

## **Russell Memorial Library**

### **Subject: General Operations of the Library**

**Approved by Board of Trustees: Approved February 21, 2023**

**Supersedes: Russell Memorial Library Policy dated May 21, 2019**

## Introduction

The Russell Memorial Library is a municipal library that provides free access to library materials, resources and programs. Service shall not be denied because of age, race, color, gender, religion, economic status, disability, sexual orientation, sexual identity, or national origin.

The Russell Memorial Library participates in the Green Mountain Library Consortium (GMLC), the Homecard Network of Vermont Libraries (Homecard) and the Interlibrary Loan system (ILL).

Library staff and the Board of Trustees (Board) shall cooperate with other town officials, schools, community organizations, and other libraries to strengthen the services and resources of the library.

## Library Open Hours

The library is generally open 16 hours a week:

Tuesdays & Thursdays: 3:00 pm - 7:00 pm

Fridays & Saturdays: 9:00 am - 1:00 pm.

The library is closed the following holidays:

- New Year's Eve day (Dec. 31)
- New Year's Day
- Independence Day
- Thanksgiving
- The day after Thanksgiving
- Christmas Eve day (Dec. 24)
- Christmas Day

Due to unforeseen circumstances, which may include public health issues, inclement weather, power outages, or staff shortage, changes in the library schedule can be made at the discretion of the library staff. Any changes in the regular library schedule will be communicated to the public with signage, and via the library's web page and social media pages.

Notice of change in schedule of operation or closure of the library shall be reported to the Board of Trustees at monthly meetings.

## Eligibility for Borrowing Privileges

Residents of Monkton, including seasonal residents staying in Monkton for an extended period, are eligible for a library card. The library card also functions as Homecard, enabling the

cardholder to borrow materials at other libraries participating in the Homecard Network of Vermont Libraries.)

Cardholders from other libraries that participate in the Homecard network are eligible to borrow materials at our library. These cardholders will access passes, GMLC and ILL through their home library.

Library cards will expire in two years, and must be renewed except that library cards for seasonal residents will expire at the end of their anticipated stay.

The use of the library or its services may be abridged or denied by the Lead Librarian for due cause. Such cause may be failure to return books, destruction of library property, disturbance or harassment of staff or patrons, or any objectionable conduct on library premises.

## Patron Privacy

The library ensures the privacy of library patrons. Records identifying the names of patrons will not be made available except by court order. Library procedures are developed to protect and ensure the privacy of patrons at all times.

## Resolving Patron Complaints

A patron's complaint will be treated with respect, courtesy, and promptness. If the complaint is an objection to a specific book in the collection, staff should follow steps as outlined by the ALA regarding challenges and concerns about library resources. These can be found at:

<https://www.ala.org/tools/challengesupport/selectionpolicytoolkit>.

## Material Loans

### *Regular Circulating Materials*

Circulating materials are loaned for two weeks with the privilege of renewal. Renewal requests may be denied if a prior request for the material is on file or if library staff deems the loan period to be excessive.

Fines are not charged for late returns.

### *Museum/Park Passes*

Museum/park passes are loaned until opening hours of the next day the library is open, with a minimum of 24 hours. (For example: if a pass is picked up on a Saturday morning, it must be returned by 3:00 pm the following Tuesday.) Library staff may make minor exceptions, based on specific circumstances.

### *Misuse or Loss of Library Materials*

If a borrowed item is lost, or returned in damaged condition, the cardholder may be asked to replace the item. The replacement cost of lost or damaged materials will be decided by the Lead Librarian.

Misuse of library materials, negligence in returning materials, or failure to make proper restitution for missing or damaged materials may cause the patron's library privileges to be suspended."

### Library Displays

Art may be displayed at the discretion of the Board and library staff.

Announcements of town business, programs open to the public, and other such notices may be displayed in the library with the permission of the Lead Librarian.

### Use of Library Facilities by Public

Local residents, area non-profit organizations and clubs in Monkton may use the library for meetings or programs with the permission of the Lead Librarian or Chair of the Board, as long as this does not interfere with library operations. Use of the library for such purpose is limited to open hours, unless a member of the staff or Board is present.

Library staff will establish procedures to handle requests for facility use, including scheduling.

### Library Policies

The library mission statement and policies will be posted on the library's website for access by the public. All new Trustees will be asked to review Library policies at their first meeting following election to the Board.

The Board will review all policies at least every three years. Amendments of policies may be proposed at any Board meeting, by a Board member or member of the public. A majority vote is required to change or adopt new policies.