and which therefore create a hostile environment. If a library staff person asks you to stop viewing a site that is creating a hostile environment, you are expected to comply promptly and not to view the same or similar sites again.

Due to circumstances beyond our control, there may be times when access to the Internet is not possible. We remind users that confidentiality and privacy cannot be guaranteed when using email, printers, and the Internet.

Using Public Computers

Please limit your time to one hour if others are waiting. The library takes measures to protect your privacy when you use library computers. All files saved to the hard drive and all internet browsing history are deleted periodically. You must save your work to a ~~flash drive~~, cloud based account, or by emailing it to yourself.

Please remember to log out of any accounts. The library is not responsible for any information you leave accessible to the next user.

Printing

Black and White printing is available. Printing is 15 cents per page – all print jobs go to the Konica Copier/Printer by the Help Desk.

Wi-Fi Access

Wireless access is available, please select ToP-Public. The password is guest123

You are responsible for your own computer. Peterborough Town Library staff members will be happy to assist you but we will not adjust settings or make any changes to your computer. Users should be aware that Wi-Fi networks are not secure and all necessary precautions should be taken to protect their equipment and data. Transferring personal data should be avoided.

Updated and Reapproved 11/16/23

Security Cameras

Security cameras may be used in selected public areas to enhance the safety and security of library users and staff by discouraging violations of the Library's Behavior Policy, to assist library staff in preventing the occurrence of any violations, and when necessary, to provide law enforcement assistance in prosecuting criminal activity.

Security Camera Locations

Reasonable efforts shall be made to safeguard the privacy of customers and employees. The video security cameras will be positioned to record only those areas specified by the Director, and will complement other measures to maintain a safe and secure environment in compliance with library policies. Camera locations shall not be changed or added without the permission of the Director. Cameras will not be installed in areas where staff and public have a reasonable expectation of privacy, such as restrooms or administration areas, nor are they positioned to identify a person's reading, viewing or listening activities in the library.

1. Video recording cameras may be used in public spaces of library locations to discourage criminal activity and violations of the Library's Behavioral Policy. The recording of audio is restricted under the Electronic Communications Privacy Act and will not be used.
2. Cameras may be installed in outdoor and indoor places where individuals lack a reasonable expectation of privacy. Examples include public common areas of the library such as parking lots, entrances, seating areas, service desks, and areas prone to theft or misconduct, or areas where money is stored or handled.
3. Cameras will not be installed in areas of the Library where individuals have a reasonable expectation of privacy such as restrooms, meeting rooms, collection areas, or private offices.
4. Signs may be posted informing the public and staff that security cameras are in use.
5. Because cameras will not be continuously monitored, the public and staff should take appropriate precautions for their safety and for the security of their personal property. Neither the Peterborough Town Library nor the Town of Peterborough is responsible for loss of property or personal injury.
6. Recorded data is confidential and secured. Video recordings will typically be stored for no longer than 30 days. As new images are recorded, the oldest images will be automatically deleted.
7. Regarding the placement and use of the digital recording cameras, staff and patron safety is the priority; protection of library property is of secondary importance.
8. Cameras are not installed, nor will they be used for the purpose of routine staff performance evaluations.

USE/DISCLOSURE OF VIDEO RECORDS

1. Access to the archived footage in pursuit of documented incidents of injury, criminal activity or violation of the Library's Behavior Policy is restricted to designated staff: The Library Director and Assistant Library Director.
2. Designated staff members may also have access to real-time images, viewable on desktop monitors placed in secure areas to ensure private access. The frequency of viewing and the amount of video viewed will be limited to the minimum needed to give assurance that the system is working or to ascertain if footage is available relative to a specific incident.
3. Access is also allowed by law enforcement when pursuant to a subpoena, court order, or when otherwise required by law.
4. Video images will not be maintained, provided no criminal activity or policy violation has occurred or is being investigated.
5. Video records and still photographs may be used by authorized individuals to identify those responsible for library policy violations, criminal activity on library property or actions considered disruptive to normal library operations as delineated in the Library Behavior Policy.
6. In situations involving banned patrons, stored still images may be shared with staff system-wide. Shared images may remain posted in restricted staff areas for the duration of the banning period. After the banning period ends, these images will be archived in the Administrative Offices for 5 years.

UNAUTHORIZED ACCESS AND/OR DISCLOSURE

1. Confidentiality and privacy issues prohibit the general public from viewing security camera footage that contains personally identifying information about library users. If the Library receives a request from the general public to inspect security camera footage, they will be advised to file a police complaint.
2. A breach of this policy may result in disciplinary action up to and including dismissal. Any library employee who becomes aware of any unauthorized disclosure of a video recording and/or a potential privacy breach has a responsibility to immediately inform the Director of the breach.

DISCLAIMER OF RESPONSIBILITY

A copy of this policy may be shared with any patron or staff member upon request. Questions from the public may be directed to the Library Director.

The Library disclaims any liability for use of the video data in accordance with the terms of this policy, given that the library is a public facility and the security cameras shall be limited to those areas where patrons and/or staff have no reasonable expectation of privacy.

Edited and reapproved March 16, 2023

Filming and Photography Policy

The duty of fulfilling the Library's mission is the first priority of the Peterborough Town Library and the filming and photography described below is allowed only to the extent that it does not interfere with the provision of library services and is consistent with the Library's Mission Statement and Behavior Policy.

Note that any persons filming or photographing on library premises may not film any patron activity in the library, where a patron has a reasonable expectation of privacy.

Also note that library staff may terminate any photo session that appears to compromise public safety or security.

News Media Photography

The Library has an open-door policy for news media photographers and reporters who are doing stories or projects that directly involve the library and its programs. The Library does not grant permission for news media to use its facilities for stories or projects that do not relate to the library itself. Note the library facility may not be used as an interview venue for unrelated stories and disallows access to library patrons for opinion polls or person on the street interviews within its facilities.

Documentary-Type Photography for publication or broadcast

The Library permits photography of its premises and activities when the use of the photographs involves the library directly, ie. books, articles, or videos about the library itself, the library's position as a tourist, historical building, or learning destination, or as part of a piece used to describe town's history. Advance authorization must be obtained in advance from the Library Director.

Commercial Photography

The Library does not permit commercial photography on or in its facilities. This includes, but is not limited to, using library buildings, grounds or interiors as a stage set for portraiture, model photography, and product photography. It includes photography or filming used to advertise goods or services unrelated to the Library for commercial sale or promotion.

Research Photography

The Library permits research photography of its materials and resources within certain limitations. Researchers and journalists are responsible for obtaining their own permissions when photographing copyrighted material in the library.

Amateur Photography

Casual amateur photography and videotaping is permitted in library facilities for patrons and visitors wanting a remembrance of their visit. The use of additional equipment such as lighting is not permitted. Filming other patron activity is not permitted. Filming that causes a disruption to other patron use of the library is not permitted.

Photography for Groups and Non-Library Events in the Conference Center or meeting facilities

Groups arranging meetings in the library meeting facilities may arrange for photographers and news media during their event. Photography for such events is restricted to the space reserved by the group and may not take place in other areas of the library.

Photography by Library Staff

Attendance at programs and events sponsored by the Peterborough Town Library may be recorded through photographs and/or video. PTL frequently uses photos of patrons in its publications to promote the value, and use of, library products and services and to advance the mission of this library.

PTL does our best to make sure everyone, especially parents, being photographed are aware of the situation and the opportunity to decline to participate if they choose. Patrons will not be identified by name in any staff photography. Individuals or their family members who do not want to be photographed should notify library staff prior to or immediately after the program/event. If a library user finds an image of him/her or a family member that they would like removed from library publicity, they are encouraged to contact the library and it will be removed promptly.

Photographing Groups of Adults/Children

No permission is needed to take photos of crowds during PTL sponsored events.

Photographing Adults

When photographing one adult or a small group (3 or less), staff will get verbal consent.

Photographing Children Under Age 18

When photographing one child or a small group (3 or less), staff will ask guardian for consent prior to taking the photo. Guardian will be notified the picture may be used in future library publications, on the library website, or social media outlets. The child's name will not be published.

Approved by the Board of Trustees on 1/24/2019.
Reapproved by the BOT on 3/28/2024

Photo release Form

I hereby give permission for photos taken of my child/children at the Peterborough Town Library, or activity sponsored by the Peterborough Town Library, to be used by the library in its publications, press releases, display spaces, and website to document and promote the values and use of library products and services, and to advance the mission of the library.

Name: _____ Phone: _____

Address: _____

Name(s) of Children Under 18: _____

Signature of Parent/Guardian: _____ Date: _____

Meeting Room Policy

Policy:

The Peterborough Town Library welcomes the public to use its facilities and meeting rooms in keeping with the Library's mission to "connect people to people, people to ideas, and people to knowledge". The Library permits the public to use its facilities and meeting rooms when such use does not interfere with Library services or Library-sponsored programs.

The permission to use facilities and meeting rooms does not constitute a lease. The Library reserves the right to deny applications for use based on the availability of space and staff and frequency of use. To ensure access for all members of the community, the Library generally will not allow regular weekly meetings by a single group or individual for an extended period.

The Library does not discriminate when making its facilities and meeting rooms available for public use. The Library does not discriminate based on age, race, color, religion, sex, national origin, marital status, parental status, sexual orientation, gender identity, political ideology, creed, ancestry, or the presence of any sensory, mental or physical disability.

All aspects of this policy apply to all meeting rooms of the building including small meeting rooms, the classroom, the board room, and the large community room.

The Library staff will provide a reasonable amount of technical assistance to support groups using its meeting rooms, but staff cannot be present for the entire event. It is recommended an appointment is made in advance to review the technology and meeting room equipment ahead of the event.

Permission to use Library facilities and meeting rooms does not signify that the Library or the Town of Peterborough endorses the policies or beliefs of the group or organization using the room. Publicity such as flyer for any event held in the Library meeting room must include the following statement: *Not a Peterborough Town Library sponsored event.*

Signage about an event taking place in the meeting room is only permitted on the outer door of the meeting room. The size can be no larger than 8 x 11 inches. It may be posted on the outer door of the event only and must include the statement: *Not a Peterborough Town Library sponsored event.* Signage on the library grounds or in other locations is not permitted.

The Library reserves the right to cancel any scheduled use of the meeting room if, in the Director's discretion it conflicts with operation of the library, the room is needed by a library-sponsored activity, or the group fails to comply with Library policy. The Library reserves the right to attend any meeting to ensure that no unlawful activities are occurring on Library premises. The Library does not extend any special privileges to the organizations to which staff members belong.

The Library Director or designee has the power to terminate any meeting or event disruptive to Library operations or incompatible with Library uses.

The Library Board authorizes the Library Director, or his/her designee, to develop and implement procedures and guidelines in furtherance of this policy.

The Library reserves the right to collect payment for costs or damages incurred through use of its facilities and meeting rooms.

If the meeting room is used outside of regular hours of operation, the rental group must pick up a key for the facility up to one day before the event. It is the rental group's responsibility to confirm a key has been picked up.

The Library does not assume any responsibility or liability for loss, damage or injury to any person or property occurring as a result of the activities of any person using the meeting rooms. The Library does not guarantee parking facilities for those attending a meeting.

Food and Alcoholic Beverages and Liability Coverage

Food and alcoholic beverages may be served in the library. The rental applicant must show proof of liability insurance, in addition to any required permits such as a liquor license and liquor liability insurance. The Library reserves the right to require additional insurance for certain special events.

Rental Fees and Information

Study Rooms: Table and seating for 5 maximum.

Equipment: Large screen with HDMI cable

Fees: Free of charge. Room is not intended as private workspace for extended periods of time. Patrons may book the room up to three times per week. Additional use is approved by library staff based on demand.

Board Room: Tables and seating for 12 maximum.

Equipment: White board, large screen with HDMI cable

Fees: Free of charge, for up to two meetings per month, for Town of Peterborough staff, boards, and committees and to non-profit 501(c) 3 organizations based in Peterborough. For any additional meetings, these groups will pay the standard rental fee. Any non-profit group hosting a revenue-generating event must pay the standard fee for the room. Examples of revenue-generating events include ticketed events, fee-based programming, and fundraisers.

The standard Fee for all other groups including businesses, individuals, organizations, and community-led groups who do not have 501(c)3 status: \$25.00 for a two-hour block.

Classroom: Tables and chairs for 25 maximum. Multiple configurations available.

Equipment: White board, large screen with HDMI cable, sink and counter

Fees: Free of charge, for up to two meetings per month, for Town of Peterborough staff, boards, and committees and to non-profit 501(c)3 organizations based in Peterborough. For any additional meetings, these groups will pay the standard rental fee. Any non-profit group hosting a revenue-generating event must pay the standard fee for the room. Examples of revenue-generating events include ticketed events, fee-based programming, and fundraisers.

The standard Fee for all other groups including businesses, individuals, organizations, and community-led groups who do not have 501(c)3 status: \$50.00 for a two-hour block.

1833 Room: Tables and seating for up to 80 maximum (theater style) or 70 maximum (at tables). Multiple configurations available with both rectangle and round tables. Coat racks just outside community room. Gallery space available for overflow and/or waiting area before event begins.

Equipment: Large screen with projector, integrated podium with HDMI cable, caterer's kitchen with sink, counters, basic utensils, refrigerator, and coffee/tea maker.

Fees: Time for set-up and clean-up must be included in your total rental time. For example, if you rent the room from 8am-2pm but require 7am arrival for setup, the rental time is from 7am-2pm.

During regular library business hours: \$50 an hour

Outside of regular library business hours: \$100 an hour

Set-up/break-down fee: \$50

The group may choose to waive this fee and complete their own set-up/break-down and leave the room as found.

\$150 refundable security fee

Additional set-up fees based on group needs.

River Terrace: Depending on availability, the River Terrace may be rented for private outdoor events based on the below fee schedule. These fees are in addition to any fees for renting indoor spaces. Total set-up fees and other considerations are set based on the event. Coordination of an outdoor tent, sound system, or other components are the responsibility of the group.

Fees: During regular library business hours: \$50 an hour

Outside of regular library business hours: \$100 an hour

Additional \$200 flat-fee for use of library tables and chairs.

Additional set-up fees based on group needs.

Additional Sound Equipment rates:

The library has additional sound equipment available to support multiple speakers, audience questions, or panel discussions. This system is not intended to support musicians or performances, nor does the library provide a sound engineer for these types of events.

During regular Library Hours, we are able to offer equipment at a more affordable rate because our staff is available. Outside of regular Library Hours, there is an additional charge to cover the costs of staff overtime.

Up to two wireless microphones – sound comes through the overhead speakers.

You may select either a handheld or lapel microphone but not more than two are available.

\$25.00 during regular Library hours, \$50 during after-hours (with PTL staff member present.)

Up to two additional wired microphones – requires full sound system set-up.

\$50 during regular Library hours, \$100 during after-hours (with PTL staff member present.)

Special Events:

The library is available for special events such as family parties, bridal showers, small weddings, company conferences, and performances. The 1833 Room and the River Terrace may be rented for these types of events with the same fee schedule we apply to all our events. Please note, our room rentals are very affordable, in part because we do not have an event coordinator. There are no special packages or exorbitant fees. Please be sure you are comfortable with independently running your event. The library can provide tables and chairs, technology and training, and a beautiful facility, but we do not provide extra staff to assist with event logistics or clean-up.

Groups booking private special events should note the public library business hours and understand members of the public will be using the library during your event.

Food and Alcoholic Beverages and Liability Coverage

Food and alcoholic beverages may be served in the library. The rental applicant must show proof of liability insurance, in addition to any required permits such as a liquor license and liquor liability insurance. The Library reserves the right to require additional insurance for certain special events.

Approved October 21, 2021- Edited and Approved January 19, 2023- Edited and Approved October 20, 2023

Research Policy

The Library offers a reference collection of materials of interest to the local historian, genealogist, and patron interested in Peterborough history and culture. Included in the collection are many New Hampshire town histories and texts, local newspapers on microfilm including the Peterborough Transcript, Monadnock Ledger, and The Monadnock Ledger-Transcript, Peterborough historical texts, Monadnock Region historical texts, and primary documents pertaining to the Peterborough Town Library history. A complete list of the collection is obtained by using the [library's online catalog](#).

The earliest historical newspapers are indexed and fully searchable. The database is available online here: <http://peterborough.advantage-preservation.com/>. New reels are being added every year to this database.

Please make an appointment so we are able to ready the material for you in advance of your visit. For a more complete collection of local history materials, patrons are referred to the Monadnock Center for History and Culture.

The library also offers in-library access to Ancestry.com.

Research policies

The library staff is ready to assist patrons with the materials and research tools in the library, as time permits, and can make referrals to other collections and institutions. The staff are unable to provide extended research services for patrons.

Research requests may include but are not limited to newspaper article or obituary searches and searches of other local history materials.

Library staff will conduct research for patrons who call, write, or e-mail with questions according to the following guidelines:

- Research requests requiring less than one hour of staff time to answer will be conducted free of charge. Questions requiring additional time to answer will be assessed by the Director and a fee may be charged not to exceed \$20 for each additional hour.
- Patrons may indicate in advance how much time they are willing to pay for or ask library staff to contact them after the first hour of research is complete for an estimate of how much more time will be required.
- Delivery: PDF or image files sent via e-mail.
- The staff will not conduct Federal Census or vital records searches (births, marriages, deaths). Patrons contacting the library hoping to have vital records sent to them are to be directed to the Peterborough Town Clerk's Office.

Needs approval date _____

Local History Collection Development Policy

Mission Statement

The purpose of the local history collection is to preserve the materials that document the history of Peterborough, and to a lesser extent, the surrounding Monadnock Region. Our local history collection educates community members by collecting, preserving, and providing access to materials that document the government, industry, commerce, organizations, civics, cultural life, religious life, and environment of our town and its inhabitants. Materials related to the general history of New Hampshire will also be maintained as space allows. All materials will be maintained and kept readily available to researchers and the public.

Collection Overview

The Local History Collection is located in closed stacks at the Peterborough Town Library. A catalog of our holdings is available online and the items are freely available to the public. The items do not circulate. Current strengths of the collection include the history of settlement and early history of Peterborough, local newspapers available in print, microfilm, and online, school yearbooks, records that document the military service of Peterborough residents, the history of select churches, and the history of the Peterborough Town Library. The majority of our items are secondary sources and published books.

Primary areas of collecting include, but are not necessarily limited to, the following:

- Materials that record the history, development, and current state of affairs of the Town of Peterborough.
- Personal manuscripts and other materials that record the history, experiences, and ancestry of Peterborough individuals and families.
- Published records or materials that chronicle the history of Peterborough organizations and institutions.
- Materials that record the social and cultural heritage of past and present, including religious organizations and service groups.
- Materials that contribute to a better understanding of the area's geography, environment, demographics, and architecture.
- Materials that record and provide context for understanding the lives of historically significant figures or events associated with the Town of Peterborough.
- Materials that provide instruction in the practice of genealogy, local history, preservation, oral history, and similar topics.

Selection Criteria

Consideration for inclusion will be based on the overall merit of the material and in its usefulness in understanding Peterborough's history.

Other factors include:

- Relevance to the history of Peterborough and surrounding areas.
- Suitability of the subject to the Local History Collection.
- Available space in the Library to house materials.

- Non-duplication of material within the collection or readily available online in resources such as Internet Archive.
- Authenticity and completeness of record.
- Quality of the physical form of material.
- Ease of use for patrons.
- Ability to store, display, or otherwise care for the item properly.
- Cost to preserve, store, and process.
- Security requirements to store and/or display.
- Lack of restrictions by donor. A signed deed of gift is required for donations.

Discarding Materials

The library reserves the right to the deaccession of materials no longer appropriate to the collection.

Criteria for Deaccession

The collections housed in the local historical collection have more permanent historic and cultural value and require separate special criteria to guide deaccession decisions. Physical space limitations, changing technology, and advances in preservation and digitization efforts require periodic reevaluation of the collection.

The following items should be permanently retained:

- First editions of local histories, biographies and fictional works by Peterborough authors.
- Original documents, pamphlets, brochures, other materials and maps created by organizations, businesses, and local groups to the Peterborough area.

Approved by the Board of Trustees on April 3, 2018.

Updated and Approved April 20, 2023.

Device Policy Contract

To check out a Device:

Borrower must:

- be at least 18 years of age
- possess a valid license or other photo identification
- have a library account in good standing (no items overdue, lost, or missing items, or other restrictions).

Borrower must also agree to the terms set forth below:

1. Borrower will abide by the checkout periods for the borrowed Devices as follows:
 - a. Devices may be borrowed for up to, and including, 14 days. Devices may be renewed for one additional 14 day period, but only if there is no other patron with the item on reserve. Devices may not be renewed more than once.
2. Borrower agrees to return the Device on or before the due date.
3. If the Device has not been returned within 14 days following the due date, it will be deemed “stolen.” Library staff may file a report with the police reporting the theft of the Device. In addition, staff will send a bill to Borrower for the full replacement cost of the Device.
4. Peterborough Town Library staff will inspect the Device prior to releasing it to the Borrower to ensure that it is in usable condition and includes cords, cases, and any additional hardware. Borrower must sign an acknowledgement that the Device is in working condition.
5. Device must be returned in usable condition with all cords, cases, and hardware.
6. Device must be returned to Peterborough Town Library staff directly. It should not be left in a drop box or left unattended on the Circulation Desk.
8. If the Device, the cords and/or the case or additional hardware are lost, stolen or damaged while in the possession of the Borrower, then Borrower agrees to pay the replacement cost listed in the item record.
10. Borrower is solely responsible for ensuring they log out of any and all accounts on any device.

Borrower: _____

I state that I meet the conditions listed above, and hereby agree to the terms set forth herein regarding the all Library Devices.

I agree that the Library Device will be checked by library staff and confirmed to be in working order at the time of check-out. I accept full financial responsibility for the any Library Device I check out and promise to return the device in working order, with all accessories, cords, and additional hardware.

Borrower Signature:

Peterborough Town Library Staff member

Approved by the Board of Trustees on 2/8/2021.
Edited and Approved by the Board of Trustees June 21, 2023.

Social Media Policy

Purpose

The Peterborough Town Library champions literacy and encourages life-long learning by providing resources that enrich, educate, and entertain. We strengthen our community by promoting connections between people, ideas, and knowledge. To help achieve our mission, the library utilizes social media to create welcoming and inviting online spaces where library users may interact with staff and other users while finding useful information relating to the library's activities and resources.

Goals

The goals of the library's social network sites are:

To inform the public about library and regional resources and activities.

To increase the public's use of those resources.

To provide additional communication with members of the public.

To provide reader's advisory services and encourage a love of reading and sharing.

Definitions

Social media is defined as any web application, site or account that facilitates the sharing of opinions and information about library related subjects and issues. It includes such formats as blogs, listserves and social networks.

Privacy/Parental Control

The library does not collect, maintain or otherwise use the personal information stored on any third-party site in any way other than to communicate library-related information to users on that site, unless granted express permission by users for library contact outside of that specific site.

Users may remove themselves at any time from the library's social media site(s), or request that the library remove them. Users should be aware that third party websites have their own privacy policies and should proceed accordingly.

Users are encouraged to protect their privacy and avoid posting personally identifying information.

As with more traditional resources and the Internet, the library does not act in place of, nor in the absence of, a parent/guardian and is not responsible for enforcing any restrictions which a parent/guardian may place upon a minor's use of social media.

Liability

The Peterborough Town Library assumes no liability regarding any event or interaction that occurs between participants in any library-sponsored social media, and does not endorse content outside of pages maintained by the library and posts created by library staff in the course of their employment duties. By posting content, the user agrees to defend, indemnify and hold harmless the library and its trustees, employees and volunteers from and against all liabilities, claims, judgments, damages and costs (including attorney fees) incurred by any of them which arise out of or are related to post content.

Monitoring/Inappropriate Content/Removal/Appeal

The library uses social media to form connections with the public by encouraging conversations and the exchange of information online.

The library's social media forums are limited public forums. The library requires that users stay on topic and abide by the law, and reserves the right to modify or remove any messages or postings it deems, at its sole discretion, to be harassment, obscene, defamatory and/or threatening to any individual or group, that is purely commercial or represents organized political activity, in violation of copyright, trademark rights or other intellectual right of any third party, or otherwise inappropriate for the service. (This list is not exhaustive.) Notwithstanding the foregoing, the library is not obligated to take any such actions, and will not be responsible for or liable for content posted by members of the public (see above: liability).

If any content is removed, the library staff will make explicit that an edit or removal of content has been made.

Any member of the public who wishes to contest modification or removal of postings should do so in writing to the library's Board of Trustees.

Approved by the Board of Trustees on _____.

Donations and Gift Policy

Purpose

The Peterborough Town Library (PTL) acknowledges the importance of gifts and donations of books, materials, appropriate gifts which enhance the environment, bequests, trusts, or donation of monetary or other assets for library purposes. It is understood special gifts and bequests enable the library to provide and enhance services in ways not financially possible within the current annual operating budget.

The purpose of this policy is to establish guidelines for the acceptance of gifts, receipt management, and disposition of funds or other properties receive by the library as gifts.

Policy

In general, the PTL welcomes gifts of books, materials, equipment, works of art, documents, photographs, property of any kind, and money.

Donors are asked to complete the Gift Donation Form and meet with the Library Director to review their intended gifts. The Director will report any submissions at the next regular Board of Trustee meeting for approval. The Library reserves the right to refuse any gift that the Board of Library Trustees, in its sole discretion, deems to be not in the best interests of the Library to accept.

If a gift is accepted by the Library, the gift shall be final and no restrictions on the Library's ownership, possession, use or disposition of the gift shall be effective other than restrictions approved by the express vote of the Board of Library Trustees and memorialized in writing. No gifts can be received which limits the PTL's ability to engage in activities in fulfillment of its mission, strategic plan, and policies.

Books: Acceptance of books is governed by the collection policy. The same criteria of selection, which are applied to purchase materials, are applied to gifts.

Materials/Furnishings/Technology: All donations of materials or furnishings become the sole property of the library and may be disposed of at the discretion of the library staff. No material or furnishings may be accepted unless freely given without restriction. Craft materials may be coordinated with staff. Furnishings and technology must be coordinated with the Library Director.

Historic materials and photographs: In general, the library recommends primary historic items be donated to the Monadnock Center for History and Culture. Items pertaining to the library's history or secondary sources that enhance the local history resources may be accepted.

Art and decoration objects: In general, gifts of art objects shall be of local interest to the community, of a professional quality, well executed and in good condition. As with all other gifts, art objects will be accepted only with the donor's full agreement that the Library has the right to handle or dispose of the gift in the best interests of the institution.

Because of the Library's limited display and storage areas and focus on its primary mission as a Library and not a museum, no gifts that require extensive, regular special care or conservation will be accepted.

Monetary Gifts: Gifts of cash, securities, and bequests will be administered by the Library Director, who, with the Library Trustees, will work out terms of acceptance that are compatible with Library policies, the donor's intent, and applicable laws. All money above \$5000 received must be formally accepted or rejected at a public board meeting by a recorded motion and vote. For unanticipated money in an amount less than \$5,000 the public library trustees shall post notice of the money in the agenda, and shall include notice in the minutes of the public library trustees meeting in which such money is discussed.

Real estate or personal property: Gifts of personal property will be administered by the Library Director, who, with the Library Trustees, will work out terms of acceptance that are compatible with Library policies, the donor's intent, and applicable laws. A public hearing is required for all gifts of personal property valued at over \$5,000. No acceptance of any personal property under the authority of RSA 202-A shall be deemed to bind the town or library trustees to raise, appropriate, or expend any public funds for operation, maintenance, repair, or replacement of such personal property. (RSA 202-A:4-d, III)

Acknowledgement of Gifts:

Monetary gifts may be given in recognition of individuals or organizations.

Gifts under \$5,000 may be recognized with a bookplate for purchased materials and/or program sponsorship. The library director may work with donors to choose items which accommodate the donor's subject or title preferences, whenever possible. The names of the donor(s) and those recognized by the gift will be listed on a bookplate affixed to the material, if so desired.

Gifts exceeding \$5,000 may be recognized on a Library Donor plaque. The library director will work with the donor to confirm how to list the name of the donor and those recognized by the gift. Donor recognition or anonymity will be coordinated by the Library Director and in accordance with the Library policies, the donor's intent, and applicable laws.

All gifts, other than donations of used materials, shall be acknowledged by a personal note to the donor from the Library Director or an appropriate representative of the library. In instances where the gift is in honor or memory of a third party or individual, a letter will be sent to the honoree or to his or her family to let them know about the tribute.

Income tax regulations leave the determination of the gift's monetary value to the donor. Donors wishing to have an appraisal of their gifts done for income tax purposes should do so prior to donation.

For further information about IRS regulations, publication 561, "Valuation of Donated Property," and publication 546, "Income Tax Deduction for Contributions," are available on the web at <http://www.irs.gov/pub/irs-pdf/p561.pdf>. The library will provide a receipt to the donor acknowledging the donation but will not establish, assign, or concede any value.

Future Disposition of Gifts:

The Library retains unconditional ownership of an accepted gift. All donations are accepted only if the Library Director or the Board of Trustees determines that they can be utilized by or benefit the Library. Once conveyed to the Library, no gift will be returned to the donor.

The library reserves the right to decide the conditions of display, housing, and access to the materials.

All gifts may be utilized, sold or disposed of in the best interest of the Library. When gift items are withdrawn from the collection, the Library will not notify the donor of the withdrawal. The Library will not automatically replace worn-out, damaged, or lost gift items.

The library is not obligated to keep donated materials for any length of time. The Library Board reserves the right to make the final decision on the disposition of any gift.

The Library therefore cannot guarantee that any gift will be part of the collection or furnishings permanently. Excess articles may be first offered to other Town departments and then given to other organizations or libraries.

Approved by the Board of Trustees on 10/18/19.

Updated and Approved 1/19/2023.

Gifts and Donations Form:

In general, the PTL welcomes gifts of books, materials, equipment, works of art, documents, photographs, property of any kind, and money. If a gift is accepted by the Library, the gift shall be final and no restrictions on the Library's ownership, possession, use or disposition of the gift shall be effective other than restrictions approved by the express vote of the Board of Library Trustees and memorialized in writing.

Please note: View full policy for details on different types of gifts and donations.

Name/Donor(s): _____

Address: _____

City/State/Zip: _____

Phone: _____

Email: _____

Donation Notes:

The above named donor(s) hereby certify that he/she/they possess clear and unrestricted legal title to the object(s) described in the attachment to this Agreement and hereby relinquish all right, title, and interest in the same object(s) for the purpose of making an unrestricted gift of the object(s) to The Peterborough Town Library.

Upon submission of this form, consideration of the donations will be reviewed by the Library Trustees at a Library Trustee meeting in accordance with their Gift and Donations policy. As part of this review process, the Board will also consider whether or not the Object(s) could better be placed at or with another organization.

In signing this Donation request, you confirm that you have read the Gifts and Donations policy.

Signature of Donor(s)

Date _____

Printed Name of Donor(s) _____

Date _____

Pandemic Policy

Purpose:

In the event of a pandemic, this policy defines the criteria for closing the library, guidelines for reduced staffing and employee compensation, provisions for staff and public safety measures, identifies critical services, and details the communication plans for staff and the public.

Information and Guidance

The library will consult information from the Centers for Disease Control and Prevention, the Department of Health and Human Services, and local health and government officials.

A pandemic is a worldwide spread of a new disease. For the purposes of this policy, a disease will be considered a pandemic when it is formally declared by the CDC and/or the World Health Organization.

Closing the Library

The library will close during a pandemic if mandated by national, state, or local public health officials. Closure will also be considered if sufficient staff or trustees are not available to open the library due to the illness, or if adequate social distancing cannot be maintained for staff and patrons in the library spaces. Sufficient staffing is defined as two or more staff or trustees present during open hours with a maximum 8-hour workday and a maximum 40-hour workweek.

Reduced Hours

The library will reduce hours if recommended by state or local officials, if other local closures impact the library, or sufficient staff or trustees are not available due to illness.

Staffing

All staff are asked to stay home if they are sick. Eligible staff may take sick leave in accordance with the sick leave policy. In the event a family member is ill, eligible staff may also request leave in accordance with the family and medical leave policy.

Scheduled employees are expected to report to work if the library is open. In the event the library closes or reduces hours, the Library Director may make assignments for continued work. The

Library Director may assign staff to work from home or within a work environment aligned with social distancing protocols. The director will consider recommendations from public health officials, information about local disease severity, and employees at higher risk for disease health complications when making these decisions. The library director may reduce part-time staffing levels during a pandemic.

Healthy employees will be expected to complete all assigned work, whether it is remote work or within a work environment aligned with social distancing protocols.

Staff will be given prompt communication from the Library Director on any safety protocols, changes in services, closures or reduced hours, changes to assigned work or duties, and other recommended training.

Staff and Public Safety

Based on the nature of the pandemic and in accordance with national, state, and local public health officials, the library director may institute the following:

- Increased cleaning protocols
- Providing safety measures to staff in accordance with public health official guidance and the latest scientific information available
- Social distancing protocols for staff and the public areas of the library
- Cancellation of programs and events
- Restricted access to areas of the library
- Restricted services offered by the library (i.e. cancellation of interlibrary loans, closure of makerspace, reduction of children's area toys.)

Critical Services

In consultation with recommendations from national, state, and local public health officials, the library director will prioritize the following:

- Facility maintenance schedule during any closure or reduced hours.
- Maintaining WiFi access for the public

- Providing the public with quality information about the pandemic through online channels such as the library website and social media outlets.
- Accounts payable
- Payroll
- Communication to the public, staff, and town officials.

Communication

Closures or reduced hours will be communicated to the staff, public, and town officials in accordance with the current emergency closure procedures.

Access to information about the pandemic will be a priority service offered by the library. Staff will make every effort to compile quality information sources about the pandemic and provide access to this information to the public. The library director will actively coordinate with local officials, the Emergency Operations Manager if applicable, and assist in providing information to the public as needed.

Approved by the Board of Trustees on August 2020.