

AMESBURY PUBLIC LIBRARY POLICY MANUAL

**Approved by the
Amesbury Public Library
Board of Library Trustees
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Revised 2008**

**AMESBURY PUBLIC LIBRARY
POLICY MANUAL**

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I. Mission Statement and Goals

The Amesbury Public Library, under the authority of its Board of Trustees, strives to provide the best possible resources and services to fulfill the educational, cultural, personal development, social, and recreational needs of the community. In its efforts to enhance the quality of life in Amesbury and serve the residents in the information age, the Amesbury Public Library has established the following goals:

- A. To select quality materials that meet the public's interests and needs, including print, audio-visual and electronic formats, as well as materials for all ages.
- B. To attain the most effective informational delivery systems possible for the public.
- C. To support staff participation in professional activities and educational opportunities in order to maintain the highest standards of service to the community.
- D. To offer a well-planned program of children's and young adult activities, including regularly scheduled story times, reading programs, contests and special events.
- E. To evaluate continuously and encourage all viable sources of funding in order to support the highest possible level of library services.
- F. To maintain proactively the library building and its furnishings to meet the needs of the public.
- G. Through an active public relations campaign, to keep the public aware of all the programs and services the library offers.
- H. To assist in the provision of adult and family literacy services for members of the Amesbury community.

II. Public Service Policy

The Amesbury Public Library strives to offer excellent library services to all of its patrons. The Library is dedicated to achieving this goal through access to a quality collection within its walls and a world of electronic information from outside. The Library staff is committed to providing accurate, efficient and friendly service at all times.

A. The library offers the same high quality service to all regardless of age, race, sex, nationality, educational background, physical limitations, sexual orientation or any other criteria which may be a source of discrimination.

B. Ethics

1. The needs and requests of library patrons must always be treated seriously and with respect. Equal consideration and treatment will be given to all users within established guidelines.

2. All interactions between staff and patrons (including children) are confidential and will be discussed only in a professional context. Such matters include, but are not limited to, registration information, materials selection, and reference questions. Parents of minors may have access to their children's records only if an unsolved problem exists with the child's borrowing privileges. This provision is in concert with American Library Association guidelines.

3. Staff members may not accept personal gifts from library patrons or groups unless such gifts are acceptable under the City of Amesbury ethics policy.

4. Staff members are trained not to offer personal opinions or advice in answer to queries, but to always follow established library practices in responding to patron requests.

B. Patron Suggestions

The Amesbury Public Library is always open to suggestions on how to improve library service.

III. Circulation Policies

As part of the Merrimack Valley Library Consortium, some of the guidelines we follow are those set by the consortium. A resident of an off-line consortium library may apply for a card in any library in the consortium. All residents of Massachusetts are entitled to borrowing privileges in any public library in the Commonwealth.

A. The Library Card

1. General Information

Cards are issued to individuals. A card holder is responsible for all materials checked out on his/her card. No one but the cardholder may use the card without express permission of the cardholder and the library. To ensure that this policy is enforced fairly, the library requires all borrowers to have their library card in their possession when checking out materials.

2. Applying for the card: In-state.

To obtain a card, a patron must present verification of name and address, and complete a library card application. A library card is free to any applicant 3 years of age or older, who resides within Massachusetts: patrons younger than 14 years of age must have a parent or guardian sign the application. We encourage parents to read our policy on the confidentiality of patron records before applying for a library card for their young child. This policy is available on the library card application and on page 11 of this manual.

3. Applying for the card: Out-of-state.

a. An out-of-state resident who owns property in Amesbury may have an MVLC card at no charge. The card will have a two year expiration date and may be renewed. A current property tax bill must be presented as verification at time of application and at renewal date.

b. An out-of-state resident who owns a business in Amesbury may have an MVLC card with a two year expiration date. The card is renewable at that time. Proof of ownership would need to be presented at time of application and at renewal.

c. A student of Amesbury High School who is a South Hampton, N.H. resident qualifies for a free Amesbury-only card available for the **use of the student only**. The card expires upon the graduation date of the student. Students may request books from other MVLC libraries through library staff members. Teachers in the Amesbury School Department who reside out- of-state are eligible for free Amesbury only cards. These cards provide access to the collection of this Library only and do not confer consortium-wide privileges.

d. Any out-of-state resident that does not fit the above categories may not currently purchase an MVLC card. Per vote of the MVLC

Executive board, during any period when a library in MVLC or in a contiguous community is not certified due to closure or failure to meet state standards, the sale of new network cards to out of state residents will be suspended. If a patron purchased an MVLC card prior to the decertification of an area library, the card will remain valid and be eligible for renewal.

4. Institutional & Other Cards

Nursing homes, businesses, daycare centers & schools may apply for an institutional card. This card remains at the library so that all authorized personnel may have access to it. The list of authorized personnel shall be periodically updated. The same privileges apply to these card holders as all other borrowers. The **organization is responsible** for lost or damaged materials and overdue fines.

B. **Loan Periods**

1. 21-day materials include books, compact discs, books on tape, books on CD, CD-ROMs, and kits.
2. 7-day materials include videos, DVDs and periodicals.
3. 1-day materials include museum passes

C. **Renewals**

1. Library materials not in demand may be renewed. The Library reserves the right to recall them if necessary.
2. Exceptions for renewal include DVDs in the browsing collection.
3. **Renewal Process**
Items may be renewed at the circulation desk, by telephone or online. When renewing by phone, a patron should have available his/her library card or the items to be renewed. There are no limits to the items to be renewed by telephone. These can not take priority over interactions at the circulation desk. In the event a staff person is initially too busy to perform a renewal on the telephone, the patron's call will be returned as soon as possible.

D. Borrowing limits

1. There are no limits to the number of items that a person can check out for most materials.
2. Exceptions: periodicals (up to 10), and Browsing DVDs (up to 3)
3. As dictated by the weight of school assignments, it may be necessary from time to time to limit the number of items on any one subject borrowed by a patron.

E. Fines and Fees

1. Videos, DVDs and museum passes are the only Amesbury items that generate overdue fines.
2. Lost or damaged items. Full replacement costs are charged to patrons for lost or damaged materials. A \$5.00 processing fee may be added to the replacement cost of an item lost, damaged, or never returned.
3. Fines and other charges vary from library to library in our consortium. Fines and fees may be collected in any MVLC library.
4. Replacement cost for a lost library card is a cumulative charge starting at \$1.00 the first time, \$2.00 for the second time, and so on.
5. The following chart shows loan periods, limits, renewals, fines and fees.

MOST MATERIAL: 3 week loan
 Unlimited renewals
 No limit on # of items that can be borrowed

<u>EXCEPTIONS</u>	<u>LOAN PERIOD</u>	<u>RENEWAL</u>	<u>ITEM LIMIT</u>
Videos	1 week	Yes	
Periodicals	1 week	Yes	10
Hooked on Phonics Kit	3 weeks	Yes	
Browsing DVDs	1 week	No	3

FINES
Videos \$ 1.00 per day
Museum Passes 5.00 per day

FEES

Fax, per page	\$.15
Replace library card	\$1.00, \$2.00, \$3.00, etc.
Kit bag with barcode	\$3.00
Barcode replacement	\$1.00
Damaged Material	Replacement Cost
Printing from computers:	\$.10 per page

F. **Museum Passes**

1. Any patron with a card valid MVLC card may borrow any museum pass.
2. Reservations for a pass may be made in person or by telephone up to two weeks in advance. The library encourages that reservations be made in advance as far as is possible in the two week time period.
3. Patrons are requested to present their cards when making a museum pass reservation in person or be prepared to read it when reserving by phone.
4. All fines and/or delinquencies must be cleared before reserving a pass.
5. A family may borrow no more than one museum pass per day.

G. **Hold System & Interlibrary Loan Services**

1. Purpose

The Hold System and Interlibrary loan (ILL) serve the research and information needs of the Amesbury community by providing access to materials not owned by the Amesbury Library. These services are available to all consortium card holders.

2. Requesting Material

Materials from within MVLC are available through the Online Catalog or with assistance at the Reference Desk. Additional resources may be viewed on the catalog, but requests for all materials from beyond the MVLC system must be placed with the reference staff. Patrons may also place requests with reference staff by telephone. Items must be picked up at the Circulation Desk.

3. Limits

There are no limits on holds placed. ILL requests will be placed at the discretion of the staff.

4. Fax Requests

The fax machine is used for sending and receiving requested materials from other libraries, for example magazine articles and legal references.

Patrons are charged 15 cents per page for faxes received. While patrons are charged for individual magazine articles, the magazines themselves may be able to be borrowed with no cost to the patrons.

5. Time Required

A minimum of one week should be allowed for receipt of materials. Delivery time may be faster for items located nearby in our consortium, but this cannot be guaranteed. Likewise, items coming from well beyond our local system may require a considerably longer delivery period.

6. Notification

Patrons are notified by phone or E-mail, depending upon their preference, upon receipt of requested materials. All materials must be picked up within 7 days. Items not picked up within 7 days of notification will be returned to the owning library.

7. Return of materials

Items borrowed from out of the consortium must be returned to the Amesbury Public Library. Items borrowed from within our consortium generally follow our own lending time periods. Lending libraries outside of our own consortium determine their own due dates. Because processing and delivery time must be considered, due dates on these items may vary. Prompt return of materials to the Circulation desk is necessary in order to comply with the lending library's due date.

8. Renewals

In most circumstances it is possible to request an extension of the loan period for local materials. Videos, DVDs and out of consortium materials are the exception and are not always renewable. It is suggested that renewals be made by the due date.

9. Fees

Fax items are charged \$.15 per page. There are no other costs associated with placing interlibrary loan requests.

10. Lost items

If materials are lost, costs will be assessed according to the regulation of the lending library.

11. Loss of privileges

Failure to comply with interlibrary loan rules may result in the loss of ILL borrowing privileges.

H. Delinquency Thresholds

1. All borrowing privileges will be suspended when a patron's card has reached one or more of these thresholds:
 - a. Owes \$1.00 in fines
 - b. Owes \$1.00 in miscellaneous charges
 - c. Owes \$2.00 in replacement costs for lost or long overdue material
 - d. Has 20 overdue items
 - e. Has at least one item seven weeks overdue (item has reached bill stage)
2. The borrower must clear this account completely before borrowing privileges are reinstated.
3. Each library in our consortium sets its own standard for delinquency thresholds. Thus, a patron who is "delinquent" in one library may not be delinquent in another. For example, a patron can check-out items from Amesbury even if they have ten books overdue (our limit is 20). The same patron could not check-out items from Haverhill since their threshold for overdue books is four.

I. Notices

1. **Recalls:**
Notice is sent one day after due date for items on the reserve list.
2. **Overdues**
 - a. First notice is sent 21 days after the due date.
 - b. Second notice is sent 42 days after the due date.
 - c. Final notice is sent 63 days after the due date.
 - d. Exception:
 - (1) Videos and DVDs: three notices are sent out: one day, eight days and fifteen days after due date.
 - (2) Museum Pass: One call is made the first day the pass is late.

J. Long Overdue, Lost and Damaged Items

1. After a one year time period, previously billed items must be paid in full before borrowing privileges are reinstated.
2. Long overdue materials are gladly accepted as donations, but not in lieu of replacement costs.
3. Full replacement cost is also due on any article returned damaged.

4. The cost for these items is non-refundable once it is paid.
5. A processing fee of \$5.00 may be assessed when an item is lost, damaged, or long overdue.

K. Confidentiality of Patron Records

The Amesbury Public Library recognizes that its circulation records and other records identifying the names of library patrons are confidential in nature. These records will not be made available to any person or agency of local, state or federal government except pursuant to such process, order or subpoena as may be authorized under the authority of and pursuant to local, state or federal or administrative discovery procedures of legislative investigative power.

The Library Board of Trustees will refuse the acceptance of issue, the issuance or the enforcement of any such process, order or subpoena until such time as proper showing of good cause has been made in a court of competent jurisdiction. The Library Board will consult with legal counsel to determine the validity of such process, order or subpoena. If the process, order or subpoena is not in proper form or if good cause is not shown, the Board will insist upon corrections before any patron information is divulged.

As an institution we are committed legally and ethically to protecting the privacy of all of our patrons equally, regardless of age.

L. Non-Circulating Items

1. Items that do not circulate are as follows: reference, vault and genealogy materials, current periodicals.
2. Materials considered "high risk" (e.g. photography/art books with plates often subject to mutilation and titles subject to repeated theft) may be placed on "Permanent Reserve" and become non-circulating.

IV. Reference Policies

A. Reference Department Objectives

1. To select, acquire, and organize both print and electronic sources of information and other services that meet the personal, educational and professional needs of library users.
2. To identify and promote the information needs of potential library users in the community.
3. To cooperate with community agencies and organizations in their effort to serve the community.
4. To identify a user's specific information needs through a reference interview and then fill those needs by using all resources available including the expertise of colleagues and referral to other organizations.
5. To evaluate internet resources for authority, accuracy, currency and content.
6. To take responsibility to seek continuing professional educational opportunities, especially workshops and conferences.
7. To provide qualified staff to assist patrons in an efficient and courteous manner

B. Reference Standards:

1. The reference staff at the Amesbury Public Library offers the same quality of services to all regardless of age, race, gender, nationality, educational background, disability, sexual orientation or any other criteria which may be the source of discrimination.
2. Reference services will be provided at all times the library is open.
3. The reference desk will be staffed by professionally trained personnel in order to provide quality service.
4. The Amesbury Public Library regards as valid every reference question asked by any patron of any age.
5. All reference transactions with a library patron, whether adult or child, will be considered confidential and will be discussed only in a professional context.
6. Services to the public receive priority over any other duties, and in-person reference receives priority over telephone queries. Inquiries received via

email or written requests will be answered in the order in which they are received, as staff time permits.

7. Time Limits: Because no two reference questions are alike, no concrete limits can be placed on how much time the reference staff spends on a particular request. The reference staff will use their own best judgment in limiting the time spent with one particular patron, according to the urgency of the question and the number of patrons waiting to be served. When a question or request requires more time than is immediately available, the reference librarian will take the patron's name and contact information and follow-up within 24 hours.
8. Reference staff will rely upon information obtained from reputable sources in order to give the most accurate and authoritative answer to questions.
9. Reference staff will refer the patron to other appropriate sources or institutions when the query cannot be answered to the satisfaction of the patron using APL resources.
10. Reference staff does not give medical, legal, financial or tax advice.
11. The reference staff will be able to instruct patrons in the use of all of the library's print and electronic resources.

C. Reference Services

1. Loan of reference materials: the purpose of the reference collection is to assure library users of access to reference materials at all times that the library is open. Reference materials will therefore never circulate.
2. Interlibrary loan: books or materials not owned by the Amesbury Public Library can be obtained for patrons through our membership in the Merrimack Valley Library Consortium (MVLC) and the Northeastern Massachusetts Regional Library System (NMRLS). Required materials will be sought in the following order:
 - a. By checking the MVLC catalog for an owning library. The reference staff will either place the request directly or instruct the user in placing holds using the online catalog.
 - b. By checking catalogs at other library networks that participate in the point-to-point Interlibrary loan system. The reference staff can borrow directly from these libraries via an email request.
 - c. By checking the Virtual Catalog and OCLC's Worldcat, then submitting any requests to the NMRLS regional ILL center at Memorial Hall Library.

3. Amesbury information: The Amesbury Public Library maintains its own web page which includes information about the library and links to the other town departments. We also are active participants in MVLC's Community Information Database: a searchable index of community organizations and agencies. This information is updated annually and new organizations are added regularly.
4. Genealogy and Local History: Help with genealogy and local history research is limited to basic instruction in using the materials and general research assistance. The Reference staff will do some genealogy research for those patrons unable to come to the library due to distance or disability as time and staffing levels allow. Any charges accrued for photocopying and mailing should be paid to the Friends of the Amesbury Public Library.
5. Tax information: the Amesbury Public Library participates annually in the IRS tax form distribution program and we receive a small number of tax forms from the Mass Dept. of Revenue. Most forms and publications are available on the Internet and the reference staff is glad to help our users retrieve the necessary forms. Specific tax questions will be treated as any other reference question, but tax advice or interpretation will not be given. Further referral may be made to the appropriate state and federal tax offices.
6. City/Criss-Cross directoriesⓈ (including the list of Amesbury residents): Information will be given over the phone and in person from these sources. Older city directories are available on microfilm, requests from these directories will be handled in the same manner as any genealogy or local history request.
7. Medical or legal information: questions on these topics will be treated like any other reference question. The Library will provide information from authoritative sources and make referrals to appropriate outside resources such as the Lawrence Law library or the Anna Jacques Hospital library. At no time will the reference staff interpret legal or medical information, nor offer personal advice.

D Technology

1. Time Limits and Charges: Our policies and procedures for use of the computers are designed to make our limited resources available to as many people as possible. We ask all patrons for their cooperation in abiding by any time limits and other regulations. All patrons using the internet are expected to follow our acceptable use guidelines. (see Appendix B)
2. Technology and Children: Parents (or guardians) should monitor children's use of library equipment (e.g., computers, microfilm readers, and photocopier). Parents can be liable for damage done by a child under age 18.
3. Computer instruction: the reference staff is available for only the most basic instruction in using a computer or the Internet. The

amount of time spent helping with a particular task is up to the discretion of the reference staff.

V. Patron Behavior

A. Food and/or beverages are not allowed in the library, without the express permission of the Library.

B. The following activities are **prohibited** in the library and on library grounds. Patrons unable to follow this code of behavior may be asked to leave the library. Continued violation of these rules could lead to the restriction of library privileges or other sanctions.

1. Smoking (Massachusetts General Laws [MGL] Ch. 270, Sec. 22)
2. Creating a disturbance by making noise, (either vocally or with electronic equipment) or engaging in other disruptive conduct including running, horseplay and fighting. (MGL, Ch. 272, Sec. 41)
3. Interfering with another person's right to use the library or with the library staff's performance of their duties.
4. Harassing or intimidation of other patrons or library staff members by threatening or sexual language and/or actions.
5. Bringing animals into the library except those needed to assist a disabled person or those contracted by the Library for a special program.
6. Misusing the rest rooms (i.e., using them as a laundry or washing facility).
7. Soliciting or canvassing of any kind not authorized by the Library.
8. Trespassing in non-public areas.
9. Using the library as a place to sleep.
10. Wearing roller blades or riding a skateboard, scooter or bicycle.

C. Those who damage or deface library materials or property will be prosecuted (MGL, Ch. 266, Sec. 100). Parents can be liable for damage done by a child under 18 (MGL, Ch. 231, Sec. 85). This includes electronic or computer equipment.

D. Theft of library materials, use of false identification to obtain a library card, or use of another person's library card without his/her permission are against state law and will be prosecuted (MGL, Ch. 266. Sec. 99).

E. Covering attire including shirts, shoes and pants or shorts must be worn in the library at all times.

F. A patron may be required to leave athletic equipment, parcels, food or other belongings deemed inappropriate in a designated area until ready to leave the building. All bicycles must be left outside in the racks provided. The Library reserves the right to limit the size and number of items brought into the building.

G. Patrons may be required to leave the library if their personal hygiene interferes with the ability of other patrons to use and/or enjoy the facility.

H. The library's telephones are here to conduct library business. The Library will allow patrons to make one phone call in an emergency or to allow children to check in with a parent or guardian. Only the telephone at the information desk is to be used by patrons, and only with the express permission of library staff.

I. Ringing cell phones and loud conversations make library use difficult for many people. To provide an environment conducive to study and research, we ask that you observe the following courtesies inside the library building:

Cell phone use is not allowed in the library.

Cell phones should be turned off or set to "silent" when entering the library.

Anyone receiving a call must immediately put the call on hold and move the conversation outside the library.

Take your belongings with you if you move to place or receive a phone call.

Refusal to comply with this policy or its intent will result in the patron being required to leave the library.

J. At no time will the Library be responsible for the loss of personal property.

K. CHILDREN'S POLICY

The staff of the Amesbury Public Library strives to create a warm, inviting, fun environment for children. We offer many programs and services that encourage children to develop a love of books, reading, and learning.

The safety and well being of children at the library is of serious concern. It is the intention of this policy to enlist the cooperation of parents and other adults responsible for children to ensure that the Amesbury Public Library provides a safe and pleasant experience for all who use it.

Children aged 6 and under may not be left unattended in the library. Older children caring for younger children must be able and willing to attend and supervise the younger ones while in the library. Parents/Guardians are responsible for their children's behavior in the library. Parents/Guardians will be notified if their children are left in a vulnerable situation or require supervision due to disruptive behavior.

VI. Programs and Services

A. General

The Amesbury Public Library provides a variety of programs and services for the community. Attendance and registration for library programs may be limited due to lack of space, program requirements, nature of program, and/or age-appropriateness. Members or groups in the community may coordinate a joint program with the library. All programming in the library must be approved by the Library Director, acting as a representative of the Library Board of Trustees.

B. Children's Programs and Services

The Children's Department of the library provides a variety of programs and services for children, parents, caregivers, and educators in the community.

1. Storytimes

Storytime programs run throughout the year for young children and include songs, storytelling, crafts and activities. The storytimes are designed to encourage a love of books and language in children, which hopefully will lead to strong reading skills. No preregistration is required.

2. Summer Reading Program

a. Introduction

The Summer Reading Program is an incentive program, often based on a statewide model, designed to maintain and increase children's reading levels over the summer. The library uses various incentives, prizes, and programs to encourage children to read, learn, and visit the library. The Children's Summer Reading program is designed for children up to 6th grade. Participants do not have to be an Amesbury resident. The rules of the Summer Reading Program may vary from year to year depending on the year's theme and programs offered. Rules are written and enforced at the Children's Librarian's discretion.

b. Incentives

Businesses, organizations, groups, and other members of the community may support programs and other aspects of the Summer Reading Program through various means, such as financial assistance and donations of materials, coupons, incentives, and prizes. Donations are accepted at the discretion of the Children's Librarian.

3. Bookbags

Teachers who live or work in Amesbury are eligible for this service. The Children's Department staff or teachers can select up to 40 books to be checked out for six weeks. All of the books that the library has on a particular topic may not be taken out at one time.

4. Tours

The Children's Department will give tours to groups in the community. Advance notice of at least one week is required, and group size may be limited depending on age level and type of tour

C. YOUNG ADULT POLICY

1. GOALS

The staff at the Amesbury Public Library strives to be a welcoming safe place for young adults. The staff strives to provide the best possible resources and services to fulfill the educational, cultural, personal development, social and recreational needs of the community. We teach proper use of the library's facilities and materials, create an atmosphere where young adults can form positive relationships, maintain young adult enthusiasm through a variety of programs scheduled throughout the year, provide a wide spectrum of reading, viewing and listening materials, keep book collections current and appealing, communicate with schools and homeschoolers to coordinate programs, and offer young adults volunteer opportunities.

2. COLLECTION DEVELOPMENT

Young Adult Materials

In recognition of the special needs and interests of young adults, defined as persons aged 12 to 18, the Amesbury Public Library has established a separate Young Adult (YA) Collection. The young adult collection consists of books, audio books, graphic novels, and DVD's.

These YA materials function as a transitional collection between the juvenile and general adult collection. Emphasis is placed on acquiring popular browsing materials that stimulate an interest in reading and provide young adults with insights into themselves and their relationships with others. YA literature often portrays events and concerns common to adolescents living in contemporary society. Therefore, some materials included in the YA collection may contain mature or controversial themes and language. It is the parent's responsibility to be aware of what their teen is checking out. The library is not responsible for what the teen checks out.

Selection criteria may include one or more of the following:

- A favorable review in a recognized review source
- Inclusion on a list of recommended books, where the list is the product of a recognized organization or library such as the ALA.
- Work is by an established author
- Work is of a popular topical nature

3. COLLABORATION

The young adult librarian will collaborate with the middle and high school librarians. The young adult librarian will meet monthly with school librarians, during the school year to discuss public and school library issues.

Provide materials that are required for assignments throughout the school year.

Collaborate on the 7th and 8th grade summer reading list with the middle school librarian.

Contact teachers at the beginning of the year informing them of the services that the APL provides.

Provide summer reading books for the middle and high school.

Collaborate with other community agencies serving teens.

4. PROGRAMMING

The young adult department offers programs to meet the reading, educational, recreational, and cultural needs that enrich and enlighten teens in the community. It offers programs to teens in and out of the library building. The programs encourage and promote the use of library materials and resources.

Whenever possible, we will make use of skills and talents of individuals and organizations from our community and region. Young adults are encouraged to provide programs for other teens.

On occasion the young adult department will co-sponsor a program with another agency or group in the community.

All teen programs are free and open to all teens in the community.

Contracts should be signed with the performer so that it is clear what is expected from the performer and also what the library is going to provide.

The number of teens participating in a program will be counted and recorded for young adult statistics.

If pictures are taken at a program, the librarian will ask permission for the participant's picture to be taken. A form will be filled out stating that the library is given permission to take the picture and also post it on the library website. When a picture is posted no identifying information will be given.

If a teen or teens become disruptive at a program they will be asked to leave the library or program.

5. SUMMER READING PROGRAM

Young adults have the opportunity to participate in the summer reading program. It is designed for grades 7-12. The young adults read for a cause to help enrich the lives of others. An organization is chosen and the teens are able to help make the world a better place. Participants do not have to be Amesbury residents. The rules of the summer reading program will vary from year to year due to the theme of the program.

6. SUMMER READING BOOKS

The Amesbury Public Library in cooperation with the Amesbury Middle and High School provides the reading material that is required, on the summer reading lists for both schools. The list is available in hardcopy and also on the library website.

7. ASSIGNMENT ALERTS

Teachers are encouraged to submit assignments so that we can have the materials available for the students.

8. PARENT SHELF

A parent shelf is available for parents of teenagers in the young adult section. Materials are available on many subject matters to help enrich the lives of parents and teens.

9. CONTESTS

On occasion the young adult department will have various contests. If the contest involves original work (i.e. poetry, art contest, writing) if it is proven that the work isn't original then the person is disqualified from the contest.

10. VOLUNTEER OPPORTUNITIES

The young adult department offers volunteer opportunities for students that need community service hours for school. Some of the duties that volunteers perform are shelving materials, helping with programs, making copies, helping with the summer reading program, and displaying books.

VII Use of Facilities

A. Handicapped Accessibility

The Amesbury Public Library is striving to improve handicapped access to its collections and services. Until all areas are accessible, staff is available to retrieve materials from any collections that a patron is unable to access.

B. Telephone

The library's telephones are here to conduct library business. The Library will allow patrons to make one phone call in an emergency or to allow children to check in with a parent or guardian. Only the telephone at the information desk is to be used by patrons, and only with the express permission of library staff.

C. Facsimile Machine

The library does not have a fax machine for public use. The reference staff maintains a list of businesses in the area that provide a fax machine for public use.

D. Meeting Room

The library does not have a meeting room available for public use due to the lack of Americans with Disabilities Act compliance.

E. Tutoring

Due to the lack of quiet study space, the library cannot provide appropriate space for tutoring.

F. Copy Machines

A copy machine is available for public use, located near the Information desk. Each copy is \$.15, and is subject to change. Reference staff is available for assistance.

G. Displays and Bulletin Boards

Display Case

The Case is used to display library owned materials or historical documents, or collectibles on loan that have been approved for viewing by all ages. It may also be used by prior reservation by nonprofit groups or individuals. Approval by the Director is required.

Community Information Center

The Amesbury Public Library provides space in its Community Information Center for announcements and pamphlets of general informational, educational and cultural interest to its patrons. All postings must be approved and dated by the Librarian on duty before being placed in this area. Government, schools and non-profit organizations are given priority when space is limited, and for-profit organizations are limited to posting dated events that are free to the public. Commercial advertising is not accepted.

Posting of a notice or placement of materials in a display area does not imply endorsement by either the Library's staff or its Board of Trustees, nor is the Library responsible for the loss of or damage to any items on display. The Library also reserves the right not to display notices that are inappropriate to its mission.

Postings may be retained until the day after the program/event, at which time they will be recycled. The number of postings may at times exceed the available space, in which case the staff will remove the oldest items first, as necessary.

The Library reserves the right to maintain separate displays and bulletin boards for in-library events and information only, as well as a designated area for official Town postings and notices.

- H. Public Rest rooms
Children's Room
One restroom is located in the far left corner. Young children should not be left unattended in the rest room.

Basement Level

Two rest rooms, one designated for men and the other for women, are located on the basement level, near the local history room.

Due to the lack of accessibility, library rest rooms are currently unavailable to disabled patrons.

- I. Book Drop
A book drop is located on the right hand side of the Library building. Patrons may drop off library materials, any time of the day or night.
- J. Friends Book Shop
The Friends of the Amesbury Public Library Book Shop is located both in the basement and in the main level foyer. They sell donated books, videos, DVDs and magazines. Purchases must be made at the circulation desk.

VIII. Materials Selection Policy

A. Mission

1. The objective of the Amesbury Public Library is to select, organize, preserve and to make freely and easily available to the people of the community printed and other materials, within the limitations of space and budget, which will aid them in the pursuit of education, information, research, and in the creative use of leisure time.

2. It is the responsibility of the library to satisfy the diverse reading needs and information interests of the residents of the community through the selection, acquisition, and organization of library materials and to provide skilled guidance in their use. A goal of the library is the maximum use of its collection by the greatest number of persons.

3. In its selection of books and other materials, the Amesbury Public Library subscribes fully to the principles adopted by the American Library Association in the Library Bill of Rights (see Appendix A). The library endorses the American Library Association's stand on the freedom to read

as essential to our democracy. It is the function and duty of the public library to provide the means, whenever possible, through which all persons may have free access to the thinking on all sides of all ideas.

4. Final responsibility for what any individual reads must lie with that individual, or in the case of a minor, with that individual's parent or guardian. The library will not limit its selection of adult material by the possibility that books may come into the possession of children.

B. Responsibilities for Selection

Responsibilities for selection lie with the director, and other staff who have demonstrated broad interests, knowledge and good judgment. Nearly all purchases stem from reviews in the most highly regarded sources.

C. Selection Criteria

1. The following general principles are used in the selection of all materials for all age levels:

- a. Contemporary significance or current usefulness
- b. Permanent value
- c. Accuracy
- d. Reputation, significance or authority of author
- e. Reputation, significance or authority of publisher
- f. Relevance to existing collection
- g. Price
- h. Quality of format and binding
- i. Ease of use
- j. Scarcity of information on subject
- k. Availability of material elsewhere in the community or on interlibrary loan
- l. Duplication of material already in the collection
- m. Attention of critics, reviewers and public
- n. Relation to local area or the Commonwealth

2. Specific Criteria

a. Adult Fiction

Selection of adult fiction is made with reference to one or more of these criteria:

- (1) It should contribute positively to the individual's awareness of self, community and social heritage.
- (2) It should contribute to the value of the library's collection as a whole by representing all types and styles of literature.
- (3) It should provide pleasant reading for recreational and creative use of leisure time. Serious works which present an honest aspect of life are not necessarily excluded for frankness of expression.

b. Adult Nonfiction

- (1) Chief points considered are readability of material, authenticity of factual matter presented, and quality of writing.
- (2) Nonfiction may be excluded for inaccurate information, lack of integrity, sensationalism, intent to incite hatred or intolerance, and text material of too limited or specialized a nature.
- (3) Titles are selected on the basis of the content as a whole and without regard to the personal history of the author. Important books of all persuasions should be carried. In no case is any book included or excluded merely because of the race or nationality, or the political or religious views of the writer. In the case of controversial questions, variety and balance of opinion are sought whenever available.
- (4) Textbooks are not normally purchased, unless no other material is available to fill a particular need in the collection.
- (5) Non-published works which are privately printed are not normally purchased, unless the material is of special interest to the local community.

c. Young Adult Materials

- (1) Age/Grade level of the YA collection will focus on 12 years and up, grades 7-12. Titles held in the Adult and Children's collections may also be included in the YA collection if the material would also be germane to young adult interests or fill a need for those at the extremes of the young adult age group. Items aimed at a younger audience which are deemed too mature for the Children's collection may also be included.
- (2) The collection will include fiction and non-fiction books, with hardback and paperback formats as deemed appropriate. It will also include audio-visual and other formats as appropriate.
- (3) The collection will focus on popular reading materials and books that focus on teen interests and advocacy. This collection will also play a role in curriculum support, along with the larger group of support materials which are available through the Adult and Children's collections.
- (4) Materials will be chosen using a combination of formal and informal criteria: recognized review sources, lists of recommended books from appropriate library organizations, high demand interest, topical subjects, popular authors. etc.

d. Children's Materials

(1) The first objective in selecting children's materials is to encourage the child's joy in reading and in being read to.

(2) Materials are selected which offer adventure of mind and spirit to the growing child, cultivating an appreciation of literature both oral and written and encouraging the creative use of leisure time by inquiring minds.

(3) Special attention is given to books of use and value to parents and teachers, or other adults working with children.

(4) The public periodically provides materials needed in quantity for particular school assignments. It also provides supplemental materials of various kinds to enrich the resources available to the individual student and teacher.

e. Reference Materials

Factors considered in the selection of reference materials are authority, reliability, scope, treatment, arrangement and format.

f. Documents

The library collects and preserves documents primarily of local importance or historical value.

g. Magazines and Newspapers

(1) Basic popular, general informational and scholarly magazines are selected to provide leisure reading, supplement the book collection, and bring book information up to date.

(2) Newspapers are selected to meet reference and research needs of patrons, to provide current information, and to satisfy casual interest in current events.

h. Non-Book Formats

(1) The library recognizes the importance of non-book materials both as a supplement to its book collection and to its concept of service. Within budget limitations, books on tape, videos, and other materials will be purchased in accordance with criteria outlined for adult and children's materials.

3. Gifts

a. Gifts accepted by the Amesbury Public Library are judged upon the same basis as purchased materials.

b. Gifts are considered with the explicit understanding that such factors as duplication, lack of community interest, processing costs, or inadequate shelf space may prevent their addition to the permanent collection.

c. Donations are final and become the property of the Amesbury Public Library.

d. Gifts are accepted with the understanding that the library, if it cannot use them, may at any time dispose of them in any way it sees fit. Most materials the library is unable to use are given to the Friends of the Amesbury Public Library for sale or disposal.

4. Withdrawing

Materials are withdrawn regularly in accordance with the criteria for selection.

5. Replacements

Stolen, lost or mutilated materials will be replaced when deemed necessary to the maintenance of a well-rounded collection.

Materials of marginal importance whose use cannot be adequately controlled may not be replaced.

6. Request for Reconsideration of Library Materials

a. A form is available at the reference desk for patrons who would like to raise a concern about a particular item in the collection.

b. The Request for Reconsideration will be reviewed by the Library Director and a written reply will be made to the patron.

APPENDIX A

Library Bill of Rights

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

1. Books and other library resources should be provided for the interest, information, and enlightenment of all people of the community the library serves. Materials should not be excluded because of the origin, background, or views of those contributing to their creation.
2. Libraries should provide materials and information presenting all points of view on current and historical issues. Materials should not be proscribed or removed because of partisan or doctrinal disapproval.
3. Libraries should challenge censorship in the fulfillment of their responsibility to provide information and enlightenment.
4. Libraries should cooperate with all persons and groups concerned with resisting abridgment of free expression and free access to ideas.
5. A person's right to use a library should not be denied or abridged because of origin, age, background, or views.
6. Libraries which make exhibit spaces and meeting rooms available to the public they serve should make such facilities available in an equitable basis, regardless of the beliefs or affiliations of individuals or groups requesting their use.

Adopted by the American Library Association Council June 18, 1948
Amended February 2, 1961, June 27, 1967, and January 23, 1980

The Freedom to Read

1. It is in the public interest for publishers and librarians to make available the widest diversity of views and expression, including those which are unorthodox or unpopular with the majority.
2. Publishers, librarians and book sellers do not need to endorse every idea or presentation contained in the books 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 books should be published or circulated.
3. It is contrary to the public interest for publishers or librarians to determine the acceptability of a book on the basis of the personal history or political affiliations of the author.
4. 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.
5. It is not in the public interest to force a reader to accept with any book the prejudgment of a label characterizing the book or author as subversive or dangerous.
6. 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 read, to contest encroachments upon that freedom by individuals or groups seeking to impose their own standards or tastes upon the community at large.
7. 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, bookmen can demonstrate that the answer to a bad book is a good one, the answer to a bad idea is a good one.

Appendix B

Amesbury Public Library Internet Policy

The Amesbury Public Library provides access to the Internet in support of the library's role as a provider of resources for information, learning and enrichment to the community. The Internet is a worldwide network of information resources, and as such it is a potentially invaluable resource for researchers and serves to supplement the library's collection.

Information on the Internet is unregulated, and therefore may be inaccurate, incomplete or outdated. The Amesbury Public Library has no control over these resources, or the changes which occur on a daily basis. The Internet also carries many sites which may be controversial or offensive to any particular patron. It contains material which may be inappropriate for viewing by children. Due to the nature of the Internet, it is impossible to implement selection criteria as the library has done for its circulating and reference collection. As with other library materials, researchers must utilize good research techniques and question the validity of any information found there.

As is the case with all other library materials, any restriction on a child's access to the Internet at the library is the responsibility of the parent or legal guardian. The library supports parents and guardians in guiding their children's access to electronic information. Children using the Internet unsupervised may be exposed to inappropriate or disturbing content. Parents are advised to discuss appropriate use of this resource with their children, establishing guidelines and boundaries. Parents are advised to monitor and supervise their child's use of the Internet, as the library has neither the staff nor the legal authority to do so. The American Library Association recommends <http://www.getnetwise.org/> for more information about child safety and the Internet.

The Amesbury Public Library does not use filtering software for the Internet, in keeping with the guidelines set forth by the American Library Association's Library Bill of Rights and interpretations of the Library Bill of Rights relating to access to information for all age groups. Filtering software has been declared unconstitutional for use in public libraries by the U.S. Supreme Court. It also is only partially effective in blocking potentially offensive sites, and blocks a great deal of useful and valid information as it attempts to limit access.

However, since terminals for Internet access are in plain public view and are shared by both children and adults, the library feels it is necessary to maintain a policy of appropriate use, in keeping with the library's mission. Therefore, the library reserves the right to prohibit the displaying or printing of computer images which are inappropriate for public viewing.

The library staff will develop such rules and procedures as are necessary to ensure fair and reasonable use of the library's Internet resources and to safeguard the library's equipment, software and files in accordance with this policy. The staff will assist

patrons with Internet use as time allows, but cannot offer individual instruction. The library's Internet connection may not be used for any purpose that violates local, state, or federal law or with the intent to infringe copyright, or in violation of the library's agreement with the consortium or its Internet service provider. Use of the library's computers in order to interfere with, harass or otherwise disrupt other computer users is grounds for loss of computer privileges.

Computer files may not be saved on the library computers' hard drives. No software other than that loaded by the library staff may be installed on the library computers. Users who wish to download files from the internet may do so on their own removable storage device, such as a floppy disc, CD-R, flash drive or other device.

Users responsible for any damage caused to hardware or software will be liable for such damages. Furthermore, unauthorized access to files, passwords, data or other secured information is prohibited.

The Trustees of the Amesbury Public Library make no guarantees, either expressed or implied, with respect to any equipment, software or data. The library assumes no responsibility for any damages direct or indirect, arising from the use of its equipment or Internet connection.