

Ossipee Public Library Polices

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Changes/Updates	Person and Date Last Modified
Updated document to use Microsoft Word styles, to allow for auto update of Table of Contents.	Carl Tyler 11/10/2020
Personnel: updated job titles and descriptions for Librarian 1 and Librarian 2.	Maria Moulton 11/17/2020
Added Microfilm Policy to document.	Maria Moulton 6/1/2021
Added Photography and Filming Policy.	Maria Moulton 4/11/2022
Updated, revised, and added policies.	Jenny Spofford 8/14/2023

EMERGENCY/DISASTER PROTOCOL – Updated 7/6/2020

- Deal with the emergency by dialing 911 immediately!
If you are in danger push the panic button (under circulation desk).
- Evacuate the building in an orderly and calm fashion - checking meeting, periodical, reference, and basement rooms, as well as the bathrooms.
- Telephone:

Jenny Spofford	603-986-3724
Patricia Pustell	603-986-3148
Tony Eldridge	603-960-2067
Roger ter Kuile	603-539-6399
Carl Tyler	781-367-9313
DorisAnn Allenson	603-520-6220
Lisa Buerk	603-960-2067
Linda Hatfield	612-810-3156
Theresa Sousoures	650-544-6142

POWER OUTAGES

If it seems that power will be out for an extended amount of time, close

INCLEMENT WEATHER

The Library Director will decide as to a closing time. The voice mail message on the phone will be changed to notify the patrons that the library is closed. A sign *may* also be posted on the entrance door.

Weather related closures will be posted on WMUR and the library website.

Pandemic Policy

Library Closure due to a Pandemic

The Ossipee Public Library will close due to a pandemic in the event of a mandate order or recommendation for closure issued by public health or government officials on the local, county, or state level. The Board of Trustees will continue to pay existing wages and benefits including health coverage to library staff while the library is closed.

Pandemic Staged Reopening Plans

This document may need to be revised and amended as new information regarding a pandemic and its impact on our town, state, and nation is released. Moving from one stage to the next will be based on local conditions, not on any calendar. At any time, it may be necessary to revert to a previous stage or change a particular service. Services listed under each stage may be phased in one at a time.

The Library Director will have authority to decide whether to move ahead to a less restrictive phase or back to a more restrictive phase of the Reopening Policy based on the following criteria:

- Most current information on the spread of pandemic.
- Most current guidelines from federal, state and local officials and CDC
- Ability to provide a safe working environment
- Availability of PPE and cleaning and disinfecting supplies
- Ability to maintain required safe distancing requirements of 6 feet

Stage 1

- The library will be closed to public.
- The Director will be the only staff member allowed in the library to check on the building, collect the mail, check and respond to phone messages.
- If the Director becomes ill, a staff member may be allowed in the building in the Director's place until it is safe for the Director to return to work.
- There will be no in-person services.

Stage 2

- Staff may return to work in the building and follow the Pandemic procedures.
- Set up the building for outside pick-up.
- Services continue to be virtual/digital.
- Accept return of materials in the book drop.
- Plan for return to earlier stages if necessary.

Stage 3

- Outside pick-up of materials begins.
- Drop-off and pick-up of documentation to be copied or faxed.
- Drop-off and pick-up of documentation for AARP tax help or AARP help with the Property Tax Relief Forms. AARP representatives will be allowed in the building to process the forms.
- Virtual/Digital Services continue.
- The Building remains closed to the public; begin set-up for social distancing or restricted access.
- Plan for return to earlier stages if necessary.

Stage 4

- Building is open to the public with restrictions such as but not limited to access by appointment only.
- Continue outside pick-up.
- Activities include use of public access computers on a limited basis, limited browsing of the collection, and limited use of the copy machine.
- Virtual/Digital Services continue.
- Plan for return to earlier stages if necessary.

Stage 5

- Fewer restrictions to building access by the public while virtual/digital services continue.
- Some in-person programming is possible.
- Plan for return to earlier stages if necessary.

Stage 6

- Continue to move to a new normal with full services restored.
- Plan for return to earlier stages if necessary.
- Library trustees under RSA 202-A:6 (management of public library property) have the authority to mandate that people entering a town building or library wear a face covering. They may also set limitations on the number of patrons allowed in the building at any one time.

Vision Statement, Mission Statement, Objectives, By-laws

Vision Statement

Acting in a fiscally responsible manner, the Ossipee Public Library will be the fundamental physical and virtual source by which our community may access information, gather together to exchange ideas, and celebrate literacy and cultural growth.

Mission Statement

The mission of the Ossipee Public Library is to offer a welcoming environment of lifelong learning by providing materials and services that educate, inform, entertain and enrich the citizens of Ossipee. Fiction and non-fiction, popular materials, selected reference books, periodicals and other materials will be the mainstay of the Library's holdings. Further information requests will be met through inter-library loans and membership in the New Hampshire State Library System. Special emphasis is placed on supporting students at all academic levels and stimulating a love of books, reading, and libraries.

Objectives

The Objectives of the Ossipee Public Library shall be:

- To operate this library in accordance with the New Hampshire Library Laws and to strive to meet the current standards set by the American Library Association and the New Hampshire State Library Development System for public libraries in towns of equal population.
- To adhere to the ALA "Library Bill of Rights" and "Freedom to Read" statement.
- To seek to identify community needs and to assemble and organize books and related materials in order to promote and stimulate knowledge, wisdom, culture, enjoyment, and continuous self-education for all residents regardless of race, color, national origin, gender, religion, age, disability, sexual orientation, or socioeconomic status.
- To cooperate with the district schools and other libraries in the State Development System to strengthen the services and resources of the Ossipee Public Library and the State Library System.

By-laws of the Board of Trustees

Election of Trustees

- Five (5) legal residents of the Town of Ossipee shall be elected Trustees to the Board of the Ossipee Public Library by the Town of Ossipee according to the laws of the State of New Hampshire. The Trustees shall serve for a term of three (3) years.
- A vacancy shall be filled by the Selectmen of the Town of Ossipee within two (2) months of the notice by the remaining members of the Board of Trustees. The
- Board may recommend to the Selectmen names of persons for appointment of vacancies or expired terms.

Board Meetings

- The Board of Trustees shall meet within one (1) month of the annual town meeting to elect the required officers for the ensuing year. The duties of these officers shall be as follows:
 - The Chairman shall prepare an agenda for each meeting. The order of business shall include review of the Secretary's minutes of the previous meeting, the Treasurer's report, the Director's Report, and a discussion of "old business" and "new business."
 - The Secretary shall record accurate minutes of the proceedings at each Board meeting. Copies will be placed on file in the permanent records and be made available to the public.
 - A "draft" copy of the minutes shall be made available within five business days of the meeting. Any requested corrections should be made, and an "official" copy of the minutes should be presented and read at the next regular meeting.
 - The Board of Trustees with the Director will make an annual report to the town.
- The Board of Trustees shall meet monthly at the Library with notice of the meetings posted in two places (RSA 91-A:2). Special meetings may be called by the Chairman as the need arises. Regular board meetings are open to the public.
- **Responsibilities of Trustees**
- The Board of Trustees shall be the governing body of the Ossipee Public Library and shall determine the policies that will govern the operation and program of the library.
- The Board shall employ a competent and qualified Library Director. The Library Director shall attend all Board Meetings except when position, salary, or performance evaluation is being discussed. Meetings should be "closed to the public" at these times.
- The Board, with the cooperation of the Library Director, shall prepare the annual budget, present the approved budget to the proper municipal officers, and be available to answer queries at budget hearings and the town meeting. The Board, with the Library Director, shall prepare and submit any reports required by state or local laws.
- Appropriated funds shall be encumbered or expended annually. Income from trust funds shall be spent in accordance with the terms of the bequest or donation and as a supplement to town appropriations.
- Membership to NHLTA for all Trustees shall be provided for in the library budget.

Personnel

Selection of Staff

- Selection of all staff members shall be based solely upon merit, with due consideration of personal and educational specifications, and of training and aptitudes for the position involved.
- The number of staff members shall be in compliance with the Standards for Association Libraries.

Library Director

Job Requirements:

- Must have a BA Degree or equivalent
- Must have prior library experience
- Must be computer literate

The Library Director administers all aspects of the library operation in accordance with policies established by the Trustees. The Library Director recommends and/or participates in formulating any changes in library policy, staffing, or services. The Library Director reports to the Board of Trustees.

The Library Director is also responsible for:

- The general collection, development, and weeding of books and materials, based on the community's needs;
- Represents the library and the community at State Library, and regional meetings and conferences;
- Informs the community about new materials and services through the media and in-house displays;
- Oversees support materials: computers, typewriters, telephones, photocopiers, and other equipment;
- Continues to improve skills by attending workshops and conferences;
- Reports on library use, activities, and statistics;
- Keeps necessary supplies available;
- Sees that equipment is properly maintained;
- Interviews, hires, and supervises all employees (paid and volunteer);
- Participates in comprehensive planning for library growth;
- Works with the Trustees to develop the annual budget;
- Prepares annual reports for the Town Report and the State Library;

- Acts as liaison with Trustees, Friends, Town Hall, and other agencies;
- Develops, implements, and evaluates library programs for adults and children;
- Accepts miscellaneous funds for the Treasurer of the Trustees to deposit;
- Reviews and prepares bills for payment;
- Maintains staff time sheets.
- Supervises booking of the Library building and meeting room;
- Oversees building maintenance and upkeep of building and library grounds;
- Updates Procedure Manual and Policies with the approval of Trustees;
- Updates staff, volunteers, and Trustees as needed;
- Evaluates additional tasks that may arise and may delegate such tasks to staff or volunteers, as deemed appropriate.

Librarian 1

Job Requirements:

- High School diploma or equivalent
- Must be computer literate
- Good communication skills in working with both children and adults

Duties include but are not limited to:

- Reports to Library Director;
- Responsible for the smooth operation of the Circulation Desk;
- Helps shelve library materials;
- Assists with the processing of library materials;
- Responsible for mending of library materials;
- Responsible to Inter-Library-Loan operations.
- Helps the Director with programming for children and adults.
- In the Library Director's absence, is responsible for the daily operation of the Library.

Librarian 2

Job Requirements

- High School diploma or equivalent
- Must be computer literate
- Good communication skills in working with both children and adults

Duties include but are not limited to:

- Reports to Library Director;
- Responsible for the smooth operation of the Circulation Desk;
- Helps shelve library materials;
- Assists with the processing of library materials;
- Responsible for mending of library materials;
- Responsible for carrying out procedures for overdue library materials.
- Helps the Director with programming for children and adults.
- In the Library Director's absence, is responsible for the daily operation of the Library.

Library Assistant

Job Requirements

- High School diploma or equivalent
- Must be computer literate
- Good communication skills in working with both children and adults

Duties include but are not limited to:

- Assist patrons (with reference questions, printer/copies, making change/handling money, basic computer troubleshooting) Responsible for the smooth operation of the Circulation Desk;
- Check books in and out;
- Answer phone calls;
- Issue new library cards;
- Shelve library items;
- Assist with library programs;
- Other tasks as assigned

Full Time Employees:

An employee who works a minimum of thirty-two (32) regularly scheduled hours per week is considered a full-time employee. Full time employees are eligible to receive benefits as described in this Personnel Policy.

Part-Time Employees:

An employee who works less than thirty-one (31) regularly scheduled hours per week is considered a part-time employee. Part-time employees are not eligible for benefits as described in this Personnel Policy, except as may be specifically granted herein, or to the extent required by provision of state and federal laws. Part-time employees who work a minimum of thirty (30) hours per week are eligible for Medical Insurance pursuant to the Affordable Health Care Act. The part-time employee eligible for Medical Insurance will be responsible for 100% of the cost of the Medical Insurance plan.

Salaries, Benefits, Holidays

Salary and Benefits

- The salaries for library positions depend upon qualifications and experience of the individual involved. There will be a 3 to 6-month probationary period, and at the end of that time, a formal evaluation.
- Salary increases will be subject to annual evaluation and passage of the proposed annual budget at town meeting. Salary increases will be commensurate with the salary increases of the Town Employees (having the same percentage raise).
- Benefits for full-time Library employees as provided by the Town of Ossipee, include medical coverage, life insurance and enrollment in Group 1 of the NH Retirement System. Paid membership in the New Hampshire Library Association, registration and mileage allotment for attendance at approved library related meetings, and full scholarship for professional development (limit to one course per year) will be provided by the Trustees.

Earned leave time

All full-time employees shall earn leave on a monthly accrual basis and shall be entitled to use earned leave from the date of hire. Earned leave will be added to the employee's accumulation during the fourth pay period of each month. If earned leave is used before it is "earned", it shall be carried as a negative total until more time is "earned". The negative total shall not exceed forty (35) hours.

Years of Service	Hours/Month	Total Hours/Year	Total Days/Year
0 thru 1	10.67	128	15
1 thru 4	14.00	168	21
5 thru 14	17.33	208	26
15 thru 19	20.67	248	31
20 and up	24.00	288	36

Earned leave may be continuously accrued, up to a cap of four hundred forty (440) hours or fifty-five (55) days.

Holidays

The Library will be closed and the full time staff paid for all Federal Holidays. Check the New Hampshire Federal Government website for updates.

When a holiday falls on Sunday, the holiday will be observed on the following Monday. When a holiday falls on Wednesday, it will be observed as a floating holiday for the full time staff to be used during the calendar year.

The library will close at noon on the following days: New Year's Eve, Thanksgiving Eve, Christmas Eve.

When the Town closes for a special luncheon or event such as the employee of the year luncheon, a retirement party, or a holiday luncheon, the library will also close for the lunch hour or time of the event if it happens during library business hours.

Other closings will be at the discretion of the Library Board of Trustees.

Snow Days

When the library closes due to inclement weather, full time and part time staff will be paid for the hours they were scheduled to work on that particular day.

- Policies not mentioned above are covered by the Town of Ossipee Employee Handbook.

Services and Material Selection

Services

- The Trustees and Library Director shall strive to maintain a balance in its services for adults, young adults, students, and children. The services provided include: a summer children's reading incentive program, a pre-school story hour, scheduled visitations by Ossipee Central School student groups, adult programs, audio books, a music collection, a video collection, and large print books.
- The Library Director will borrow materials for which the demand does not justify purchase, through the States Library's NHAIS (New Hampshire Automated Information System).
Correspondingly, the library will lend materials to other libraries if they are requested, as outlined in the Inter-Library Loan Policy, as long as these materials are not in use or on reserve for its own patrons.
- The Library will be open sufficient hours to meet the needs of the community and to comply with the requirements of the New Hampshire Library Development System.
- Library materials may be loaned to registered patrons according to regulations described in the "Library Procedures Manual."
- Materials damaged or lost will be subject to payment by the patron as determined by regulations described in the "Library Procedures Manual."

Selection of Materials

- Ultimate responsibility for the selection policy lies with the Library Board of Trustees. The Board of Trustees delegates to the Library Director the authority and the responsibility for the selection of library materials.
- Books selected shall be:
 - Those which will promote and encourage good reading and entertainment for adults and children alike.
 - Provide a high standard for students.
 - Have a long-range goal of meeting current world and local needs.
 - Subjects of local concern and interest shall be considered important in the selection process.
- The library will cooperate with the schools or other institutional libraries, but cannot perform the function of meeting all their curriculum needs.
- The Library Director shall be responsible for the selection, withdrawal and disposal of all books and related materials. Such materials may be sold, distributed to other institutions, or destroyed.

Reconsideration of Library Materials

The Ossipee Public Library Board of Trustees believes that censorship is a purely individual matter and declares that while anyone is free to reject material of which one does not approve, one cannot exercise this right of censorship to restrict the freedom of others. No Library material shall be removed from the Library while under a formal reconsideration.

Patrons who wish to request the withdrawal or reclassification of materials currently owned by the Library are encouraged to discuss their concerns with the Library Director. If the patron is not satisfied with the response of the Library Director to their request, the Library Director or Library Staff will give the patron a Reconsideration of Library Materials Form. Those who wish to submit a Reconsideration Form must be an Ossipee resident.

The Ossipee Board of Trustees fully supports the following Freedom to Read Statement:

The freedom to read is ¹²essential to our democracy. It is continuously under attack. Private groups and public authorities in various parts of the country are working to remove or limit access to reading materials, to censor content in schools, to label "controversial" views, to distribute lists of "objectionable" books or authors, and to purge libraries. These actions apparently rise from a view that our national tradition of free expression is no longer valid; that censorship and suppression are needed to counter threats to safety or national security, as well as to avoid the subversion of politics and the corruption of morals. We, as individuals devoted to reading and as librarians and publishers responsible for disseminating ideas, wish to assert the public interest in the preservation of the freedom to read.

- Most attempts at suppression rest on a denial of the fundamental premise of democracy: that the ordinary individual, by exercising critical judgment, will select the good and reject the bad. We trust Americans to recognize propaganda and misinformation, and to make their own decisions about what they read and believe. We do not believe they are prepared to sacrifice their heritage of a free press in order to be "protected" against what others think may be bad for them. We believe they still favor free enterprise in ideas and expression.
- These efforts at suppression are related to a larger pattern of pressures being brought against education, the press, art and images, films, broadcast media, and the Internet. The problem is not only one of actual censorship. The shadow of fear cast by these pressures leads, we suspect, to an even larger voluntary curtailment of expression by those who seek to avoid controversy or unwelcome scrutiny by government officials.

¹ Adopted June 25, 1953, by the ALA Council and the AAP Freedom to Read Committee; amended January 28, 1972; January 16, 1991; July 12, 2000; June 30, 2004.

² This statement was originally issued in May of 1953 by the Westchester Conference of the American Library Association and the American Book Publishers Council, which in 1970 consolidated with the American Educational Publishers Institute to become the Association of American Publishers.

- Such pressure toward conformity is perhaps natural to a time of accelerated change. And yet suppression is never more dangerous than in such a time of social tension. Freedom has given the United States the elasticity to endure strain. Freedom keeps open the path of novel and creative solutions, and enables change to come by choice. Every silencing of a heresy, every enforcement of an orthodoxy, diminishes the toughness and resilience of our society and leaves it the less able to deal with controversy and difference.
- Now as always in our history, reading is among our greatest freedoms. The freedom to read and write is almost the only means for making generally available ideas or manners of expression that can initially command only a small audience. The written word is the natural medium for the new idea and the untried voice from which come the original contributions to social growth. It is essential to the extended discussion that serious thought requires, and to the accumulation of knowledge and ideas into organized collections.
- We believe that free communication is essential to the preservation of a free society and a creative culture. We believe that these pressures toward conformity present the danger of limiting the range and variety of inquiry and expression on which our democracy and our culture depend. We believe that every American community must jealously guard the freedom to publish and to circulate, in order to preserve its own freedom to read. We believe that publishers and librarians have a profound responsibility to give validity to that freedom to read by making it possible for the readers to choose freely from a variety of offerings.
- The freedom to read is guaranteed by the Constitution. Those with faith in free people will stand firm on these constitutional guarantees of essential rights and will exercise the responsibilities that accompany these rights.
- We therefore affirm these propositions:
 - *It is in the public interest for publishers and librarians to make available the widest diversity of views and expressions, including those that are unorthodox, unpopular, or considered dangerous by the majority.*
- Creative thought is by definition new, and what is new is different. The bearer of every new thought is a rebel until that idea is refined and tested. Totalitarian systems attempt to maintain themselves in power by the ruthless suppression of any concept that challenges the established orthodoxy. The power of a democratic system to adapt to change is vastly strengthened by the freedom of its citizens to choose widely from among conflicting opinions offered freely to them. To stifle every nonconformist idea at birth would mark the end of the democratic process. Furthermore, only through the constant activity of weighing and selecting can the democratic mind attain the strength demanded by times like these. We need to know not only what we believe but why we believe it.
 - *Publishers, librarians, and booksellers do not need to endorse every idea or presentation they make available. It would conflict with the public interest for them to establish their*

own political, moral, or aesthetic views as a standard for determining what should be published or circulated.

- Publishers and librarians serve the educational process by helping to make available knowledge and ideas required for the growth of the mind and the increase of learning. They do not foster education by imposing as mentors the patterns of their own thought. The people should have the freedom to read and consider a broader range of ideas than those that may be held by any single librarian or publisher or government or church. It is wrong that what one can read should be confined to what another thinks proper.
- *It is contrary to the public interest for publishers or librarians to bar access to writings on the basis of the personal history or political affiliations of the author.*
- No art or literature can flourish if it is to be measured by the political views or private lives of its creators. No society of free people can flourish that draws up lists of writers to whom it will not listen, whatever they may have to say.
- *There is no place in our society for efforts to coerce the taste of others, to confine adults to the reading matter deemed suitable for adolescents, or to inhibit the efforts of writers to achieve artistic expression.*
- To some, much of modern expression is shocking. But is not much of life itself shocking? We cut off literature at the source if we prevent writers from dealing with the stuff of life. Parents and teachers have a responsibility to prepare the young to meet the diversity of experiences in life to which they will be exposed, as they have a responsibility to help them learn to think critically for themselves. These are affirmative responsibilities, not to be discharged simply by preventing them from reading works for which they are not yet prepared. In these matters values differ, and values cannot be legislated; nor can machinery be devised that will suit the demands of one group without limiting the freedom of others.
- *It is not in the public interest to force a reader to accept the prejudgment of a label characterizing any expression or its author as subversive or dangerous.*
- The ideal of labeling presupposes the existence of individuals or groups with wisdom to determine by authority what is good or bad for others. It presupposes that individuals must be directed in making up their minds about the ideas they examine. But Americans do not need others to do their thinking for them.
- *It is the responsibility of publishers and librarians, as guardians of the people's freedom to read, to contest encroachments upon that freedom by individuals or groups seeking to impose their own standards or tastes upon the community at large; and by the government whenever it seeks to reduce or deny public access to public information.*
- It is inevitable in the give and take of the democratic process that the political, the moral, or the aesthetic concepts of an individual or group will occasionally collide with those of another individual or group. In a free society individuals are free to determine for themselves what they wish to read, and each group is free to determine what it will recommend to its freely associated members. But no group has the right to take the law

into its own hands, and to impose its own concept of politics or morality upon other members of a democratic society. Freedom is no freedom if it is accorded only to the accepted and the inoffensive. Further, democratic societies are more safe, free, and creative when the free flow of public information is not restricted by governmental prerogative or self-censorship.

- *It is the responsibility of publishers and librarians to give full meaning to the freedom to read by providing books that enrich the quality and diversity of thought and expression. By the exercise of this affirmative responsibility, they can demonstrate that the answer to a "bad" book is a good one, the answer to a "bad" idea is a good one.*
- The freedom to read is of little consequence when the reader cannot obtain matter fit for that reader's purpose. What is needed is not only the absence of restraint, but the positive provision of opportunity for the people to read the best that has been thought and said. Books are the major channel by which the intellectual inheritance is handed down, and the principal means of its testing and growth. The defense of the freedom to read requires of all publishers and librarians the utmost of their faculties, and deserves of all Americans the fullest of their support.
- We state these propositions neither lightly nor as easy generalizations. We here stake out a lofty claim for the value of the written word. We do so because we believe that it is possessed of enormous variety and usefulness, worthy of cherishing and keeping free. We realize that the application of these propositions may mean the dissemination of ideas and manners of expression that are repugnant to many persons. We do not state these propositions in the comfortable belief that what people read is unimportant. We believe rather that what people read is deeply important; that ideas can be dangerous; but that the suppression of ideas is fatal to a democratic society. Freedom itself is a dangerous way of life, but it is ours.

Reconsideration of Library Materials Form

The Trustees of the Ossipee Public Library have established a Policy for the Selection of Materials and a procedure for gathering input about particular items. If you wish to request the reconsideration of a particular resource, please fill out this form and return it to the library director. This request will be reviewed by the Board of Trustees at their next meeting, and you will receive a written reply.

Date: _____ Name: _____

Address: _____ City: _____

State/Zip: _____ Phone: _____

Email: _____ Do you represent self? ___ or an Organization? ___

Name of Organization: _____

1. Resource on which you are commenting:

___ Book (e-book) ___ Magazine ___ Digital Resource ___ Newspaper

___ Movie ___ Audio Recording ___ Game ___ Other

Title: _____

Author/Producer: _____

2. What brought this resource to your attention?

3. Have you examined the entire resource? If not, what sections did you review?

4. What concerns you about the resource?

5. Are there resources you suggest to provide additional information and/or other viewpoints on the topic?

6. What action are you requesting the Board of Trustees to consider?

Use of the Library, Displays and Exhibits

The Library will serve all residents of Ossipee

- All applicants must show sufficient proof of residency.
- Persons residing outside the Town of Ossipee will be charged an annual fee of \$30 for an individual membership.
- Members of the Friends of Ossipee Public Library in good standing shall be exempt from paying out of town patron fees.
- Students and teachers in the Governor Wentworth Regional School District will not be charged an annual fee, but their Library card is for their exclusive use.

Parental responsibilities:

- Parents or Guardians of children under the age of 18 are responsible for the child's borrowed materials.

Use of the Library or its services may be denied or restricted by the Library Director or Trustees for due cause. Such cause may be failure to return books, misuse or destruction of Library property, disturbance of other patrons, or any other objectionable conduct on the Library premises.

Use of the Library building by the community for small group meetings is at the discretion of the Trustees.

Use of the Library Meeting Room by the community for group meetings will be determined as outlined in the Meeting Room Policy. A written copy of the Meeting Room Policy must be provided to any group using the meeting room, whether they use it on a regular basis or a single time.

Displays and Exhibits

- Announcements of community interest may be displayed in the Library foyer with permission from library staff.
- Hobby, craft, or art exhibits are encouraged, but are displayed at the owner's risk, as outlined in the Meeting Room Exhibit Policy.
- Materials, leaflets, or posters which advocate the election of a candidate, political or otherwise, may not be displayed at the Library, or on the Library bulletin board.
- No organization or individual shall be permitted to place in the Library any receptacle which solicits donations, nor shall any poster or display be permitted which advocates or solicits consideration of any product or item sold by any commercial enterprise.
- The Library building is not to be used as a site for the sale of tickets (raffle, etc.), except for sales that specifically benefit the Library.

Photography and Filming Policy

- Programs or events sponsored by the Ossipee Public Library may be photographed or filmed. Attendance at a Library sponsored program or event constitutes the consent of all attendees, and the consent of the parents or legal guardians of any minor children in attendance, to the future broadcast, publication, or other use of photographs or videos at the sole discretion of the Ossipee Public Library.
- Photography or filming is permitted in the library so long as it does not invade the privacy of other library users, interfere with any other person's ability to use the library, or the staff's ability to provide services.
- Photography or filming is not permitted in non-public areas of the library such as the bathrooms, the computer work stations, the office, and behind the circulation desk.
- Right to Know Law NH RSA 91-A: Contents posted on library social media sites may be considered public records subject to disclosure under the New Hampshire "Right to Know" law, RSA 91-A.

Fees, Gifts and Memorials, Friends, Volunteers, Confidentiality, Amendments and Review

Fees

The Library Director will set fees for the use of Library equipment such as the fax machine, photocopying machine, etc., and the cost of the paper used by them. The fee schedule will be reviewed on a regular schedule and approved by the Library Trustees. The approved fee schedule will be posted in the Library for the information of the Library patrons.

The Library will also charge the following fees:

- Fee for lost book: Replacement cost, plus \$5.00 processing fee.

Gifts and Memorials

- Books and other materials may be accepted on the condition that the Library has the authority to make whatever disposition it deems advisable.
- Gifts of money, real property, and/or stock will be accepted if conditions attached thereto are acceptable to the Board of Trustees and subject to -any applicable laws. Personal property, art objects, portraits, antiques, and other objects will be accepted only upon approval of the Library Trustees.
- With the exception of special exhibits, the Library reserves the right not to accept for deposit materials that are not outright gifts.
- The Library Director will make out a receipt for donations, but cannot attach a dollar amount.

Friends of the Library

The Friends of the Library is an autonomous citizens' group. It serves as a liaison between the community and the Library. The Friends group acts in cooperation with the Library Director and Board of Trustees.

Volunteers

Volunteers are a source of community support for the Ossipee Public Library. A volunteer must be approved by the library director who will be responsible for assigning tasks. The library is not under any obligation to accept specific offers of volunteer help. Acceptance will depend on the library's need, applicant's qualifications or skills, availability of staff to supervise, and other factors. Volunteers cannot take the place of a paid employee and must be 18 years of age or older. All volunteers must respect patron privacy and have no access to patron records on file or patron circulation records.

Confidentiality

- The Ossipee Public Library conforms to the NH Library Law RSA 91-A, "Access to Public Records and Meetings," protecting confidentiality.
- It is the policy of the Ossipee Public Library to protect the privacy of all patrons, staff members, trustees, and volunteers.

- Staff members, trustees, and volunteers agree to protect information about library borrowers, their requests for information and materials, the online sites and resources they access, and their loan transactions. This information may not be given out to individuals, private or public agencies without a court order or as otherwise required by law.
- A borrower may allow a party to act on his or her behalf for checkout of materials by sending his or her library card with another party.

Amendments and Review

- This policy may be amended at any regular meeting of the Trustees, providing that proposed changes have been submitted to all Trustees four (4) weeks previously.
- The entire policy is to be reviewed annually.

Library Behavior Policy

Policy:

All persons who want to use the Library are welcome, but no one may interfere with any other person's ability to use the Library, or staff's ability to provide services.

Safety, order, and efficiency require a policy which must be followed by all library users.

Behavior that is prohibited in the library includes – but is not limited to – the following

- Any illegal act
- Possession of alcohol or any controlled substance
- Indecency and vulgar language
- Smoking or use of tobacco products
- Obstructing any entrance, exit, or passageway
- Sleeping
- Loud or unruly behavior
- Harassment of staff and patrons
- Eating outside designated areas
- Soliciting, canvassing, interviewing
- Vandalism
- Lying on the floor
- Disrupting the orderly conduct of business
- Rearranging furniture
- Running
- Misusing computers or other equipment
- Causing excessive wear or damage to furniture
- Material may not be removed from the library without proper authorization. (Books, etc., must be checked out. Passes must be signed for. Theft of Library material – or damaging or defacing material – may lead to prosecution under NH RSA 202-A).
- Personal property may not be left unattended. Persons in the Library are responsible for their personal property. The Library is not responsible for lost or stolen items.
- Proper dress, including shirts, pants and shoes are required at all times.
- Children under 12 years of age must be accompanied and supervised by the appropriate supervisor or caregiver when visiting the library.
- Service animals are welcome.
- Please exercise responsible cell phone use. Loud conversations are disruptive and are prohibited.

Failure to comply with these rules may lead to revocation of library privileges and eviction from the building.

Harassment and Discrimination Policy

(Adopted by the Library Board of Trustees on September 10, 2018 as the Ossipee Public Library's Personnel Policy against Harassment and Discrimination. Below is an excerpt from the Town of Ossipee Employee Handbook)

Policy against Harassment and Discrimination

The Town of Ossipee intends to provide a work environment that is pleasant, healthful, comfortable, and free from intimidation, hostility, or other offenses, which might interfere with work performance. Harassment or discrimination of any sort - verbal, physical, visual - will not be tolerated. Therefore, it is the Town of Ossipee's objective to prohibit and prevent unlawful harassment and discrimination in the workplace, including retaliation, to encourage prompt reporting of such prohibited conduct, and to promptly investigate and resolve any alleged harassment or discrimination. In an effort to achieve this objective, the Town of Ossipee has adopted this policy against harassment and discrimination, which all employees are expected to know and follow.

Harassment and Discrimination Prohibited

The Town of Ossipee will not tolerate the harassment of or inappropriate, disrespectful, or demeaning behavior toward any applicant, employee, or third party on the basis of age, sex, race, religious creed, color, national origin, marital status, familial status, sexual orientation, veteran status, genetic information, mental or physical disability, or any other characteristic protected by law.

Sexual harassment is a form of prohibited harassment and is defined as unwelcome sexual advances, requests for sexual favors and other verbal, physical and non-physical conduct of a sexual nature.

Sexual harassment may not always be direct, but may at times be indirect and even unintentional. While it is not possible to list all those circumstances that may constitute sexual harassment, the following are some examples of conduct which may constitute sexual harassment:

- Unwelcome hugging, touching, kissing and/or unwelcome sexual advances, whether they involve physical touching or not;
- Sexual epithets, jokes, written or verbal references to sexual conduct; comments about an individual's body; comments about an individual's sexual activity, deficiencies, or prowess; suggestive or lewd remarks;
- Displaying sexually suggestive objects, pictures, cartoons;
- Unwelcome leering, whistling, brushing against the body, sexual gestures, suggestive or insulting comments;
- Inquiries into one's sexual experiences; and
- Discussion of one's own sexual activities.

This policy prohibits all of the aforementioned activities whether engaged in by an employee, elected official, supervisor, agent of the Town of Ossipee, co-worker, or non-employee who is

on the Town's premises or who comes in contact with Town employees in the performance of their duties off-site.

Responsibility for Remedying Harassment

All Town of Ossipee employees, and particularly supervisors, have a responsibility for keeping our work environment free of harassment and discrimination. Any employee who becomes aware of an incident of harassment or discrimination, whether by witnessing the incident or being told of it, must report it to his or her immediate supervisor, or any supervisor or elected official with whom the employee feels comfortable. When Town officials become aware that harassment might exist, they are obligated by law to take prompt and appropriate action, whether or not the victim wants the Town to do so.

Reporting of Harassment

Experience has shown that a clear statement to the person engaging in the harassment or discrimination is often all that is necessary to stop the conduct. An employee who believes the employee has been subjected to discrimination or harassment of any type by a customer, vendor, coworker, supervisor or manager is encouraged to let the person engaging in the conduct know how the employee feels, **but the employee is not required to do so**. However, the employee must immediately report the harassment or discrimination to the employee's supervisor, or any supervisor or elected official with whom the employee feels comfortable. The Town of Ossipee will promptly investigate the matter and take appropriate action depending upon the nature and severity of any proven incident. The Town of Ossipee will discipline any employee who violates this policy, and such discipline may include termination from employment. If it is determined that the complaining employee falsely, knowingly and maliciously accused another of discrimination or sexual harassment, the complaining employee may be subject to appropriate discipline, up to and including termination of employment. The Town of Ossipee will conduct all investigations with due regard for the privacy of all persons, while also being consistent with the need to conduct a fair, complete and responsive investigation. The Town of Ossipee cannot take action to stop the unwelcome behavior if it does not know about it. No adverse employment action will be taken for any employee making a good faith report of alleged harassment.

Retaliation

Retaliation against an employee who complains about sexual or other unlawful harassment and/or discrimination is a violation of the Town of Ossipee's policy and state and federal law. Retaliation means any form of adverse action against an employee by a manager or co-employee because the employee made a report of alleged sexual harassment or discrimination; testified against or participated in any manner in an investigation of a report of sexual harassment; or opposed any practice prohibited by this Policy or made unlawful by Title VII of the Civil Rights Act of 1964, as amended, and New Hampshire laws against discrimination and harassment. Retaliation is a form of unlawful harassment and will be handled in the same manner as other forms of harassment and discrimination.

Computer and Internet Policies

Computer Policy

This policy applies to all users of the Ossiipee Public Library public access computers and WIFI Network. Computer users may use their own USB devices on specified library computers.

- No more than two people may sit together at any one computer.
- Computer users must use earphones or earbuds when sound accompanies a given site.
- Users will be personally responsible for any materials ordered via the Internet.
- Computer users may not obstruct other people's work by tampering with any library workstation.
- Computer users may not make any attempt to damage computer equipment or software, to alter software configurations, or to degrade system performance.
- Computer users may not install software on library workstations or copy software from a library workstation. Any damage to the computer or its peripheral devices is the responsibility of the user. Damage deliberately done to other computers, networks or products accessed through the library's Internet connection will be traced and the perpetrator will be prosecuted to the full extent of the law.
- Computer users may not use any library workstation or wireless network for any illegal or criminal purpose.
- Computer users may not engage in any activity that is deliberately or maliciously offensive, libelous or slanderous. Users may not send, receive, or display graphics which may be construed as pornographic.
- Computer users may not violate copyright laws or software licensing agreements in their use of library workstations or wireless networks.
- Lost and unsaved files on public computers are not the responsibility of the library staff. Use discretion when creating documents on public computers.

Internet Policy

The Internet, as an information resource, enables the library to provide information beyond the confines of its own collection. It allows access to ideas, information, and commentary from around the globe. This policy applies to everyone who uses the public access computers and wireless connections in the Ossiipee Library to access the Internet.

Responsibilities of Computer Users: The Ossiipee Library does not monitor and has no control over the information accessed over the Internet. The Internet offers access to many valuable local, national, and international sources of information. The Internet is a powerful tool for finding information, but other library resources may be more appropriate for locating some information in a timely manner. Additionally, some Internet sites, particularly databases, are unavailable because of limited access. However, as with printed publications, not all sites on

the Internet provide accurate, complete, or current information. A good information consumer evaluates the validity of information found.

The Internet is a global entity with a highly diverse user population and information content; library patrons use it at their own risk. The library assumes no responsibility for information available through the Internet, which patrons may find to be inaccurate, offensive, and/or illegal.

The library upholds and affirms the right of each individual to have access to constitutionally protected material.

The Library affirms the right and responsibility of parents to grant, and monitor their children's use of library materials and resources. Supervision or restriction of a minor's access to the Internet is the responsibility of the parent or legal guardian.

The Library does not have the right or the responsibility to act in loco parentis. Those parents who believe their children cannot responsibly use the library's Internet access workstations or wireless networks should monitor their children's Internet use.

Computer users are warned that the library's public access computers and wireless networks are not secured. The library cannot assure the confidentiality of credit card or other personal information transmitted through library computers. The Library affirms the right and responsibility of parents to inform, teach, and instruct their children not to disclose personal information to strangers in any form of electronic communication.

Computer users may not download software onto library computers. Manipulation of library operation systems, setups, files, or configuration of the software or hardware is forbidden.

Computer users may not use any library computer for any illegal or criminal purpose including but not limited to harassment, stalking, pornography, or scams. Computer users may not display materials that by community standards are obscene.

Copyright

U.S. copyright law (Title 17, U.S. Code) prohibits the unauthorized reproduction or distribution of copyrighted materials, except as permitted by the principles of "fair use". Computer users may not copy or distribute electronic materials (including text, images, programs, data or files) without the explicit permission of the copyright holder. Any responsibility for and consequences of copyright infringement lies with the computer user; the library expressly disclaims any liability or responsibility resulting from such use.

Wi-Fi Users

- Wi-Fi users should have up-to-date virus protection on their computers/devices.
- The computer/device owner is responsible for setting up his/her own equipment to access the Library's wireless network.
- Library staff is not permitted to handle patron laptops, devices, or other equipment.

- The library staff cannot provide more than general assistance in getting connected to the wireless network.
- The library assumes no responsibility for the safety of equipment.
- Users must keep their equipment with them at all times.
- The library cannot assume responsibility for devices that are not working and cannot fix devices.

Social Media Policy

Ossipee Public Library (OPL) participates in social media to reach out to our patrons, foster community, promote services, engage library users and carry out the library's greater mission statement.

Social media provides an online public forum to facilitate the sharing of ideas, opinions and information about library-related subjects and issues among library staff and library users. Comments and postings by participants other than library staff moderators do not necessarily reflect the official position of OPL or its staff. Social media includes, but is not limited to, formats such as instant messaging, text-based posts, discussion lists, websites, and social network pages.

Users of library social media should be aware that all third party sites, such as Facebook has their own privacy policies and should proceed accordingly.

OPL reserves the right to monitor content on all of its social networking sites and to remove messages or postings containing the following:

- Comments containing hate language, vulgar, obscene, or libelous language
- Attacks on any ethnic, racial, economic or religious groups
- Endorsements of specific brand name products or services for advertising or marketing purposes, including political advertisements or endorsements
- Copyright violations
- Off topic comments
- Duplicate posts from the same individual

Library staff are available to respond to comments and questions during library open hours only.

Microfilm Policy

1. These films are for in-house use only. They do not circulate under any circumstance.
2. Privileges for using the microfilm reader may be revoked at any time.

Meeting Room Policy

Policy for the use of the Ossipee Public Library Meeting Room

Public Libraries have traditionally provided meeting space for all members of their communities to encourage free expression and free access to ideas presenting all points of view of subject of all kinds. The Ossipee Public Library supports this concept and endorses the American Library Association's Bill of Rights which states: "Libraries which make exhibit spaces and meeting rooms available to the public they serve should make such facilities available on an equitable basis, regardless of the beliefs or affiliations of individuals or groups requesting their use."

Procedures governing the public use of the Library Meeting Room are as follows:

1. The meeting room is intended for public gatherings of a civic, cultural or educational nature.
2. All meetings must be open to the public. No group or organization using the meeting room will discriminate on the basis of race, color, national origin, sex, religion, age, disability or sexual orientation in the provision of services. There shall be no restrictions in videotaping or audio taping of meeting room events.
3. Programs held in the Meeting Room may not disrupt the use of the Library by others. Persons attending the meetings are subject to all Library rules and regulations.
4. Library facilities must be left in a clean and orderly condition. Tables and chairs must be placed as originally set up. The use of tape, tacks, push-pins or similar hardware is not permitted on the Meeting Room walls. No alcoholic beverages may be served anywhere in the Library. No smoking is permitted anywhere in the Library or on Library grounds. Users must pay the cost for repair of any damage to the facilities or for extra janitorial services.
5. The Library will not be responsible for materials or equipment left in the building by users. The Library will not be responsible for materials loaned on exhibit. If the users require Library equipment (television, DVD player, etc.), they must make arrangements when they reserve the Meeting room. Please refer to the Meeting Room Exhibit Policy for matters regarding exhibits held in the Library Meeting Room.
6. The Library reserves the right to revoke Meeting Room privileges at any time.
7. Granting of permission to use the Library facilities does not constitute an endorsement by the Library staff or Board of Trustees of the users or their beliefs.
8. The Meeting Room is intended for the use of persons and organizations based in Ossipee. These groups will be given priority in the use of the Meeting Room with Library programs given first priority
9. The Library staff and Board of Trustees shall be immune from civil liability as outlined in RSA 508:17.
10. The Library reserves the right to alter these rules as deemed necessary by the Board of Trustees.

Meeting Room Exhibit Policy

The Ossipee Public Library invites artists to exhibit their works in the library meeting room. An artist who wishes to make use of this space must agree to these provisions:

- a. The artist will assume total responsibility for the mounting of the exhibit and must conform to any constraints placed upon the exhibit space by the library.
- b. The artist will assume full responsibility for the works exhibited. Neither the Ossipee Public Library nor the Town of Ossipee shall assume any responsibility or obligation for any loss or damage to any item or items so displayed. The displayed items are not and will not be covered under any insurance policy owned by the Town of Ossipee. An art display release form must be signed before the exhibit is mounted.
- c. No prices may be posted on the works of art, or admission charged. A price list may be discreetly placed in the exhibit.

Financial and Investment Policy

Ossipee Public Library Financial Policy

The Ossipee Public Library Trustees establish this financial policy to ensure fiscal accountability, appropriate use of funds in support of the Library's mission and goals, and compliance with appropriate laws and ordinances. (**RSA 202-A: 11**).

Budget

- The Ossipee Public Library Trustees and the Director of the Ossipee Public Library shall establish an annual budget for Appropriated Funds according to the Town of Ossipee guidelines and submit it to the town for inclusion in the Town of Ossipee's budget. (**RSA 202-A: 11**).
- The Ossipee Public Library Trustees and the director of the Ossipee Public Library shall establish an annual budget for Library Revenue.
- On an annual basis, all Library funds, expenditures and revenues will be audited.
- Appropriated Funds money will be audited as part of the Town's Audit.
- Library Revenue money will be audited internally.

Expenditures

- Monthly bills will be reviewed and initialed by the Director of the Library and then forwarded to the Bookkeeper or Treasurer for check preparation and signature by the Treasurer or Chairman.
- The Bookkeeper or Treasurer will make payment on the bills in a timely manner.
- The Library Board of Trustees will expend all monies raised and appropriated by the town within the budgeted year. At the end of the budgeted year, any unused appropriated funds will be returned to the town to be placed in the town's general fund unless encumbered for a specific purpose. (**RSA 32:7**).

Receipts

- The director of the library shall establish a record keeping procedure for keeping track of library revenue (such as overdue fines, fax, copies, etc.).
- The funds collected from the library revenue (income generating equipment and fines and lost books) shall be deposited monthly in a nonlapsing account. (**RSA 202-A: 11, RSA 202-A:11-a**).
- All donations to the library shall be subject to the approval of the Library Board per the Gifts Policy. (**RSA 202-A:4-c; RSA 202-A:4-d**).

Petty Cash

- Six hundred dollars in appropriated money shall be kept in a separate Petty Cash account to be accessed by the Library Director with a debit card for

Trustee approved expenditures that include but are not limited to the following: postage stamps, supplies for programming, online purchases, annual fees for QuickBooks and Amazon Prime.

- The Library Director shall communicate with the Treasurer in a timely manner when transactions occur.
- Receipts are maintained for purchases using the debit card.
- The card is kept in a locked drawer in the Director's Office when not in use.
- Monthly bank statements are reconciled by the bookkeeper. (The Trustees review the monthly statements).
- Expenditures are reviewed monthly at the Trustees Meeting. Supporting documentation is readily available in the Director's Office.
- The Library Director records the debit card activity in the library records, and the Bookkeeper enters the information into QuickBooks

The Library Director is authorized to spend up to \$2500.00 on any needed emergency repairs. The Director should make every effort to notify the Chairman of the needed repairs, and if the Chairman is unavailable, to notify the Treasurer. If the treasurer is unavailable, then notify the Secretary. In the event the repairs will cost over \$2500, the Chairman will call a Special Meeting of the Trustees to discuss and vote on the needed monies for the repairs.

Reporting

- The Treasurer shall provide to the Library Board of Trustees monthly financial reports which clearly provide the following information: deposits, expenditures, and principal balances.
- The Library must track operating money and revenue separately as required by law. **(RSA 202-A: 11-a).**
- All trustees and alternates must be bonded. **(RSA 41:6).**

Investment Policy

The primary objective of the Library's financial investments is to preserve capital, generate the highest available return and/or enable the liquidity of library funds in order to meet the operating requirements that might be reasonably anticipated.

The library shall review and approve this investment policy annually (RSA 31:25).

Approved on 7 September 2013 by the Library Board of Trustees

Patricia Pustell, Chairman Patricia Pustell

Lisa Buerk, Treasurer Lisa Buerk

DorisAnn Allenson, Secretary _____

Linda Hatfield _____

Carl Tyler CT

Roger ter Kuile Roger M. ter Kuile (Alternate)

Theresa Sousoures, Alternate Theresa Sousoures