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MISSION STATEMENT (Revised 1/9/12, reviewed 3/9/15)

Cook Memorial Library provides educational, cultural, recreational and information resources through the work of its dedicated and knowledgeable staff. The library offers opportunities for learning, leisure reading, local history and genealogy preservation, study and research. It is accessible to all as a welcoming and comfortable center of community activity.

GOALS, as adopted through the 2010 Long Range Plan:

- CML will undertake outreach efforts to expand community awareness of the library and its many services.
- CML will be maintained in a way that preserves its historical significance while offering a modern, secure and accessible facility.
- CML will adopt and use current computer technologies for the benefit of its patrons and staff.
- CML will develop and maintain its collections for the benefit of its patrons and local interests, as well as aspiring to meet current public library standards set by the American Library Association.
- CML will recruit and retain the most qualified staff and volunteers by providing a supportive and engaging work environment.
- CML will offer programming and services that are responsive to the needs of the community.
- CML will operate in an efficient and cost-effective manner within an annual budget approved by the town and supplemented by additional philanthropic support.

SECTION I: GOVERNANCE

I. A. The Board of Library Trustees (Amended 1/14/13, reviewed 3/14/16)

1. The board of trustees is the governing body of Cook Memorial Library and establishes policies that govern the operation of the library.
2. The board will adopt by-laws for its governance.
3. The board is responsible for securing adequate facilities and equipment to achieve the library's mission. The board, with the cooperation of the library director, will prepare the annual budget, present the budget to the Tamworth Board of Selectmen for inclusion in the town warrant, and be available to answer questions at budget hearings, at town meeting, and at any other special meeting.
4. The board oversees the library director's preparation and submission of any report required by local or state laws.

I. B. Policy revision (Amended 1/14/13, reviewed 3/14/16)

These library policies and by-laws are reviewed by the Board of Trustees at least once every three years. At any time, changes can be made by a majority of the board as they are deemed necessary. These library policies and by-laws are made available to the public on the Cook Memorial Library website.

I. C. Fiscal policy (Revised 3/9/15)

1. The board of trustees is responsible for all monies appropriated to the library by the Town of Tamworth and for all other monies received and accepted on behalf of the library. The treasurer signs all checks, distributes written monthly financial reports to the board, provides all financial information requested by the town auditors, furnishes annual financial reports to the town and works with the library director and the board of trustees to develop an annual budget.
2. The board of trustees may approve the hiring of outside bookkeeping services to process financial transactions and create monthly reports; the treasurer will supervise all financial operations of the library.
3. The board of trustees recruits, hires and supervises the library director. The board hires all other employees upon the recommendation of the library director and the Personnel Committee. The board determines all compensation and terms of employment for every position. The treasurer will keep records regarding staff pay rates and raises, and the library director will insure that bi-weekly timekeeping records are given to the treasurer.

4. The treasurer will see that all contributions made to the library trust funds are transferred to the trustees of the trust funds (Town of Tamworth) for the purpose of investment. The board of trustees will see that the interest earned from these trust funds is budgeted and expended each year as part of the annual operating budget.
5. Any library's Capital Reserve Fund is held by the trustees of trust funds. Interest generated would be kept in the fund. (Note that presently there is no Capital Reserve Fund.)
6. The treasurer will keep records of all unanticipated funds received and will schedule public meetings to hear public comments and vote to accept these funds, in accordance with relevant NH state laws.
7. The assistant treasurer of the board of trustees is authorized to perform all the treasurer's functions in his/her absence.
8. The annual budget for the upcoming year will be set no later than the November regular meeting of the board.
9. Investment monies other than those held by the trustees of trust funds will be kept in a low-risk income-producing vehicle.

I. D. By-laws of the Board of Trustees (Amended 1/14/13, revised 3/14/16)

I. D. 1. Membership

- A. The name of this library is THE COOK MEMORIAL LIBRARY. It is governed by a board of trustees according to the laws of public libraries of New Hampshire.
- B. The board consists of seven members: two to be elected one year, two elected the next year and three the following year. Each is selected for a three-year term. It is recommended that members serve no more than three consecutive three-year terms. Each new and each reelected member takes the oath of office before the town clerk prior to the annual meeting of the board.
- C. Each new trustee receives a copy of the Cook Memorial Library's mission statement, objectives, by-laws, policies and procedures, and is referred to the online New Hampshire Trustees Association guidebook.
- D. Trustees serve without compensation. The Board of Trustees encourages and makes provisions in the budget for its members to attend regional and statewide workshops and meetings on trustee training and issues and to affiliate with the appropriate professional organizations.

I. D. 2. Officers, delegates and committees

- A. The officers are a chairperson, a vice-chairperson, a recording secretary, a corresponding secretary, a treasurer and an assistant treasurer, all of whom are elected

at the annual meeting of the board. Any vacancy that occurs is filled at the next regular meeting by a majority vote. One trustee is named at the annual meeting to act as liaison to the Friends of Cook Memorial Library.

- B. The chairperson appoints committees as needed, with a minimum of two trustees serving on each. Standing committees and minimum memberships are as follows: long-range planning (8-10 members including 3 trustees and 1 staff member who is not the library director; others can be members of the Tamworth community), nominating (2 trustees), personnel (2 trustees), policy (2 trustees), building & grounds (2 trustees), technology (2 trustees), finance (3 trustees). The library director is automatically a member of all committees. Committees report at regular meetings of the entire Board.
- C. The Board of Trustees can appoint a special (ad-hoc) committee for a specific purpose until the duty assigned to it by the board is accomplished. The trustees determine the objectives, numbers of members and reporting requirements for such committees. To disband a special committee before it completes its purpose requires a majority vote by the board. Any special committee that has not reported back to the board before a change in officers is automatically disbanded without vote. A disbanded committee must return all documents to the board. Non-trustees may be appointed to an ad-hoc committee by the board. The chairperson must be a trustee. The special committee must report back to the board officers on a regular basis and has no authority to expend library monies without board approval.
- D. Committee Descriptions

Budget

The purpose of the budget committee is to formulate the yearly budget with input from the appropriate committees and the library director. All trustees serve on this committee; the reason for this is all trustees should be able to follow the money. The budget committee meets once a year.

Building and Grounds

This committee consists of a minimum of two board members. Its responsibilities involve overseeing the maintenance of the library's physical plant. This includes:

- heat and cooling system
- security systems (includes both fire and burglar alarms, fire extinguishers, control panel in the main entrance)
- electrical system
- water and sewer
- communication systems (phone and internet connections)

Other responsibilities:

- The utilities are monitored.

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- The physical building is kept in good repair (this includes a yearly report to LCHIP).
- The grounds are kept in good condition: walks and parking cleared of snow; lawns cut and in good care; flower beds and other shrubs in good care.
- Meeting with the library director regularly to be kept abreast with all related changes.
- Presenting a budget to the budget committee

Finance

The Chairman of the board, Treasurer and Vice Treasurer are the members of this committee. They meet to discuss specific monetary situations and then make recommendations to the full board.

Nominating

This committee, made up of a minimum of two members of the board of trustees, nominates the officers for each office, fills the committees; confers with each trustee to make sure they are agreeable to the nominations.

The full board votes on the nominations.

Technology

This committee meets occasionally with the library director to determine the technology needs of the library. There are two board members as well as the library director on this committee. The committee also pays attention to the library web site and other digital communications. It presents a budget to the budget committee.

Policy

The policy committee consists of two board members and the library director. The chair maintains a list of all policies and dates for review. Most policies are reviewed every three years and any changes are presented to the entire board for approval. Some policies are reviewed annually and are so noted. The library director posts updated policies on the library website.

Liaison to the Friends of Cook Memorial Library

The liaison to Friends attends their meetings, reports to them about trustee meetings, concerns, etc., and reports back to the trustees about Friends' activities, concerns and meetings.

Personnel

The personnel committee, with the assistance of the Library Director, shall prepare job descriptions for all paid staff and for volunteers, do an annual evaluation of the director

and report such evaluation to the Board, and perform such other duties relating to personnel as the board may direct.

I. D. 3. Meetings

- A. The board of trustees holds regular monthly meetings, and additional meetings are called by the chairperson as needed. Meetings will be posted as required by law. The annual meeting is the next regularly scheduled meeting after the Tamworth Town Meeting. All board meetings are open to the public. The library director attends all meetings, except when the library director's salary, position, or performance evaluation is being discussed. The secretary, treasurer and the library director present a report at each regular meeting. A quorum is a simple majority.
- B. Meeting minutes are posted in two places no later than five days after each meeting: at the library and at the Tamworth Post Office. All minutes are on permanent file at the library, and posted online by the director at the library and town websites.
- C. Trustees cannot miss more than three meetings per year (with the yearly period being from one annual meeting to the next), except for reasons such as illness or death in the family. If a trustee misses more than three meetings without an acceptable reason, the board may vote to replace that trustee. In the event a trustee is to be replaced, nominations may be made and voted upon by board members within two months. The name of the person is sent to the selectmen for approval and appointment. A trustee so appointed may then run for election at the next Town Meeting for the balance of the three-year term.

I. D. 4. Duties of officers

- A. The **chairperson** creates the agenda for and runs the monthly board meetings; acts as liaison with the selectmen and with the library director; oversees committees and their work; acts as library spokesperson for the community and the press (or assigns that responsibility to another board member); signs checks in the absence of the treasurer; approves the list of check signers on the library account; with the treasurer, reviews and signs off on the contents of the library's annual report to the NH State Library; signs contracts, with the library director, that are approved at board of trustee meetings. A copy of contracts is provided to the Town Offices.
- B. The **vice chair** is authorized to perform all the chair's functions in his/her absence.
- C. The **treasurer** oversees all financial matters at the library including: signing all checks; distributing written monthly financial reports to the board; providing all financial information requested by the town auditors; furnishing annual financial reports to the town; working with the library director and the board of trustees to develop an annual budget; keeping records regarding staff pay rates and raises.

- D. The **assistant treasurer** is authorized to perform all the treasurer's functions in his/her absence.
- E. The **recording secretary** attends the monthly board meetings and records the minutes. Drafts of the minutes must be posted in two public places within five days of the meeting. The secretary will make copies available for the following month's board meeting for approval by the board. The recording secretary must be a duly elected or appointed trustee.
- F. The **corresponding secretary** handles correspondence that pertains to the library, as requested by the board. This may include acknowledgements for monetary contributions, bequests, and gifts-in-kind.

SECTION II: PERSONNEL POLICY

II. A. Job Descriptions (Revised 5/14/12, reviewed 9/12/2016) (See Appendix VI-A)

The board, with the help of the library director, shall develop, make changes to, and approve all job descriptions.

II. B. Salaries (Revised 6/14/2012, reviewed 9/12/2016)

Salaries for the library director and other staff are set by the board to reflect the educational achievements, experience, and annual job reviews of each individual, as well as available competitive market data for each job.

II. C. Professional Development (Adopted 4/10/2012, reviewed 9/12/2016)

1. Expenses for the library director, staff and trustees to attend professional meetings, workshops, and seminars shall be budgeted annually.
2. Annual dues for membership in library professional associations for the library director, staff and trustees shall be paid from library funds with approval by the board.

II. D. Conditions of Employment (Revised 3/14/2016, reviewed 9/12/2016)

1. It is the responsibility of the board to employ a competent and qualified library director. The library director is to be appointed by the board and evaluated annually.
2. The library director will hire personnel needed for the operation of the library, in consultation with the personnel committee.
3. All new employees will serve a probationary period of three months; during that period employment may be terminated at will by either party. After the probationary period, the employee may only be discharged according to the provisions of RSA 202-A:17.
4. Each member of the library staff will have an annual job review. The library director will complete job reviews of the staff, including staff evaluations and goals statements, and present them to the personnel committee at an evaluation meeting to be held in September. The library director will complete a self-appraisal, which will include a goals statement for the next year, prior to the September evaluation meeting. The personnel committee, with the participation of all trustees, will complete the library director's review by the October board meeting of each year.
5. If the library doesn't open or closes early due to inclement weather, the staff will be paid for the hours they were normally scheduled to work on that day.
6. CONFIDENTIALITY: Patron information shall not be communicated to others by casual conversation or careless treatment of records. RSA 201-D:11 requires that the library's circulation records and other records identifying the names of the library users with specific materials are confidential, including records shared by the NNH Library Cooperative. The trustees or staff shall not make these records available to any agency of the state, federal or local government without a subpoena or court order and the approval of the library director.

II. E. Benefits (Reviewed 9/12/2016)

1. Health

Cook Memorial Library refers to the Town of Tamworth's policy on health insurance benefits for full-time library employees.

The full time (35-hours per week) library director may participate in the Town's Medical Insurance plan. Effective 7/1/2014 the medical insurance premium for the employee is paid 93% by the library and 7% by the employee. The library also pays 80% of the 2nd person and the employee is responsible for the additional 20% and the balance for the family plan. Specific information about medical plan coverage, co-payments, and primary care physicians may be obtained through the Selectmen's Office.

A 2-person plan may include the following: a married couple, a parent and child, and domestic partners (as defined by the insurance company, with the exception that they must have resided together for a minimum of 4 years).

Full-Time Employees, if carrying health insurance by a different health insurance provider and providing documentation of same on an annual basis to the library, may receive a stipend equivalent to one half of the premium that the Town would pay for a single individual health insurance plan. Effective 7/1/2013 the stipend offered to employees under this policy will remain ½ of the premium that the board of trustees would pay for a single individual health insurance plan to a maximum capped amount of \$300 per month.

The library director is also eligible for a dental plan through the Town of Tamworth.

2. Vacations

- Permanent employees of the Library will be eligible for paid vacation per year, based on budgeted hours per week, as follows:
- Full-time Library Director: Eligible for two weeks' vacation after a 90-day probationary period. A full-time director who has worked for five years will be granted a three week vacation; ten years a four week vacation and eighteen years a five week vacation.
- All part-time staff who have worked less than five years: one week, and more than five years: two weeks.
- During the first year of employment, employees will be eligible for a pro-rated portion of the vacation time based on each full month worked: e.g., an assistant librarian who begins employment in mid-May will be entitled to one-half week of vacation in the first year of employment.
- Employees may take the vacation time for which they are eligible at any time during the year with prior approval from either the board of trustees, in the case of the library director, or from the library director, in the case of the rest of the staff.

- Employees shall accrue their earned vacation time on January first of each year. Vacation time is calculated according to the number of years served as of December 31 of the previous year.
 - If the employee leaves the employment of the library prior to the end of the calendar year, he/she shall be entitled to receive the amount of vacation pay that has been earned but not taken as of the date of separation. The dollar value of vacation time that has been taken but not earned shall be deducted from the final paycheck.
 - Employees will be paid for vacation at the rate of pay and scheduled hours in effect at the time the vacation is taken, and dollar value of unused or unearned vacation at time of separation will be calculated on the same basis.
 - Employees are expected to take the full amount of their vacation time in the year in which it is allotted. Vacation time cannot be accrued from year to year.
3. Sick Leave, Bereavement Leave, and Personal Days
- Regularly scheduled part time employees who work at least 12 hours per week will earn sick leave at the rate of 2 hours per month (non-accruing). Sick leave is available as of January 1 of each year.
 - Full time Library Director will earn sick leave at the rate of 4 hours per month and may accrue to a maximum of 14 days. Sick leave is available as of January 1 of each year.
 - Library Director receives 5 bereavement days (non-accruing) and 2 personal days (non-accruing) annually.
4. Holidays
- The following holidays are observed by the library: New Year's Day, Martin Luther King, Jr./Civil Rights Day, Presidents' Day, Memorial Day, Independence Day, Labor Day, Columbus Day, Veterans' Day, Thanksgiving, December 24th & December 25th, 4 p.m. closing on Thanksgiving Eve and December 31st.
 - Any permanent employees whose regular shift falls on one of the above holidays is entitled to be paid for their normal shift.
 - If an employee must work on one of the above-mentioned holidays, he/she shall receive their normal compensation rate in addition to holiday pay or may elect to take another day off within the same calendar year.

II. F. Leave of Absence Policy (Revised 4/9/12, reviewed 9/12/2016)

In the event an employee needs substantial time off, the employee may request an unpaid leave of absence. The board of trustees will work with the library director to evaluate the employee's request in light of all Federal, State and local laws and regulations as well as the requirements of the library in making a determination. The decision of the trustees will be communicated to the employee within a reasonable amount of time.

II. G. Volunteers (Revised 5/13/13, reviewed 9/12/2016)

Volunteers are recognized as key contributors to the success and mission of Cook Memorial Library. They bring enthusiasm, energy, added talents and a fresh perspective to the library

environment. They enhance and extend the services provided by paid staff but under no circumstances are they used to supplant or take on the duties of paid staff members. Volunteers are not expected to perform the scope of duties assigned to professional staff and have specific tasks for which they are trained and supervised. Volunteers are valued for their dedication, enthusiasm, and for the services they perform in support of the library mission.

- All prospective volunteers must be interviewed by the library director.
- Volunteers are any individual age 14 or above who assist with work done at Cook Memorial Library, without remuneration, as part of an authorized volunteer program. Volunteers under age 18 must have a signed parental permission slip and those ages 14-16 must get valid working papers as well.
- Volunteers are selected based on their qualifications and the needs of the library at any given time. While we appreciate every person who wishes to volunteer at the library, opportunities for voluntary work are limited. Volunteers will be interviewed like any job candidate to ensure that the match between task and candidate is suitable. Volunteers who cannot commit to a schedule will be referred to our Friends group which has a flexible work schedule. A volunteer must be trained and supervised by paid staff, limiting the number of volunteers to those which staff has time to supervise and evaluate on a regular basis.
- The library is under no obligation to take volunteers from outside services seeking placements. Individuals seeking assignments to meet a requirement from an outside agency for the performance of service are subject to all the selection and evaluation criteria which any volunteer would be expected to fulfill.
- All volunteers over the age of 18 will be required to have a criminal background check at a cost of \$25.00 to be paid by the library. Volunteers may begin service while the background check is in process, but may not have unsupervised time with children or elders in that period. Criminal checks are not required for volunteers who began uninterrupted service before May 2013.
- Volunteers are required to uphold the same confidentiality, performance and behavior standards as staff Patron information shall not be communicated to others by casual conversation or careless treatment of records.
- RSA 201-D:11 requires that the library's circulation records and other records identifying the names of the library users with specific materials are confidential, including records shared by the NNH Library Cooperative. The trustees or staff shall not make these records available to any agency of the state, federal or local government without a subpoena or court order and the approval of the library director.
- Volunteers will be trained by paid staff for specific tasks; no task for which training has not been provided will be expected of a volunteer. Response to reference questions, other than directional inquiries, is the responsibility of paid staff.
- We ask that volunteers commit to a regularly scheduled time slot when adequate supervision is available. Drop-in volunteers will not be accepted as staff cannot plan tasks or supervise properly on a drop-in basis.

- Volunteers will be informed of safety and security measures. They are not covered under Worker Compensation. Volunteers must be covered by their own vehicle insurance if their volunteer activity includes use of a vehicle and are liable for their own fees for traffic offenses. Mileage reimbursement is not provided. The Town of Tamworth carries liability insurance and volunteers are covered under the provisions of RSA 508:17, the Volunteer Immunity Law.
- A volunteer selected for work on a special project will discontinue service when that project is completed or terminated, unless other arrangements have been made. Volunteers are asked to notify the library two weeks in advance if they will be discontinuing service. Also, all volunteers are required to call in if they will be absent from their regularly scheduled hours. Volunteers are often counted on and not showing up without notice may be grounds for dismissal. Volunteers who call out repeatedly for no reason will be asked to step down. Volunteers must record their hours worked each time they volunteer on the form provided at the circulation desk.
- Paid staff of the Cook Memorial Library may not volunteer at the library.
- In the event of an opening for a paid position, volunteers who apply for the position shall be treated and evaluated on the same basis as all other external candidates.
- The library staff and trustees will recognize volunteers for their service each year.
- Volunteer service requires the completion of the Volunteer Service Application. (See Appendix)

II. H. Equal Employment Opportunity Policy (Reviewed 9/12/2016)

It is the policy of Cook Memorial Library to provide equal opportunity to all employees and applicants for employment in accordance with any and all applicable laws, directives and regulations of Federal, State and local governing bodies or agencies.

Specifically, all personnel actions such as recruitment, hiring, training, promotion, compensation, benefits, performance evaluation and disciplinary action will be provided and administered without regard to race, color, religion, gender, sexual orientation, national origin, disability, age or veteran status.

II. I. Sexual Harassment (Adopted 10/11/2009, reviewed 9/12/2016)

Cook Memorial Library accepts and adheres to any and all applicable laws, directives and regulations of Federal, State and local governing bodies or agencies as regards sexual harassment. Any employee who engages in sexual harassment will be subject to disciplinary action up to and including discharge.

II. J. Jury Duty (Revised 1/13/14, reviewed 9/12/2016)

1. Non-exempt (hourly) employees:
Non-exempt employees will not be paid for scheduled work time they miss when on jury duty. When practical, they will be given an opportunity to make up any time missed.
2. Exempt (salaried) employees:

Exempt employees' pay will not be reduced because of an absence for jury duty, and the absence will not count as vacation time. Any stipend received will be deducted from pay only if necessary to cover expenses incurred by the library due to the employee's absence, and if allowed by current NH state law.

3. In all cases, the library will conform to current NH state laws and regulations governing jury duty absences and stipends.

II. K. Sub-Contractors (Adopted 10/15/12, reviewed 9/12/2016)

1. All subcontractors to be hired for any work for the library will submit a certificate of insurance before any contract or agreement for work is started.
2. Subcontractors are those who are not employees of the library.
3. Sole-proprietors' insurance includes, but not limited to, liability insurance.
4. Companies/ corporations' insurance includes, but not limited to, liability and worker's compensation insurance.

II. L. Military Reserves Leave (Adopted 9/12/2016)

1. Employees who are called for armed forces reserve will retain all their legal rights for continued employment
2. Permanent employees having completed the introductory period will be reimbursed by the library for the difference between reservists pay and regular pay, not to exceed eight (8) hours per day, for a maximum of ten (10) working days per year upon documentation of reserve service
3. Benefits shall accrue without interruption during the first thirty (30) days of reserve service during any calendar year

II. M. Discipline Policy (Adopted 9/12/2016)

The Board of Trustees is responsible for disciplining the library director. The library director is responsible for disciplining other employees.

1. The library director may at any time warn, suspend, or recommend the dismissal of an employee. The library director is expected to follow a three-step procedure in a timely manner. There may be particular situations in which the seriousness of the offense justifies the omission of one or more steps in the procedure:
 - a. Verbal Reminder
 - b. Written Warning
 - c. Suspension or Dismissal (or other disciplinary action)
2. Except under circumstances where immediate action is required, the library director shall inform an employee of any reason or consideration for suspension or dismissal and give the employee the opportunity to respond to the allegations before taking disciplinary action

II. N. Grievance (Adopted 9/12/2016)

1. An employee having a complaint should bring it in writing to the attention of the library director or the Personnel Committee and the Chair of the Board of Trustees. Failure to come to a mutually satisfactory conclusion within 10 days entitles the employee to a hearing before the Board of Trustees within thirty (30) days of the filing of the complaint.
2. Harassment
 - a. Harassment can take many forms. Harassment may be, but is not limited to, words, signs, jokes, pranks, intimidation, physical contact, or violence. Harassment is not necessarily sexual in nature.
 - b. Sexually harassing conduct may include unwelcome sexual advances, requests for sexual favors, or any other verbal or physical contact or a sexual nature that prevents an individual from effectively performing the duties of their position or creates an intimidating, hostile, or offensive working environment, or when such conduct is made a condition of employment or compensation, either implicitly or explicitly.
 - c. An employee witness to or who becomes aware of an incident of harassment must report it to the library director or the Chair of Board of Trustees.
 - d. Any employee found to have harassed fellow employees, a subordinate, or the general public while on duty will be subject to disciplinary action.

II. O. Termination (Adopted 9/12/2016)

1. Library employees may be terminated by the Board of Trustees in accordance with NH RSA 202-A:17 for malfeasance, misfeasance, or inefficiency in office, or incapacity or unfitness to perform the employee's duties.
2. Upon request within thirty (30) days of the written notice of termination, employees may have a public hearing in front of the Board of Trustees, which must take place within thirty (30) days of the hearing request.

SECTION III: THE COLLECTION AND OTHER LIBRARY RESOURCES

III. A. Collection Development and Maintenance (Revised 6/12/17)

1. The Library Director will select and purchase, with reference to book reviews and library sources, printed and non-printed materials which are of permanent and current value to the Library and which best meet the community's interests and needs. In developing the Library's collection, the Library Director will maintain a balance of materials for adults, young adults, and children. All collections are subject to an ongoing review, and selection/de-selection process.
2. The Library Director and staff are responsible for the withdrawal and disposal of materials that are no longer of value to the library collection. These materials will be

systematically weeded from the collection according to accepted professional practices, and will be sold, distributed to other institutions, or discarded.

3. The library will provide electronic access to information resources for both research and entertainment.
4. The library will provide access to other New Hampshire libraries' collections through inter-library loans (ILLs) and transfers between Northern New Hampshire Library Cooperative libraries.
5. Printed and non-printed materials will be accepted as donations only on the condition that the library has the authority to make whatever disposition of such materials it deems suitable. Memorial books may be accepted under these conditions, but may or may not be kept together in a special collection.
6. The Library Director may accept, for a specified period of time, special collections of books or other materials for display and/or in-library use. The library will not be held legally responsible for the safeguarding of such collections, i.e., not held liable for damage or theft. (See policy of Gifts and Loans in Section IV C3)
7. In no case will any book or material be excluded from the library collection because of the race, nationality, or personal views of the writer.
8. In the event that a patron complains or objects to material available in the library, the Library Director will take the following steps:
 - a. Listen courteously to the patron's complaint.
 - b. Have the complainant complete and sign the form "Request for the Reconsideration of Library Materials" (Appendix).
 - c. Submit the completed form to the Board, at its next regularly scheduled meeting, along with a complete explanation.
 - d. The Board will present its decision at its next monthly meeting, and the patron will receive a written explanation of that decision.
9. The Board supports the American Library Association's "Library Bill of Rights" (see Appendix) and "Freedom to Read" statements (see Appendix).

III. B. The Ulitz Genealogy and History Center (Revised 6/12/17)

1. Mission Statement
The mission of the Ulitz Genealogy and History (G&H) Center ("the Center") of the Cook Memorial Library is to collect, organize and preserve materials for the study, research and interpretation of the town of Tamworth and its inhabitants, from its earliest settlement until the present, and to provide basic tools and assistance to individuals researching local and family history.
2. Governance
The Center will be overseen by the library director and the G&H librarian in consultation with the board chair.
3. Collection Description

Collected materials may include books, family genealogy records, photographs, diaries, letters, voting lists, town and school reports, local vital statistics, maps, artwork, artifacts, cemetery records, records of community groups, pamphlets, and other materials relevant to the town of Tamworth. The collection may also include audiotapes, videotapes, slides, digital images and other non-print materials.

4. Alliances

The Center develops its collection in cooperation with the Tamworth History Center, the Remick Country Doctor Museum and Farm, the Chocorua Public Library, Tamworth town selectmen, the New Hampshire Historical Society, New Hampshire State Library and other groups with a similar mission, and encourages donations of any memorabilia which relate in a meaningful way to the history of Tamworth and surrounding areas.

5. Ulitz Genealogy and History Center Gifts and Loans Policy

The acceptance of gifts or loans is subject to the approval of the trustees. Consideration will be given to the appropriateness of the material, and the ability of the Center to preserve, store and exhibit such material in a safe and efficient manner, without negatively impacting library resources, and while ensuring access by interested persons. All gifts will become the property of Cook Memorial Library, without restrictions as to future disposition. Loans require a separate contract. (See also Gifts & Loans Policy, Section IV)

6. Use of the Facility

The center consists of the Ulitz Room and the Archive Room. Local history collections and certain other items are housed in the Ulitz Room and are accessible during the library's open hours. Some of these items are circulating collections. The public may use materials in the Archive Room only when a staff member or G&H volunteer is present. Materials in the Archive Room do not circulate. The Archive Room will be kept locked except when in use. The Ulitz Room may be used by library and community groups for small meetings.

7. Borrowing Materials

Materials may be borrowed from the non-circulating G&H collection only with permission of the library director or the G&H librarian.

III. C. Reference (Revised 5/13/13, reviewed 6/12/17)

In accord with the standards set by the New Hampshire State Library, the reference section will include:

1. A current electronic encyclopedia;
2. a world atlas not more than three years old;
3. an unabridged dictionary published or supplemented within the last five years;
4. a current general almanac;
5. access to an electronic periodical database;

6. a subscription to at least one materials selection periodical;
7. a subscription to a local newspaper, Carroll County Independent (print) and Conway Daily Sun (online) and online access to national news publications.

III. D. Circulation (Revised 6/12/17)

1. The library will serve all permanent, part-time, and temporary residents of Tamworth. Residents of adjacent towns may use the library and there will be no fee for patron registration. Cardholders of other Northern New Hampshire Library Cooperative may use their home library cards at Cook Memorial Library. Duplicate cards will not be issued. Borrowing privileges are extended to anyone over seven years of age. All such patrons shall complete a registration card. The Library Director has the authority to make exceptions to the above policies.
2. Print and non-print materials may be taken out for a period of two weeks and may be renewed for two weeks. Videos may be borrowed for a period of one week. Lending periods for equipment, devices, and other items may vary at the discretion of the Library Director.
3. Library users may check out a maximum of 15 items at a time.
4. Reference books and any non-circulating collections may not be taken out, unless permitted by the library director.
5. A patron who loses or damages library material will be billed for the full replacement cost. Patrons shall fill out a borrower's agreement form before borrowing equipment and devices valued at more than \$50.
6. Use of the library and its services may be denied or restricted by the Library Director for due cause. Such cause may be failure to return books or to pay penalties, destruction of library property, disturbance of other patrons, or for any objectionable conduct on library premises.
7. Library circulation records and other records identifying the names of library users are confidential. The library staff and volunteers protect each patron's right to privacy with respect to information sought or received, and materials consulted, borrowed, or acquired.

III. E. Overdue Library Materials (Revised 6/12/17)

1. Cook Memorial Library does not charge fines for overdue library materials. Patrons returning overdue items are encouraged to donate to the "Conscience Jar" on the circulation desk.
2. When a book or other library item is two weeks overdue, the patron receives an email or phone call reminding him or her to return it. If the overdue item is not returned within one additional week, the patron receives a second phone call or email. A blocking

message may be placed on the patron's record on the library computer to alert the staff that the patron has overdue items.

3. If the item is still not returned in four weeks, a written notice is sent to the patron by mail, indicating the titles and replacement prices of the overdue materials and stating "One or more of the above items are overdue by more than two weeks. Borrowing privileges will be suspended if these are not returned within the next week." This letter is signed by a staff member.
4. A second and final notice, with a copy of the NH statute pertinent to library materials, is mailed at six weeks.
5. If a patron does not respond to these four actions, his or her library privileges are revoked until the materials are returned, or payment made if they are lost. The Library Director may request that a Tamworth police officer hand-deliver a written notice to the delinquent patron's home as a last resort.

III. F. Interlibrary Loan (ILL) (Revised 6/12/17)

1. All library materials are loaned to other libraries through interlibrary loan with the following exceptions:
 - A. Items in current or heavy demand,
 - B. Reference books and materials,
 - C. Original Tamworth history and genealogical materials,
 - D. Original materials from the pamphlet file.
2. Non-print materials such as DVDs, audiobooks and music CDs are available for ILL, but patrons are limited to borrowing three non-print materials at a time. The ILL loan period for non-print materials is four weeks.
3. The ILL loan period for print materials is six weeks.
4. All requests for copied material shall be made in compliance with the copyright law and its accompanying CONTU (Commission on New Technological Uses of Copyrighted Works) guidelines (see Appendix G). Library users shall be informed about applicable portions of the law.
5. Interlibrary loan requests will be processed for any registered Cook Memorial Library user.

III. G. Technology (Revised 6/12/17)

1. The library's computing resources are to be used to advance the library's mission.
2. All software used at Cook Memorial Library must be new selections purchased by the library staff. Gifts of software will be accepted only if approved by the Technology Committee.

3. All use of computers is at the discretion of the library staff. Patrons must register at the circulation desk to use a computer.
4. There is no fee for use of the computers.
5. Printing/copying with library's copier and/or printer costs 15 cents per page for black ink, 50 cents per page for color ink.
6. Patrons may not store their data on any library computer. CDs may be purchased for a nominal charge for saving files, and patrons may use their own removable storage devices to save files.
7. The computer resources throughout the library are provided equally to all patrons. Parents are responsible for the activities of their children at the library; the library does not act "in loco parentis." It is the responsibility of parents and guardians to guide their children's reading and computer use.
8. The library is not responsible for the loss of personal data or damage to personal property.
9. Patrons may use the library telephones for local calls, with permission. There is a \$1.00 per fax charge for use of the fax machine.
10. See Internet Policy (III. H.) for additional policies on computer use.

III. H. Internet Access and Use (Revised 6/12/17)

Policies

It will be the responsibility of the library director and staff of Cook Memorial Library to recommend changes to the policies and procedures governing use of the Internet every three years or sooner as needed. The current Internet policy will be available to patrons, and will be posted on the library website.

Cook Memorial Library offers access to electronic resources, including those on the Internet, free of charge and subject to the policies and procedures adopted by the library trustees. All patrons, both registered and non-registered, are required to check in at the circulation desk before using library computers. All patrons under 18 must have written permission (ask staff for an Internet Use Registration Form) from a parent or guardian to use library computers. Access is a privilege, not a right, and requires responsibility on the part of the user.

Access to the Internet will not be restricted because of a patron's race, color, religion, gender, sexual orientation, national origin, disability, age or veteran status. The Internet offers unlimited global access to all types of information. Not all sources are accurate, complete, current, legal or philosophically acceptable to all people. Some information may be offensive, controversial, illegal, or erroneous. It is the responsibility of the user to select or reject online information based on good judgment and discretion. The library does not use filters to monitor or control the content of the materials on the Internet, which changes rapidly and unpredictably. Parents and guardians of minor children have exclusive responsibility for their

children's use of the Internet just as they do with printed materials or visual materials. Notice to parents: Library staff does not supervise what children view online.

Acceptable Use

All electronic traffic originating from Cook Memorial Library will be in accordance with acceptable use standards. Failure to abide by these standards may result in the loss of Internet, computer, and/or other library privileges.

1. Respect for the privacy of others.
2. Compliance with copyright law and licensing for individual data and programs.
3. Consideration for the security and functioning of computers, computer networks and systems.

Unacceptable Use

Examples of unacceptable use include, but are not limited to the following:

1. Uses for any purposes that violate applicable federal, state, or local laws including copyright laws.
2. Interfering with or disrupting other computer users, services, or equipment.
3. Attempting to gain or gaining unauthorized entry to other computing, information, or communications sources or devices (hacking).
4. Malicious, threatening, harassing, or obscene behavior or language.
5. Obscene behavior including public display of obscene materials on computer screens or in hard copy.
6. Misrepresentation of oneself or the library.
7. Activities that could cause congestion and disruption of networks and systems.
8. Unsolicited advertising.
9. To access, upload, download, transmit or distribute pornographic, obscene, or sexually explicit language or material.

Cautions

1. Parents are cautioned to monitor their minor children's use of the Internet.
2. Patrons are cautioned to guard closely the security of personal information, credit card numbers, computer accounts, passwords, and other types of authorizations when using the Internet.
3. Users are cautioned to take steps to protect their systems from computer viruses and other destructive computer programs when downloading programs and files for use on other computers.
4. Patrons should not store their data on any library computer. Electronic files left on any computer should not be considered confidential.

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5. Cook Memorial Library is not liable for any direct or indirect and/or punitive damages (including lost data or information) sustained or incurred in connection with either the use of or the unavailability of the library's computers.

Patrons may print pages to the printer/copier for 15 cents per page. Printing in color costs 50 cents per page. Payment may be made at the circulation desk. A scanner is available for public use for no charge.

Use of the Internet stations is on a first-come, first-served basis. When there are people waiting for a computer, time limits will be set at 30 minutes per session so all patrons seeking access will have a timely opportunity to do so. Training and assistance with Internet use will be available as staff time and experience permit.

SECTION IV: Library Organization and Management

IV. A. Friends of the Cook Memorial Library (Revised 4/9/12, reviewed 3/9/2015)

1. The Friends of the Cook Memorial Library is an autonomous citizens' group which provides support to the library and acts as a liaison between the community and the library.
2. The Friends shall be kept informed of the library's plans, progress and needs.
3. The board of trustees shall name one board member as liaison to the Friends.
4. Trustees and library staff shall encourage input and opinions from the Friends, and maintain an active interest in Friends' events.
5. The Friends act in cooperation with the library director and the board of trustees and have no statutory authority over, or with regard to, the library.

IV. B. Confidentiality of Library Records (Revised 8/12/13)

1. Library circulation records and other records identifying the names of library users are confidential. The library staff and volunteers must protect each patron's right to privacy with respect to information sought or received, and materials consulted, borrowed, or acquired.
2. Library records shall not be made available to any 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 law.

NEW Policy of Use and Confidentiality of Information

1. General Statement of Policy:

The Trustees of the Cook Memorial Library believe that each library user has a right to privacy and confidentiality with respect to information sought or received and resources consulted, borrowed, acquired or transmitted. Accordingly, it is our policy to treat as confidential all records in its possession that contain the names or other personal identifying information regarding users of the library. The library director, its employees or its trustees will only release such information to third parties when required by law.

2. When Release of Information is required by Law:
 - A. New Hampshire Law, Section 201-D:11 of the New Hampshire Revised Statutes describes the circumstances in which a New Hampshire public library must disclose information about a user to a third party. Those circumstances are (1) when requested or authorized by the user, (2) pursuant to a subpoena, (3) pursuant to a court order (including a search warrant) or (4) when otherwise required by statute.

- B. Federal Law: Title 6 Chapter 1 Section 122 (USA PATRIOT Act of 2001) stipulates that Federal authorities may obtain the records of a public library pursuant to investigation of terrorist activities. If the library were served with such an order, the library would be required to disclose patron records and would be prohibited from revealing their disclosure. It is the policy of Cook Memorial Library to comply under these circumstances.
- C. What the library will do when served with a court order or subpoena: It is the responsibility of the library director to handle all inquiries from law enforcement authorities. If the library director is unavailable, a staff member should refer the inquiry to the chair of the library trustees or, if unavailable, to another member of the board of trustees. If a member of the Library Staff is served with a subpoena or court order purporting to require the disclosure of user information, or if a staff member is otherwise approached by legal authorities in connection with library records, the Staff member shall immediately refer the matter to the library director, or, if unavailable, to a trustees.
- The library director (in consultation with the trustees) shall seek the advice of counsel prior to complying with any court order or subpoena requiring the release of user information. In no circumstance shall the library comply with a subpoena without first obtaining the advice of counsel.

IV. C. Internal Rules and Regulations

IV. C. 1. Hours of Service (Revised 3/14/2016)

The library shall be open a minimum of 37 hours weekly for 52 weeks per year, with the exception that the library will be closed to observe the following holidays:

- New Year's Day
- Martin Luther King, Jr./Civil Rights Day
- Presidents' Day
- Memorial Day
- Independence Day
- Labor Day
- Columbus Day
- Veterans' Day
- 4 pm closing on Thanksgiving Eve
- Thanksgiving
- December 24th & December 25th
- 4 pm closing on December 31st

IV. C. 2. Meeting Room Use Policy (Revised 3/12/12, reviewed 1/18/2016)

Introduction

Cook Memorial Library provides meeting rooms to individuals and groups as part of its mission of service. Article VI of the American Library Association Bill of Rights states that such facilities should be made available “on an equitable basis regardless of the beliefs or affiliations of individuals or groups requesting them.” Use of a meeting room does not imply that the library staff or board of trustees endorses or advocates the viewpoints of meeting room users.

All meetings held at the library must be free and open to all.

The library has three meeting rooms available for public use. All are accessible to people with disabilities. The Front Room on the upper level seats up to 25 people. One room on the lower level seats 55 people, and tables can be set up for workshops. The other room on the lower level seats 10 people around a large table. See below for available appliances and audio visual equipment. Room descriptions are at the end of this document.

Types of Meetings or Events

- Library sponsored programs and meetings. These have priority over outside requests for space.
- Educational and cultural programs and meetings of Tamworth non-profit organizations.
- Events and meetings of a commercial or private nature to be determined depending on the circumstances.

Reservations

Space is reserved through a library staff member on a first-come, first-served basis. Two weeks’ notice is suggested. An adult must request the space and be present during the meeting when the group consists of minors (one adult per 15 minors).

Applicants must complete a reservation form available at the main circulation desk. The form may also be downloaded from the Cook Memorial Library website.

Cancellations should be received by the library staff no less than 48 hours in advance. Failure to notify the library of a cancellation twice may result in the loss of meeting room privileges.

The library retains the right to cancel a group’s reservation with little notice due to the library closing for adverse weather conditions. For other cancellations, every effort will be made by library staff to give as much notice as possible.

Availability

Space can be requested for use at any time. If the library is closed, the group using the space must have a responsible person who will come in to learn the security and clean-up procedures in advance of the meeting, during open hours.

Fees

Fees are charged only to private and commercial groups. Consult the Conditions section regarding use of library space by private and commercial groups. The library trustees have decided to implement this pilot program of renting space to private and commercial groups. It is hoped that the fees paid by these groups will help to offset the costs associated with use of the library by non-profit groups. Fees are paid when the room reservation form is given to the library staff.

- Fee for Front Room for Private and Commercial Groups is \$10 per hour with a three-hour minimum.
- Fee for Lower Level Room for Private and Commercial Groups is \$20 per hour with a three-hour minimum.
- See the Available Equipment section for fees regarding their use.

Conditions

Any failure to observe the following conditions will result in the suspension of meeting room privileges. These conditions apply to both non-profit and commercial or private meeting groups.

- All meetings must be open to the public. Non-members and library staff may enter your meeting; such persons may be informed of the nature of the meeting and may not be excluded if they wish to remain.
- No worship services may be conducted on library property.
- No admission fee may be charged for any meeting.
- Organizations may collect dues at a meeting, but cannot make payment of dues a requirement for attendance at a meeting. A free-will donation box may be placed by the door.
- No petitions may be circulated outside the meeting room, or left in the library. Library patrons may not be approached with petitions.
- Library staff is not available to assist in rearranging seating, carrying supplies, running AV equipment during meetings, serving food or cleaning up afterward. A group member must receive training in advance of the meeting.
- Organizations meeting in the library may not use the library as a mailing address. The library will not provide storage for the property of any group without special arrangement.

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- The library telephone number may not be used on publicity for the event, nor can library sponsorship be implied in publicity for the meeting. The posting of any directional signs can be done only with the permission of the library staff. The posting of any items on wall space can be done only with the permission of the library staff. No tacks, nails, or tape may be used on walls.
- Meetings which interfere with library work and activities due to noise and other factors will not be permitted. Children under age 8 must be supervised at all times.
- Alcohol and smoking are not permitted. Light snacks and beverages are permitted. No pets are allowed except for service animals. The telephone is available only for emergencies.
- The lot behind the town offices should be used for meeting parking.
- Failure to turn down the heat may result in a fuel charge to the group. The library is not open on a daily basis and it is possible heat could be left on for more than two days in an empty building.

The library trustees reserve the right to modify any element of the meeting room use policy at any time.

Group Responsibilities

The group must select one person to be responsible for seeing that the group abides by library policies and procedures. This person must sign the reservation form and will be the liaison between the group and the library. This person will be responsible for seeing that the group follows all security and cleanup procedures. At the conclusion of the meeting, the liaison will complete the meeting room use evaluation form and leave it on the meeting room table.

This person will report any difficulties with library property and appliances to the library director. For the purpose of library reports on the use of the building, this person will report the number of people attending the meeting to the library staff. Every group must abide by the conditions listed in the previous section. Two infractions may result in loss of meeting room privileges.

Liability

Groups using meeting rooms are responsible for reimbursing the library for any damage that may occur to library property or equipment. The library is not responsible for lost or stolen articles, damage to personal property, or bodily injury while on library premises.

Appendix 1: Room Descriptions

Upstairs Front Room – Maximum occupancy 25

Built in 1895 as part of the original library, the front room is Victorian in design, with charming architectural finishes. It contains fifteen chairs with upholstered seats around

several tables, and one office chair at a computer station. Room-darkening shades are on the windows. An ADA-compliant bathroom with baby-changing stand is adjacent.

A thermostat in the room will provide heat or air conditioning as needed.

Lower Level Meeting Room – Maximum occupancy 55

This larger 19'X37" meeting room will seat fifty-five upholstered folding chairs in an audience configuration. Six sturdy 30"X6' folding tables are available for a workshop configuration. Newly renovated, this room has climate-control, excellent lighting, a tile floor, two adjacent bathrooms (one is ADA-compliant) and a kitchenette with small refrigerator and microwave,

There are also four light-weight, folding card tables.

Lower Level Ulitz Room – Maximum occupancy 12

A large table seating 10 comfortably.

Appendix 2: Available Equipment

- Two 12-cup coffee pots
- One electric tea pot for boiling water
- One microwave for the downstairs meeting room
- Three thermoses designated for coffee, hot water, hot cider
- The library does not provide consumables such as paper products.
- Audiocassette/CD player
- LCD projector, ceiling-mounted pull-down screen & library laptop
- Computers are available when library is open.

Note: Library equipment is not available for use off library premises.

IV. C. 3. Gifts & Loans (Revised 8/12/2013)

- A. Trustees of Cook Memorial Library shall be authorized to accept and expend gifts in accordance with NH RSA 202A:4-c and d.
- B. Gifts are accepted with the understanding that the library has the sole authority to determine the disposition of each item, whether to use/add to the collection, dispose of, restore, or sell.
- C. Loans or conditional gifts should be accepted only in special circumstances and are at the discretion of the director in consultation with the board of trustees. All loans or conditional gifts require an individualized contract, which must be approved by the board of trustees. All such contracts shall include a statement that the signer has read this policy.

- D. Gifts of money, real estate and/or stock may be accepted if attached terms and conditions are acceptable to the board of trustees and meet applicable laws.
- E. Gifts of personal property may be accepted at the discretion of the director in consultation with the board of trustees.
- F. The library will issue a receipt for gifts of personal property if requested, but will not attach a dollar amount.
- G. Monetary gifts over \$500.00 will be acknowledged with specific reference to the giver's intention, in accordance with Internal Revenue Code 170(a)(1) and 170 (c)(1).

IV. C. 4. Sales (Revised 2/13/12, reviewed 7/13/2015)

- A. At the discretion of the Board of Trustees, articles may be purchased to sell for the benefit of the library. The library does not accept items for sale on consignment.
- B. Sales of articles by not-for-profit organizations in the community may take place on library premises, or with the sale of library materials, with the approval of the Board of Trustees.
- C. At the discretion of the library director, invited speakers for library programs may be permitted to sell items pertaining to their presentations.
- D. The Friends of Cook Memorial Library are permitted to offer items for sale at the library for the benefit of the library.

IV. C. 5. Displays and Exhibits (Revised 7/13/2015)

Announcements of community interest may be displayed on library property with the Library Director's permission. Hobby, craft, or art exhibits are encouraged, but must be displayed unpriced and at the owner's risk. Any individual or organization wishing to use Cook Memorial Library's exhibit space shall complete an Exhibit Application and Release Form for Artists. Materials that advocate the election of a candidate, political or otherwise, may not be displayed on library property.

IV. C. 6. Petitions and Informational Material (Revised 2/13/12, reviewed 3/9/2015)

- A. No petitions asking for signatures of any kind will be allowed on library property. (The trustees want patrons to feel they are in a "neutral zone" when using the library.)
- B. Other informational materials are allowed at the discretion of the library director.

IV. C. 7. Behavior, Supervision and Responsibility (Revised 7/13/2015)

- A. Library users have the right to use the library and its materials and services without being disturbed by other library users.
- B. Library users who cause repeated disturbances or damage to library property may have library privileges restricted or revoked. Library users and employees have the right to materials that are in good condition.
- C. Children under eight years of age shall be supervised by a parent or other adult when in the library. Children eight years and older may attend the library unsupervised, subject to proper behavior and conduct. The Cook Memorial Library assumes no responsibility for children of any age left unattended at the library. Parents assume all liability for any damage done by their children at the library. Children who cause repeated disruptions will be warned that privileges may be restricted or revoked and their parents or legal guardians will be contacted.

IV. C. 8. Animals

No animals are allowed in the public areas of the library except registered service animals. Exceptions may be made for animals involved with presentations, with the approval of the library director.

IV. C. 9. Supervision of lower level

The library strives to maintain a safe and secure environment for its staff and patrons. In pursuit of this objective, the library staff will go to the lower level and routinely check the rooms when the library is regularly open. Library staff will initial and record the time of their check on the lower level in a form developed by the library director.

SECTION V: MANAGEMENT OF BUILDINGS AND GROUNDS

V. A. Disaster Preparedness (Revised 2/13/12, revised 1/18/2016)

The Cook Memorial Library will have a Disaster Plan (see current Disaster Plan Notebook). This plan shall be updated by the library director and policy committee during the month of May and submitted to the Board of Trustees for approval at the June board meeting each year. The plan may contain, but is not limited to, the following sections:

1. Introduction and explanation of monetary support for the plan.
2. Implementation of the plan to include methods.
3. Emergency information sheet.
4. Communication plan or telephone tree.
5. Checklist of pre-disaster actions for which there is advance warning (hurricane, flooding).
6. Prevention and protection strategy which includes fire alarms, fire extinguishers.
7. Instruction for response and recovery, including the steps to be taken to salvage materials, and prioritization of the collection to be salvaged.
8. Detailed step-by-step instructions on the phases of salvage operations.
9. Detailed building plans covering the following: storage areas, entrances, exits, windows, fire extinguishers, fire alarms, smoke detectors, shut-offs and master switches for power, water, gas, heat, elevators.
10. Insurance information. This may include information in the form of a list of all the materials in the collection.
11. Plans pertaining to the building construction, such as plot plan, architectural drawings, septic design plans shall be in a designated place.
12. Location of keys.
13. Information on the schedule of back-up data and their locations.
14. Information on the treasurer's records.
15. Procedure for handling violence and the threat of violence.

V. B. Health & Safety Requirements (Revised 12-10-12, reviewed 1/18/2016)

1. The Board of Trustees of Cook Memorial Library will be responsible for providing and maintaining the library premises in a safe and sanitary condition. The board will require the library staff and volunteers to follow safety procedures according to applicable N.H. Health and Safety Codes.
2. The CML Disaster Plan Notebook will include a checklist of safety practices (see policy at V. A. Disaster Preparedness), to be updated each year by the library director. The current building's safety plan will be on file in the office of the library director, as well as in the Tamworth Town Office. The library director will be responsible for the implementation of the plan and supervision of the steps and strategies involved.

3. All work places and public facility areas, passageways, storerooms and service rooms will be kept clean and in a sanitary manner. A regular cleaning schedule will be set up for the custodian, and will be the responsibility of the library director to oversee. Trash will be disposed of on a regular schedule and in such a manner as to maintain good sanitary conditions.
4. All passageways, entries, exits, and their approaches will be maintained so that they are unobstructed and are accessible at all times. Emergency warning systems, fire extinguishers, and exit lights will be in place and maintained. There will be a regular yearly inspection of each, in accordance with N.H. Health and Safety Codes, and in conjunction with Disaster Plan updates.
5. Adequate illumination and ventilation will be provided and distributed to all areas during open hours of the library. Hazardous, combustible or otherwise dangerous materials, including cleaning materials, will be stored in a locked storage area. All storage areas will be kept free from the accumulation of materials that constitute hazards from tripping, fires or explosions, or might harbor pests.
6. Each employee and volunteer will comply with all safety rules, regulations, and policies of CML, for the avoidance of unsafe conditions, and to control or eliminate any hazards or other exposure to injury or illness, for personal and public safety.
7. The library director will be responsible for the supervision of a safety program for the library. General areas of emphasis will include, but not be limited to: in-service training; building inspection; accident record keeping; fire prevention; security/alarm system training; catastrophe planning; and emergency procedures relative to employees, patrons, and the community.

V. C. Maintenance Responsibility (Revised 12-10-12, reviewed 1/18/2016)

1. The Board of Trustees of Cook Memorial Library will be responsible for establishing guidelines for the maintenance of Cook Memorial Library, including the property relating to it. These will include weekly, annual and long-range guidelines. A Building and Grounds committee, comprised of members of the board, will be appointed, and will oversee the implementation of this policy; the chairman of the committee will report to the board at its regular monthly meeting.
2. Sufficient funds for operating expenses and for upkeep and repair of the building and grounds will be provided in the library's annual budget, including weekly housekeeping duties of the custodian, as well as regular/seasonal duties such as snow removal, lawn mowing, window cleaning, carpet cleaning, etc. A long range maintenance plan, updated each year, is the responsibility of the board, and is included in the CIP (Capital Improvement Plan) for the Town of Tamworth. The library director will see that the weekly duties of the custodian are performed as scheduled.
3. The library director and the chair of the Building & Grounds Committee will prepare an Annual Monitoring Report to LCHIP (Land and Community Heritage Investment Program), per the terms of the Stewardship Agreement.

4. The Cook Memorial Library building will be located on grounds that are well drained and maintained. The building will be properly ventilated and provided with adequate electricity and an adequate supply of water for both drinking and toilet facilities.
5. The library building will have adequate and approved systems, according to applicable health and safety codes. Such systems will include sewage disposal, plumbing, heating, lighting, ventilation, and elevator. In addition, all library facilities available for use by the public will be maintained in accordance with N.H. state regulations, and comply with A.D.A. (Americans with Disabilities Act) standards.
6. There will be an annual inspection of emergency warning and alarm systems, fire extinguishers, exit lights, etc., in accordance with the N.H. health & safety code, and in conjunction with Disaster Plan updates.
7. Landscape beautification by volunteers may take place on library premises with approval of the board, and with notification to, and coordination with, the library director.
8. The library building will be secured by a functioning security system, with keys and access codes being held by current CML board members, staff, authorized monthly meeting room users, Tamworth police and fire departments and other responsible individuals as determined by the library director. The library director will make an annual accounting of all keys and codes.

V. D. Stewardship Policy (Adopted 2/13/2012, reviewed 7/13/2015)

1. As elected officials of the town of Tamworth, the Cook Memorial Library trustees recognize their role as stewards of the town library and its assets. They are accountable for the library's finances. They recognize that the role of steward has many responsibilities: to provide library services to patrons, to adapt those services to meet the changing needs of library users, to foster collaboration with other libraries and organizations in both public and private partnerships to enhance services, and to provide for long-range planning concerning the facilities and programs offered. The goal of the trustees is to efficiently use all library resources whether they are people, time, assets, talents or funds.
2. The Cook Memorial Library is a registered historical building. The trustees see the preservation of this building, including its maintenance and security, as one of its primary responsibilities. They also recognize this library's role in preserving archival materials that document the history of Tamworth. The trustees will cooperate with town officials to create a Capital Improvement Plan that is updated annually for the preservation of the library building and grounds.
3. The trustees will abide by federal laws, the laws of the State of New Hampshire, the laws and ordinances of the town of Tamworth, and the guidelines of the New Hampshire State Library.

V. E. Disasters and inclement weather (recommended by the American Library Association)
(Revised 8/12/13)

Section 1: Fire

1. If the alarm is triggered, or at the first whiff of smoke, evacuate all patrons from the building and phone 911.
2. If the reason for the alarm is not evident, a staff member should investigate the entire building quickly to find out what is happening and where, while a second staff member clears the building.
3. Evacuees should congregate across the street from the library.
4. The time to think about fires is before they happen. Familiarize yourself with the type and application of the fire extinguisher in the building. Pull the pin, aim carefully at the base of the flame and shoot. You have 10-15 seconds of spray.

Section 2: Health emergencies

1. Staff members should exercise caution in assisting anyone with any complaint because of the potential danger of a lawsuit. Make the patron or staff member comfortable and protect from needless disturbance until medical help can be obtained.
2. 911 should be called immediately in the event of a serious problem. At no time should staff members attempt to provide first aid unless certified.
3. No medication, including aspirin, should ever be dispensed to the public.

Section 3: Bomb threats

1. Keep the caller on the line as long as possible.
2. Ask the caller to repeat the message and try to write down every word spoken by the person.
3. If the caller does not indicate the location of the bomb or the time of possible detonation, ASK FOR THIS INFORMATION.
4. Pay particular attention to peculiar background noises such as motors running, background music and any other noises which may indicate where the call is originating from. Listen closely to the voice (male, female) voice quality (calm, excited) accents and speech impediments.
5. Immediately after the caller hangs up, call 911.
6. Clear the building.

Section 4: Inclement weather

The library may close (or postpone opening) when weather conditions make travel hazardous. The deciding factor of any decision made will be the safety of the library patrons and staff, although maximum effort will be made to maintain regular library operating hours.

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1. If hazardous road conditions occur, the director will call the Chairperson of the Library Board of Trustees to advise him or her of the situation.
2. If a decision is made to close, the local radio station will be called to make the necessary announcement, and a note will be posted on the library door.

Section 5: Power outages

1. The library may close after a two-hour power outage, for safety of the staff and library patrons, using the same notification procedures.

SECTION VI: APPENDIX

VI. A. Job Descriptions

VI. A. 1. Library Director (Revised 7/14/14)

Job Requirements: A bachelor's degree is required. A master's degree in library science is preferred. If the above educational requirement has not been met, consideration of other qualifications will be given to candidates with extensive experience in library management. All candidates must be able to manage information systems, and possess a strong knowledge of emerging technology.

Job Summary: The Library Director is the executive administrative officer of the library, employed and supervised by the Board of Trustees. The Director is responsible for the supervision of the staff, care and maintenance of library property, and development of resources in keeping with the mission statement of Cook Memorial Library and policies set by the Board of Trustees. Responsibilities include the daily operations of the library to ensure high quality, cost effective, and customer-oriented services within budgetary limits, and the analysis of its operations and functions. The Director administers, interprets and recommends policies, participates in long-range planning, anticipates needs, prevents problems and focuses on the needs of the patrons. The Director acts as the chief spokesperson for the library.

General areas of responsibility include the following: (A specific list of tasks associated with the position is available from the Board of Trustees):

- Meet with the board of trustees on a monthly basis, and serve on trustee committees.
- Recommend policy additions or changes to the board.
- Keep the collection current, relevant, and accessible.
- Select & order library materials, supplies, equipment and furniture.
- Supervise the cataloging of library materials in Koha.
- Oversee library programming.
- Maintain circulation and usage statistics and prepare required reports.
- Maintain and preserve financial records, and assist with yearly budget preparation.
- Keep current with information technology, and train staff accordingly.
- Establish and oversee procedures for effective public relations and publicity to promote the library, e.g. the library website, social media, newsletters, Tamworth Exchange, Sandwich Board, and local newspapers.
- Update the library website as a digital portal to library services.

- Identify and participate in continuing education opportunities, including attendance at regional library conferences.
- Maintain established state library standards.

VI. A. 2. Children's Librarian and Library Programmer (Revised 9/8/14)

Overview: The Children's Librarian/Library Programmer is responsible for designing, marketing and implementing educational and recreational library programs for children, youth and adults, such as preschool story hours, summer reading programs and adult book discussion groups. Time is divided between children's librarian/library programmer duties and circulation desk coverage. Reports to the Library Director.

Qualifications:

- Knowledge of child development, children's literature and storytelling
- College degree
- Basic computer skills
- Ability to lift 25 pounds

Children's Librarian/Programmer duties:

- Makes recommendations for the children's collections.
- Directs programming and events for children, youth and adults.
- Coordinates publicity for programs and events, including press releases, posters, and related activities.
- Creates book displays and exhibits.
- Directs volunteers for programs and events.
- Submits articles on programs and events to CML newsletter editor.
- Submits updates on programs and events to the CML webpage manager.
- Attends appropriate conferences and workshops.

Circulation desk duties:

- Registers new patrons and explains library policies.
- Assists the public with book selections, reference questions, etc.
- Checks materials in and out of the library.
- Shelves library materials.
- Assists with the removal of the bibliographic record of materials that have been discarded.
- Learns new computer skills with the assistance of the Library Director and staff.
- Undertakes other tasks as assigned by the Library Director.

VI. A. 3. Reference Librarian (Revised 8/3/14)

Overview: The Reference Librarian is responsible for inter-library loan management and for carrying out the mission of the Ulitz Genealogy & History Center under the direction of the Library Director.

The Reference Librarian is responsible for the operation of the library in the absence of the Library Director. Reports to the Library Director.

Qualifications:

- Prior library experience (preferred)
- College degree
- Basic computer and library research skills
- Ability to lift 25 pounds

Duties:

- Assumes responsibility for the operation of the library in the absence of the Library Director.
- Manages inter-library loans.
- Fields reference/research questions
- Processes and catalogs materials.
- Assists with book displays and exhibits.
- Assists with outreach efforts

G&H Center duties:

- Assists the Library Director with collection management by recommending additions, processing new and uncatalogued items, handling discards and using sound preservation practices.
- Assists with patrons with genealogy and local history research.
- Trains and updates staff to assist with G&H inquiries.
- Plans G&H programs and events.
- Participates in continuing education.

Circulation desk duties:

- Registers new patrons and explains library policies.
- Assists the public with book selections, reference questions, etc.
- Checks materials in and out of the library.
- Shelves library materials.
- Undertakes other tasks as assigned by the Library Director.

VI. A. 4. Circulation Assistant/Cataloger (Revised 2/10/15)

Overview: The circulation assistant is responsible for the circulation desk, and manages the overdue materials notification and follow-up process. Reports to the Library Director.

Qualifications:

- High school diploma or GED
- Basic computer skills.
- Ability to lift 25 pounds

Responsibilities:

- Registers new patrons and explains library policies.
- Assists the public with book selections, reference questions, etc.
- Manages overdue library materials (notification and collection).
- Checks materials in and out of the library.
- Shelves library materials.
- Assists with the removal of the bibliographic record of materials that have been discarded.
- Learns new computer skills with the assistance of the Library Director and staff.
- Undertakes other tasks as assigned by the Library Director or the Director's designee.
- Works with the Library Director to update and maintain the catalog database, ensuring that data is complete, accurate and properly coded.
- Manages the library's discards on NHU-PAC.
- Manages Bearcamp Valley Library Association collection.
- Manages inventory (once every 3-5 years).
- Contributes to the library's web page, Twitter and Facebook accounts.
- Provides graphic design expertise with posters, signage and the newsletter.

VI. A. 5. Circulation Assistant (Revised 10/20/2014)

Overview: The circulation assistant is responsible for the circulation desk, and manages the overdue materials notification and follow-up process. Reports to the Library Director.

Qualifications:

- High school diploma or GED
- Basic computer skills.
- Ability to lift 25 pounds.

Responsibilities:

- Registers new patrons and explains library policies.

- Assists the public with book selections, reference questions, etc.
- Manages overdue library materials (notification and collection).
- Checks materials in and out of the library.
- Shelves library materials.
- Assists with the removal of the bibliographic record of materials that have been discarded.
- Learns new computer skills with the assistance of the Library Director and staff.
- Undertakes other tasks as assigned by the Library Director or the Director's designee.

VI. A. 6. Custodian (Revised 5/12/2014)

Qualifications:

- 16 or older
- Able to lift 25 pounds.

The custodian is responsible for cleaning the library on a regular basis. Specific duties are specified in a checklist which the custodian will complete and submit monthly to the library director.

VI. B. Forms

Forms are included in original (reproducible) format on the following pages.

1. Incident report form (Revised 3/12/12)
2. Internet user registration form (Revised 3/12/12)
3. Meeting room use application form (Revised 3/12/12)
4. Hold Harmless form (Revised 1/12/05)
5. Request for reconsideration of library materials (Revised 3/12/12)
6. Volunteer service application (Revised 2/11/12)
7. Borrower Agreement for Equipment and Devices form (Adopted 6/12/2017)
8. Job Evaluation form (Revised 9/13/04)

Cook Memorial Library

Incident Report Form (Revised 3/12/12)

Incident Date	Incident Time	Incident Location	Reported by
Person involved: Last Name	Person Involved: First Name	This person is an Employee____ Patron_____ Other_____	
Description of Incident and Who Responded			
Recommendations for Future Prevention			
Additional Notes			

Names of Witnesses:

Signature of Report Author

Date

Signature of Library Director

Review Date

Signature of Chair of Trustees

Review Date

Inform Board of Trustees at next board meeting of all incidents. Retain indefinitely.

Cook Memorial Library

Internet User Registration Form (Revised 3/12/12, reviewed 6/12/17)

I hereby agree to abide by the conditions of the Cook Memorial Library INTERNET POLICY AND PROCEDURES. My signature on this document certifies that I have read and fully understand the policy and procedures.

Patron Name (under eighteen) (*please print*): _____

Staff Signature: _____

As the parent or guardian of the above individual, I accept full responsibility for my child's use of Cook Memorial Library's Internet service and agree to oversee my child's use of this service. I have read the attached Internet Use Policy, and I understand that the Library's access to the Internet is intended and designed for educational and informational purposes. I will not hold the library responsible for materials or information acquired by my child through the use of the library's Internet service. I hereby give permission for my child to use the library's public access Internet computers and certify that the information contained on this form is correct.

Parent/Guardian Name (*please print*): _____

Parent/Guardian Signature: _____

Parent's Telephone number: _____

Date: _____

Cook Memorial Library
Meeting Room Use Application (Revised 3/14/16)

Date: _____ Tamworth resident or non-resident

Nonprofit/Town committee meeting or private meeting/event

Name of organization or group: _____

Name of responsible party/group leader: _____

Tel # & E-Mail: _____

Do you wish to meet: once twice regularly each week month other ?

Date(s): _____

Time(s): _____

Which room are you requesting?

- Upstairs front room (Max capacity: 25 chairs) (Private meeting, \$10/hr, min. 3 hrs)
- Lower level room (Max capacity: 55 chairs) (Private meeting, \$20/hr, min. 3 hrs)
- Ulitz Room (Max capacity: 12 chairs)

How many people will attend? _____ Handicap access needed? Yes No

Refreshments served? Yes No

Library equipment needed? Circle below

- | | | |
|------------------------|---------------|--------|
| Coffee/tea makers | Thermos/urns | Easel |
| Ceiling-mounted screen | LCD Projector | Laptop |

Hold Harmless Agreement: The undersigned agrees to indemnify and hold harmless Cook Memorial Library and its trustees and employees from any and all loss, cost (including attorney's fees), damages, expense, and liability in connection with claims for property damage, bodily injury or death by any person which may arise out of the use of any meeting room on the premises of Cook Memorial Library, 93 Main Street, Tamworth, NH 03886.

I have received and read a copy of the Cook Memorial Library Policy governing the use of its meeting rooms, and a copy of the opening and closing procedures. My signature below signifies that my organization agrees to comply with the terms and procedures therein.

Responsible party signature: _____ Date: _____

Note: For library records, please fill out Use/Evaluation Form in meeting room with date, name of meeting, # of attendees, and any comments you may have. Thank you.

Cook Memorial Library

Request for Reconsideration of Library Materials (Revised 3/12/12, reviewed 3/14/16)

Type of item: Book ___ Periodical ___ Other ___ Today's date _____

Title/name of item _____

Author _____

Publisher _____

Request initiated by _____

Address _____

City _____ State _____ Zip _____ Telephone _____

Do you represent yourself ___ or an organization or group ___? (please check one)

Organization/group name _____

To what in the work do you object? (cite pages) _____

Did you read the entire work? Y ___ N ___ If not, what parts?

What do you feel might be the result of reading this work?

To what age group would you recommend this work?

Are you aware of judgments of this work by literary critics?

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

Do not lend it to my child ___ Move it to another location ___

Return it to the staff selection committee for reevaluation ___

Other ___ (explain):

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

Cook Memorial Library
Volunteer Application Form (Revised 3/14/16)

Name _____ Age (if under 18) ____ Date _____

Address _____ Phone(s) _____

Email _____

Name of person to contact in case of emergency _____

Emergency contact person's phone number _____

What skills or interests would you like to share about yourself: work experience, education, hobbies, skills, etc.?

The library staff appreciates your interest in volunteering with us. We have many jobs that require varying skill levels. Please indicate which tasks you would be interested in doing:

___ Assisting with Children's programs (crafts, storytelling, Summer Reading Program)

___ Assisting at the circulation desk

___ Processing new materials (book covers, date dues, stamps, etc.)

___ Reading and organizing shelves

___ Shifting collections, discarding, inventory

___ Helping with local history projects

___ Working on library grounds (gardening, weeding)

___ Book sale preparation and year-round support

___ Assisting with minor building repairs and upkeep

___ Designing book displays, flyers, newsletters, etc.

___ Delivering materials to homebound patrons

___ Tutoring computer and other technology skills

___ Starting and facilitating a "club" (i.e. chess, scrabble, drawing) What kind? _____

___ Assisting with special library events (fundraisers, programs)

___ Other _____

(over)

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Please read the following agreement:

I hereby attest that my attendance and involvement in activities undertaken for Cook Memorial Library are voluntary and that I am not entitled to compensation for any services I provide. In addition, I agree to keep confidential all patron information, and all information in library records I may encounter.

If I qualify for volunteer service I agree to abide by the regulations and policies of Cook Memorial Library.

I have read and understand the Volunteer Policy of Cook Memorial Library as well as the Library Bill of Rights.

Signed _____

Signature of parent/guardian if volunteer is 14 to 18 years of age, and date:

Please note, per our Volunteer Policy:

Volunteers under age 18 must have a signed parental permission slip and those ages 14-16 must get valid working papers as well.

All volunteers over the age of 18 will be required to have a criminal background check at a cost of \$25.00 to be paid by the library. Volunteers may begin service while the background check is in process, but may not have unsupervised time with children or elders in that period.

Cook Memorial Library
Borrower Agreement for Equipment and Devices
Adopted June 12, 2017 by Board of Trustees

In borrowing the equipment or device listed below from the Cook Memorial Library, I assume full financial responsibility and liability of said equipment if damaged or lost.

Borrower's printed name

Borrower's signature (Parent/guardian signature if borrower is under 18.) Date

Item borrowed: _____ Item barcode: _____

Item replacement cost: _____ Staff initials: _____

Date returned: _____ Condition: _____

Items that need a form before checking out and cost to put on form:

E-readers (nook or Kindle) - \$100.00 replacement cost

Mp3 player - \$100.00 replacement cost

Telescope - \$350.00 replacement cost; repair cost will be determined after item is returned

Projector - \$600.00 replacement cost

DVD player - \$50.00 replacement cost

Digital audio recorder - \$277.00 replacement cost

Form instructions for staff:

Fill out form, make a copy for patron, keep a copy on file at desk. If item is returned in satisfactory condition, discard form. If item is returned damaged or not returned, give form and information about loan to Library Director.

Cook Memorial Library

Procedure for library director's performance evaluation (Adopted 9/13/04)

October 1:

Personnel committee head sends performance evaluation form to trustees, and self-evaluation form to library director. Personnel committee schedules an evaluation meeting with library director between October 20 and October 30.

On or before October 15:

Trustees send completed forms to head of personnel committee, who prepares a summary of the comments and e-mails it to the other personnel committee members and the library director. Library director sends self-evaluation to personnel committee members. Comment summary and self-evaluation should be in committee's hands at least two days before the scheduled meeting.

On or before October 30:

Personnel committee meets with library director to discuss comments and review goals for coming year. Library director revises goals if necessary and sends to all trustees before November trustees meeting.

At November trustee meeting:

Trustees review library director's goals for coming year and suggest any changes.

After meeting: library director creates final version of goals and sends it to the trustees. This list of goals becomes the basis for the next year's evaluation.

Cook Memorial Library

Performance evaluation – Library Director (Adopted 9/13/04)

Please return to [personnel committee head] by [date]

1 - Please review the library director's job description. Based on your own experiences at the library or other knowledge you have of library operations and events during the past year, are there any areas of the director's job performance that you would like to comment on, positively or negatively?

2 - Here is the list of goals that the library director and trustees agreed on for the past 12-month period. Based on your knowledge/impression of the past year at the library, please comment on how well any of these objectives were met. It is not necessary to comment on each objective.

[paste goals for past year here]

3 - Do you have any other comments or observations you would like the personnel committee to discuss with the library director?

Cook Memorial Library – Policies for Library Management and Governance

[form for use at the end of the summary of trustee comments]

A meeting with the library director to discuss this performance summary was held on:

Date: _____

Trustee (personnel chair): _____

Trustee: _____ Trustee: _____

My signature below indicates that I have read the evaluation and discussed it with the Trustees' personnel committee. My signature does not necessarily indicate my agreement or disagreement with the evaluation.

Library director: _____ Date: _____

Library director comments:

Cook Memorial Library

Self-evaluation - Library Director (Adopted 9/13/04)

Please return to [personnel committee head] by [date] in preparation for annual evaluation meeting on [date].

1 - Please review your goals for the past year. For each, indicate whether or not the goal was met.

If it was met, was the result what you expected?

If it was not, what interfered?

2 - What was your biggest success in the last year?

3 - What was your biggest challenge?

4 - What was the most unexpected event during the last year? How did you handle it?

5 - How can the board help you meet your challenges and/or capitalize on your successes?

6 - Is there anything else you would like to discuss with the personnel committee?

7 - Please prepare a draft of your goals for the coming year to discuss with the personnel committee and the board of directors.

VI. C. Library Bill of Rights

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

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

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

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

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

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

VI. Libraries that 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.

Adopted June 19, 1939, by the ALA Council; amended October 14, 1944; June 18, 1948; February 2, 1961; June 27, 1967; January 23, 1980; inclusion of "age" reaffirmed January 23, 1996.

A history of the Library Bill of Rights is found in the latest edition of the Intellectual Freedom Manual.

VI. D. Freedom to Read Statement

The freedom to read is essential 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.

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:

1. *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.

2. *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.

3. *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.

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.*

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.

5. *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.

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 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.

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, 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.

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.

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.

A Joint Statement by:

American Library Association
Association of American Publishers

Subsequently endorsed by:

American Booksellers Foundation for Free Expression
The Association of American University Presses, Inc.
The Children's Book Council
Freedom to Read Foundation
National Association of College Stores
National Coalition Against Censorship
National Council of Teachers of English
The Thomas Jefferson Center for the Protection of Free Expression

VI. E. CONTU (Commission on New Technological Uses of Copyright Works) Guidelines on Photocopying under Interlibrary Loan Arrangements

Introduction

Subsection 108(g)(2) of the bill deals, among other things, with limits on interlibrary arrangements for photocopying. It prohibits systematic photocopying of copyrighted materials but permits interlibrary arrangements "that do not have, as their purpose or effect, that the library or archives receiving such copies or phonorecords for distribution does so in such aggregate quantities as to substitute for a subscription to or purchase of such work."

The National Commission on New Technological Uses of Copyrighted Works offered its good offices to the House and Senate subcommittees in bringing the interested parties together to see if agreement could be reached on what a realistic definition would be of "such aggregate quantities." The Commission consulted with the parties and suggested the interpretation which follows, on which there has been substantial agreement by the principal library, publisher, and author organizations. The Commission considers the guidelines which follow to be a workable and fair interpretation of the intent of the proviso portion of subsection 108(g)(2).

These guidelines are intended to provide guidance in the application of section 108 to the most frequently encountered interlibrary case: a library's obtaining from another library, in lieu of interlibrary loan, copies of articles from relatively recent issues of periodicals--those published within five years prior to the date of the request. The guidelines do not specify what aggregate quantity of copies of an article or articles published in a periodical, the issue date of which is more than five years prior to the date when the request for the copy thereof is made, constitutes a substitute for a subscription to such periodical. The meaning of the proviso to subsection 108(g)(2) in such case is left to future interpretation.

Guidelines for the Proviso of Subsection 108(g)(2)

1. As used in the proviso of subsection 108(g)(2), the words "... such aggregate quantities as to substitute for a subscription to or purchase of such work" shall mean:

(a) with respect to any given periodical (as opposed to any given issue of a periodical), filled requests of a library or archives (a "requesting entity") within any calendar year for a total of six or more copies of an article or articles published in such periodical within five years prior to the date of the request. These guidelines specifically shall not apply, directly or indirectly, to any request of a requesting entity for a copy or copies of an article or articles published in any issue of a periodical, the publication date of which is more than five years prior to the date when the request is made. These guidelines do not define the meaning, with respect to such a request, of "...such aggregate quantities as to substitute for a subscription to [such periodical]."

(b) With respect to any other material described in subsection 108(d), including fiction and poetry), filled requests of a requesting entity within any calendar year for a total of six or more

copies or phonorecords of or from any given work (including a collective work) during the entire period when such material shall be protected by copyright.

2. In the event that a requesting entity:

(a) shall have in force or shall have entered an order for a subscription to a periodical, or

(b) has within its collection, or shall have entered an order for, a copy of phonorecord of any other copyrighted work, materials from either category of which it desires to obtain by copy from another library or archives (the "supplying entity"), because the material to be copied is not reasonably available for use by the requesting entity itself, then the fulfillment of such request shall be treated as though the requesting entity made such copy from its own collection. A library or archives may request a copy or phonorecord from a supplying entity only under those circumstances where the requesting entity would have been able, under the other provisos of section 108, to supply such copy from materials in its own collection.

3. No request for a copy or phonorecord of any materials to which these guidelines apply may be fulfilled by the supplying entity unless such request is accompanied by a representation by the requesting entity that the request was made in conformity with these guidelines.

4. The requesting entity shall maintain records of all requests made by it for copies or phonorecords of any materials to which these guidelines apply and shall maintain records of the fulfillment of such requests, which records shall be retained until the end of the third complete calendar year after the end of the calendar year in which the respective request shall have been made.

5. As part of the review provided for in subsection 108(i), these guidelines shall be reviewed not later than five years from the effective date of this bill.