

# Douglas Library of Hebron Policy Manual

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## Table of Contents

Introduction.....	3
Mission Statement.....	3
Vision Statement.....	3
General Objectives.....	3
Purpose of this Manual .....	3
Circulation Policy .....	3
Confidentiality of User Records .....	4
Registration and Library Cards .....	4
Loan Periods and Limits .....	4
Holds .....	5
Interlibrary Loans.....	5
Fines & Fees .....	5
<b>Fees for Lost Items</b> .....	5
Hotspot and Tablet Lending Policy .....	6
Museum Passes .....	6
Collection Development Policy .....	6
Responsibility for Collection Development.....	7
Selection Tools.....	7
Selection Guidelines .....	7
Special Consideration .....	7
Donations .....	7
Deselection/Weeding .....	8
Gifts.....	8
<b>Memorial Gifts</b> .....	8
Requests for Reconsideration.....	8
Library Use Policy .....	9
Unattended Children Policy .....	9
Storytime Policy.....	10
Photocopier, Scanner, and Fax Use .....	10
Community Bulletin Board.....	11
Food and Beverages.....	11
Meeting Room Policy .....	11

Inclement Weather Policy .....	14
Volunteer Policy .....	14
Display Case .....	15
Computer, Internet, and Wi-Fi Use.....	15
Acceptable Use of Computers, Internet, and Wi-Fi .....	16
Unacceptable Use of Computers, Internet, and Wi-Fi .....	16
Proctoring.....	16
Guidelines/Responsibility of Library .....	17
Responsibility of Exam Taker.....	17
Responsibility of Examining Institution .....	17
Memorial Donations .....	18
Appendices.....	19
A. Library Bill of Rights.....	19
B. Code of Ethics.....	20
C. Access for Children and Young Adults to Non-Print Formats .....	21
D. Freedom to Read Statement .....	22
E. ALA Statement on Labeling .....	24
F. Statement of Concern about Library Materials .....	26
G. Meeting Room Application.....	27
H. Volunteer Application.....	28
I. Hotspot and Tablet Lending Agreement .....	29
J. Display Case Reservation and Agreement.....	30
K. Acknowledgment of Douglas Library of Hebron's Proctoring Policy .....	31

## **Introduction**

### **Mission Statement**

The mission of the Douglas Library of Hebron is to support the informational, educational, cultural, and recreational needs of all members of the Hebron community by providing access to a professional staff, a state-of-the-art facility, quality resources, programs, and services and preserving records of the town's history that are entrusted to the library. (Amended August 8, 2016)

### **Vision Statement**

The Douglas Library of Hebron is an integral part of our community offering a welcoming, safe, and inclusive environment to pursue lifelong learning by utilizing our ever-evolving collections, services, and technologies. (Amended July 11, 2022)

### **General Objectives**

The Douglas Library serves as a learning and community center for all residents of Hebron. The Douglas Library supports and encourages life-long learning and fosters a literate, informed, and culturally-aware community. Working together, we strive to provide equal access to information, ideas, and knowledge through books, programs and other resources. We believe in the freedom to read, to learn, to discover.

### **Purpose of this Manual**

This Policy Manual is the central reference point for library staff and users. It establishes boundaries for behavior and guidelines for best practices. It ensures that adequate and accurate records are kept. In addition, the policy ensures fair and equal access to Library materials for all users. Policies are current and accurate as of the date indicated on each one. The Library and the Board of Trustees reserve the right to modify, change, or delete policies when appropriate.

The Douglas Library of Hebron subscribes to the principles found in *The American Library Association Bill of Rights*, *American Library Association Code of Ethics*, *American Library Association Access for Children and Young Adults*, *American Library Association Freedom to Read*, and the *American Library Association Statement on Labeling*.

### **Circulation Policy**

The Circulation Policy of the Douglas Library exists to facilitate free and equal access to the materials and information contained in the Library's collections. A Douglas Library card allows a patron to check out materials, remotely access content in online databases, utilize digital media from library vendors, and more. The Douglas Library and its collections are available for use by residents of Hebron. In addition, under the Connecticard reciprocal borrowing system of the Connecticut State Library, any resident of another Connecticut town or city may borrow items from the Library's collections provided he/she presents a valid borrower card in good standing from his/her hometown public library.

Library materials are the property of the Town of Hebron. Library cards are issued to identify users of library materials and to provide a means of recovering materials that have not been returned. Loan periods are designed both to allow adequate time for borrowers to use materials and to provide timely loans of materials that are in

high demand. Borrowers assume responsibility for payment of fees or fines for materials not returned on time or those that are lost or damaged.

### **Confidentiality of User Records**

Pursuant to Connecticut General Statutes, Sec. 11-25(b) (1), “records maintained by libraries that can be used to identify any library user, or link any user to a library transaction, regardless of format, shall be kept confidential, except that the records may be disclosed to officers, employees and agents of the library, as necessary for operation of the library.”

### **Registration and Library Cards**

Any person over the age of eighteen (18) who shows proof of a current residential address within the Town of Hebron may receive a Douglas Library card free of charge. Library cards will be valid for three (3) years. At time of renewal of library card, applicants will be asked to verify address and other information on the patron record. A suspended account may not be renewed until the account has been brought back into good standing. Library users are responsible for all materials checked out on his/her card.

Parents/Legal Guardians of children between the ages of four (4) and seventeen (17) may obtain a library card for their child/children by meeting the same requirements. Parents must have a valid Douglas Library card. Parents are financially responsible for all items borrowed on a child’s card.

Proof of residency includes a photo ID with current address. Identification with only a post office box number will not be accepted. If a photo ID with a current address cannot be produced, a photo ID along with a significant piece of mail received at the current address will suffice. ‘Significant mail’ includes utility bills, phone bills, bank statements, lease agreements, car registrations, and any piece of mail deemed worthy of proving residency by the Director.

Library cards are not transferable. Library cards or photo IDs must be presented to use certain library services. Summer residents who own property in Hebron whose permanent residence is outside of Connecticut may obtain a library card by showing proof of tax payments. A fee of \$2.00 will be assessed for the replacement of a lost library card.

### **Loan Periods and Limits**

Loan periods and limits on the number of items that may be borrowed are established to provide users with an adequate amount of time to use materials and return them so they are available to others.

Library users may have a maximum of forty (40) items checked out at any one time. Adult and Children’s Reference materials are available for overnight loan at the discretion of the Director, Head of Circulation or the Children’s Librarian. Local History and current periodicals are not available for loan but may be used in the library. Materials may be borrowed for one (1) loan period with one (1) renewal, except new DVDs, interlibrary loan books, museum passes, and summer reading materials. Items on hold for another patron may not be renewed. Borrowers may renew items in person, by phone, or through the online public access catalog.

Loan Periods	
New Adult Books	14 days
Adult & Children’s Books	21 days

New Audiobooks	14 days
Audiobooks	21 days
Music CDs	21 days
New DVDs and Blu-rays	3 days
DVDs and Blu-rays	7 days
Interlibrary loan books	21 days
Magazines	21 days
Passes	1 per family for 3 days
Book Discussion	21 days
Summer Reading	14 days
Overdrive Downloadable Materials	5 per patron for 14 days
Other Digital Media	Varies; at the discretion of the vendor

## **Holds**

Materials that are “on order” or in circulation may be reserved in person, by phone, or through the online public access catalog.

## **Interlibrary Loans**

Materials that are not owned by the Douglas Library may be borrowed from another library through the interlibrary loan service (ILL). All ILL materials must be returned to the Douglas Library.

## **Fines & Fees**

Museum Passes	\$10.00 per day
Wifi Hotspots	\$10.00 per day

It is the responsibility of the borrower to know the due date of all items checked out. Borrowing privileges are suspended if there is an overdue item for which the replacement cost has been assessed or a fine(s) has accrued in excess of \$5.00. Prompt payment of overdue fines, replacement costs, and processing fees for lost materials is expected. No refunds of any of these charges will be made if lost item is found after payment. No overdue fine will exceed the cost of the item.

## **Fees for Lost Items**

The fee for replacing an item which is lost or damaged beyond repair is the current replacement cost of the item. Fees for repairs are as follows.

Adult Hardcover & Trade Paperback Books	\$5.00
Audiobooks	Cost of Repairs
DVDs	\$5.00
Children’s Hardcover Books	\$5.00
Music CDs	\$2.50
Magazines	\$2.50

## **Hotspot and Tablet Lending Policy**

The Douglas Library of Hebron lends out both Hotspots and Tablets to Douglas Library card holders in good standing ages 18 and above (i.e. library card is not blocked due to unpaid fines or lost material) accompanied by a valid photo ID. The lending period for the hotspots and tablets are one (1) week. The hotspots or tablets may not be reserved or renewed. The Douglas Library reserves the right to refuse service to patrons who abuse equipment or are repeatedly late returning electronic devices. The Library is not responsible for any liability, damages or expense resulting from use or misuse of the device, connection of the device to other electronic devices, or data loss resulting from use of device. Illegal use of this device is prohibited.

- A patron must present his/her library card along with a government issued photo identification to the circulation desk. Once a hotspot or tablet is checked out to a patron, it becomes the responsibility of the patron.
- Only one device may be checked out to a family or household at one time.
- Any changes in condition, of the device, or content while in the patron's care will be the patron's responsibility. The patron is responsible for damage, loss or theft. Patrons should have a basic working knowledge of the device on checkout. If any technical issues are encountered while in the care of the patron, patron should notify the library immediately.
- Items must be returned directly to a staff member. They are not to be returned to another library or in the book drops. Devices returned in a book drop or at a different library will be fined \$10.00. Each item will be examined upon return and any damage discovered will be billed to the patron.
- A returned hotspot or tablet must remain available in the library for 24 hours before the same patron, or another patron living in the same household, may check it out again.
- An overdue fee of \$10.00 per day up to the full replacement cost of \$180.00 will be charged for a hotspot or \$120.00 for tablet. Damaged devices or parts will be charged at full replacement cost.
- If the borrower refuses to pay the replacement cost for the device, he/she will be blocked from further borrowing privileges until the amount is below \$5.00. If the patron returns the hotspot or tablet late three (3) times, he/she will be barred from borrowing electronic devices.
- Patrons must fill out the Hotspot and Tablet Lending Agreement upon checkout (Appendix I).

## **Museum Passes**

- Museum passes are available on a first-come-first-served basis.
- Only one pass per family is allowed at any given time. A family may use a maximum of two passes in a given week.
- Passes must be returned inside the library or in the DVD drop.
- Patrons are responsible for the full replacement value for lost or damaged passes.

## **Collection Development Policy**

The Library Board of Trustees recognizes that individuals within the community have diverse interests, backgrounds, cultural heritages, social values, and needs. The Board further recognizes that the Library serves all the people within the community regardless of age, race, sexual orientation, national origin, or political or

social views. The Library does not exclude materials that are biased, partisan, antisocial, or which may offend the tastes of some residents. A balanced collection will represent all points of view on a subject as much as possible.

The Douglas Library supports the *Library Bill of Rights* and the *Freedom to Read* statements which are included as part of this document.

### **Responsibility for Collection Development**

The ultimate responsibility resides with the Library Director. The Library Director will designate members of the staff who are qualified by reason of education, training, and experience to participate.

### **Selection Tools**

Library staff will use a variety of tools to choose items that are needed and appropriate for addition to the collections:

- Professional Journals
- Patron and Staff requests
- Newspapers
- Publisher lists
- Online reviewing sources
- Sales figures

### **Selection Guidelines**

Materials selected for inclusion in the Library's collections include fiction, nonfiction, reference, large print, foreign language materials, periodicals, and electronic resources. Formats for inclusion include print, books on CD, music CDs, DVDs, and electronic resources. Material selection will be based on individual merit of each item, popular appeal/demand, and suitability of material, existing library holdings, and cost.

### **Special Consideration**

The Library will endeavor to collect materials relating to the history of the town of Hebron. The Library may purchase multiple copies of materials for school reading lists. Material that complements curriculum studies in the schools may be added to the collection. Textbooks for class assignments will not be purchased for the collection. The Library will try to obtain books highlighted in state and national award lists such as the Nutmeg, Newbery, and Caldecott medal winners from the American Library Association.

### **Donations**

- The Douglas Library accepts donations of books, audio/visual materials, games and puzzles on a continuous basis.
- The library reserves the right to add items to the collection, and to sell or discard items via the Friends of the Library.
- Donations should be left in the bins supplied by the Friends outside the building. If the donor plans to leave a large donation that exceeds the capacity of the designated outdoor area, the donor needs to give advance notice by contacting the Friends of the Library so that they will have a representative to meet them at the library to accept the materials.



- If the donor requires a tax receipt, they must have a representative of the library or of the Friends, to assess the materials at the time of the donation. The receipt will only designate the type of materials donated and the number of items. No monetary value will be given to the donation.

## **Deselection/Weeding**

Judicious and systematic discarding of Library materials is necessary to keep the collection appropriately-sized, relevant, attractive, and current. The Library will engage in withdrawal of materials which are worn, outdated, duplicated or no longer of interest, as well as donated items which the Library chooses not to add to the collection. These items will be offered to the Friends of the Douglas Library or made available to the general public. Deselection criteria outlined in *CREW: A Weeding Manual for Modern Libraries* will be used.

Items removed from the collection may be offered to the public, other libraries, schools, or other town entities. Some, due to deteriorated conditions, will be recycled. If appropriate, an attempt will be made to contact the donor or family when an item is to be removed.

## **Gifts**

The Douglas Library welcomes gifts of money, books, materials, equipment, art, objects, and documents of any kind that promote the mission of the library. Items not added to the collection remain with the Friends for inclusion in their book sales. Gifts and memorial donations must meet the same standards for inclusion in the collection as items that we select and purchase. Donated material is accepted with the understanding that any donated item is evaluated according to the Collection Development Policy. Gifts will only be accepted without restrictions.

## **Memorial Gifts**

Monetary gifts are frequently made to the library in memory of, or in honor of, an individual. The Library benefits from the monies donated to memorialize a loved one. While the subject matter of a memorial gift generally is suggested by the donor, the library staff selects and purchases the item. The same criteria for weeding will be applied to memorial items as are applied to weeding the rest of the collection. A memorial plaque is placed in the item.

## **Requests for Reconsideration**

The Library strives to maintain a collection with a broad appeal for all residents of Hebron. To this end, the Library has adopted the American Library Association's *Library Bill of Rights* and *Freedom to Read Statement*. See appendices for the full text of each document.

Patrons and members of the staff may advise the Library if they feel that material has been added to the collections in violation of this policy. The concerned person should contact the Library Director and complete a "Statement of Concern about Library Materials" form available at the Circulation Desk.

The Library Director will report this information to the Library Board of Trustees. The Library Board will then determine if the material in question was selected according to this Policy. The concerned person will be notified by the Library Director in writing of the Board's decision. Challenged materials will remain in the collection until the Board's final decision. Under no circumstance will the personal view or taste of either the

Library Director or members of the Board be criteria in making the ruling. The determination will be made solely on the basis of compliance with the Collection Development Policy.

## **Library Use Policy**

The Douglas Library is the public library of Hebron. It is open to the public and does not discriminate. All are welcome to use its resources. Use of the Library requires respect for others who are enjoying the Library facilities, services, and programs. 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. This list is not exhaustive or exclusive. Included are:

- Disruptive behavior, such as but not limited to, running, playing audio equipment loudly, threatening or harassing behavior, public intoxication, talking loudly, or any other behavior that would hinder other patrons, volunteers, or staff.
- Stealing or vandalizing any property of the Library, Library staff, or Library users.
- Use of skateboards, roller blades, roller skates, or roller scooters on Library property.
- Soliciting of any kind including seeking or collecting signatures for a petition.
- Smoking, vaping, or the use of any alcohol or tobacco products in the Library.
- Possession or use of illegal drugs.
- Bicycles or scooters except in designated areas.
- Entering the library barefooted, or without a shirt.
- Personal hygiene which may present a health or safety issue to patrons, volunteers or staff.
- Misuse of restrooms, e.g. no bathing or washing clothing.
- Bringing animals into the Library, except service animals.
- Sleeping.

The Library Director or designated staff shall be responsible for the enforcement of the Library Use Policy. Depending on the severity of the infraction, the Library will institute discipline ranging from a verbal warning, through denial of specific privileges, such as use of the Library computers, to denial of the right to use the Library for a specified time period. Upon refusal of such person to obey the directives, the Director or designated staff is hereby authorized and directed to make a complaint to the appropriate law enforcement agency. Library staff will complete the appropriate incident report form. Appeals relating to suspension of Library service privileges and/or revocation of privileges shall be made to the Board of Trustees.

(Amended December 9, 2019)

## **Unattended Children Policy**

Children and adults alike are welcome and encouraged to use the Douglas Library. In order to maintain a safe, orderly, and proper environment for library use and library property, the following guidelines regarding the supervision of minors are in effect.

- Parents and guardians are responsible for the conduct of their children/minors at all times when on library premises. The Douglas Library staff assumes no responsibility for the safety, care, or supervision of children/minors.
- Children under age twelve (12) must be accompanied by a parent or caregiver at all times and in all areas of the library.<sup>1</sup>
- If the library must close in an emergency, library staff will make an effort to alert parents to make sure that the child will be picked up.
  - a. If a child is alone at the library closing, library staff will call the parent/caregiver. If staff cannot reach a parent/caregiver, the police will be called to assume responsibility for the child. A staff member will remain with the child until the parent/caregiver or police arrive in clear view of a library camera.
- It is the responsibility of parents or caregivers to make certain that work and home telephone numbers are on file with the library application to use in the event of an emergency.
- Parents or caregivers should be aware of the library's openings and closing times and make suitable arrangements to meet and transport their children.
  - a. Parents or caregivers will not direct their children to the library in the event of an emergency or town or school closing in that the same conditions that caused the school closing may also affect library operations.
- Staff will not transport children home or to any other destination.

## **Storytime Policy**

- Storytime is a free service offered to the community of Hebron and to surrounding towns. Storytime is open to the public.
- Due to room capacity and staffing, enrollment is restricted in compliance with safety standards.
- Enrollment is on a first come, first served basis and is limited to parents and caregivers in the private sector. We reserve the right to refuse commercial caregivers, i.e., nursery schools, home and public daycare providers, and playgroups. Alternate services are offered to these types of institutions.
- Children may not be left unattended at any time. The library and library staff may not be held responsible for loss or injury due to lack of supervision by a parent or caregiver.

## **Photocopier, Scanner, and Fax Use**

The Douglas Library provides a photocopier, scanner, and Fax machine. The copier and scanner are self-service; however, Library staff will operate the Fax machine.

- The per copy charge for public use of the photocopier and scanner is \$.25 or \$.50 for color.

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<sup>1</sup> Connecticut General Statutes, Sec. 53-21a, on unattended children. "Leaving child unsupervised in place of public accommodations or motor vehicle. (a) Any parent, guardian, or person having custody or control, or providing supervision, of any child under the age of twelve years who knowingly leaves such child unsupervised in a place of public accommodation or a motor vehicle for a period of time that presents a substantial risk to the child's health or safety, shall be guilty of a class A misdemeanor."

- Library employees wishing to make photocopies and scans for personal use will be charged the same as the public.
- Organizations wishing to produce photocopies/scans, which will benefit the library, may do so at no charge. Appropriateness of subject matter to be copied or scanned will be left to the discretion of the librarian or librarian's designee.
- Municipal organizations requiring photocopier/scanner use in emergency situations may use the library copier at no charge. Other nonprofit groups may be granted the same privilege at the discretion of the Director. Copy paper will be supplied by the user.
- Fax transaction fees: \$2.00 for first page and \$1.00 for each additional page including cover sheet. Fees apply to send or receive.

## **Community Bulletin Board**

- The Douglas Library will post meeting activities of civic, cultural, educational, or recreational groups on the Community Meeting Bulletin Board located at the main entrance near the elevator.
- Notices must meet the following criteria: neat, no larger than 8 x 11, and legible lettering.
- No notices of a personal nature, business solicitations, religious tracts, petitions, campaign literature, or articles for sale may be posted.
- Priority will be given to announcements of events of Hebron organizations.
- Priority will be given to events occurring during the month.
- Notices must be approved by Library staff and dated.
- The right side of the bulletin board is reserved for library related postings. The left side is available for public postings following above guidelines.

## **Food and Beverages**

The Douglas Library strives to create a welcoming, clean, and comfortable environment for all to enjoy. Covered beverages are allowed in the Library including bottled water and hot beverages. Trash should be disposed of in the provided receptacles. Spills must be reported to Library staff immediately.

## **Meeting Room Policy**

The Board of Trustees of the Douglas Library of Hebron views the use of the facilities of the library as an extension of the library services. The rooms shall be available to the Hebron community in its broadest sense and reflect the educational, cultural and social role the library plays. The Board subscribes to Article IV of the Library Bill of Rights which states: "...that facilities should be made available to the public served by the given library on an equitable basis regardless of the beliefs or affiliations of individuals or groups requesting their use."

### **I. Availability and Eligibility for Use**

There are two meeting rooms and three (3) study rooms available for public use by groups (hereinafter referred to as meeting room(s)):

- Community Room (capacity not to exceed 282 people with chairs only in the space and 132 people with tables and chairs in the space)
- Board Room (capacity not to exceed 15 people)

Douglas Library Board of Trustees: Approved 12/9/2019

- Study Rooms (first come first served, except in special situations, (up to 8 people))

Meeting rooms are generally available during normal library operating hours. Meeting room use may extend beyond normal operating hours provided that prior arrangements have been made with the Director or authorized representative and provided that the meeting began during normal library operating hours.

When the meeting rooms are not needed for library activities, nonprofit organizations headquartered in Hebron and/or serving the Hebron community may apply for use of the meeting rooms for educational, civic, and/or cultural programs intended for and open to the public. No commercial or private use of the meeting rooms is permitted.

All meeting room reservations are on a first come, first served basis, however, the following priorities will prevail in using the meeting rooms:

1. Douglas Library
2. Board of Trustees
3. Town of Hebron
4. Douglas Library Association
5. Friends of the Douglas Library
6. Hebron non-profit organizations

Youth groups may use the meeting rooms provided that there is at least one adult supervisor (age 21 or older) for each ten youths in attendance. The adult supervisor shall sign the application for the use of the facility and shall assume full responsibility for the entire group from the time the first member arrives until the last one has left the premises.

For profit organizations will not be allowed to use the meeting rooms for any fund raising purpose.

Non-Library related organizations may not use the Community Room and the Conference Room more than six times total in a calendar year without special permission from the Director.

The group making application for the use of the building and grounds shall agree to indemnify, relieve from all responsibility, and to render harmless from any claims, actions, or causes of action of any kind which may arise out of the use of the facility by such individual or group, the Douglas Library of Hebron and its employees or the Town of Hebron for any damage or loss to property or person of any individual attending the event. Groups must provide their own insurance coverage: \$1,000,000 Bodily Injury and Property Damage Single Limit Liability naming the Douglas Library of Hebron and the Town of Hebron as additional insured. Certified verification of such insurance will be required to be filed no less than eight (8) business days before the event.

If group does not have the necessary insurance, they may use the Town of Hebron's Insurance; Connecticut Interlocal Risk Management Agency (CIRMA) for a fee under the Tenant User's Liability Program (TULIP). Please call the Town Office Building at 860-228-5971 to set this up.

Use of the meeting rooms is at the discretion of the Library Director.

## II. Application and Charge for Use

A written application must be submitted to the Director or authorized agent for each use of the meeting room at least thirty days prior to the requested meeting date. The director or authorized agent will notify the requestor within seven days of receipt of the request as to whether or not the request can be granted. An approved application must be on file and any and all fees paid prior to use of the meeting room.

Any person or group denied use of the meeting room for any reason other than unavailability may come before the Board of Trustees for review.

The standard fee for use of the meeting room beyond normal library operating hours for Hebron Community organizations or other non-profit organizations in the Hebron Community will be as follows:

- Meeting rooms     \$25 per hour or major part thereof
- Use of kitchen     \$25 No food preparation allowed; only warming and plating

### III. General Rules and Limitations

1. Groups using the meeting rooms will be responsible for:
  - i. Setting up chairs, tables, etc. and putting them away after the meeting
  - ii. Proper adult supervision
  - iii. Restoring the meeting room to the same condition in which it was found
  - iv. Costs arising from any damage or loss during use
2. Smoking, alcoholic beverages, and gambling is strictly prohibited in the meeting rooms.
3. No admission charge or tuition may be required.
4. No products or services may be sold.
5. Personal information from program attendees may not be solicited.
6. Reservations for the meeting rooms may be made up to one year in advance.
7. If a group requires audio-visual equipment, the user must be thoroughly trained and be held responsible for any damage to hardware or software.
8. Groups showcasing media in the meeting rooms must secure all necessary performance rights or agree to indemnify the library for any failure on their part to do so.
9. No materials may be affixed to wall surfaces.
10. The name, address, and phone number of the Douglas Library may not be used as the official address of any group or organization using the meeting rooms nor may any non-library group using the meeting rooms to publicize its activities in such a way as to imply library sponsorship.
11. All individuals and groups must submit a completed 'Application for Use of Meeting Room' (Appendix G).

### IV. Governing the Handling of Library Property

1. All children, when moving chairs, tables or other items in the library, shall be supervised by adults
2. No child shall move any object that is not appropriate to the child's size and/or which could cause harm or damage to them.
3. Any failure of adults to provide appropriate supervision or guidance to children under their care as stated above will be taken seriously and could result in a denial of their application to use the library's meeting rooms or to participate in programs or events held at the library.

## **Inclement Weather Policy**

In the event of inclement weather, the Library Director in consultation with the Library Board President or designee and the Town Manager's Office will determine if the library should open for regular hours, delay opening or in the event that the library is already open, that the library will close early. The Director will base the decision upon weather reports, assessment of area road conditions, and the condition of the library parking lot and walkways.

Once a decision has been made, the Director will contact the news media and affected staff members. In the event that the Director is not available, the head of circulation and/or the children's librarian will make the decision not to open or delay opening. If the library is open and a weather situation develops during which the Director, head of circulation, and children's librarian are not able to be reached, then the senior staff member in the building may make the decision to close.

The Director will use the internal library board policy stating the criteria for closing in the February 15, 2008 policy passed by the library board. The library will not automatically close when schools close.

Part-time staff will be paid for at least three hours if already on duty for their scheduled work shift if the library closes early. They will not be paid for time missed beyond what they have worked, or if they have already worked three hours and the library closes for inclement weather.

Full-time employees are expected to report to work according to their regular work schedules, unless the Town Manager's Office closed Town Offices due to inclement weather. No employee will be required to stay at work or come to work if they choose not to. They have the option to use previously accrued personal time, or vacation time to make up missed hours.

## **Volunteer Policy**

The Douglas Library uses the services of volunteers to supplement the work of paid Library staff in meeting demands for quality public service. The services of volunteers do not take the place of work done by paid Library staff. Volunteers aid the Library in making the best use of its fiscal resources and contribute to a positive image of the Library in the community. Volunteers are expected to act in accordance with Library policies and to reflect a positive customer service attitude to all library patrons.

A volunteer in the Children's Department will be at least twelve (12) years of age; a volunteer in the Adult/YA Departments will be at least sixteen (16) years of age. Volunteers contribute time, energy, and talents and are not paid by Library funds. Volunteers must fill out a Volunteer Application and an Emergency Contact Form before being accepted. Volunteers under the age of eighteen (18) must have the application signed by a parent or legal guardian. Approval of a volunteer is at the discretion of the Library Director or his/her designee based on an applicant's qualifications in relation to the Library's needs.

The Library has absolute discretion to deny an application; however, the Library will not discriminate on the basis of sex, national origin, sexual orientation, religion, race, color or disability or any other legally protected characteristic.

The Friends of the Douglas Library is a volunteer organization established as a 501(c)(3). A Board of Directors sets their policies and oversees their operations and expenditures. The Board or its designee is responsible for their volunteers.

All transactions between Library users and staff or volunteers are strictly confidential. Volunteers may not perform activities that could reveal confidential patron information or use the Integrated Library System (ILS).

## **Display Case**

The Douglas Library welcomes and encourages individuals, community organizations, and groups to use the display case located near the front entrance to the Library. The display case is available for presentations of an educational, civic, cultural, or artistic nature. Displays of materials on controversial topics must cover a range of views, and does not constitute endorsement by the Douglas Library. Access to all will be on an equitable basis. The display case is not available for commercial use or benefit. No prices or price lists are to appear with any exhibit item.

Requests for use of the display case are made by completing the Douglas Library Display Application Form. Final approval for the display will be made by the Library Director. Display case exhibits are generally for a thirty (30) day period and scheduling is on a first come, first served basis. The Library reserves the right to limit the frequency and length of all displays. No display materials may be left anywhere at the Library in preparation for the setting up or removal of a display. Placement and removal of exhibits will be the responsibility of the exhibitors.

The Library assumes no responsibility or liability for the preservation, protection, loss or damage to any part of the exhibit. All items placed in the Library's display case are done so at the owner's risk.

## **Computer, Internet, and Wi-Fi Use**

In response to advances in technology and the changing needs of the community, the Douglas Library endeavors to develop collections, resources, and services that meet the informational, educational, cultural, and recreational needs of Hebron's diverse community.

In compliance with the Child Internet Protection Act (CIPA), the Douglas Library filters all its computers, and all access to the Internet through its network, to protect against access to obscene visual depictions, child pornography, and/or other material harmful to minors, as required by law.

The filter may unintentionally block sites that have legitimate research value and fail to block objectionable content. Users should be aware that Internet filtering software installed for CIPA compliance should not substitute for individual judgment and/or parental involvement and oversight. Library staff will disable filtered Internet access to persons 18 or older who request it for bona fide research or any other lawful purposes.

While restriction of a child's access to the Internet is ultimately the responsibility of the parent or legal guardian, the Library strives to provide a safe and secure experience for minors using direct electronic communications (including e-mail, chat rooms, and instant messaging) by providing educational resources to parents and staff observation around its public computers.



## Acceptable Use of Computers, Internet, and Wi-Fi

These resources are to be used in a responsible manner consistent with educational, professional, informational, and recreational purposes. Parents/guardians are encouraged to provide guidance to their children when using these resources. The Library does not assume liability for the reliability of the local network, the Internet, the content, or the accuracy of information found on the Internet.

Patrons must sign in at the Circulation Desk with their library card. The computer stations may be used in 60-minute increments. If no other patrons are waiting to use the computer station, the user may extend time on the computer. Those wishing to download information or store information must bring their own storage devices. Charge for printing from computer workstations or scanner is \$.25 or \$.50 for color per page.

As with other Library resources, staff will attempt to assist patrons with computer applications. However, due to time constraints, Library staff cannot provide in-depth instruction to users. A basic understanding of computers and the Internet is required of users.

Computers in the Children's Library are intended for use by children age 12 and younger. Adults supervising children may use them as well, but children have first priority.

The Library's computers may not be used to for any activity in violation of federal, state, or local laws.

## Unacceptable Use of Computers, Internet, and Wi-Fi

- Interference with or disruption of other computer users, computer services, or equipment
- Violating software license agreements and copyright laws
- Deliberately accessing or displaying obscene images or language
- Providing minors with access to materials that are harmful to them as defined by CIPA (Child Internet Protection Act). This includes:
  - Unauthorized access, including so-called "hacking," and other unlawful activities by minors online
  - Unauthorized disclosure, use, and dissemination of personal information regarding minors
- Disclosing or sharing a user's library card information with others or impersonating another user

Wireless access is provided as a free service to the public. The wireless Internet network is not secure and provides no data encryption between the access points and the patron's device. The Library assumes no responsibility for the safety of equipment or for laptop configurations, security, or data files resulting from connection to the Library's Wi-Fi network. Users must take appropriate precautions when using this service.

Failure to comply with this policy will result in loss of Computer, Internet, or Wi-Fi access privileges.

## Proctoring

The Douglas Library of Hebron supports the goal of lifelong learning. Distance learning and correspondence courses are a convenient way for individuals to continue their education locally and in a cost-effective way. To support this endeavor the library will offer proctoring services with the following guidelines:

- A. **Fees:** The cost of proctoring service is \$25 per hour. Payment will be accepted in cash or checks only. The maximum charge per test session will be \$75. Test sessions may not exceed 4 hours.

Douglas Library Board of Trustees: Approved 12/9/2019

- B. Scheduling Examinations:** Tests may be proctored Monday through Friday during the library's normal operating hours. Advanced notice of one week is required. We cannot provide drop-in proctoring services.
- To schedule the proctoring please call the Head of Circulation at (860)228-9312 x310.
  - The exam taker will be asked to sign an 'Acknowledgment of the Douglas Library of Hebron's Proctoring Policy' (Appendix K) form.

### **Guidelines/Responsibility of Library**

- The Library will accept emailed, mailed, or faxed exams to the library.
- The Library will provide a quiet space for exam takers.
- Proctors may be working on other tasks while student takes the exam.
- Proctors will enforce any given time limits that are placed on the exam, as well as other rules that are set forth in the examination materials.
- The Library will return completed tests as directed by the examining institution.
- The Library shall not be responsible for any exam once it leaves the library.
- The Library will not keep copies of completed exams.
- The Library reserves the right to deny this service, if it is determined that the proctoring request is unreasonable or places an undue burden on the Library's facilities or staff.

### **Responsibility of Exam Taker**

- The student will schedule the exam, at least one week in advance.
- The student will arrange for the examining institution to send the exam to the library at least 48 hours before the scheduled test.
- The student is responsible for ensuring that the computer resources at the library are adequate and available for taking the test.
- The student will arrive prepared with the necessary or required supplies to take the exam. These supplies will be made available for approval by the proctor if required.
- The student will provide proper identification.
- The use of cell phones or visiting with others is prohibited during the test session.
- The student is responsible for the return postage and envelope for any exam which does not include a self-addressed stamped envelope. Further, if it is required to fax the test to the institution the student will be responsible for that cost.
- The finished exam will be handled with other library mail including electronically. Every effort will be made to meet mailing deadlines.
- Exam takers are responsible to pay for the costs of faxing and copying if such activities are required. They will pay the same rates as the public for these services.

### **Responsibility of Examining Institution**

- Prior contact between the examining institution and the proctor is required so that credibility and testing requirements can be verified.
- The examining institution is responsible for informing the test taker of any exam guidelines, instructions, and any pre-exam requirements.

## **Memorial Donations**

Donations of materials for the collection and monetary contributions may be accepted by the library director. All other memorial donations must be accepted by the Board of Trustees. Any donations or gifts to the library must be consistent with the library's policies, goals and objectives, and/or mission.

# Appendices

## A. Library Bill of Rights

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

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

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

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

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

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

VI. Libraries that make exhibit spaces and meeting rooms available to the public they serve should make such facilities available on an equitable basis, regardless of the beliefs or affiliations of individuals or groups requesting their use.

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

A history of the Library Bill of Rights is found in the latest edition of the [Intellectual Freedom Manual](#).

## B. Code of Ethics

As members of the American Library Association, we recognize the importance of codifying and making known to the profession and to the general public the ethical principles that guide the work of librarians, other professionals providing information services, library trustees and library staffs.

Ethical dilemmas occur when values are in conflict. The American Library Association Code of Ethics states the values to which we are committed, and embodies the ethical responsibilities of the profession in this changing information environment.

We significantly influence or control the selection, organization, preservation, and dissemination of information. In a political system grounded in an informed citizenry, we are members of a profession explicitly committed to intellectual freedom and the freedom of access to information. We have a special obligation to ensure the free flow of information and ideas to present and future generations.

The principles of this Code are expressed in broad statements to guide ethical decision making. These statements provide a framework; they cannot and do not dictate conduct to cover particular situations.

- I. We provide the highest level of service to all library users through appropriate and usefully organized resources; equitable service policies; equitable access; and accurate, unbiased, and courteous responses to all requests.
- II. We uphold the principles of intellectual freedom and resist all efforts to censor library resources.
- III. 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.
- IV. We respect intellectual property rights and advocate balance between the interests of information users and rights holders.
- V. We treat co-workers and other colleagues with respect, fairness, and good faith, and advocate conditions of employment that safeguard the rights and welfare of all employees of our institutions.
- VI. We do not advance private interests at the expense of library users, colleagues, or our employing institutions.
- VII. We distinguish between our personal convictions and professional duties and do not allow our personal beliefs to interfere with fair representation of the aims of our institutions or the provision of access to their information resources.
- VIII. We strive for excellence in the profession by maintaining and enhancing our own knowledge and skills, by encouraging the professional development of co-workers, and by fostering the aspirations of potential members of the profession.

Adopted at the 1939 Midwinter Meeting by the ALA Council; amended June 30, 1981; June 28, 1995; and January 22, 2008.

This page has long held the **incorrect amendment date of June 28, 1997**; the [Office for Intellectual Freedom](#) regrets and apologizes for the error.

## C. Access for Children and Young Adults to Non-Print Formats

### An Interpretation of the Library Bill of Rights

Library collections of nonprint materials raise a number of intellectual freedom issues, especially regarding minors. Article V of the [Library Bill of Rights](#) states, "A person's right to use a library should not be denied or abridged because of origin, age, background, or views."

The American Library Association's principles protect minors' access to sound, images, data, games, software, and other content in all formats such as tapes, CDs, DVDs, music CDs, computer games, software, databases, and other emerging technologies. ALA's [Free Access to Libraries for Minors](#): An *Interpretation* of the Library Bill of Rights states:

... The "right to use a library" includes free access to, and unrestricted use of, all the services, materials, and facilities the library has to offer. Every restriction on access to, and use of, library resources, based solely on the chronological age, educational level, literacy skills, or legal emancipation of users violates Article V.

... [P]arents—and only parents—have the right and responsibility to restrict access of their children—and only their children—to library resources. Parents who do not want their children to have access to certain library services, materials, or facilities should so advise their children. Librarians and library governing bodies cannot assume the role of parents or the functions of parental authority in the private relationship between parent and child.

Lack of access to information can be harmful to minors. Librarians and library governing bodies have a public and professional obligation to ensure that all members of the community they serve have free, equal, and equitable access to the entire range of library resources regardless of content, approach, format, or amount of detail. This principle of library service applies equally to all users, minors as well as adults. Librarians and library governing bodies must uphold this principle in order to provide adequate and effective service to minors.

Policies that set minimum age limits for access to any nonprint materials or information technology, with or without parental permission, abridge library use for minors. Age limits based on the cost of the materials are also unacceptable. Librarians, when dealing with minors, should apply the same standards to circulation of nonprint materials as are applied to books and other print materials except when directly and specifically prohibited by law.

Recognizing that librarians cannot act *in loco parentis*, ALA acknowledges and supports the exercise by parents of their responsibility to guide their own children's reading and viewing. Libraries should provide published reviews and/or reference works that contain information about the content, subject matter, and recommended audiences for nonprint materials. These resources will assist parents in guiding their children without implicating the library in censorship.

In some cases, commercial content ratings, such as the [Motion Picture Association of America](#) (MPAA) movie ratings, might appear on the packaging or promotional materials provided by producers or distributors. However, marking out or removing this information from materials or packaging constitutes expurgation or censorship.

MPAA movie ratings, [Entertainment Software Rating Board](#) (ESRB) game ratings, and other rating services are private advisory codes and have no legal standing ([Expurgation of Library Materials](#)). For the library to add ratings to nonprint materials if they are not already there is unacceptable. It is also unacceptable to post a list of such ratings with a collection or to use them in circulation policies or other procedures. These uses constitute labeling, "an attempt to prejudice attitudes" ([Labels and Rating Systems](#)), and are forms of censorship. The application of locally generated ratings schemes intended to provide content warnings to library users is also inconsistent with the Library Bill of Rights.

The interests of young people, like those of adults, are not limited by subject, theme, or level of sophistication. Librarians have a responsibility to ensure young people's access to materials and services that reflect diversity of content and format sufficient to meet their needs.

Adopted June 28, 1989, by the ALA Council; amended June 30, 2004.

## D. Freedom to Read Statement

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

Most attempts at suppression rest on a denial of the fundamental premise of democracy: that the ordinary individual, by exercising critical judgment, will select the good and reject the bad. We trust Americans to recognize propaganda and misinformation, and to make their own decisions about what they read and believe. We do not believe they are prepared to sacrifice their heritage of a free press in order to be "protected" against what others think may be bad for them. We believe they still favor free enterprise in ideas and expression.

These efforts at suppression are related to a larger pattern of pressures being brought against education, the press, art and images, films, broadcast media, and the Internet. The problem is not only one of actual censorship. The shadow of fear cast by these pressures leads, we suspect, to an even larger voluntary curtailment of expression by those who seek to avoid controversy or unwelcome scrutiny by government officials.

Such pressure toward conformity is perhaps natural to a time of accelerated change. And yet suppression is never more dangerous than in such a time of social tension. Freedom has given the United States the elasticity to endure strain. Freedom keeps open the path of novel and creative solutions, and enables change to come by choice. Every silencing of a heresy, every enforcement of an orthodoxy, diminishes the toughness and resilience of our society and leaves it the less able to deal with controversy and difference.

Now as always in our history, reading is among our greatest freedoms. The freedom to read and write is almost the only means for making generally available ideas or manners of expression that can initially command only a small audience. The written word is the natural medium for the new idea and the untried voice from which come the original contributions to social growth. It is essential to the extended discussion that serious thought requires, and to the accumulation of knowledge and ideas into organized collections.

We believe that free communication is essential to the preservation of a free society and a creative culture. We believe that these pressures toward conformity present the danger of limiting the range and variety of inquiry and expression on which our democracy and our culture depend. We believe that every American community must jealously guard the freedom to publish and to circulate, in order to preserve its own freedom to read. We believe that publishers and librarians have a profound responsibility to give validity to that freedom to read by making it possible for the readers to choose freely from a variety of offerings.

The freedom to read is guaranteed by the Constitution. Those with faith in free people will stand firm on these constitutional guarantees of essential rights and will exercise the responsibilities that accompany these rights.

We therefore affirm these propositions:

1. *It is in the public interest for publishers and librarians to make available the widest diversity of views and expressions, including those that are unorthodox, unpopular, or considered dangerous by the majority.*

Creative thought is by definition new, and what is new is different. The bearer of every new thought is a rebel until that idea is refined and tested. Totalitarian systems attempt to maintain themselves in power by the ruthless suppression of any concept that challenges the established orthodoxy. The power of a democratic system to adapt to change is vastly strengthened by the freedom of its citizens to choose widely from among conflicting opinions offered freely to them. To stifle every nonconformist idea at birth would mark the end of the democratic process. Furthermore, only through the constant activity of weighing and selecting can the democratic mind attain the strength demanded by times like these. We need to know not only what we believe but why we believe it.

2. *Publishers, librarians, and booksellers do not need to endorse every idea or presentation they make available. It would conflict with the public interest for them to establish their own political, moral, or aesthetic views as a standard for determining what should be published or circulated.*

Publishers and librarians serve the educational process by helping to make available knowledge and ideas required for the growth of the mind and the increase of learning. They do not foster education by imposing as mentors the patterns of their own thought. The people should have the freedom to read and consider a broader range of ideas than those that may be held by any single librarian or publisher or government or church. It is wrong that what one can read should be confined to what another thinks proper.

3. *It is contrary to the public interest for publishers or librarians to bar access to writings on the basis of the personal history or political affiliations of the author.*

No art or literature can flourish if it is to be measured by the political views or private lives of its creators. No society of free people can flourish that draws up lists of writers to whom it will not listen, whatever they may have to say.

4. *There is no place in our society for efforts to coerce the taste of others, to confine adults to the reading matter deemed suitable for adolescents, or to inhibit the efforts of writers to achieve artistic expression.*

To some, much of modern expression is shocking. But is not much of life itself shocking? We cut off literature at the source if we prevent writers from dealing with the stuff of life. Parents and teachers have a responsibility to prepare the young to meet the diversity of experiences in life to which they will be exposed, as they have a responsibility to help them learn to think critically for themselves. These are affirmative responsibilities, not to be discharged simply by preventing them from reading works for which they are not yet prepared. In these matters values differ, and values cannot be legislated; nor can machinery be devised that will suit the demands of one group without limiting the freedom of others.

5. *It is not in the public interest to force a reader to accept the prejudgment of a label characterizing any expression or its author as subversive or dangerous.*

The ideal of labeling presupposes the existence of individuals or groups with wisdom to determine by authority what is good or bad for others. It presupposes that individuals must be directed in making up their minds about the ideas they examine. But Americans do not need others to do their thinking for them.

6. *It is the responsibility of publishers and librarians, as guardians of the people's freedom to read, to contest encroachments upon that freedom by individuals or groups seeking to impose their own standards or tastes upon the community at large; and by the government whenever it seeks to reduce or deny public access to public information.*

It is inevitable in the give and take of the democratic process that the political, the moral, or the aesthetic concepts of an individual or group will occasionally collide with those of another individual or group. In a free society individuals are free to determine for themselves what they wish to read, and each group is free to determine what it will recommend to its freely associated members. But no group has the right to take the law into its own hands, and to impose its own concept of politics or morality upon other members of a democratic society. Freedom is no freedom if it is accorded only to the accepted and the inoffensive. Further, democratic societies are more safe, free, and creative when the free flow of public information is not restricted by governmental prerogative or self-censorship.

7. *It is the responsibility of publishers and librarians to give full meaning to the freedom to read by providing books that enrich the quality and diversity of thought and expression. By the exercise of this affirmative responsibility, they can demonstrate that the answer to a "bad" book is a good one, the answer to a "bad" idea is a good one.*

The freedom to read is of little consequence when the reader cannot obtain matter fit for that reader's purpose. What is needed is not only the absence of restraint, but the positive provision of opportunity for the people to read the best that has been thought and said. Books are the major channel by which the intellectual inheritance is handed down, and the principal means of its testing and growth. The defense of the freedom to read requires of all publishers and librarians the utmost of their faculties, and deserves of all Americans the fullest of their support.

We state these propositions neither lightly nor as easy generalizations. We here stake out a lofty claim for the value of the written word. We do so because we believe that it is possessed of enormous variety and usefulness, worthy of cherishing and keeping free. We realize that the application of these propositions may mean the dissemination of ideas and manners of expression that are repugnant to many persons. We do not state these propositions in the comfortable belief that what people read is unimportant. We believe rather that what people read is deeply important; that ideas can be dangerous; but that the suppression of ideas is fatal to a democratic society. Freedom itself is a dangerous way of life, but it is ours.

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



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

*A Joint Statement by:*

[American Library Association](#)  
[Association of American Publishers](#)

*Subsequently endorsed by:*

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

## **E. ALA Statement on Labeling**

An Interpretation of the Library Bill of Rights

Labeling is the practice of describing or designating certain library materials by affixing a prejudicial label to them or segregating them by a prejudicial system. The American Library Association opposes this as a means of predisposing people's attitudes towards library materials for the following reasons:

1. Labeling is an attempt to prejudice attitudes and as such, it is a censor's tool.
2. Some find it easy and even proper, according to their ethics, to establish criteria for judging publications as objectionable. However, injustice and ignorance rather than justice and enlightenment result from such practices, and the American Library Association opposes the establishment of such criteria.
3. Libraries do not advocate the ideas found in their collection. The presence of books and other resources in a library does not indicate endorsement of their contents by the library.

A variety of private organizations promulgate rating systems and/or review materials as a means of advising either their members or the general public concerning their opinions of the contents and suitability or appropriate age for use of certain books, films, recordings, or other materials. For the library to adopt or enforce any of these private systems, to attach such ratings to library materials, to include them in bibliographic records, library catalogs, or other finding aids, or otherwise to endorse them would violate the Library Bill of Rights.

While some attempts have been made to adopt these systems into law, the constitutionality of such measures is extremely questionable. If such legislation is passed which applies within a library's jurisdiction, the library should seek competent legal advice concerning its applicability to library operations.

Publishers, industry groups, and distributors sometimes add ratings to material or include them as part of their packaging. Librarians should not endorse such practices. However, removing or obliterating such ratings – if placed there by or with permission of the copyright holder – could constitute expurgation, which is also unacceptable.

The American Library Association opposes efforts which aim at closing any path to knowledge. This statement, however, does not exclude the adoption of organizational schemes designed as directional aids or to facilitate access to materials.

Adopted July 13, 1951, amended June 25, 1971, July 1, 1981, and June 28, 1990 by the ALA Council.

## F. Statement of Concern about Library Materials

Title \_\_\_\_\_

Author \_\_\_\_\_

Publisher \_\_\_\_\_

Statement initiated by \_\_\_\_\_

Address \_\_\_\_\_

\_\_\_\_\_

Telephone \_\_\_\_\_

Complaint represents:

\_\_\_\_\_ Self

\_\_\_\_\_ Organization (name) \_\_\_\_\_

\_\_\_\_\_ Other (identify group) \_\_\_\_\_

In order that we may properly address your concerns, please answer the following questions:

1. To what in this material do you object? Please be specific.
2. What do you feel might be the result of using this material?
3. Is there anything good about this material? What parts?
4. Did you examine the entire item? If not, what parts did you examine?
5. For what age group is this material suitable?
6. Are you aware of the judgment of this item by critics?
7. What do you believe is the theme or purpose of this item?
8. What would you like your library to do about this item?
9. In its place, what material of equal literary or educational quality would you recommend that would serve the same intended purpose?
10. Have you read thoroughly the Douglas Library Materials Selection Policy, the Library Bill of Rights, and the Freedom to Read statements around which our Materials Selection Policy is formed?

Signature of complainant: \_\_\_\_\_ Date: \_\_\_\_\_

## G. Meeting Room Application

Douglas Library of Hebron  
22 Main Street  
Hebron, CT 06248



### Application For Use of Community Room

Name of Organization: \_\_\_\_\_

Contact Person: \_\_\_\_\_

Contact's Address: \_\_\_\_\_

Contact's Phone Number: \_\_\_\_\_

Contact's Email (optional): \_\_\_\_\_

Permission is requested to use the following facility:

\_\_\_\_\_ Community Room (up to 200 persons)

\_\_\_\_\_ Board Room (up to 15 persons)

\_\_\_\_\_ Kitchen

Requested Date of Use: \_\_\_\_\_

Hours: From \_\_\_\_\_ To: \_\_\_\_\_

Will refreshments be served: Yes: \_\_\_\_\_ No: \_\_\_\_\_

If yes, what type: \_\_\_\_\_

*In signing this application, we hereby agree to the rules and regulations of the **Douglas Library of Hebron** governing the use of the meeting rooms, to take the utmost care of library property and to make good any damage or loss of library property arising from our occupancy of any portion of the building.*

Contact's Signature: \_\_\_\_\_

Date: \_\_\_\_\_

Approved by: \_\_\_\_\_

Date: \_\_\_\_\_

Fee: \_\_\_\_\_

Received By: \_\_\_\_\_

Douglas Library Board of Trustees: Approved 12/9/2019

## H. Volunteer Application

### VOLUNTEER APPLICATION: DOUGLAS LIBRARY OF HEBRON

Name \_\_\_\_\_

Address \_\_\_\_\_

Phone Number: \_\_\_\_\_ E-mail: \_\_\_\_\_

Availability: Fulltime \_\_\_\_\_ Part-time \_\_\_\_\_ (Please indicate when you are available, including evenings and/or Saturdays): \_\_\_\_\_

#### Education:

High School: Name of school \_\_\_\_\_

Highest level completed \_\_\_\_\_ Did you graduate? \_\_\_\_\_

College: Name of school \_\_\_\_\_

Highest level completed \_\_\_\_\_ Did you graduate? \_\_\_\_\_

Degree \_\_\_\_\_ Major \_\_\_\_\_

#### Work Experience: (Starting with last or current job---use back if necessary).

Name of employer \_\_\_\_\_

Address \_\_\_\_\_

Job title \_\_\_\_\_

Dates of employment \_\_\_\_\_

Name of employer \_\_\_\_\_

Address \_\_\_\_\_

Job title \_\_\_\_\_

Dates of employment \_\_\_\_\_

Name/Address and Phone Numbers of three references:

1. \_\_\_\_\_

2. \_\_\_\_\_

3. \_\_\_\_\_

Signed \_\_\_\_\_ Date \_\_\_\_\_

## I. Hotspot and Tablet Lending Agreement

The Douglas Library of Hebron lends out both Hotspots and Tablets to Douglas Library card holders in good standing ages 18 and above (i.e. library card is not blocked due to unpaid fines or lost material) accompanied by a valid photo ID. The lending period for the hotspots and tablets are **one (1) week**. The hotspots or tablets may not be reserved or renewed. The Douglas Library reserves the right to refuse service to patrons who abuse equipment or are repeatedly late returning electronic devices. The Library is not responsible for any liability, damages or expense resulting from use or misuse of the device, connection of the device to other electronic devices, or data loss resulting from use of device. Illegal use of this device is prohibited.

- A patron must present his/her library card along with a government issued photo identification to the circulation desk. Once a hotspot or tablet is checked out to a patron, it becomes the responsibility of the patron.
- Only one device may be checked out to a family or household at one time.
- Any changes in condition, of the device, or content while in the patron's care will be the patron's responsibility. The patron is responsible for damage, loss or theft. Patrons should have a basic working knowledge of the device on checkout. If any technical issues are encountered while in the care of the patron, patron should notify the library immediately.
- Items must be returned directly to a staff member. They are not to be returned to another library or in the book drops. Devices returned in a book drop or at a different library will be fined \$10.00. Each item will be examined upon return and any damage discovered will be billed to the patron.
- A returned hotspot or tablet must remain available in the library for 24 hours before the same patron, or another patron living in the same household, may check it out again.
- An overdue fee of \$10.00 per day up to the full replacement cost of \$180.00 will be charged for a hotspot or \$120.00 for tablet. Damaged devices or parts will be charged at full replacement cost.
- If the borrower refuses to pay the replacement cost for the device, he/she will be blocked from further borrowing privileges until the amount is below \$5.00. If the patron returns the hotspot or tablet late three (3) times, he/she will be barred from borrowing electronic devices.

I understand and agree to these rules. By signing this agreement, I accept the above loan policy and am stating that I am responsible to return this device in good working condition to a staff member at the Douglas Library of Hebron and free from damage.

Name\_\_\_\_\_

Library Card#\_\_\_\_\_

Signature\_\_\_\_\_

Date:\_\_\_\_\_

Staff Initials:\_\_\_\_\_

(Adopted 8/8/2016)

## J. Display Case Reservation and Agreement

### Douglas Library of Hebron Display Case Reservation and Agreement Form

Applicant's Name and Contact Information:

Name: \_\_\_\_\_

Address: \_\_\_\_\_

Primary Phone Number: \_\_\_\_\_

Organization: \_\_\_\_\_

Briefly describe the nature and purpose of the display:

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Month you wish to reserve display case: \_\_\_\_\_

I, the Exhibitor(s), have reviewed, understand, and agree to abide by the Douglas Library Display Case Policy which governs the reservation and use of the Library display case. I agree to assume full responsibility for the display and to insure that display is mounted and removed on time and that its contents and design are consistent with the requirement and guidelines set forth in the this policy.

I, the Exhibitor, agree that the Douglas Library accepts no responsibility for the theft or damage of any display exhibit at the Library, and certify that all persons submitting work for this display understand and agree to this waiver. I have read and will comply with the Douglas Library's Display case Policy.

\_\_\_\_\_  
Exhibitor

\_\_\_\_\_  
Date

For Library Use Only:

Application received by: \_\_\_\_\_ Date: \_\_\_\_\_

## K. Acknowledgment of Douglas Library of Hebron's Proctoring Policy

The Douglas Library of Hebron supports the goal of lifelong learning. Distance learning and correspondence courses are a convenient way for individuals to continue their education locally and in a cost-effective way. To support this endeavor the library will offer proctoring services with the following guidelines:

- A. **Fees:** The cost of proctoring service is \$25 per hour. Payment will be accepted in cash or checks only. The maximum charge per test session will be \$75. Test sessions may not exceed 4 hours.
- B. **Scheduling Examinations:** Tests may be proctored Monday through Friday during the library's normal operating hours. Advanced notice of one week is required. We cannot provide drop-in proctoring services.
  - a. To schedule the proctoring please call the Head of Circulation at (860)228-9312 x310.
  - b. The exam taker will be asked to sign an 'Acknowledgment of the Douglas Library of Hebron's Proctoring Policy' form.

### Guidelines/Responsibility of Library

- 1. The Library will accept emailed, mailed, or faxed exams to the library.
- 2. The Library will provide a quiet space for exam takers.
- 3. Proctors may be working on other tasks while student takes the exam.
- 4. Proctors will enforce any given time limits that are placed on the exam, as well as other rules that are set forth in the examination materials.
- 5. The Library will return completed tests as directed by the examining institution.
- 6. The Library shall not be responsible for any exam once it leaves the library.
- 7. The Library will not keep copies of completed exams.
- 8. The Library reserves the right to deny this service, if it is determined that the proctoring request is unreasonable or places an undue burden on the Library's facilities or staff.

### Responsibility of Exam Taker

- 1. The student will schedule the exam, at least one week in advance.
- 2. The student will arrange for the examining institution to send the exam to the library at least 48 hours before the scheduled test.
- 3. The student is responsible for ensuring that the computer resources at the library are adequate and available for taking the test.
- 4. The student will arrive prepared with the necessary or required supplies to take the exam. These supplies will be made available for approval by the proctor if required.
- 5. The student will provide proper identification.
- 6. The use of cell phones or visiting with others is prohibited during the test session.
- 7. The student is responsible for the return postage and envelope for any exam which does not include a self-addressed stamped envelope. Further, if it is required to fax the test to the institution the student will be responsible for that cost.
- 8. The finished exam will be handled with other library mail including electronically. Every effort will be made to meet mailing deadlines.
- 9. Exam takers are responsible to pay for the costs of faxing and copying if such activities are required. They will pay the same rates as the public for these services.

### Responsibility of Examining Institution

- 1. Prior contact between the examining institution and the proctor is required so that credibility and testing requirements can be verified.
- 2. The examining institution is responsible for informing the test taker of any exam guidelines, instructions, and any pre-exam requirements.

I acknowledge by my signature that I have read, understand, and agree to all terms and conditions of the Douglas Library of Hebron Proctoring Policy. Further, I understand that exam proctoring is contingent on my adherence to these policies and guidelines. I understand that the Douglas Library of Hebron may refuse to proctor my test if the responsibilities of myself or the examining institution written above are not met.

Name: \_\_\_\_\_

Signature: \_\_\_\_\_

Date: \_\_\_\_\_

Staff Initials \_\_\_\_\_