

# **POLICIES OF THE NORTH HERO PUBLIC LIBRARY**

## **1. GENERAL OPERATION**

- 1.1 The Library is a free public library open to all.
- 1.2 Closing of the Library during regularly scheduled hours requires notification of the Trustees. The Library Director will email all Trustees and signage will be posted.
- 1.3 The policies of the Library will be formulated to ensure that the Library meets the requirements to achieve and maintain state standards and will be reviewed annually and updated as needed.
- 1.4 The policies may be amended by a majority vote of the Board of Trustees.
- 1.5 Concerns about the Library and its grounds shall be referred to the Trustees in writing to be considered at the next Board meeting. A written reply will be forwarded to the complainant from the Board of Trustees.
- 1.6 The Library is presently housed in a municipal building and the responsibilities for the upkeep of the building is shared by the Library Trustees and the Town Selectboard.

## **2. TRUSTEES**

- 2.1 A Board of seven Trustees administers the Library. Two members are elected each year on Town Meeting Day for a term of three or four years. Vacancies may be filled by appointment by the Town Selectboard for the remainder of the term.
- 2.2 The Trustees are responsible for administration of Library business. A report of each year's activities and accounts will be included in the Town Annual Report. The Board of Trustees shall have the following officers: Chairman, Secretary, and Treasurer. These officers shall be elected at the first board meeting after Town Meeting Day each year and will serve for one year. The duties of the officers shall be such as by custom and law devolves upon such officers.
- 2.3 The Board of Trustees shall meet at least every other month. The March meeting will be considered the annual meeting. Any officer may call special meetings.
- 2.4 Four members shall constitute a quorum.
- 2.5 Robert's Rules of Order shall govern the procedures of the Board.

## **3. COLLECTION**

- 3.1 The purpose of the Library is to provide a place where the community can access a collection of books, periodicals and other materials that provide for the interest, information, enlightenment, and enjoyment of all people of the community. Materials should not be excluded because of the origin, background, or views of those contributing to their creation. The Library should provide materials and information presenting all points of view on current and historical issues.
- 3.2 The program and collection priorities are to serve people of all ages. The Library will work with the school librarian to meet the needs of the school-aged population of North Hero.
- 3.3 The Library Director shall stay informed of grants, needs for children's programs, adult activities, and general community events.
- 3.4 The Library Director is in close contact with users of the collections and therefore selects the materials to be added to the collection. As the budget permits, the collection will be improved by purchase. Materials suggestions by interested patrons are welcomed and encouraged. Purchases of \$200 per item will need board approval.

- 3.5 The Library will supplement its holdings by use of the Inter-Library Loan System, eBooks, and database resources.
- 3.6 Complaints about the Library collection will be discussed with the Library Director. If no understanding can be reached, a written statement describing what material is objectionable, signed by the complainant, should be given to the Library Director or a Trustee for consideration at the next Trustees' meeting. A written reply will be forwarded to the complainant from the Board of Trustees.
- 3.7 A patron with overdue books or other materials will receive notice from the Library.
- 3.8 Damaged or lost items must be replaced, or the cost of replacement reimbursed by the borrower. The Library Director may use their discretion in waiving this rule if there are extenuating circumstances.
- 3.9 All borrowers will be issued North Hero Public Library cards with their patron number and bar code.
- 3.10 Records identifying the names or personal information of users will not be available to anyone except by court order. Library procedures will be developed to always ensure the privacy of patrons.
- 3.11 Individuals may check out a maximum of 6 children's books, 3 adult books, 3 DVDs and 3 audio books. Additional items may be checked out at the Library Director's discretion. The Library Director's decision is final.

#### **4. THE LIBRARY DIRECTOR**

- 4.1 The Board of Trustees will receive applications and conduct interviews to select the Library Director. The Library is an equal opportunity employer and complies with all applicable regulations and policies.
- 4.2 The Library Director may not serve as a Trustee.
- 4.3 The Board develops policies and procedures which the Library Director, in consultation with the Board, implements.
- 4.4 Duties of the Library Director will follow the current job description updated annually by the Trustees.
- 4.5 The Trustees may authorize the hiring of an Assistant Librarian. The Library Director will receive applications and conduct interviews to select the most qualified applicant. The Library Director will be responsible for the Library Assistant's annual review.
- 4.6 The Library Director shall be paid a competitive wage commensurate with experience and education. The Library Director will receive pay increases as determined by the Trustees. Trustees will use yearly town employee salary increases as a guideline.
- 4.7 The Library Director will work a minimum of 24 hours per week.
- 4.8 The Library shall be open to the public according to the Trustee approved schedule. The Library will be closed when the GISU has issued a snow day. The Library Director is expected to work remotely.
- 4.9 During the Library Director's vacation, or illness of the Library Director, the Library will be staffed by the Assistant Librarian.
- 4.10 An annual performance review and recommendation for any changes or adjustments in compensation of the Library Director will be completed by the Board of Trustees (or completed by a subset of this group for recommendation to the Board). Final approval of performance and compensation remains with the Board of Trustees.
- 4.11 The Library Director is covered under 'Town of North Hero Personnel Policy and Rules' unless exempted by the Selectboard or the Library Trustees.

## **5. COMMUNITY SUPPORT**

- 5.1 The Trustees shall make the needs of the Library known to community support groups such as the Friends of the Library.
- 5.2 Gifted books, materials and furnishings may be accepted by the Library Director for the Library with the understanding that if the article is a duplicate or unsuitable for our collection, the Library Director can dispose of it or add it to the book sale and use the funds for Library needs.
- 5.3 Donations are accepted if the items are in good condition; no mold or ripped pages/covers. 2 boxes are accepted per donation at the Library Director's discretion. Books may be refused due to space constraints. The Library does not accept dictionaries, thesauri, and the like; textbooks, VHS or cassette tapes.

## **6. LIBRARY USE**

- 6.1 The Board of Trustees must approve use of the Library by local non-profit, public or private groups.
- 6.2 Use of the Library by approved groups may be free of charge; donations are accepted.
- 6.3 Group members shall remove all trash and garbage. The Library and surrounding grounds are to be left as clean as they were found, and all furniture is to be replaced in original positions.
- 6.4 The building and grounds are alcohol and smoke free.
- 6.5 Food and drink are not allowed in the Library. Trustees may grant exceptions for specific programs.
- 6.6 Events involving children require an appropriate number of adult supervisors.
- 6.7 Proof of liability insurance may be required when the event is not sponsored by the Library.
- 6.8 A completed North Hero Public Library Group Use form is required for building use.
- 6.9 An honorarium of at least \$25 up to \$200 will be paid per session for speakers, presenters, or workshop leaders who have no set fee at the Library Director's discretion. Over \$200 will require Board approval.

## **7. INTERNET AND ELECTRONIC RESOURCES**

- 7.1 North Hero Public Library offers WI-FI access to the internet as part of its mission to meet informational and recreational needs of the community. In providing access, the Board of Trustees subscribes to the principles of the Library Bill of Rights and its interpretation on Access to Electronic Information, Services and Networks adopted by the American Library Association.
- 7.2 While the Internet enables the Library to provide sources beyond the limits of its own collection, some electronic resources may be inaccurate, incomplete, out of date, illegal, or offensive. The North Hero Public Library does not monitor and has no control over information accessed through the internet and cannot be held responsible for its content.
- 7.3 All patrons, regardless of age, have access to all information and services provided by the Library for the public. It is the sole right and responsibility of parents and/or guardians of minors to supervise their children's internet sessions. The North Hero Public Library will not control or restrict use of electronic resources except to intervene while training and to assure equitable time-sharing.
- 7.4 The North Hero Public Library assumes no responsibility for any claims, liabilities, actions, or damages, including damages to personal property, arising from use of

any library owned or leased electronic services, or resulting from the use of data available through electronic information services.

- 7.5 Guidelines for the use of Library computers will be provided to each user. Misuse of the electronic resources of the Library or of Internet access will result in the loss of computer privileges for the user and liability for any damages caused by that user. Signage will be posted by each public computer.

## **8. SOCIAL MEDIA POLICY**

8.1 In keeping with the North Hero Public Library's mission to "be a major information resource center for the entire community...to...enhance and contribute to individual knowledge, enlightenment, and enjoyment," the Library participates in various "social software" applications whereby staff and community members can interact through virtual (internet) communication. The Library's use of social media is intended to provide an opportunity to facilitate the sharing of ideas, opinions, and information about Library services and collections creating a welcoming and inviting online space where library users can interact with Library staff and other Library users. Social media content will be created by Library staff.

8.2 Social software is defined as any website or application which allows users to share information. Social software can include, but is not limited to, blogging, instant messaging, social networking sites, and wikis. Many social networking allows users of those sites to become a "friend", "fan" or otherwise associate their own "profiles" or virtual presences with the Library's profile on these sites. Examples of such sites are Twitter, Facebook, Instagram, YouTube, and various blogging sites like Blogger and WordPress. As with more traditional resources, the Library does not act in place of or in the absence 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.

8.3 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 for Library contact outside the site. The purpose for contact outside the site may include program promotion, volunteer opportunities, reference help, or other similar activities. Users may remove themselves at any time from the Library's "friends" or "fans" lists, or request that the Library remove them. Users should be aware that third-party websites have their own policies and should proceed accordingly.

8.4 Comments, posts, and messages are welcome on the Library's social networking sites. Comments and postings must be relevant to the content created by the Library staff. While the Library recognizes and respects differences in opinion, all such interactions will be regularly monitored and reviewed for the content and relevancy (before publishing when possible). Library staff reserves the right to review all comments and postings and delete comments that are inconsistent with the content created by the Library staff. Postings which contain any of the following will be removed and the person will be barred at the discretion of the Library staff from posting any subsequent messages:

- Content that promotes, fosters, or perpetuates discrimination based on race, creed, color, age, religion, gender, marital status, national origin, physical or mental disability or sexual orientation.
- Personal attacks, insults, or threatening language.
- Potentially libelous statements.
- Plagiarized or copy-written material.
- Private, personal information published without consent.
- Comments total unrelated to the content of the forum.
- Hyperlinks to material that is not directly related to the discussion.
- Commercial promotions or spam.
- Organized political activity.
- Photos or other images that fall in any of the above categories.

8.5 In addition, the Library 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.

8.6 The Library assumes no liability regarding any event or interaction that takes place by any participant in any Library-sponsored social networking service and does not endorse or review content outside the “pages” created by Library staff. Participation in Library social networking services implies agreement with all Library policies, including its Policy for Internet & Electronic Resources and Procedures for Using the Internet, and the Terms and Service of each individual third-party service. If a user does not agree to these terms, they are not to use the services provided.

8.7 The role and utility of social networking sites will be evaluated periodically by Library staff and may be terminated at any time without notice to subscribers with approval of the Trustees.

## **9. ART DISPLAY POLICY**

### **9.1 Purpose Statement**

The Library hosts art display areas to provide a space for self-expression and an opportunity for visitors to view public art. Display facilities are available for public and library use. Exhibits using the display space shall further one or more of these purposes:

- To display high quality original art by artists from Vermont and surrounding areas
- To highlight a theme related to library services, collections, or programs
- To build inclusion, diversity, equity, and access into our community
- To bring together library materials from subject areas related to a theme of current interest
- To inform patrons of current issues, events, or other subjects of public interest

### **9.2 Display Guidelines**

1. The Librarian will designate space(s) for particular types of displays to make best use of space and/or to make displays accessible to the intended audience.
2. Submissions for displays of original art will be accepted by the Librarian. The Librarian reserves the right to refuse exhibits which do not further the library’s mission or strategic plan.

3. All displays must adhere to established guidelines for installation (see Exhibitor Timeline and Agreement).
4. All displays must meet existing state and federal laws on obscenity, libel, defamation of character, and invasion of privacy.
5. The Library does not accept responsibility for ensuring that all points of view are represented in any single display.
6. Permission to display materials does not imply endorsement of content, nor will the Library accept responsibility for the accuracy of statements made in such materials.
7. The group or individual preparing the display may include name, contact information, and price of work (if applicable). All sales are between the Artist and Buyer.
8. A single group or individual may be limited to a single display in a 12-month period.
9. Length and parameters of all displays are determined by the Library's staff designee or the art selection committee.
10. The Library assumes no responsibility for theft, loss, damage, or destruction of items left for display.

Adopted and approved by the Board of Trustees on Nov. 2, 2023.

The North Hero Public Library Policy was reviewed and amended in 2023.  
The updated Policy was adopted by the Board of Trustees on May 2, 2023.

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# **APPENDICES**

## **POLICY FOR INTERNET & ELECTRONIC RESOURCES**

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In providing access, the Library subscribes to the principles of the Library Bill of Rights and its interpretation on Access to Electronic, Information, Services and Networks adopted by the American Library Association.

North Hero Public Library does not monitor and has no control over information accessed through the internet and cannot be held responsible for its content. All patrons, regardless of age, have access to all information and services provided by the Library for the public. Parents and guardians alone are responsible for the appropriate use by children of Library materials, resources, and equipment. The Library assumes no responsibility for monitoring or supervising the users regardless of age.

The internet enables the Library to provide resources far beyond the limits of its own collection. The internet is, however, an unregulated medium. Some materials on it may be offensive, inaccurate, or illegal. North Hero Public Library cannot subject the resources on it to selection criteria.

## **PROCEDURES FOR USING THE INTERNET**

1. Computer use is limited to a thirty-minute period. Users are allowed additional time if no other person is waiting to use the computer.
2. Computer use ends 15 minutes before the Library closes.
3. Computers will be turned on and off by Library Director or staff.
4. Computer or printer problems must be reported immediately to the Library Director.
5. The noise level around the computer must be kept to Library standards.
6. No food or drink is allowed around the computers.
7. Do not alter any settings on the computer or delete or modify any files.
8. To minimize the risk of infection by computer viruses, users may not use their own software programs on our computers. Files left on the hard drive will be deleted.
9. Users are to remain in compliance with copyright laws and federal, state, or local laws and regulations.
10. A fee of \$.10/page for black & white and \$.50/page for color will be charged for the printer and/or copier.



## GROUP USE POLICY FOR NORTH HERO PUBLIC LIBRARY

The Library's facilities are open to non-profit organizations, engaged in educational, charitable, cultural, or intellectual pursuits.

This policy applies to any group granted the privilege of using the Library for its meetings or special events.

**This application is for after-hours, non-library sponsored events.**

Name of group meeting in the Library \_\_\_\_\_  
Day and times requested \_\_\_\_\_ Average attendance \_\_\_\_\_

We expect groups that are using our library to adhere to the following:

1. **A completed application must be filed with the Library Director and will be approved at the soonest trustees' meeting. Approval may take up to one month.**
2. Proof of insurance shall be requested at the trustees' discretion. User will procure and maintain, at its sole cost and expense, comprehensive general liability insurance for the Event in which the Municipality is named as an additional insured with combined single limit coverage of \$1,000,000 per occurrence and \$1,000,000 in the aggregate. The certificate may be emailed to [library@northherovt.com](mailto:library@northherovt.com) or brought to the library. If COI is not obtained, a group may choose to hold its meeting(s) during library hours.
3. Each group shall designate a contact person who shall be responsible for ensuring these policies are followed.
4. The door lock code issued to the contact person is confidential and must not be given to anyone else. The door code is temporary and will be deleted after your event.
5. The designated contact person shall be responsible for any damage done to the Library during your group's use of the building.
6. Meetings must be free and open to the public. All publicity must include "This event is free and open to the public". Admission charges or required donations are not permitted.
7. No food or drink may be consumed in the Library. Alcohol and/or smoking are not permitted.
8. No candles, incense or other combustible materials of any type may be used in the Library.
9. No materials may be taken from the Library unless checked out by staff members.
10. The large screen projector and associated laptop computer are to be used only at Library-sponsored programs at which a Library Trustee or the Library Director is present. Under no circumstances are they to be removed from the Library.
11. The Library shall be left neat and clean with all trash removed. All furniture shall be returned to their original positions.
12. A group that fails to comply with these policies will be denied use of the Library.

On behalf of the above group, as designated contact person, I agree to ensure compliance with the above policies.

Name \_\_\_\_\_ Signature \_\_\_\_\_  
Date \_\_\_\_\_ Phone \_\_\_\_\_  
Email \_\_\_\_\_

Approved: Date\_\_\_\_\_Signature\_\_\_\_\_

Updated 2/2023