

# **Exeter Public Library**

## **Policies & Procedures**

Version: October 2017

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## Chapter 3 \* Library Policies & Procedures

### Business Borrower Card Policy

1. Any business, non-profit agency, or government office physically located in the town of Exeter is eligible for a Business Borrower Card. Out-of-town businesses are not eligible.
2. The Town Tax Collector's office shall be the final authority in determining if a business is eligible.
3. The company or agency president or CEO shall request a Business Borrower Card Agreement on company letterhead, in person or by mail. If the company has no letterhead, a letter on plain paper with a business card attached will suffice.
4. The Library will provide an agreement for the CEO to complete and sign. The Library will keep this document on file.
5. The Library will furnish the eligible business with a single Business Borrower Card for a period of one (1) year. The name of the applicant, as well as the name of the business, will appear on the library card. The card will be mailed to the president or the CEO.
6. The library card must be presented to borrow materials. No exceptions will be made.
7. The person whose name appears on the card is responsible for all items charged on the card.
8. Overdue notices and bills will be sent to that person. It is the responsibility of the applicant, not the Library, to control the use of the library card by employees.
9. Some restrictions apply:
  - a. Interlibrary Loan Service (ILL) is available only to the person named on the library card, and only if he/she is a resident of Exeter.
  - b. Story Time is not available to those with a Business Borrower's Card.
  - c. Museum Passes are not available to Business Borrower Card holders.

## Code of Conduct

The Exeter Public Library is a tax-supported community agency that is available to all regardless of age, residence, race, education, socioeconomic status or religion. Everyone using this facility or seeking assistance in finding materials and information should receive impartial, high quality and friendly service. There is significant government interest in maintaining a library environment that is conducive to the users' exercise of their constitutionally protected right to receive information.

This significant interest authorizes publicly supported libraries to maintain a safe and healthy atmosphere in which library clientele and staff can be free from harassment, intimidation, and threats to their safety and wellbeing.

The establishment of a set of guidelines for behavior in the library building is necessary to insure the existence of an environment that promotes the use and enjoyment of the library's resources and, at the same time, protects the public, the staff, the materials and the equipment. The library must provide appropriate safeguards against illegal behavior and enforce policies and procedures that address such behavior when it occurs. In order to protect all library users' right of access to library facilities, to insure the safety of users and staff, and to protect library resources and facilities from damage, the library Board of Trustees may impose reasonable restrictions on the time, place, or manner of library access.

### GUIDELINES/RULES

The following code of conduct governing the use of the library by the public shall be enforced in order to provide a standard of acceptable behavior:

1. Respect for other library users shall prevail at all times.
2. Smoking, use of smokeless tobacco, alcohol, and narcotics will not be tolerated in the building or on library grounds.
3. Consuming food or beverages is strictly prohibited, except in certain areas of the library and during special library-sponsored events when food and drink are served.
4. Shouting, running, pushing or other rowdy, rambunctious or disruptive behavior is not permitted. Disruptive behavior is defined as destructive or continuing activity by any individual or group of individuals which infringes on other patrons' rights to use the library for reading, research, study, etc.
5. Improper acts which are subject to prosecution under criminal or civil codes of law are prohibited. Only one person at a time is allowed in the rest rooms with the exception of a parent and a young child or a disabled person in need of assistance.
6. Destruction or defacement of the library building, property, or library materials is punishable by law.
7. No person shall bring, or let into the library building, any animal, other than a service dog, without the authorization of the library director.

8. No person shall threaten the safety or rights of another person while on the premises of the library by violent, riotous, or disorderly behavior or by abusive, obscene, or profane language.
9. Canvassing, selling, soliciting or distributing materials is prohibited without the permission of the library director.
10. Appropriate attire including shirts and shoes must be worn inside the library building.
11. Personal telephone calls cannot be made from or accepted by the library. With staff permission, local calls of an urgent nature may be made on a library telephone. Conversations on cellular phones are not permitted inside the library building, except in the hall areas. Those carrying cell phones should either deactivate them or keep them on their person at all times to prevent uncontrolled beeping.
12. Members of the public must use only authorized entrances, exits and stairways. No loitering in the parking lot, or blocking of public entrances is permitted.
13. No person shall leave children under the age of eleven unattended for any period of time on library premises. Especially on the library balcony or in the elevator, young children must always be accompanied by a parent or other adult in charge of them. Parents or guardians are always responsible for the supervision and behavior of their young children.
14. All persons are expected to comply with reasonable requests of any library staff member.
15. Any person who, in the opinion of the library staff, is engaging in conduct described here as inconsistent with the orderly operation of the library will be asked to leave and will be expected to do so in an orderly manner.
16. No person shall take library materials without properly signing them out. Removal of library materials without checking them out is larceny.
17. All bicycles must be left outside on the racks provided.
18. Patrons are expected to cooperate with staff when closing time is announced. Usually 10 to 15 minutes before closing time, notice is given over the speaker system providing enough time for borrowers to check out library materials at the circulation desks.

## Computer Use Policy

The purpose of this policy is to manage all the library's computers and their peripherals. The proper functioning of the computer system is critical to the daily operation of the library. The computers in the library are networked and a failure on one computer can affect the entire system. Damage can occur from improper shutdowns, the installation of incompatible software, viruses, etc.

An understanding of and skill in using computers are an integral part of a librarian's job description. In order to be a computer literate librarian, each staff member is expected to spend time on the computers. This includes, but is not limited to, performing Internet searches and sending and accepting e-mail. This type of practice will help the library staff to be technologically current, as well as to continue to provide the best possible service to the Exeter community.

1. The Systems Administrator (SA) will be responsible for the maintenance, upkeep, and control of the library computers.
2. The Network Server will be accessed by authorized personnel only.
3. Library staff cannot assume that any computer, download, history, cookie, e-mail or attachment files will be private. The SA or the Director will monitor all computer files and delete them, as necessary.
4. The installation of all software updates, downloads, patches, and plug-ins, as well as the removal or deletion of the same, shall be accomplished with the approval of the SA or the Director.
5. Any accidental updates, downloads, or deletions, or error messages on the monitor will be brought to the SA's attention immediately.
6. No information will be placed on the library web site without approval from the SA and the Director.
7. Anti-virus software will be installed on all computers, as necessary.
8. All software installed on library computers will be registered to the library. The installation of pirated software is not allowed.
9. All floppy disks from outside the building will be checked for viruses before being used on library computers.
10. Library-owned software will not be copied or loaned out for non-library use.
11. Encryption programs will not be installed on library computers.
12. The hacking of library computers, the unauthorized use of another's password, the deliberate insertion of a virus, using the computer for personal monetary gain, or for any use that violate federal or state laws are prohibited.
13. The computers will not be used to threaten, disturb, intimidate, annoy or harass others.
14. E-mail can be sent and received by staff on library computers. All rules that pertain to general computer use also pertain to downloaded e-mail files and sending and receiving e-mail.
15. New employees will be instructed as to the proper uses of the library computers.

## Deck Policy

The Exeter Public Library's two outside decks located off the Adult Reading Area will now be open to the public at the discretion of the library staff. Safety is very important to us at the Library and, therefore, there are certain rules that **MUST** be followed by everyone who uses these decks. Anyone behaving in an unacceptable manner, will be instructed to leave the deck area immediately. Children 11 and under must be accompanied by a parent or guardian over 16 years old.

### Acceptable behaviors:

- Walking
- Sitting
- Talking quietly
- Reading
- Playing board/card games

### Unacceptable behaviors:

- Running
- Pushing
- Throwing items
- Jumping
- Standing on rails or cement below railings
- Loud talk
- Talking or yelling to people in the park

If the decks are opened on a particular day, they will be closed 15 minutes before the library closes.

## Displays and Exhibits

1. Announcements of music and drama events, civic programs and similar items may be displayed in the Library by permission of the Library Director.
2. Hobby, craft and art exhibits, (if there is available space), are encouraged, but shall be displayed at the owner's risk.
3. No materials, leaflets or posters which advocate the election of a candidate or which promote a political cause or a particular religion shall be displayed in the Library. The ONLY exception will be made for Meeting Room use. (see 9.2)
4. No organization or individual shall be permitted to place in the Library any box, receptacle or canister, which solicits donations; nor shall any poster or display be permitted which advocates or solicits consideration of any product or item sold by a commercial or charitable enterprise. Neither shall petitions be allowed.
5. A display of "for profit" business's notices and/or advertising will be placed in a three-ring binder labeled "For Profit Businesses", and will include local restaurant menus.

## **Financial Policy** (approved: 9-2018)

The Exeter Public Library (Library) is governed by the State of New Hampshire laws, and specifically, RSA 202-A, "Public Libraries," RSA 32, "Municipal Budget Law," and RSA 91-A, "Access to Governmental Records and Meetings."

*"The library trustees shall have the entire custody and management of the public library and all of the property of the town relating thereto, except trust funds held by the town..." (RSA 202-A:6)*

The Board of Trustees (Board) has complete fiduciary responsibility for the preparation of the Library budget. The members of the Board are bonded through the town of Exeter. The Library Director (Director), in conjunction with the Finance and Fundraising Committee, develops the annual budget for review by the Board. The Library budget is composed of two parts; 1) Public Money – the money appropriated by the Exeter citizens during the annual Town Meeting, and 2) Private Money – money anticipated to be collected by the Library and money anticipated to be donated to the Library.

The Director is the Administrative Officer of the Library and manages the budget, approves staff expenditures, approves the staff's time reports, obtains bids, arranges for routine procurement, and coordinates ongoing maintenance and repair services. The Assistant Director assumes the responsibilities during the Director's absence. The Treasurer signs all checks for payment of Library invoices and bills. The Chairman or Vice Chairman may sign checks in the Treasurer's absence.

### **Reports**

The Director prepares a monthly Operating Statement that is provided to the Board during the routine meetings.

### **Budget**

The Library fiscal year is January 1<sup>st</sup> through December 31<sup>st</sup>.

- September/October/November
  - The Director, in coordination with the Finance and Fundraising Committee, prepares the preliminary budget for the following year. This budget includes both the funds to be requested from the Town and the anticipated funding from other sources.

## **Financial Policy, p. 2** *(approved: 9-2018)*

- The budget is reviewed, revised as appropriate, and approved during the September Board meeting and is submitted to the Town's Budget Recommendation Committee (BRC).
- Changes suggested by the BRC are discussed and accepted or rejected by the Board of Trustees and the final budget is approved by the Board.
- The Select Board receives the Library budget and includes it on the appropriate warrant article for the Deliberative Session.
- March
  - Final accepted budget is voted on at the annual Town Election in March.

### **Lapse of Appropriation – Remaining Money**

All annual election appropriations will lapse at the end of the fiscal year and shall be returned to the Town's General Fund unless the funds are encumbered by a legally-enforceable obligation, created by contract or otherwise, to any person for the expenditure of that amount. (RSA 32.7 Lapse of Appropriations)

- The Board will review expenditures and determine if any funds should be returned to the Town.

### **Transfer of Funds by the Town of Exeter**

The Board has authority for complete control of all Library funding (RSA 202-A:6). However, per agreements between the Board and the Town of Exeter made in the 1970s, the Town treasurer withholds the money appropriated, for the payment of Library staff salaries and benefits, to facilitate direct payment by the Town Financial Department.

### **Library Payroll and Benefits**

The Finance Department pays the Library staff on a bi-weekly basis. The Director administers the payroll system and ensures accurate time reporting to the Town Finance Department. The Town Finance Department is responsible for adding any additional payments to Library staff, according to the directions of the Board.

## **Financial Policy, p. 3** *(approved: 9-2018)*

### **Periodic and Routine Expenditures**

The Director shall maintain an operating account and appropriate reserve accounts, with check writing capability, to support the day-to-day operation of the Library. The Director has the responsibility to ensure that appropriate records are maintained for the Library.

### **Invoices and Bills**

The Director shall review and approve invoices for general expenses, including Library credit cards, for payment from the operating account. Invoices are approved by the Director and included with the checks provided to the Treasurer for signature.

### **Credit Cards**

Staff members designated by the Director are assigned credit cards for Library purchases that meet the following criteria:

1. A vendor billing relationship cannot be established,
2. Petty cash is not a viable option, or
3. Time constraints make it necessary to use a credit card rather than delaying payment.

The Director shall approve all purchases. The Director shall check receipts and bills each month and certify readiness for payment.

### **Petty Cash**

The Director is authorized to maintain a petty cash system for use when the Library requires materials or services immediately and credit card or check purchases are not reasonable alternatives.

- The Director approves purchases from the petty cash account.
- The Director shall maintain petty cash account records.

### **Payment of Invoices and Bills**

The Director approves invoices and bills, has the Library bookkeeping system updated and checks written against the operating account, or the reserve accounts if appropriate, for payment. The Treasurer reviews the invoices and bills and signs the checks.

## **Financial Policy, p. 4** *(approved: 9-2018)*

### **Library Revenue**

The Library may collect money for various reasons as noted in the budget or by donation. All checks should be made out to the Exeter Public Library Board of Trustees.

- The Director shall establish a procedure for the receipt of funds and recording in the Library records.

### **Gifts**

- All monetary gifts and material donations may be designated for a specific purpose or unspecified and used for any Library needs.

### **Operating Account and Reserve Accounts**

- **Operating Account**
  - The Library maintains the operating account as a checking account.
  - The Director shall balance the checkbook on a monthly basis.
  - The Treasurer shall provide the latest available status of the operating account to the Board in the Finance and Fundraising Committee report.

- **Reserve Accounts**

The Library maintains reserve accounts with Edward Jones. The reserve accounts are available for use at the discretion of the Board with the limitations or restrictions as noted below.

#### ***Savings***

- Held in reserve for major repairs and/or maintenance

#### ***Mutual Funds***

- Children's Services
- Children's Picture Books

#### ***Annual Appeal***

- No Restrictions

#### ***Building Fund***

- Limited to Library Expansion/Renovation

The Treasurer shall provide the latest available status of the reserve accounts to the Board of Trustees in the Finance and Fundraising Committee report.

## **Financial Policy, p. 5** *(approved: 9-2018)*

### **Trust Funds**

The Library presently has eleven trust funds that are managed by the Town's Trustees of the Trust Funds. Per RSA 202-A:22, the income from the trust funds shall be made available to the Board as the same is received, to the extent permitted by the terms of each trust fund.

<b>Trustees Fund #</b>	<b>Donor</b>	<b>Restrictions – As noted in the 1979 Library Board of Trustees Report</b>
201	Harriet Greer	Interest to be used to purchase books dealing with archeology, travel, geography and subjects related thereto
202	Albert Buzell	None identified
203	Albert Buzell	None identified
204	Charles Merrill	Interest to be used for purchase of books of permanent value
205	Charles Merrill	Interest to be used for purchase of books of permanent value
206	Harriet Merrill	Interest to be used for the purchase of standard books
207	Harriet Merrill	Interest to be used for the purchase of standard books
208	John O'Neil	Interest to be used to purchase standard books on Law and History of Legal Institutions
209	Abner Merrill	None identified
210	Abner Merrill	Interest to be used to purchase books of biography, history, travels and the useful arts, and such books as shall be of permanent value
211	Nic & Lucy Soule	None identified

The Trustees of the Trust Funds can provide monthly reports of the Library trust funds. The Treasurer shall provide the latest available status of the trust funds to the Board in the Finance and Fundraising Committee report.

### **Audit of the Town of Exeter's Financial Statements**

The Town of Exeter has an independent party perform an annual audit of the Town's Financial Statements. The report is provided to the Select Board. The Board of Trustees does not participate in the audit. The Library is addressed in the audit with regard to:

- Funds held in non-collateralized accounts (cash),
- Intrafund transfers (funds transferred from the Town to the Library), and
- Year-end fund balances.

## **Financial Policy, p. 6** *(approved: 9-2018)*

### **Summary of Responsibilities**

#### **Board of Trustees**

- Has ultimate legal accountability and fiduciary responsibility for the Library's financial operations.

#### **Treasurer of the Board of Trustees**

- Signs checks from the operating account or the reserve accounts.
- Provides oversight of the Library's conduct of financial operations, the operating, reserve, and trust fund accounts and reports to the Board.

#### **Director**

- Administers the budget
- Administers petty cash account
- Administers credit cards
- Approves all payments
- Maintains financial records for the Library
- Maintains the Library's financial procedures

#### **Town Finance Department**

- **Maintains all payroll and benefit accounts in accordance with the obligations of the Board.**

## **Fire Alarm & Fire Drill Policy**

The purpose of this plan is to prepare library staff for a calm and orderly exit from the Exeter Public Library building during a fire or any emergency that involves evacuation of the building. Fire drills are excellent practice for any emergency and, as such, any alarm should be looked at as the “real thing”. It is the job of all Staff members to expedite an orderly exit of all persons from the building as quickly as possible.

The Exeter Public Library is located at 1 Founders Park, at the intersections of String Bridge, Pleasant Street and Chestnut Street, across the river from downtown Exeter. The building has three floors that are used by patrons and staff, as well as two others that are only used by staff. There are two entrance doors that are always open during library hours, the Chestnut Street entrance on the First Floor and the Pleasant Street entrance on the Ground Floor. In addition, there are two emergency exits; one from the Children’s Room, exiting to Founders Park and one from the Meeting Room and the back hallway from the First Floor that exits out to String Bridge. Of these four exits, three are choices from the First Floor; three are choices from the Ground Floor. The Mezzanine exits by way of two staircases to the First Floor.

Staff in Charge: The senior librarian on each floor is considered to be in charge.

During a fire alarm:

1. All staff members will be expected to help during any building evacuation/fire drill.
2. All staff members will be aware of every building exit.
3. The senior staff member on each floor will be in charge of that floor. He/she will be the last to leave her floor after making sure that everyone else is out of the building.
4. Close all doors and leave the lights on.
5. Do not use the elevator.
6. Depending on the location of the emergency, decide on the exit route. After leaving the building, meet either at the statue in Founders Park or on String Bridge and report to the senior staff member in charge. This is mandatory.

When the alarm sounds:

1. The designated person will call 911 and advise the Exeter Police Dispatcher that the Exeter Library fire alarm is sounding in the building.
2. Staff members will check all areas of the library, including bathrooms, staff rooms, study rooms, etc.
3. Senior staff member on each floor delegates areas to check. (Adult Services in charge of Mezzanine, Staff Rooms, Study A & B, and Penthouse area. Reference librarian will sweep the Mezzanine area. Children’s Services in charge of basement, Meeting Room, and bathrooms.)

1. Escort patrons out of the building as quickly and calmly as possible. Do not use the elevator. If there is a handicapped person in the Mezzanine, a staff member will escort and wait with him/her under one of the sprinklers, after reporting her location and plans to another staff member. Everyone will then meet at the statue in Founders Park. Check in with Senior Staff member who will account for everyone in the building.
2. At the designated meeting place, the staff member in charge will communicate to the fire officer in charge the following:
  - Confirm that both staff and patrons are out of the building
  - Advise of the location of anyone still in the building, including those waiting under the sprinklers or those unaccountable for any reason
3. Only Fire personnel can give permission to reenter building.

If you discover a fire:

1. Activate the Fire Alarm Pull Station, push the Fire Alarm Button on the alarm box and/or call 911.
2. Inform the senior staff member on your floor, who will then inform the staff member in charge.
3. Help to evacuate the building.

## **Gifts Policy**

1. Books and other materials shall be welcomed on the condition that the Library is authorized to make whatever disposition it deems advisable of such materials.
2. Gifts of money, real property, and/or stock shall be welcomed if the conditions are acceptable to the Trustees.
3. Personal property, art objects, portraits, antiques and other museum objects shall not be accepted unless the Trustees are authorized to sell or make such other disposition of the items as may, in their sole discretion, be in the best interest of the Library.
4. The Library Director, Board of Trustees, etc., are not trained to appraise materials and shall not do so for any gifts received.
5. With the exception of special exhibits, the Trustees shall not accept materials or other items that are not outright gifts.

## Historical Collection Policy

1. The purpose of the Exeter Historical Collection is to preserve materials that document the history of the town of Exeter, as well as the broader histories of Rockingham County and the state of New Hampshire, and to make these materials available to researchers and to the general public. This includes materials with a direct association to the histories of both the town of Exeter and the state of New Hampshire. The major emphasis of the collection is historical.
2. Materials are held in the Exeter Historical Collection room on the main floor of the library. These materials may be used in the library only and will not circulate.
3. The collection houses materials in a variety of formats. Collections shall be recorded, classified and catalogued in accordance with generally accepted library and archival practices, using contemporary technology.
4. Donations will be accepted at the discretion of the library director on the condition that the donor does not require any restrictions on use. Staff members will not appraise or place a monetary value on any material donated to the library.
5. It is the responsibility of the Exeter Public Library to protect, preserve, maintain and manage this collection, while assuring its reasonable public access.
6. The library director is authorized to remove any materials deemed inappropriate to this collection.
7. The Exeter Public Library reserves the right to restrict the use of any materials in the collection.
8. Under special circumstances, items from the Exeter Public Library will be loaned to other institutions. Loans will be made only with the approval of the library director.

## **Internet Access Policy**

As part of the Exeter Public Library's mission to meet the information, educational, cultural and recreational needs of the community and in response to the advances in technology in the Information Age, the library is pleased to offer public Internet access. All library users are allowed equal access to resources available on the Internet

Information and resources on the Internet can enhance the materials available at the library. The library does not monitor the Internet, or have control over information accessed through the Internet. Not all sites on the Internet provide accurate, complete or current information and access points often change or are unpredictable. Some sites may carry information that a user finds controversial or inappropriate. Each individual user must accept responsibility for determining content.

Parents or guardians, not the library or its staff, must be responsible for the Internet information selected and/or accessed by their children. Parents are encouraged to come in with their children and supervise Internet access at the library.

Internet computers will not be used for illegal activity, to access illegal material, including child pornography, or to access materials, which by local community standards, would be considered obscene. The viewing of certain materials in the public library may be considered inappropriate in time, place, or manner. If the Internet searching results in disruption of library services, or if a patron's behavior, when using the Internet resources becomes inappropriate for a public library setting, the library reserves the right to end the session. If similar situations continue to occur with a patron or patrons, the library reserves the right to prohibit the patron or patrons the use of the library Internet access.

Staff may assist users with their Internet searches.

### **Internet Access Policy – Guidelines**

Before a patron uses the Internet, he/she must read and agree to the library's Internet Access Policy.

Patrons may use a thumb or a key drive to save material. Printers are available for patron use for a small fee.

### **Code of Conduct:**

A patron using the Library's Internet access:

may NOT use the Internet for illegal purposes.

may NOT access obscene material or child pornography.

may NOT use impolite or abusive language.

may NOT violate the rules of common civil behavior.

may NOT change computer files that do not belong to the patron.

may NOT disturb other Library services.

Any damage to the computer or its peripheral devices will be responsibility of the user. Abuse of this policy or the library's hardware or software will result in the user being denied further access to the public computers and/or the library. Malicious damage may result in prosecution.

The Exeter Public Library reserves the right to terminate an Internet session at any time.

**Updated & accepted by the Trustees of the Exeter Public Library: 4-17-2018**

## **Material and Program Selection Policy**

1. Ultimate responsibility for selection lies with the Board of Trustees. However, the Board shall delegate to the Library Director the authority and the responsibility for selection of the library materials and library programs and for the development of the collection.
2. The Board of Trustees of the Exeter Public Library endorse those sections of The American Library Association's Library Bill of Rights and Freedom to Read Statements which concern themselves with book selection and library initiated programs. The Library Director shall always have copies of these statements available for those who wish to study them.
3. All materials and programs chosen for the Exeter Public Library shall be judged individually on the basis of merit, subject matter, reader interest and need in a balanced library. Materials selected shall be reviewed in recognized professional journals that provide unbiased, authoritarian evaluations.
4. No material or program shall be excluded on the basis of a single idea, word, phrase or passage lifted out of context. The author's intent and the merit of the whole book shall be the basis of choosing a book.
5. In areas considered controversial, more than one point of view shall be represented by materials and/or programs in the Library. They may represent points of view sometimes considered unorthodox or unpopular by the majority.
6. While collections for adults and children are housed in separate areas, the Library will not act in loco parentis, censor, label or restrict access to library materials or programs because of a person's age, race, religion, gender or socio-economic status. Parents are the appropriate judges of their own children's library materials and staff members encourage those who wish to supervise their children's borrowing, to accompany them on their library visits.
7. In the event that a patron objects to an item or items in the collection or a program, he/she shall be asked to fill out a Request for Reconsideration Form provided by the Library. Consideration shall be made by the Library Director and the Policy Committee who shall present a written decision to the requestor within six (6) weeks. The decision may be appealed before the Board of Trustees within thirty (30) days.
8. Materials which are no longer useful to the Exeter Public Library shall be systematically weeded from the collection according to accepted professional practices. Such material may be sold, distributed to other institutions or destroyed.

## Meeting Room Policy

1. Application for the use of the Meeting Room/s, Craft Room, and Study A must be made in person only. First time applicants must be approved by the Library Director. Renewals must be approved by the Director. A copy of the Meeting Room Regulations will be furnished to all applicants. A copy of the approved application will serve as confirmation and should be reviewed carefully. The Library is not responsible for booking errors made by the applicant.
2. Meeting Room/s and Craft Room reservations are made in the Children's Room. Reservations for Study A are made in Adult Services.
3. Library programs will be given priority in the reservation of rooms. All other reservations will be on a first come, first served basis. In the event the Library needs a Meeting Room for its own use at a time normally reserved for another organization, the organization shall be notified of cancellation not later than its meeting immediately preceding the affected date.
4. All applications for room use will be reviewed annually by the Library Director.
5. The Library must be notified as soon as possible if the room reservation is canceled.
6. No smoking is permitted anywhere in the Library.
7. Alcoholic beverages are not permitted.
8. Persons using the Meeting Rooms are subject to all rules and regulations of the Library. Programs may not disrupt normal Library business. Attendees must supervise children inside and outside the Library.
9. If the Library is forced to close due to storms or other extraordinary circumstances, an announcement to that effect will be made on WERZ. It is each organization's responsibility to notify participants. The Library is not responsible for any cost or inconvenience incurred by any organization as a result of such closing.
10. The Library is not responsible for personal articles. Any damage to Library property, accidental or otherwise, is the responsibility of the organization using the room.
11. Occupancy of the room according to the Fire Marshall's safety limit is one hundred (100) people for the full Meeting Room; twelve (12) people in Study A; and twenty five (25) for the Craft Room. The Library reserves the right to limit occupancy further.
12. The Board of Trustees reserves the right to revoke Meeting Room privileges at any time and to change or amend the provisions of this policy.

The following rules govern the use of the Meeting Room/s and the Craft Room on the lower level of the library.

1. The Meeting Room/s and Craft Room are available only to non-profit, educational, cultural, civic, intellectual and charitable organizations. Meetings and programs must be free and open to the public. Voluntary donations may be solicited.
2. All users must provide liability insurance. All users will be required to post a bond to protect the Library from damage arising from and caused by said users.
3. The Library recognizes the rights of free speech and free assembly. Granting of permission to use Library facilities does not constitute an endorsement by the Library staff or the Board of Trustees of the users or their beliefs. No group will imply in its

advertising that the Library has sponsored or supported its meeting or group, unless written permission is given by the Library Director. Materials, leaflets, or posters may be displayed only on the bulletin boards inside the Meeting Room/s, one half-hour prior to, during, and one half hour after, the meeting.

4. Profit-making companies or individuals are not allowed to reserve Library Meeting Room/s or the Craft Room. However, such groups may be contracted by the Library to present a Library-sponsored, informational program. In such cases, the company must offer its information in an educational presentation. No brand names or company services may be promoted.
5. The Meeting Room/s may be reserved for a single use up to six months in advance. A single use is defined as a one program/meeting or a series of several interdependent sessions. A room may be reserved for long-term, ongoing meetings of up to twelve (12) months, within the period of September 1 – August 31. All groups using the Meeting Room on an ongoing basis must reapply annually after July 1 for the September to August period. All applicants will be considered on a first come, first served basis. Groups failing to file a renewal application by September 1 will be denied use of the facilities until application has been made and signed by the Library Director.
6. The Meeting Room/s may be booked more than six (6) months in advance at the discretion of the Library Director.
7. A fee for custodial services per hour or part of the hour will be set annually by the Board of Trustees. This fee will be assessed to any group using the Meeting Room outside of normal Library hours. The fee is payable on or before the date of use and will not be refunded if the room is vacated before closing time. Any group that stays beyond the time paid for will be billed an additional per hour fee for each hour or part of an hour.
8. Only light refreshments may be served.
9. The Library reserves the right, based on the size and needs of the group, to assign or reassign a meeting place.

## Privacy Policy

Privacy is essential to the exercise of free speech, free thought, and free association. In the Exeter Public Library, the right to privacy is the right to open inquiry without having the subject of one's interest examined or scrutinized by others. Confidentiality exists when a library is in possession of personally identifiable information about users and keeps that information private on their behalf.

The courts have upheld the right to privacy based on the Bill of Rights of the U.S. Constitution. Many states provide guarantees of privacy in their constitutions and statute law. Numerous decisions in case law have defined and extended rights to privacy. The Exeter Public Library's privacy and confidentiality policies are in compliance with applicable federal, state, and local laws.

User rights—as well as our institution's responsibilities—outlined here are based in part on what are known in the United States as the five "Fair Information Practice Principles." These five principles outline the rights of Notice, Choice, Access, Security, and Enforcement.

Our commitment to your privacy and confidentiality has deep roots not only in law but also in the ethics and practices of librarianship. In accordance with the American Library Association's Code of Ethics:

"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."

The Exeter Public Library is committed to your rights of privacy and confidentiality.

This privacy policy explains your privacy and confidentiality rights, the steps the Exeter Public Library takes to respect and protect your privacy when you use library resources, and how we deal with personally identifiable information that we may collect from our users.

### 1. Notice & Openness

We affirm that our library users have the right of "notice"—to be informed about the policies governing the amount and retention of personally identifiable information, and about why that information is necessary for the provision of library services.

We acknowledge openly the privacy and information-gathering policies of this library. In all cases we avoid creating unnecessary records, we avoid retaining records not needed for the fulfillment of the mission of the library, and we do not engage in practices that might place information on public view.

Information we may gather and retain about current and valid library users include the following:

- User Registration Information
- Circulation Information
- Electronic Access Information
- Information Required to Provide Library Services

## 2. Choice & Consent

This policy explains our information practices and the choices you can make about the way the Exeter Public Library collects and uses your information. We will not collect or retain your private and personally identifiable information without your consent. Further, if you consent to give us your personally identifiable information, we will keep it confidential and will not sell, license or disclose personal information to any third party without your consent, unless we are compelled to do so under the law or to comply with a court order.

If you wish to receive borrowing privileges, we must obtain certain information about you in order to provide you with a library account. When visiting our library's Web site and using our electronic services, you may choose to provide your name, e-mail address, library card barcode, phone number or home address.

You have the option of providing us with your e-mail address for the purpose of notifying you about your library account. You may request that we remove your e-mail address from your record at any time.

We never use or share the personally identifiable information provided to us online in ways unrelated to the ones described above without also providing you an opportunity to prohibit such unrelated uses, unless we are compelled to do so under the law or to comply with a court order.

## 3. Access by Users

Individuals who use the Exeter Public Library services that require the function and process of personally identifiable information are entitled to view and/or update their information. Such functions may include notification of overdue items, recalls, reminders, etc. The library will explain the process of accessing or updating your information so that all personally identifiable information is accurate and up to date.

## 4. Data Integrity & Security

*Data Integrity:* The data we collect and maintain at the Exeter Public Library must be accurate and secure. We take reasonable steps to assure data integrity, including: using

only reputable sources of data; providing our users access to your own personally identifiable data; updating data whenever possible; utilizing middleware authentication systems that authorize use without requiring personally identifiable information; destroying untimely data or converting it to anonymous form.

*Data Retention:* We protect personally identifiable information from unauthorized disclosure once it is no longer needed to manage library services. Information that should be regularly purged or shredded includes personally identifiable information on library resource use, material circulation history, and security/surveillance tapes and logs.

*Tracking Users:* We remove links between patron records and materials borrowed when items are returned and we delete records as soon as the original purpose for data collection has been satisfied. We permit in-house access to information in all formats without creating a data trail. Our library has invested in appropriate technology to protect the security of any personally identifiable information while it is in the library's custody, and we ensure that aggregate, summary data is stripped of personally identifiable information. We do not ask library visitors or Web site users to identify themselves or reveal any personal information unless they are borrowing materials, requesting special services, registering for programs or classes, or making remote use from outside the library of those portions of the Library's Web site restricted to registered borrowers under license agreements or other special arrangements. We discourage users from choosing passwords or PINs that could reveal their identity, including social security numbers. We regularly remove cookies, Web history, cached files, or other computer and Internet use records and other software code that is placed on our computers or networks.

*Third Party Security:* We ensure that our library's contracts, licenses, and offsite computer service arrangements reflect our policies and legal obligations concerning user privacy and confidentiality. Should a third party require access to our users' personally identifiable information, our agreements address appropriate restrictions on the use, aggregation, dissemination, and sale of that information, particularly information about minors. In circumstances in which there is a risk that personally identifiable information may be disclosed, we will warn our users. When connecting to licensed databases outside the library, we release only information that authenticates users as "members of our community." Nevertheless, we advise users of the limits to library privacy protection when accessing remote sites.

In order to adhere to this privacy policy, we will not check out books to someone who is coming in to pick up another patron's books unless they have the card of that person in their possession. We assume, in that case, that the patron has given permission to use the card to check out his/her books.

*Cookies:* Users of networked computers will need to enable cookies in order to access a number of resources available through the library. A cookie is a small file sent to the browser by a Web site each time that site is visited. Cookies are stored on the user's computer and can potentially transmit personal information. Cookies are often used to remember information about preferences and pages visited. You can refuse to accept cookies, can disable cookies, and remove cookies from your hard drive. Our Library servers use cookies solely to verify that a person is an authorized user in order to allow access to licensed library resources and to customize Web pages to that user's specification. We will not share cookies information with external third parties.

*Security Measures:* Our security measures involve both managerial and technical policies and procedures to protect against loss and the unauthorized access, destruction, use, or disclosure of the data. Our managerial measures include internal organizational procedures that limit access to data and ensure that those individuals with access do not utilize the data for unauthorized purposes. Our technical security measures to prevent unauthorized access include limits on access through use of passwords and storage of data on secure servers or computers that are inaccessible from a modem or network connection.

*Staff access to personal data:* We permit only authorized Library staff with assigned confidential passwords to access personal data stored in the Library's computer system for the purpose of performing library work. We will not disclose any personal data we collect from you to any other party except where required by law or to fulfill an individual user's service request. The Library does not sell or lease users' personal information to companies, universities, or individuals.

## 5. Enforcement & Redress

Our library will not share data on individuals with third parties unless required by law. We conduct regular privacy audits in order to ensure that all library programs and services are enforcing our privacy policy. Library users who have questions, concerns, or complains about the Exeter Public Library's handing of their privacy and confidentiality rights should file written comments with the Director of the Library. We will respond in a timely manner and may conduct a privacy investigation or review of policy and procedures.

We authorize only the Library Director to receive or comply with requests from law enforcement officers; we may confer with our legal counsel before determining the proper response. We will not make library records available to any agency of state, federal, or local government unless a subpoena, warrant, court order or other investigatory document is issued by a court of competent jurisdiction that shows good cause and is in proper form. We have trained all library staff and volunteers to refer any law enforcement inquiries to library administrators.

## Safety Policy

It is the policy of the Exeter Public Library to ensure, as far as is reasonably practicable, the health, safety and welfare at work of its staff and patrons. In turn, each employee of the library has a responsibility to care for his/her own safety and for the safety of others. The safety of both employees and patrons is very important and, because of this, the library is committed to provide and maintain safe and healthy working conditions, equipment and systems of work for all its users.

### 1. Responsibilities

- Director
  1. Correct any unsafe conditions brought to their attention by employees or supervisors.
  2. Support supervisor's decisions that safety comes first.
  3. Assure that proper training is being provided and that employees are working in a safe and healthy manner.
- Assistant Director, Heads of Adult Services and Children's Room
  1. Take immediate action to correct any unsafe condition or action.
  2. Provide personal protective equipment, along with training for its use, and make certain it is worn/used when necessary.
  3. Promptly investigate and report all accidents and incidents.
- Employees
  1. Report all accidents and incidents to the supervisor.
  2. Report any unsafe conditions immediately.
  3. Obey all safety and health regulations as stated in the company safety program.
  4. Attend all training that may be required.
- Safety Coordinator
  1. Assist and advise Director in establishing an effective safety program.
  2. Provide health and safety training to employees.
  3. Plan and coordinate annual health and safety inspections of the building.
  4. Review and update rules and policies as needed.

### 2. Health and Safety Committee

The town of Exeter currently has a joint loss management committee, called the Health and Safety Committee. It meets once a month. The Safety Coordinator from the library is a member of this committee.

### 3. Accident and Incident Reporting and Investigation

1. Staff member will give verbal report to Safety Coordinator or Supervisor.
2. If possible, the safety coordinator or supervisor will interview the victim and/or the witnesses as soon as possible.
3. She/he will completely fill out the Incident/Accident Report Form.
4. If necessary, photographs will be taken.
5. Report will be given to Safety Coordinator.
6. Determination will be made as to the cause/causes of the accident/incident.
7. Recommendation will be made to the Director as to preventing this type of incident/accident from happening again.

### 4. Emergency Evacuation Plan

Refer to the Fire Drill Procedures, Section 13 in the library Personnel Policy & Procedures Manual.

## **Study A Policy**

1. The purpose and the mission of the Study Room is to provide a space for tutors from the Exeter Adult Education Program to provide learner services to those enrolled in their programs. This room can also be used for library-sponsored programs.
2. This room cannot be used by any profit-making businesses.
3. Study A may be used for free tutoring or individual study by one to eight people if no EAE tutors need the room. However, if a tutor from EAE needs the room, then these others will be asked to leave.

## **Teen Scene Policy**

The Teen Scene is a dedicated space for teens in grades six through twelve to gather, mingle, socialize and use library resources. The social nature and other adolescent characteristics of teens require a separate library space designed to support their need for group interaction.

The Exeter Public Library Teen Scene has been established to provide space and materials for this particular age group. The entire Teen Scene area, including the computers and seating areas, are reserved for use by teens only. Other library users wanting to use materials from the Teen Scene must use these materials in other parts of the library.

Materials are carefully selected by professional staff and are especially chosen for a teen audience. Staff will not censor a teen's selection of any material. Parents are responsible for deciding which items they feel are appropriate for their teenaged children.

The Teen Scene is a part of the library and, as such, is governed by library policies. These include the Code of Conduct that sets an expectation of respect for other library users, library staff and library property both in words and actions and the Internet Access Policy that manages computer use in the library.

The library encourages teens to monitor themselves, explore the many resources available, use the computers and wi-fi wisely, turn to the librarians, especially the teen librarian, for assistance as needed and enjoy this space created just for them.

## TELESCOPE BORROWER POLICY AND PROCEDURE

It is part of the Exeter Public Library's mission to provide educational materials for Exeter residents. To this end, we are pleased to make an astronomical telescope available for our patrons to borrow. **IT IS DANGEROUS TO LOOK AT THE SUN WITH THIS TELESCOPE. DO NOT LOOK AT THE SUN.**

### SECTION 1: BORROWER CRITERIA

The telescope is available only to current Exeter Public Library cardholders in good standing. Borrowers must be 18 years of age or older and show a valid ID.

A patron who borrows the telescope is required to complete a Borrower's Agreement, of which he/she will receive a copy. First time borrowers will receive training from Library staff prior to borrowing the device.

The library reserves the right to refuse service to anyone who abuses equipment or is late in returning the telescope.

### SECTION 2: CONTENTS

The telescope does not come in a box; it is better to carry it by placing your forearm under the tube and lifting it, still upright, to be supported against your side. To secure it in your car, use both the lap belt and the chest belt in the front seat to keep it in place.

A lens cap, with a small cut-out portion for viewing the moon, is attached to the tube. A pouch is strapped on the telescope, containing:

1. **Instruction Manual** – we strongly advise reading this brief but helpful guide to using the telescope.
2. National Audubon Society Pocket Guide: **Constellations**
3. **Constellation Finder** by Dorcas S. Miller
4. **Night Vision Headlamp** – so you can consult the map or adjust the finder without losing your night vision. It also has a flashlight option.

### SECTION 3: CHECK OUT PROCEDURE

The telescope is loaned on a first-come first-served basis. It may be reserved in advance, but will only be held for 24 hours. Patrons will be notified by phone and must pick the telescope up during our hours of operation.

The telescope may be checked out for seven (7) days. It can be renewed if it is not on reserve but must be brought into the library to renew it.

We understand that the weather may not be optimal for stargazing during the time of your checkout, but the telescope will be passed on to the next patron if it was reserved for them in advance.

The telescope must be picked up at the front circulation desk.

Library staff will verify that the telescope is in good working order at time of checkout.

#### **SECTION 4: RETURN PROCEDURE**

The telescope must be returned to a staff member at the front circulation desk. It may not be left at this desk if the desk is unattended and may not be left anywhere else in the library. If the circulation desk is unattended, patrons should find a staff member to assist them.

The telescope will be checked for functionality and accessories before being removed from the patron's record.

The telescope must be returned to the Exeter Public Library only and may not be returned to any other library.

#### **SECTION 5: OVERDUE FINES AND/OR FEES**

Overdue late fees are \$5/day. There is no grace period.

The patron is responsible for damages to the telescope and its accessories.

The patron will be charged replacement fees for any items not returned in the telescope kit, or for items returned damaged.

Replacement fees are as follows (as applicable to specific devices):

- Telescope \$350
- National Audubon Society Pocket Guide: **Constellations** \$11
- **Constellation Finder** by Dorcas S. Miller \$11
- Headlamp \$16

## TELESCOPE AGREEMENT

My signature below indicates that I am 18 years of age or older. I have read and agree to the terms of the Telescope Borrower Policy and Procedure.

I agree to accept full responsibility for the telescope while it is checked out to me.

**I will not look at the sun through the telescope.**

I agree to return the telescope and all accompanying materials to the library in excellent condition. Returns will be made at the Circulation Desk during library hours.

I will pay a late fee of \$5 per day if I fail to return the telescope by the due date. The telescope may be checked out for one week.

I accept full financial liability for the telescope and accessories while it is in my possession and agree to pay all costs associated with damage to, loss of, or theft during my checkout period.

I agree that the library may use any appropriate means to collect the amount owed for fees, damage, loss, or theft of the telescope.

I acknowledge that failure to pay any amount owing will be considered an outstanding debt to the Exeter Public Library and will be added to my library record.

I acknowledge that failure to comply with any of these rules and guidelines will result in the loss of the privilege of borrowing the telescope.

Patron Name (please print) \_\_\_\_\_

Patron Address \_\_\_\_\_

Patron Card # \_\_\_\_\_

Patron Signature \_\_\_\_\_

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

Constellation Finder ☐

Headlamp ☐

Constellations ☐

Instruction Manual ☐

## Unattended Child Policy

1. The trustees and staff of the Exeter Public Library hope that children and parents will find the library inviting and enjoyable and will visit often. However, in the interest of safety, children under the age of 11 years old must be accompanied by a parent or guardian 16 years or older and may not be left unattended in the library. Children 6 years old and under must be within eye sight of a parent or guardian at all times.
2. Parents are responsible for the welfare and behavior of their children while they are in the library. The Exeter Public Library staff is committed to helping children with activities related to the library. However, library staff cannot, nor is it their responsibility, serve *in loco parentis*, as baby-sitters, or as disciplinarians.
3. Children 11 or older are considered “on their own” as patrons and may use the library alone at the discretion of the parent or caregiver. If the adult feels it is unsafe for their child in this age group to leave the building without adult supervision, that child should not be in the library unattended.
4. Parents or caregivers must stay in the library during preschool story times.
5. The library is a public building and as such it could be a dangerous place for a young child alone. Each year in the United States, over 50,000 children are abducted and never found. Library staff cannot know if children are leaving the building alone, with parents, or with strangers.
6. Parents or caregivers are reminded that unexpected events can occur: the child could wander out of the library and into the street, be approached by unsavory people who sometimes visit public buildings, or be physically injured. The staff is not licensed to perform childcare and have other duties preventing them from supervising each child.
7. Parents and caregivers should be familiar with the library’s hours of operation and should not leave their child before opening or after closing. Close attention should be paid to unexpected closings (storms, power outages, etc.). Prior arrangements and contingency plans for immediate pick-up should be discussed with the child.
8. The Exeter Public Library assumes no responsibility for children left unattended on library premises after closing. Staff will try and contact a parent; if they are not available, staff will contact the Exeter Police Department. At time of closing, if parent or caregiver cannot be located, two library staff members will remain with the child until a police officer arrives.
9. Under no circumstances will a staff member ever take a child out of the library or give a child a ride home.

10. Parents are reminded that under certain circumstances the following New Hampshire State Laws may apply: RSA 169-B: 41-43; RSA 169-B: 45; RSA 169-C: 3(I) and 3(XIX)

**Updated and accepted by the Trustees of the Exeter Public Library: 4-17-2018**

## Use of the Library

1. The Library shall serve all residents of Exeter. Persons residing outside the town, but owning property in Exeter shall be considered residents.
2. Nonresidents may receive a one (1) year family membership upon payment of a sum set by the Board annually.
3. Children who are entitled shall receive library cards when they are able to sign application forms or are four (4) years old, whichever comes first.
4. Those who are sixteen (16) years of age or are in the ninth (9<sup>th</sup>) grade shall be eligible for adult cards. Others may be issued at the discretion of the Librarian.
5. The Fine Policy shall be established by the Board of Trustees on the recommendation of the Library Director. If library material is lost or damaged, the person responsible for the item shall pay a fee not to exceed the list price for the material, plus any processing fee approved by the Board of Trustees. The processing fees are a \$ .50 charge for each overdue notice sent and a \$2.00 charge for each bill. There will also be a \$10 fee for each returned check.
6. The Library shall be open an adequate number of hours to effectively serve the Town of Exeter or to meet the current New Hampshire State Library Standards.
7. The number of librarians on duty for the Library to remain open shall be determined by the Board. There shall be a minimum of three (3) librarians on duty, (2 upstairs and 1 downstairs). In the event of an emergency or understaffing, the Library Director or senior staff member shall have the authority to close the Library. The Chairperson or next available Board member (see Board Phone Tree).
8. All programs conducted or administered at the Library involving library staff must be in compliance with standard Library procedures and policies.
9. If any patron has any materials out more than a month overdue, he/she will not be allowed further check-outs until those materials are returned.

## Volunteer Policy

1. The staff of the Exeter Public Library recognizes that volunteers contribute to the library in many ways. Our volunteers help to make it possible for the staff to offer the level of services that the Exeter community wants and needs. We value all of our volunteers and are appreciative of the time they give us. All volunteers are expected to reflect positive customer service attitudes to all library patrons.
2. The Exeter Public Library shall make use of the services of interested volunteers to supplement and not replace the work done by library staff.
3. A volunteer shall be considered as any individual, 12 years or older, who assists with work done at the Exeter Public Library, without remuneration.
4. Nothing in this policy shall be deemed to create a contract between the volunteer and the Exeter Public Library. Both the volunteer and the Exeter Library have the right to terminate the volunteer's association with the Library at any time, for any reason, with or without cause.
5. Prior to engaging in any volunteer activity, each volunteer will be required to submit a volunteer application and visit with a supervisory staff member. Upon approval of the library supervisor, the volunteer may be scheduled for training and work assignments.
6. The Exeter Public Library has the right to decline an application for any reason, with or without cause.
7. The Exeter Public Library will not provide any medical, health, accident or worker's compensation benefits for any volunteer. Volunteers will not be eligible to receive any worker's compensation benefits for any injuries sustained while functioning as a volunteer.
8. Each volunteer will be trained by the library supervisor before he/she begins.
9. Volunteers shall not perform public services that a professional librarian would normally supply.
10. Volunteers may be asked to work on projects that are supportive of staff efforts depending on the needs of the library.
11. Volunteers in Adult Services will typically work a two-hour time slot each week. In Children's Services, they will work a one-hour slot. The hours of volunteer service will be determined by the library supervisor in discussion with the volunteer.
12. There will be no formal evaluation process for volunteers.
13. Volunteers will volunteer for a three-month commitment to the library. Volunteers are not required to accept further service at the end of their term. However, they are welcome to reapply for another period of service.
14. Volunteers are expected to arrive at the library in time to begin work as scheduled or call the library if they will be absent.
15. Volunteers are asked to keep an accurate record of the hours they work each week in the designated Volunteer Notebook.
16. All volunteer work must be completed within normal library hours.

17. Individual, informal recognition of volunteers should be ongoing but it is also important that volunteers be recognized formally. After each 40 hours of service, volunteers will have a new book added to the library collection in their name.

#### **Miscellaneous Rules**

1. Smoking shall be prohibited in the building. This includes terraces, balconies and decks.
2. Terraces, balconies and decks shall be kept free of items not authorized by the Board of Trustees.