

# NAHANT PUBLIC LIBRARY POLICY MANUAL

|   |         |
|---|---------|
| Mission Statement and Summary                       | 1 page  |
| Acceptable Behavior                                 | 2 pages |
| Bulletin Board                                      | 1 page  |
| Cell Phone  | 1 page  |
| Safe Child  | 2 pages |
| Library Closing                                     | 1 page  |
| Public Internet Use                                 | 1 page  |
| Library Donation                                    | 1 page  |
| Library Privacy                                     | 1 page  |
| Inter-Library Loan                                  | 1 page  |
| Circulation   | 2 pages |
| Materials Selection and Review                      | 3 pages |
| Procedure for Request for Reconsideration with Form | 2 pages |
| Library Program Policy                              | 3 pages |
| Library of Things                                   | 3 pages |
| Meeting Room  | 7 pages |
| Social Media  | 2 pages |
| Food and Drink                                      | 1 page  |
| Volunteer   | 1 page  |
| Volunteer Registration Form                         | 1 page  |

## **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.**

## **LIBRARY PROGRAM POLICY**

**Overview.** The staff of Nahant Public Library offers programs intended to further the Library's mission and strategic services plan. The library functions as an informational, recreational, and cultural resource for the community. Programs are a means through which the public can share experiences, explore ideas, appreciate special interests, exchange information, and connect with each other.

Library sponsorship of a program does not constitute an endorsement of the content of the program or the views expressed by participants, and program topics, speakers and resources are not excluded from programs because of possible controversy. Library programming will reflect a wide range of diverse perspectives and opinions. Attendees are encouraged to engage with civility and respect for everyone involved.

Library users are welcome to suggest programs, but the decision to host a program remains with the professional staff and, ultimately, the Director.

**Program development.** In developing and delivering programs, the library staff utilizes its own expertise as well as collections, equipment, and facilities. The following criteria are used in making decisions about program topics, speakers, and accompanying resources.

- Community needs and interests
- Budget and cost of the program
- Space required for the program
- Presenter background/qualifications in the content area
- Relevance/appropriateness of the program to library's mission and service priorities
- Staff time

### **Library-hosted programs:**

1. Are free and open to the public
2. Are appropriate to various age groups (children, teen, adult, families) and will be so designated
3. May be held on site at the Library, off site, or online
  - a. Decisions related to whether the program is in person, hybrid, or virtual are made by the coordinating staff in collaboration with the performer or speaker.
  - b. A program may be converted to virtual as needed (weather, speaker issues, etc.). We will make every effort to let potential participants know about such a change

4. May include professional presenters are selected by Library staff
5. May occasionally be limited to pre-registration and are always limited by the capacity of the space in which they are held
6. Are occasionally recorded, and will be made available on one of the Library's YouTube channels
7. Always will adhere to any Town or Library specifications regarding health and safety

**Program promotion.** The Library will utilize all or some of its various communication modes to inform the community of upcoming programs. They may include: Library and Town calendars; social media pages (Facebook, Twitter, Instagram), both the Library's and the community's; newsletters (Wowbrary, Council on Aging, Johnson Elementary School); flyers and posters; and press releases. Patrons are encouraged to "Like" us on Facebook to stay up to date on Library news and upcoming activities.

**Commercial presenters.** Programs are not used for commercial purposes or for the solicitation of business. They must be informational or entertaining in nature. Presenters may not require attendee contact information as a condition of attending. However, the presenter may leave business cards or flyers for participants to pick up after the program for anyone interested in purchasing items or services from the presenter. Authors and musical artists are also welcome to sell their work. Any sales must be cleared with the Library staff in charge.

**Program Reconsideration.** Only Nahant residents or cardholders may request a program reconsideration. Requests must be submitted in writing to the Director of the Library at least 3 weeks prior to a program, by filling out a Request for Program Reconsideration form. Any reconsideration request will be reviewed by the Library Director and, if needed, be discussed with the Library Board of Trustees. The Director will inform the requester of the decision at least 2 days prior to the program.

Approved July 26, 2023

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

Today's Date:

Program Title:

Date of Program:

Name of Person Requesting Review:

Address:

Telephone:

E-Mail address:

What are your specific objections to this program?

Have you read any reviews of this program or speaker?

What do you recommend be done regarding this program?

How did you become aware of this program? What do you know about its content and purpose? Have you attended the program (or another event with this presenter)?

What do you believe might be the result of attending this program?

Could you suggest an alternative program that could provide similar information on this topic or support in this area to the community?

Additional comments:

## LIBRARY OF THINGS POLICY

**Overview.** The Library of Things is a collection of non-traditional library items that complement Nahant Public Library's mission to provide "a welcoming environment, with diverse materials, programs and services... to stimulate the imagination, nurture literacy, and promote cultural enrichment." Patrons who borrow a Thing from this collection agree to abide by Nahant Library's Library of Things lending guidelines below.

**Scope of the collection:** The Library of Things collection provides diverse opportunities for learning and engagement. The collection, which may vary as items become available, currently includes:

- Telescope
- Microscope
- Ukulele
- Enchroma glasses, one for adults and one for children, for people living with certain types of colorblindness
- Learning Backpacks
- Nature Backpack
- Art history kit
- WiFi Hotspots
- e-Readers
- Board Games:
  - Chess
  - Backgammon
  - Boggle
  - Yahtzee
  - Clue
  - Sorry!
  - Scrabble
  - Monopoly
- Jigsaw Puzzles of 100-2000 pieces; various difficulty levels, styles and designs, including for adults living with cognitive impairment, such as Alzheimer's disease
- LEGO blocks
- KEVA plank blocks
- Doll and carrying case

See the current list at <https://nahantlibrary.org/library-of-things/>

**Age limits, care.** Not all library materials may be suitable for all members of the community. Items from the Library of Things may only be checked out to someone aged 18 or older, including the STEM learning backpack. All other backpacks may be checked out on a child's card in the presence of the responsible adult. Responsibility for anyone else's use of library materials, regardless of format or content, lies with the adult



checking out the item (or the adult listed on the child's library record), not with the library.

**Overdue, replacement costs.** As with other Library materials, there are fees for repair or replacement of lost or damaged items. Patrons should be aware that some "Things" are costly, and items valued at more than \$200 will require that the patron sign a document accepting responsibility for repair or replacement along with current contact information.

**Items loaned to new patrons or out of town patrons.** The Library makes its materials available to cardholders in the Commonwealth who have had an active card for at least three months. Since many items are too fragile to be transported through the delivery service, these items will not be shared via delivery but may be picked up at the Library. All Library of Things items should be returned to the main desk when the Library is open, not to the outdoor book drop or outside the building.

## LIBRARY OF THINGS REGISTRATION FORM

I acknowledge that I am borrowing a Nahant Public Library item with a value of more than \$200. I agree that the item was given to me in fine condition, with all parts accounted for, and that I am responsible to return it in similar condition, or will be charged in whole or in part to restore the item.

Patron Name \_\_\_\_\_

Current Address \_\_\_\_\_

\_\_\_\_\_

Current Daytime Phone Number \_\_\_\_\_

Email \_\_\_\_\_

Item Borrowed:

Date:

Signature:

\_\_\_\_\_  
Staff Notes:

# MEETING SPACES POLICY

## Overview

The Nahant Public Library building was erected in 1895 to house the municipal book collection that was begun in 1819. As a community gathering place, Nahant Public Library (the “Library”) today continues to make the building and grounds available for people to come together to exchange ideas and information. Making public space available supports the Library’s mission to satisfy the intellectual, cultural, and recreational needs of the community.

The public’s use of the Library’s public meeting space is protected by the First Amendment. Any meeting space open to the public is designated as a limited public forum for expressive activity. This requires that its use not be restricted on the basis of the content or viewpoint of the group’s speech. ***Permission to use a Library meeting space does not constitute or imply the Library’s co-sponsorship of the event, or its endorsement of any group’s policies, beliefs, statements, or programs.***

## Definitions

The Library’s meeting spaces are multi-purpose areas designed for varied educational and cultural activities, and can be adapted for uses such as lectures, workshops, meetings, performances, or social activities. For the purpose of this policy, the library’s multi-purpose rooms or outdoor areas are referred to as *meeting spaces*, the group activities occurring in these rooms are referred to as *meetings*, and organizations or individuals using the Library’s meeting rooms, regardless of their legal status or organizational structure, are referred to as *presenters*.

Presenters are considered temporary sub-lessees of the building. Nahant Public Library, through the Town of Nahant, is authorized to enter into contracts with presenters.

## General Information

This policy is designed to make our meeting room spaces available to the public on a fair and equitable basis. Adhering to our policies helps keep costs down and makes the library a pleasant place for all. Meeting room presenters must adhere to the following regulations:

1. Meeting space setups should be agreed upon in advance. Please indicate your needs on the application form.
2. Use of the meeting spaces should not disturb the use of the library by other patrons or disrupt Library operations without prior clearance from the Library.

3. Distribution of fliers related to the program may identify the Library as the meeting location, and provide the Library's address, but may not give out the Library's phone number or email address, nor invite attendees to contact the Library for further information.
4. Smoking is not permitted in the library or on the grounds.
5. The casual consumption of alcohol is not allowed on Nahant property, including the library and grounds. Events that would like to serve alcoholic beverages must receive express written permission from the Town of Nahant through their application process, which includes providing liability insurance and a TIPS-certified server.
6. Open flame is not permitted in the library. The use of any heating element must be cleared with the Library in advance.
7. Organizations and individuals in whose names the meeting spaces were registered shall be financially responsible for any damage done to the meeting spaces, their furnishings or equipment during the term of the contract. No tacks, nails, glue, or adhesive tape should be used to attach materials to Library property without permission nor will any defacement or injury to the library be permitted.
8. Attendance is limited to the capacity of the individual spaces as set by building safety codes.
9. Please clear with the Library any furnishings, equipment, materials or food products you will bring to the library or grounds, and anything not belonging to the Library (including trash) should be removed promptly upon ending the meeting.
10. The Library is not responsible for the supervision of children while adults attend a meeting.
11. If tents are to be erected on the grounds, permits must be approved by the Town.
12. The presenter, not the Library, is responsible for obtaining all rights regarding the copying, performance, display, or distribution of materials for the meeting.
13. The Library can provide furniture, equipment and utilities for your event, but is not responsible for their malfunction. Presenters are responsible for the operation of any furniture or equipment borrowed from the Library, and shall be liable for any damage beyond reasonable use.

14. A Library staff person must be in the building any time the meeting or exhibit takes place. Our hours are Tuesday and Thursday, 10:00-7:00; Wednesday and Friday, 10:00-5:00, and Saturday, 12-4. If you would like additional hours or days, a staff person would need to be hired. There is no charge if staff is on hand for other library business. Staff is not presumed to perform any duties connected to the presenter's event other than prior setup.
15. If requested, the presenter shall obtain commercial general liability insurance covering the Library and the Town of Nahant for claims arising out of liability for bodily injury, death, personal injury, and property damage occurring in and about the Library and otherwise resulting from any acts and operations of presenter, its agents and employees. Such insurance shall have limits no less than \$1,000,000. The presenter shall obtain a certificate of insurance naming the Library and the Town as additional insureds. Such certificate shall show evidence that the insurance is not cancellable except on at least ten days' written notice to the Library. In the event of such cancellation, the meeting reservation shall be canceled unless the group substitutes a new insurance certificate meeting this policy's requirements.
16. Nahant Public Library is a destination for children of all ages. The Library reserves the right to isolate any meeting or exhibit from the easy view of children (e.g., ask that the meeting be held outside of library hours or that the door to the meeting room remain closed), if the content of the exhibit is not in keeping with community standards for family viewing.
17. Nahant Public Library reserves the right to immediately terminate, without notice to the presenter, its contract with any presenter that the Library deems, in its sole discretion, (i) to have not abided by the rules and regulations described herein, (ii) that the presenter should conduct any illegal activity on Library property, or (iii) that an emergency should prevent the Library from carrying out the contract.

### **Scheduling Priorities**

The Library reserves the right to cancel or rearrange room reservations if needed for Library purposes. In general, the Library allows presenters to reserve meeting rooms on a first-come, first-served basis or, in cases of conflict, according to the following order of priority:

- Nahant Public Library
- Town of Nahant
- Nonprofit educational, cultural, civic, or social
- groups For-profit businesses, organizations, and individuals

### **Reservations**

Adults 18 years or older may reserve a meeting space. Individuals supervising the use of a meeting space shall be at least 18 years old. Meeting space reservations are made in writing through the Library Director or, in her absence, her designee.

Any false, misleading, or incomplete statement on the application is grounds to deny use of meeting spaces by the presenter.

The Library reserves the right to reject a reservation request if the anticipated use is likely to be:

- Unreasonably disruptive to library users or
  - operations Too large for the applicable meeting
  - room capacity Dangerous to persons or property,
  - or
- In any other way inconsistent with or in conflict with any of the terms and conditions of this policy.

In determining whether such likelihood exists, the Library may take into consideration the content of the application form, the history of the presenter's meeting room use in the Library, the history of the presenter's use of meeting room facilities elsewhere, and any such other information that may be deemed appropriate.

The Library reserves the right to determine, in its sole discretion, whether any proposed use of a meeting room will require a police detail or other extraordinary police protection and, if so, the anticipated cost. In making this determination, the Library may take into consideration the factors listed above. The Library may consult with the Nahant Chief of Police or his/her designee to make this determination. If the Library concludes that such police protection is reasonably necessary, the Library will notify the presenter of the responsibility to reimburse the police department for its costs.

If fees are assessed for use of the meeting rooms, payment and billing arrangements must be made at the time of reservation. Payment shall be received in full before the meeting begins. Failure to notify the Library of cancellations may result in forfeiture of future bookings.

## **Indemnification and Release**

By signing the application form, the presenter agrees, on his/her own behalf as well as on behalf of any organization the applicant is representing in making such application, to abide by the terms and conditions of this Meeting Spaces Policies and Procedures document.

All presenters using the Library must agree to indemnify and hold harmless the Town of Nahant, the Library, and all Library staff and volunteers from any and all costs (including attorneys' fees and expenses), damages, injuries, losses, claims, and expenses incurred, directly or indirectly, as a result of the presenter's use of the Library. Such costs, damages, injuries, losses, claims, and expenses shall include, without limitation, any damage to the meeting room and its contents or to any other part of the library building, grounds, or collection; the cost of employees' overtime, if required by the use of the meeting room; the cost of police protection if required by the Library; and any claim asserted by any third person against the Town of Nahant, the Library, or any library staff or volunteer on account of any alleged injury

## Meeting Spaces Policy Rental Fees Schedule

The purpose of the fee schedule is to allow for fair usage of our meeting spaces by a variety of presenters, whether by individuals who seek a forum with the public, nonprofits looking for a low-cost venue for a workshop, or a small business looking for a training facility outside of the office. We encourage free information sharing with the public, in keeping with the role of public libraries. A secondary purpose of the fee schedule is to contribute to the upkeep of the building and its furnishings, collections, and library programs.

Fees are charged for all or part of an hour for which the space is reserved. Basic furniture setup is included in the rental fee, plus 30 minutes for presenter setup. Equipment is available at no additional charge upon request (see Equipment List), and is self-serve, with no guarantee against breakdown. *All times must be scheduled in advance, in writing, and paid in full before the meeting or exhibit begins.*

Non-exclusive use of the building, single room (meeting):

Non-profits and individuals who are not charging a fee to attendees:

- No charge for up to two hours, up to four times per fiscal year (July-June) during regular library hours – additional uses or fee-based meetings will be charged at for-profit rate
- Additional charges may apply for more than 2 hours (\$15/hour)

For-profits (and non-profits using non-library hours or charging attendee fees):

- \$50 for up to two hours, then \$15/hour each additional hour.

Exclusive use of the building, use of a single room (such as Delivery Hall) and bathroom:

- \$100 for up to 2 hours, \$50/hour each additional hour

Exclusive use of the building (three or more rooms), 5 hours or more:

- \$1,000 for up to 5 hours, \$100 each additional hour, due two weeks before the event and nonrefundable thereafter
- \$500 security deposit as a separate check, held and returned if no damage or cleanup is required
- Payment for the presence of a staff person in the building



## **Meeting and Spaces Policy and Procedures, Equipment List**

### **Available equipment, all spaces:**

Chairs: up to 30 wood Windsor and wood and leather chairs; 15 yellow plastic chairs; assorted chairs of different types

Folding Tables: 6 narrow white plastic

Other tables: 3 oak, 3 small red-topped

Trash Cans: small trash bins with plastic liners

LCD Projector; projection screen; laptop; tablet; DVD player and TV screen. Library has wi-fi access on the first floor. Ask how to use our equipment for your media presentation.

### **Also For Your Use:**

Website calendar – please send a short description of your event to [shawkes@nahant.org](mailto:shawkes@nahant.org) for inclusion in our website calendar and on our Facebook page.

Restroom – single unisex restroom on the first floor.

Building is handicapped accessible at the main entrance and on the first floor only.

Parking – available along Pleasant Street beside the library. Ask about securing space for your out-of-town attendees.

## 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 the Nahant Public Library. Please fill out your information below and return to Nori Morganstein, Director, at [nmorganstein@nahant.org](mailto:nmorganstein@nahant.org)

Name \_\_\_\_\_

Address \_\_\_\_\_

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

Phone \_\_\_\_\_

Email \_\_\_\_\_

Please let us know how you can help:

- |  |  |
|--|--|
| <input type="checkbox"/> Shelve materials  | <input type="checkbox"/> Post flyers around town                               |
| <input type="checkbox"/> Shelf read  | <input type="checkbox"/> Help library patrons with one on one technology needs |
| <input type="checkbox"/> Dust, straighten up   | <input type="checkbox"/> Help prepare Children's Crafts                        |
| <input type="checkbox"/> Clean and restock coffee area   | <input type="checkbox"/> Lead a book club                                      |
| <input type="checkbox"/> Mend Library Books  | <input type="checkbox"/> Assist with programs or events                        |
| <input type="checkbox"/> Drive Books to homebound library patrons (requires MA Driver's License) | <input type="checkbox"/> Other: _____  |

Availability:

We are open Tuesday 10-7, Wednesday 10-5, Thursday 10-8, Friday, 10-5, and Saturday 12-4.  
We are closed Sundays and Mondays.

Tuesday \_\_\_\_\_ Wednesday \_\_\_\_\_ Thursday \_\_\_\_\_ Friday \_\_\_\_\_ Saturday \_\_\_\_\_

Morning \_\_\_\_\_ Afternoon \_\_\_\_\_ Evening \_\_\_\_\_

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\_\_\_\_\_

Your Parent or Guardian's signature  
(If volunteer is under 18 years of age) \_\_\_\_\_