

# NAHANT PUBLIC LIBRARY

## POLICY MANUAL

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## **MISSION STATEMENT**

The Nahant Public Library, an essential public institution, strives to serve as an accessible and responsive information and literary center for all residents of the Nahant community and beyond. In a welcoming environment, with diverse materials, programs and services, the library's mission is to stimulate the imagination, nurture literacy, and promote cultural enrichment. The Nahant Public Library also provides access to the tools, technological and traditional, which empower people to find and use information and encourage lifelong learning.

## **SUMMARY**

This manual contains the policies of the Nahant Public Library. Policies are written, amended and approved by the Library Trustees in collaboration with the Library Director no less than annually. The policies are the rules and guidelines under which the library operates. Policies are general statements that form the basis for the Library's procedures. Procedures are written by the Library Director and are in keeping with the Library Policies and the Town Policies.

## ACCEPTABLE BEHAVIOR POLICY

The Nahant Public Library (NPL) strives to meet the informational, educational, cultural, and recreational needs of all members of the Nahant community, in a courteous and professional manner. In keeping with this goal, the NPL is committed to promoting an enjoyable and safe environment where patrons and staff can fully benefit from and utilize the Library's resources and services. To insure this effort, we expect community members to respect other Library users, our staff, materials, and the building itself.

The Children's Department is reserved for use by children, their parents or guardians, and adults interested in children's literature. The Young Adults'\* Room is reserved for young adults\* and those who accompany them.

Enforcement of these rules will be conducted in a fair and reasonable manner. A judgment of unacceptable behavior is made by the librarian-in-charge who may take reasonable and appropriate action to resolve the issue. This may range from limiting of library privileges, expulsion for a period of time to be determined by the Library Director, or the summoning of law enforcement. Individuals who feel they have been treated unfairly and have had privileges revoked for a period of one week or more have the right to appeal to the Library Director in writing.

**For the comfort and safety of patrons, volunteers, and staff, and the protection of Library property, the following actions are examples of conduct not allowed on Library property.**

- Engaging in any activity in violation of Federal, State, local or other applicable law, or Library policy.
- Carrying firearms and dangerous weapons of any type (except by law enforcement officers).
- Being under the influence of alcohol/illegal drugs and selling, using, or possessing alcohol/illegal drugs.
- Verbally or physically threatening or harassing other patrons, volunteers, or staff, including stalking, staring, lurking, offensive touching, and obscene acts such as sex acts and indecent exposure.
- Soliciting or conducting surveys not authorized by the Library.
- Stealing, damaging, altering, or inappropriate use of Library property in Library facilities or on Library grounds, including computer hardware and software, printers, copiers, phones, and other equipment.
- Trespassing in nonpublic areas.
- Fighting or challenging to fight, running, pushing, shoving, or throwing things.
- Creating disruptive noises such as loud talking, screaming, or banging on computer keyboards.
- Gambling and group activities which are disruptive to the Library environment.

- Using audible devices without headphones or with headphones set at a volume that disturbs others. Using cell phones, pagers, and other communication devices in a manner that disturbs others. Cell phone and pager audible ringers must be turned off.
- Littering.
- Smoking, chewing, and other tobacco use in Library facilities.
- Entering the Library barefooted, without a shirt, with offensive body odor or personal hygiene, or being otherwise attired so as to be disruptive to the Library environment.
- Neglecting to provide proper supervision of children.
- Bringing pets or animals, other than service animals necessary for disabilities, into the Library, except for programs authorized by the Library Director.
- Using the library to conduct private business for pay such as tutoring for hire.

The safety and well-being of Library users, employees and volunteers comes first and actions to correct inappropriate behavior will reflect these concerns.

User behavior that interferes with, limits or disrupts normal Library operations, or use of the facility, or Library property in ways clearly not intended by policy, procedure or precedence is considered unacceptable user behavior and is subject to remedy by the library.

Unacceptable behavior may range from boisterous actions, profanity, infringing on the rights or comfort of others, intoxication, drug use or other illegal behaviors, theft, solicitations, vandalism, viewing of pornography or the intended interference with Library staff, volunteers and other users that is clearly uncomfortable, disruptive and/or unsafe.

A judgment of unacceptable behavior is made by the librarian-in-charge who may take reasonable and appropriate action to resolve the issue. This may range from limiting of library privileges, expulsion or the summoning of law enforcement. Individuals who feel they have been treated unfairly have the right to appeal to the Library Director in writing within ten days of the incident.

The safety and well-being of Library users, employees and volunteers comes first and actions to correct inappropriate behavior will reflect these concerns.

## **BULLETIN BOARD POLICY**

In its goal to meet the informational, educational, cultural and recreational needs of all members of the Nahant community, the Nahant Public Library provides a community bulletin board.

The bulletin board is available for public notices of community interest, as determined by the Library Director. Prior to posting, the notices are to be approved and initialed by the Library Director or his/her designee. Once posted, notices become the property of the library and will be disposed of after two weeks or when the information is no longer current or at the discretion of the Library Director.

Only items regarding local, non-partisan issues and notices, local cultural, recreational, and educational events and event posting for non-profits organizations will be accepted for approval. Information and/or solicitation from for profit businesses and organizations will not be accepted nor approved for posting by the library.

The following regulations apply for posting:

- Items must be delivered to the circulation desk for approval
- The size limit for notices is 8 ½ x 11 (larger notices of overriding community importance may be posted with the permission of the Library Director and as space permits)
- The notice must include the name of the sponsoring organization and a contact person and contact information
- Items posted in violation of this policy will be removed and discarded
- Inclusion on the bulletin board does not imply endorsement by the Library

The outside bulletin/notice board is reserved for library events and information only.

## **CELL PHONE POLICY**

Cell phone use is not permitted in the Library for talking. We ask that all patrons switch their cell phones to “silent” or “vibrate” before entering the library.

Patrons wishing to converse on their cell phones will need to do so outside the Library and will be asked to leave should they be found talking on a cell phone while in the Library.

## **SAFE CHILD POLICY**

The Nahant Public Library provides a wide variety of children's material including picture books, easy readers, chapter books, non-fiction, folktales, educational toys and games, DVDs, story sets, adventure packs, traveling buddies and a public access computer.

The children's room is reserved for children, their parents, guardians, teachers and caregivers and people interested in researching children's literature.

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

Teens and children over the age of 10 may be in the library without a parent or guardian provided the Library Director has provided approval. However, teens and children must know how to reach an adult caregiver in case of emergency and must be picked up from the library before the library closes.

Children are expected to behave in a manner conducive to maintaining an appropriate atmosphere in the building for all patrons. User behavior that interferes with, limits or disrupts normal Library operations, or use of the facility, or Library property in ways clearly not intended by policy, procedure or precedence is considered unacceptable user behavior and is subject to remedy by the library.

Unacceptable behavior may range from boisterous actions, profanity, infringing on the rights or comfort of others, misuse of furniture, toys or other items in the library or any other items addressed in the Appropriate Library Use Policy.

Enforcement of these rules will be conducted in a fair and reasonable manner. A judgment of unacceptable behavior is made by the librarian-in-charge who may take reasonable and appropriate action to resolve the issue. This may range from limiting of library privileges, expulsion for a period of time to be determined by the Library Director, or the summoning of law enforcement. Individuals who feel they have been treated unfairly and have had privileges revoked for a period of one week or more have the right to appeal to the Library Director in writing.

### **UNATTENDED CHILDREN**

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

If the library is closing, at a regular time or in an emergency situation, and a parent or guardian of a child cannot be located, the Nahant Police Department will be called to take the child. The library is not responsible for any actions taken by the Police Department.

### **Children's Programs/Events**

For those programs where space is limited, preference is given to Nahant residents. Non-residents are welcome if space allows.

When attending children's programs at the Library:

- A child ten (10) years or younger must be accompanied by an adult. The parent is required to stay in the library, not necessarily in the room, and must pick up their child promptly when the program ends.
- Many programs are age specific. For this reason, children who are outside of the age limits for the program will not be allowed to attend.
- Unless otherwise advertised, all programs require registration, which includes contact information for the parent/caregiver. Children will not be allowed to participate if proper registration has not been completed.
- Library staff are not responsible for the safety of unattended children once a program has ended.
- If a child is left unattended, library staff will contact the parent/caregiver. If unable to reach, library will allow fifteen minutes and will then contact the local police department.

### **Children's Computer**

While there is a computer terminal in the Juvenile/Children's area, computers in the library are not intended for children under the age of six (6). It is the responsibility of the parent/caregiver to ensure appropriate use of computers by children. ALL children, regardless of age, are to be supervised by a parent while on a computer.

Children are to dress appropriately while in the library. Footwear must be worn at all times.

The parent/caregiver is responsible for the child's behavior in the library, at library programs and on the library grounds. To ensure the safety and enjoyment of all, running, shouting, pushing or other disruptive behavior will not be tolerated. If the Librarian determines that a child's behavior is inappropriate, he/she will speak to the parent/caregiver. If no parent/caregiver is present, the child will be asked to cease the disruptive behavior. If the disruptive behavior continues, staff will attempt to contact the parent/caregiver. If unable to reach parent/caregiver the child will be asked to leave the library or the library program or staff will contact the police department for assistance.

## **LIBRARY CLOSING POLICY**

When weather conditions are severe, the library will not open or may close early or delay opening. The decision to close the library will be made by the Library Director in concert with Town Hall.

When weather is adverse, it is the responsibility of patrons to contact the library to find out if programs have been cancelled.

In the case of an epidemic illness or other such condition that prevents a critical number of employees to be present, the Library Director has the discretion to close the library. Employees who are sick will be charged sick time and benefitted employees who are not sick may be required to work in the closed library and will be paid for hours worked or may be required to make up those hours at a later date.

The Library also has the discretion to close the library in the event of a structural issue or other issues that would make the library hazardous to patrons and/or employees.

## **PUBLIC INTERNET USE POLICY**

The Nahant Public Library provides public access to the internet as part of the library's information services. The internet provides access to valuable information resources which may not be available elsewhere. The unique, unregulated nature of the internet requires that users exercise judgment regarding information accessible on various internet sites. The library tries to protect users' privacy but complete privacy on shared computers is not a realistic expectation. The library's wireless network is an open, unsecured public network. The library does not filter access to internet sites but may monitor patron usage.

Parents have the responsibility to monitor their children's use of library resources. Some patrons may deem some material unsuitable for viewing by their children. We suggest that parents concerned about access issues become familiar with the library's policy and join their children in using the library's internet services.

Patrons should be sensitive about viewing or leaving material on the screens which may be upsetting to other patrons, whether on their own laptops or on library PCs. With a goal of providing equitable access, the Library may institute time limits when computers are in high demand and discourages the use of excessive bandwidth.

In the interest of providing a safe and secure environment, the following are examples of inappropriate use:

1. accessing materials which may be prohibited by state or Federal Law.
2. using the library's internet service for any illegal activity, including use of library computers for hacking and unauthorized copying of copyright-protected material in any format.
3. accessing blatantly offensive visual or text-based materials which constitute potential sources of harassment to other patrons, library staff, or the public.

Patrons violating the above rules may have their internet access terminated and/or may be required to leave the library. Library staff are authorized to take prompt and appropriate actions to enforce the Public Internet Use Policy.

Adopted June 16, 2021

## LIBRARY DONATION POLICY

The Nahant Public Library is thankful for any gifts made to the Library. Donations are accepted based on the following guidelines.

- Because of limited space and staff, the library can only accept small numbers of books or other materials for the collection. These items must be in good condition and must be either of high demand or of literary value. Staff reserves the right to reject items that do not fit this guideline.
- The library does not accept donations of magazines, VHS tapes, cassette tapes, encyclopedias, textbooks, reference materials or any items that are musty, damaged or discolored.
- Any donation of books or other materials that are left without the approval of staff will be discarded or recycled immediately.
- The library cannot guarantee that any gift will be added to the collection or remain in the collection permanently. Items not added to the collection will be discarded, sold through the Friends of the Library, or otherwise discarded. The library reserves the right to use the gift to best meet the needs of the library.
- The library reserves the right to reject other (non-circulating) donations that do not fit the library's collection or meet the goals of the most current Long-Range Plan. If the library accepts a donation of this sort (artwork, memorabilia, etc.) the library may use or dispose of the item at its discretion.
- The library reserves the right to accept, sell, exchange, or discard, at its discretion, any unsolicited materials sent to the library.
- Once accepted, donations are the exclusive property of the library and are, therefore, subject to all library rules, policies and procedures. Except in specific circumstances, the donor may not place parameters or make restrictions on an item's use.
- Cash gifts will be added to the Library Gift Fund (or other appropriate fund) and will be used at the discretion of the Director under the supervision of the Library Board of Trustees. Bequests with specific restrictions should be discussed with either the Director or the Trustees in advance, whenever possible.
- The Library cannot place a monetary value on gifts, but will provide a blank receipt for tax purposes if requested.

## LIBRARY PRIVACY POLICY

The Nahant Public Library recognizes that in order to fulfill its mission, library patrons must not feel constrained in their use of library resources because they fear invasion of personal privacy. Therefore, we strive to safeguard the private use of our building, resources, programs, and services.

Confidentiality extends to information sought or received and includes database search records, reference interviews, circulation records, interlibrary loan transactions, registration records, and all other personally identifiable uses of library materials, facilities, or services. Children's records will only be shared with the custodial adult on file. Exceptions may be made for spouses or family members who wish to pick up items on hold or pay fines for another person in the family.

Library Staff may not use registration, circulation or information retrieval records for personal use and may not share this or other patron information with other individuals for personal use.

The library building is considered a limited public forum for reading, research, and expressive activity. Photography, sound or video recordings may be taken by staff or staff designees for public use. Library users may opt out of such recording by informing the director. Members of the public may not make such recordings without express permission of the director.

In addition, staff will uphold a patron's right to privacy in that a staff member may not divulge that a particular patron was in the library. Staff may not accept calls made to the library with the express purpose of locating a patron or determining if a patron had visited the library. Should a call be made to the library, staff may advise caller that the library cannot divulge such information.

Law enforcement agencies and officers may occasionally seek library records or information that would be helpful to an investigation. The mechanism for seeking release of such confidential records is a court order issued following a showing of good cause based on specific facts. Libraries should make such records or information available only in response to properly executed orders and after consulting with legal counsel.

This policy is based on the Code of Ethics of the American Library Association, which in Article III states: "We protect each library user's right to privacy and confidentiality with respect to information sought or received and resources consulted, borrowed, acquired or transmitted" and Massachusetts General Laws Chapter 78, Section 7, which states, "...that part of the records of a public library which reveals the identity and intellectual pursuits of a person using such library shall not be public record as defined by clause twenty-sixth of section seven of chapter four."

Ratified 2/25/20

## **INTER-LIBRARY LOAN POLICY**

The Nahant Public Library shares its resources with other libraries through the inter-library loan service. This service allows NPL cardholders in good standing to borrow items that are not available at the NPL from other libraries in the state and beyond. The NPL reserves the right to limit the number of items requested by an individual. Patrons who have requested items through inter-library loan must pick up the held item within 7 days of its arrival at NPL. Items will be returned to the originating library if not picked up during this time period.

Patrons who have requested items through inter-library loan or have placed NPL items for hold and failed to pick up the requested item three or more times will be denied the use of this service.

The Nahant Public Library will not loan to another library one of its holdings that is in great demand by local patrons or items with multiple local requests. NPL will also not loan items from the Nahant Room and anything designated as Local History.

## CIRCULATION POLICY

Patrons are eligible for a library card if they are:

- a resident of the Commonwealth of Massachusetts
- a Massachusetts property owner
- residing in Massachusetts while attending school

Children 12 and under need a parent's signature to get a library card.

Library card holders may borrow circulating library materials from the Nahant Public Library. All non-circulating materials may only be used in the Library.

A library card may only be used by the person to whom it is issued. Card holders are held responsible for material obtained with their library cards. Card holders should report immediately to the Library:

- the loss of a card
- a change in name
- a change in address

Initial library cards are free. However, a fee of \$1.00 will be assessed to replace a card that has been lost.

Books and audio books are loaned for two weeks with two renewals. Single movie DVDs may be borrowed for one week with one renewal. Series DVDs are borrowed for two weeks with no renewals. Different loan periods may apply for other items. All renewals are restricted if the item has been requested by another patron.

A receipt with the due date(s) listed is provided to the patron upon request and the due date is stamped on the attached due date slip. Due dates are also available online.

As of January 1, 2020, the library no longer collects fines for overdue books. Patrons are encouraged to support the Friends Building Fund instead.

A patron's account is restricted from use when checked out items are 21 days overdue. The restriction will be removed when overdue items are returned.

The library reserves the right to limit items checked out to patrons who have a history of overdue items.

Patrons are limited to 10 items per library card. Only 2 DVDs may be borrowed at one time.

Patrons are responsible for returning library books and other material in good condition. When a book is damaged or lost, it is the responsibility of the patron to pay replacement cost of the item.

Revised: January 2020

## **MATERIALS SELECTION AND REVIEW POLICY**

The Nahant Public Library endeavors to maintain a balance in its materials and services for the community. The Library is responsible for providing equal access to library materials and services to all library users. All materials are selected with the diverse needs of the community in mind. Selections are based on need, current content of the collection, recommendations, and professional review sources.

In accordance with Massachusetts General Laws Chapter 78 Section 33 and the standards adopted by the American Library Association, the Nahant Public Library has adopted the following statements regarding materials selection.

### **Philosophy and Scope of the Collection**

The Nahant Public Library collects materials, in a variety of popular formats, which support its function as an information source. The collection also serves the popular and recreational needs of the general public, and reflects the racial, ethnic and cultural diversity of the community.

Customer use is the most powerful influence on the Library's collection. Circulation, customer purchase requests and holds levels are all closely monitored, triggering the purchase of new items. Inherent in the collection development philosophy is an appreciation for each customer of the Nahant Public Library. The Library provides materials to support each individual's journey, and does not place a value on one customer's needs or preferences over another's. The Library upholds the right of the individual to access information, even though the content may be controversial, unorthodox or unacceptable to others.

Materials for children and teenagers are intended to broaden their vision, support recreational reading, encourage and facilitate reading skills, supplement their educational needs, stimulate and widen their interests, lead to recognition and appreciation of literature and reflect the diversity of the community. The reading and viewing activity of children is ultimately the responsibility of parents, who guide and oversee their own children's development. The Nahant Public Library does not intrude on that relationship.

### **Selection Criteria**

The Library Director uses his/her training, knowledge and expertise along with the following general criteria to select materials for the collection:

- Relevance to interests and needs of the community
- Extent of publicity, critical review and current or anticipated demand
- Current or historical significance of the author or subject
- Local significance of the author or subject
- Relevance to the existing collection's strengths and weaknesses

- Reputation and qualifications of the author, publisher or producer, with preference generally given to titles vetted in the editing and publishing industry
- Suitability of format to Library circulation and use
- Date of publication
- Price, availability and Library materials budget

### **Customer Recommendations**

Customers may request items the Library does not own. Each request is reviewed for inclusion in the collection or for loan through Interlibrary Loan. The Library Director determines the best method for delivery of materials using the selection criteria.

### **Requests for Reconsideration**

The Nahant Public Library selects material using established criteria and full consideration of the varying age groups and backgrounds of customers. Requests for removal of items from the collection may be made using a formal procedure outlined in Appendix 1.

### **Philosophy of Collection Management**

The Library's collection is a living, changing entity. As items are added, others are reviewed for their ongoing value and sometimes withdrawn from the collection. Great care is taken to retain or replace items that have enduring value to the community. Decisions are influenced by patterns of use, the capacity of each location and the holdings of other libraries that may specialize in a given subject matter. Staff review the collection regularly to maintain its vitality and usefulness to the community.

### **Responsibility for Collection Management**

The final authority for the Library collection rests with the Library Director. Implementation of collection development policy and management of the collection is assigned to Library staff. The Nahant Public Library disposes of materials that have been withdrawn according to the criteria for weeding and withdrawal outlined below.

### **Criteria for Weeding and Deselection**

Deselection of material from the circulating collections is a vital part of successful collection maintenance. Continuous evaluation is necessary and materials are regularly removed to maintain a current, accurate and appealing collection and to facilitate ease of use.

Item use is a primary determinant of member interest and value. Past recent use tends to be the best indicator of foreseeable future use. Therefore, item use, both by individual title or individual collection, can, on appropriate occasions, be used as criteria in determining whether library holdings are retained or otherwise returned to the community, sold, donated or removed.

Items removed from the collection are not necessarily devoid of merit; rather in circumstances of a reasonable amount of shelf time have failed to engage local interest.

Selection and the removal of titles is the responsibility of the Library Director or delegated Library staff members.

The following criteria are used in selecting materials for withdrawal:

- Damage or poor condition
- Number of copies in the collection
- Relevance to the needs and interest of the community
- Current demand and frequency of use
- Accuracy and timeliness
- Local interest
- Availability elsewhere including other libraries and online
- Deemed to be of an enduring nature

## **PROCEDURE FOR REQUEST FOR RECONSIDERATION**

Nahant residents requesting reconsideration and removal of items in the collection may submit a Request for Reconsideration of Library Material form, which is available on the following page.

The Library Director reviews the request in relation to the Library's mission and selection criteria and replies within thirty days of receipt of the request. The item in question will not be removed from the shelf during the reconsideration process.

Should a patron not be satisfied with the decision of the Library Director, the patron will have ten days to appeal in writing to the Library Director and request a review by the Library Board of Trustees.

**Request for Review of Library Materials Nahant Public Library**

Name \_\_\_\_\_ Date \_\_\_\_\_

Address \_\_\_\_\_

City \_\_\_\_\_ State \_\_\_\_\_ Zip \_\_\_\_\_

Phone (daytime) \_\_\_\_\_ (evening) \_\_\_\_\_

I represent: \_\_\_\_\_ myself \_\_\_\_\_ an organization or other group (please identify)

\_\_\_\_\_

I request evaluation of:

Title: \_\_\_\_\_

Author: \_\_\_\_\_

I have examined \_\_\_ all \_\_\_ part \_\_\_ or none of the above material.

I object specifically to (use additional pages if necessary):

What sources do you suggest to provide additional information on this topic (optional)?

Signature \_\_\_\_\_

**Please complete this form, sign it, and return to the Library Director for review.**

## **PROGRAM POLICY**

The Nahant Public Library offers programs in keeping with the Library's mission. Library programs focus on making connections with the collections and services of the Library and are designed to meet the current and emerging interests of library users while offering a balance of topics.

When programs are planned and publicized, the age level of interest and ability is determined and indicated. Many programs are designed for specific age groups to ensure enjoyment and participation by all attending. The Nahant Public Library defers to the program presenters and/or staff person planning the program to determine the age limits for these programs and supports and adheres to these age-appropriate guidelines for the convenience of all.

All programs, unless otherwise noted in the publicity, require registration in order to participate. This policy is designed to assist staff in program planning and resource allocation so that each participant has access to the materials required for the program.

The time-frame for registration is determined by the Library Director, program planner, or designated staff member. Patrons who have not registered for an event that requires registration will not be permitted to attend the program or event.

## SOCIAL MEDIA POLICY

Nahant Public Library (NPL) recognizes the popularity and utility of social networking sites as a means of publicity, information dissemination, and recreation, and as such, participates in social media to extend the reach of the Library outside the Library walls. Social media is defined as any website or application which allows users to share information as a “friend” or “follower,” or otherwise associate hi/her own “profiles” or with the Library’s profiles on these sites. Examples of such sites include Twitter, Facebook, Pinterest, YouTube, and Wordpress.

Comments, posts, and messages are welcome on NPL’s profiles on any social networking sites in use. While NPL recognizes and respects differences in opinion, all such interactions will be regularly monitored and reviewed for content and relevancy. All posting which contain any of the following will be removed and the poster barred from posting subsequent messages to the Library’s presence on social networking sites:

- Obscene, racist, or otherwise inflammatory content
- Personal attacks, insults, or threatening language
- Potentially libelous statements
- Plagiarized or copy-written material
- Private or personal information published without consent
- Comments totally unrelated to the content of the forum
- Links to material that is not directly related
- Commercial promotions or spam
- Organized political activity
- Photos or other images that fall in any of the above categories

In addition, NPL reserves the right to edit or modify any postings or comments for space or content, while retaining the intent of the original post. The Library shall also be granted the right to reproduce comments, posts, and messages in other public venues. Identifying information, other than first name, will be removed unless prior approval is granted by the user.

The Library does not collect, maintain or otherwise use the personal information stored on any third party site in any way other than to communicate with users on that site, unless granted permission by users. Users may remove themselves at any time from the Library’s profile, and should be aware that third party websites have their own privacy policies and proceed accordingly. The role and utility of social networking sites will be evaluated periodically by Library staff, and may be changed or terminated at any time without notice to subscribers.

NPL assumes no liability regarding any event or interaction that takes place on any social networking service, and does not endorse or review content outside the pages created by NPL staff. As with more traditional resources, the Library does not act in

place of a parent and is not responsible for enforcing any restrictions which a parent or guardian may place on a minor's use of this resource.

## **FOOD AND DRINK POLICY**

For the comfort of our patrons, small snacks and non-alcoholic beverages in covered containers can be consumed in the Library. Full meals are not allowed unless provided by the Library for programming or other events.

The Library provides courtesy water and coffee for all patrons. Patrons are asked to clean up after themselves and dispose of trash appropriately.

Patrons using Library computers or other technology devices will not be allowed to eat or drink while using them and may not have food or beverage near such devices in order to avoid spills or leaks that may damage computers or tools.

Patrons who violate this policy resulting in damage to a computer or other technology device will be required to compensate the Library for the replacement or repair of said devices.

## **VOLUNTEER POLICY**

The Nahant Public Library appreciates and welcomes volunteer service. Volunteers generally provide support services to paid staff or work on special projects. Volunteers are expected to act in accordance with Library policies and procedures and to reflect positive customer service attitudes to all Library patrons.

Volunteers are selected based on their qualifications in relation to the needs of the Library at any given time, and based on their ability to commit to a consistent schedule of volunteer hours. Selection of volunteers is the responsibility of the Library Director.

Prospective volunteers are requested to fill out a volunteer application available at the Library and will be interviewed by the Library Director. If there are no suitable volunteer opportunities, application forms will be kept on file for a period of one year. Applicants will be contacted if a project is identified which matches their interests or qualifications.

While the Library appreciates all community members who choose to donate their time and talent to the Library, the Library does not always have opportunities for volunteer service; therefore, the Library reserves the right to refuse volunteer service.

**Nahant Public Library  
Volunteer Registration**

**Thank you for expressing an interest in volunteering at Nahant Public Library. Please fill out your information below and return to Sharon Hawkes, Director, at [shawkes@nahant.org](mailto:shawkes@nahant.org)**

**Name** \_\_\_\_\_

**Address** \_\_\_\_\_

**Town** \_\_\_\_\_ **Zip** \_\_\_\_\_

**Phone** \_\_\_\_\_

**Email** \_\_\_\_\_

Please let us know how you can help:

\_\_\_\_ Shelve materials

\_\_\_\_ Shelf read

\_\_\_\_ Dust, straighten up

\_\_\_\_ Clean and restock coffee area

\_\_\_\_ Plant care

\_\_\_\_ Assist with programs or events

\_\_\_\_ Other:

In the regular course of library business, volunteers may encounter confidential material such as patron names and contact information, borrowing history, fines or fees owed, etc. Libraries hold such information in strictest confidence. Your signature below indicates you have read this paragraph and will not divulge confidential information to anyone other than qualified library staff. You also agree to refer patron questions to the appropriate staff member, and to conduct yourself in a professional manner whenever working at Nahant Public Library. Feel free to connect with staff if you have any questions.

Your signature \_\_\_\_\_