



What will you discover?

Policy Manual

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Patron Behavior

The purpose of this policy is to define the guidelines for acceptable behavior while on library property. These guidelines serve to protect our library's resources and maximize the safety and comfort of library visitors and staff.

In addition to these policies, all patrons and staff are expected to adhere to state and federal laws, public health guidelines, Town policies, and other library policies while on library property.

The following activities are allowed in the library:

- Filming library staff and patrons, except in bathrooms, designated "staff only" areas, and during library programs or sponsored events except with permission from the Library Director.
- Snacks and covered beverages, except near computers, equipment, Local History collection, and inside the Teen Room. Waste or spills must be cleaned promptly.
- Service animals, and service animals in training.

The following activities are prohibited on library property:

- Smoking, vaping, and consumption of marijuana or alcoholic beverages.
- Possession of weapons, unless authorized by law.
- Playing of audio equipment so that others can hear.
- Misuse of restrooms, such as using the Library as a laundry or washing facility.
- Leaving a child under the age of 10 unattended in the Library.
- Engaging in disruptive conduct including, but not limited to: talking loudly, making noise, running, pushing, shoving, throwing objects, moving furniture from one area to another, blocking walkways, or creating tripping hazards.
- Interfering with another person's use of the Library or with Library personnel's performance of their duties.
- Entering the library with body odor or fragrance that hinders the use of the library by other patrons.
- Entering or using the library without proper clothing, including shoes.
- Posting flyers without permission.
- Animals other than service animals, service animals in training, or animals brought in to support a library program, except with written permission from the Library Director.
- Stalking, staring, touching, or using abusive language to library staff or other patrons.
- Soliciting donations, approaching other Libraries' users for the purpose of obtaining petition signatures, or conducting surveys for research purposes without written permission from the Library Director.

Library staff will intervene to stop prohibited activities and behaviors. Patrons will receive one reminder of the policy. Failure to comply a second time may result in removal from the building. Serious or repeated failures to comply with this policy may

be denied access to the Library and issued a No Trespass Order. Any patron whose privileges have been denied may have the decision reviewed by the Board of Library Trustees. Requests for such reviews must be made in writing within 90 days of the denial. The denial shall be upheld while the request is under consideration. A written response will be sent via Certified Mail by the Board Chair once a determination is made.

Child Safety

The purpose of this policy is to clarify how old children must be in order to use the library unattended, and to define the responsibilities of the responsible adult to monitor and keep children safe.

The Northborough Free Library welcomes children of all ages to use and enjoy the facilities, collections and programs offered by the library. The library attempts to provide a safe environment for children to select books and other materials, and participate in library programs.

Young children are safe when supervised by a parent, caregiver or mature adolescent (herein called “responsible adult”) while in the library. Responsible adults should remember that the library is a public building **available for the use of all**, and staff are not able to monitor the use of the children’s room at all times. For the protection and well-being of children who enjoy libraries, the following policy has been established:

1. All children aged nine (9) years old and younger must be accompanied and continually supervised by a responsible adult while in the library.
2. The responsible adult must stay in the library building while their child age nine (9) or younger is attending a library-sponsored program. The responsible adult must escort the child to the program and meet the child at the conclusion of each library program. Children attending library programs are supervised by the library staff only during the scheduled time of the program.
3. At the discretion of a responsible adult (age 14 or older), a child age ten (10) or older may be left unattended for the period of time needed to select materials, complete a homework assignment, or attend a program. The child must know how to reach the responsible adult in case the need should arise. Children should not be left for excessively long periods of time.
4. All visitors to the library must conduct themselves in accordance with the Library’s Patron Behavior Policy. Disruptive behavior including shouting, running, pushing, or other rambunctious activities, is not permitted. Staff will ask disruptive children to leave the building in an orderly manner. The responsible adult will be notified if older children using the library independently are not adhering to the guidelines of this policy.
5. Responsible adults must be familiar with the library’s hours of operation and should not leave children before opening or after closing. Also, close attention must be paid to unexpected closings (storms, power outages, etc.). Prior arrangements and contingency plans for immediate pick-up should be discussed with the child. Library staff are not responsible for supervising children left alone when the library is closed.

6. If a child has been left at the library without a ride or assistance home at closing time, every attempt will be made to contact a responsible adult by telephone. If a responsible adult cannot be reached within 15 minutes, the Northborough police will be called to escort the child home or to keep the child until parents can be reached. Two staff members will remain with the child until the police have arrived. Should these actions take place, the Library Director will be informed and will contact the child's parent(s) to explain the library policy and why the action was required. Please note that staff are not permitted to remain after hours with an unattended child nor give him/her a ride home or to any other location.
7. Children aged nine (9) and younger must be accompanied by an adult on the elevator.
8. Online catalog computers in the library building are not intended for use by children age five (5) or younger. The library does not filter content on any computer. As such, it is the responsibility of a parent or caregiver to ensure appropriate use of the online terminals and other electronic library resources by young children. Pounding on keyboards and other potentially damaging activities are not permitted. Parents/guardians shall assume liability for any damaged library and/or town property.

Approved by Library Trustees on: November 10, 2015

Community Bulletin Boards

The purpose of this policy is to define what the library's community bulletin boards may and may not be used to advertise. It applies to both the library's virtual community events page as well as our in-house bulletin boards.

Posting Guidelines

All items must be reviewed and posted by library staff. Notices posted without authorization will be removed. The Library Director or designee has final say on postings.

All activities and events noted in the materials for distribution and display must be open to all.

Due to limited space, the library reserves the right to prioritize items that are posted based on community interest and timeliness. The library reserves the right to remove postings early or delay approval of an item based on space limitations.

Postings will be date stamped and removed after the event has passed, or after four weeks. The library cannot hold or return materials to any group or individual after the posting expires.

Posting of materials does not imply library endorsement nor consent; nor will the library accept responsibility for the accuracy of the statements made in such materials.

Postings may not be any larger than 8 ½" x 11".

Postings with tear off tabs are strongly discouraged. Such fliers may be removed by library staff before the removal date if they become a nuisance.

The library will not edit postings, whether printed or online, for content, spelling, or formatting.

Community bulletin boards **MAY** be used for the following:

Postings of forthcoming or continuing educational, social, civic, charitable, cultural or recreational events and activities in Northborough. Events occurring in towns immediately surrounding, and of interest to, Northborough may be approved, provided that there is sufficient space available on the board.

Flyers, brochures, or schedules of local nonprofit organizations, groups or agencies.

Postings by any federal, state, or local government agencies providing services to citizens.

Postings announcing community services and volunteer opportunities.

Postings containing unbiased, neutral information about a Northborough warrant article or ballot measure, or that include information about all of the candidates running for a Northborough board or committee. Postings advertising candidate forums or information sessions are also permitted.

Community bulletin boards *MAY NOT* be used for the following:

Postings that discriminate, or promote hate, against any individual(s) or group(s) of individuals by race, religion, creed, color, ancestry, national origin, sex, sexual orientation, gender identity or expression, age, physical or mental challenges or conditions, military or veteran service, citizenship, housing status, or any other factor.

Postings that encourage, promote, incite, or in any way condone any illegal activity or any kind of violence, harassment, physical harm, etc. against any individuals or groups of individuals.

Commercial materials (solicitations, business cards, job postings, retail advertising, etc.) from individuals or for-profit groups, companies, or organizations (including - but not limited to - for-profit nursery schools, job announcements, and personal notices of items for sale).

Postings - personal or otherwise - for the solicitation of members, requesting donations, raising funds, or selling merchandise, with some exceptions at the discretion of the library.

Materials that support or oppose any political candidate or ballot measure. Materials on individual candidates can not be distributed or displayed in the library.

Postings that seek to persuade politically or religiously.

Materials that support or oppose a specific religious conviction.

Postings that reduce or interfere with others' equitable access to Library materials, services, and spaces.

Postings that contain obscene content, as defined by the U.S. Department of Justice.

Last update: August 9, 2023

Approved by the Library Trustees on September 12, 2023

Use of Library Spaces

The purpose of this policy is to clarify special usage of spaces throughout the library. This policy excludes the use of the Meeting Room, Conference Room, and Room of Requirement.

Small Group Study Rooms: The Library offers 3 quiet study rooms upstairs for use during regular library hours.

1. **Independent Quiet Study Room:** This room cannot be reserved in advance, and there is no daily time limit on usage. There are two desks and four chairs in this room that can be used for quiet study.
2. **The Reference Room:** This room seats a maximum of 4 people and is available by reservation. The room may be reserved for up to two hours at a time. Reservations may be extended in 60 minute increments, at the discretion of the Adult Services staff, if the room is not reserved by another patron.
3. **The Local History Room*:** The room seats a maximum of 5 people and is available by reservation. The room may be reserved for up to two hours at a time. Reservations may be extended in 60 minute increments, at the discretion of the Adult Services staff, if the room is not reserved by another patron.

*Library staff reserve the right to enter this room while occupied to obtain materials that are housed in this room.

Reservations for the Local History and Reference rooms are maintained by the Adult Services Department. Reservations for either room will be held for ten minutes past the requested time. Patrons are required to check in at the Adult Services desk upon arrival. Groups can only have three reservations on the calendar at one time, and may only reserve the room up to one month in advance.

Health and Wellness Room: This room is located on the second floor of the library. When the room is not in use for a scheduled program, it may be used for study space on a first-come, first-served basis. Outside groups may not request use of this room.

Teen Room: Anyone is welcome to browse the collection, borrow materials, or accompany a teen in the room. However, work and study spaces as well as equipment

within the Teen Room are reserved for youth going into grades 6 through high school only.

Children's Room: Anyone is welcome to browse the collection, borrow materials, or accompany a child in the room. However, work and study spaces, equipment, toys, and seating within the Children's Room are reserved for children and their caregivers only.

Kitchenette: The kitchenette is only available for use by groups using the Conference Room or Meeting Room during their meeting. The appliances within the room are not available for use by the general public.

Last update: October 31, 2023

Approved by the Library Trustees on December 12, 2023

Library Meeting and Conference Rooms

The purpose of this policy is to outline how, when, and by whom the Meeting and Conference Rooms within the library may be used.

Use of the rooms does not constitute or imply endorsement of the users' policies, beliefs, or programs by the library staff or Board of Trustees.

The Meeting Room and Conference Room are available for use by Northborough-affiliated non-profit groups and civic organizations under conditions set by the Board of Library Trustees.

These Rooms are available for educational, civic, and cultural activities such as group discussions, exhibits, lectures, and civic meetings. They are unavailable for uses not deemed to be in the public interest of the community as determined by the Board of Trustees, such as;

Commercial use, defined as events including solicitations, admission or other charges, fundraising activities (except for the Friends of the Northborough Library), sales, and/or the provision of fee-based services.

Social use, defined as events such as reunions, showers, birthday parties, dances, weddings, and other events of such nature.

Individual use: Rooms may not be booked for individual use. The library does have several Quiet Study rooms available for this purpose. Same-day individual use requests for the Conference Room will be accepted on a walk-in basis.

Political purposes: Political rallies, campaigns for office, or specific partisan issues are prohibited. Organizational meetings, forums, and office hours hosted by current elected officials serving the town of Northborough are acceptable so long as they are free and open to the public.

Healthcare Services: Meeting rooms may not be used to provide any kind of direct healthcare services including examinations, hands-on demonstrations, or treatments unless sponsored by a town department.

Meeting attendees or children's groups may not leave children under 10 years of age unattended in any part of the library. Use of rooms may not disrupt regular library business. Noise levels must not disturb other patrons or library staff.

RESERVATIONS AND USE

- Reservations must be made with the Circulation Department.
- Rooms are available for use by community groups directly serving Northborough residents.

- Reservation must be made by a Northborough resident or Northborough town employee who will serve as the primary contact for the booking. The contact person must be at least 18 years of age, must attend the meeting, and must include their name, address, and phone number with the reservation.
- Groups must start programs during regular library hours. Programs may end after the library closes, provided the library has at least 24 hours notice. Programs must end by 10pm. Requests to allow a program to run longer than 10pm will be considered and approved by the Library Director on a case-by-case basis.
- A group may have up to three reservations for the Meeting Room on the calendar at one time, and may book the Meeting Room no more than 12 times in one calendar year.
- A group may have up to three reservations for the Conference Room on the calendar at one time. There is no yearly limit for usage of the Conference Room.
- Smoking, the use of alcoholic beverages, open flames, burning incense, and lit candles are not allowed.

PUBLICITY

Any posters, flyers or other publicity shall be the responsibility of the group using the rooms. The group must clearly identify itself as the sponsoring organization in any such publicity. Publicity must not imply endorsement of the event by the library, the Friends of the Library, or the Town of Northborough. No events will be publicized by the library through its information channels unless the event is sponsored by the library or the Friends of the Library.

CANCELLATIONS

- Cancellations should be made as soon as possible.
- The group is responsible for notifying attendees of the cancellation.
- The library reserves the right to cancel a reservation, but every effort will be made to give adequate advance notice.
- Missing two consecutive reservations without notifying library staff will result in loss of booking privileges for the group for a period of three months.

CHARGES

- There is no charge for the use of the rooms.
- Any fees for damages or cleaning will be charged to the primary contact listed on the booking form.
- No admissions fees may be charged, or collections, sales or solicitations made, with exception for Friends of the Northborough Library fundraising events.

FACILITIES AND EQUIPMENT

- Groups may set up the room (i.e. arranging chairs, tables, etc.) in the way which it prefers. Furniture may not block doors or fire safety equipment.
- Groups are also responsible for leaving the room in a neat and orderly condition, with furniture returned to its original location.
- Groups may only use the tables and chairs designated for the room. Furniture

- located elsewhere in the library may not be moved into the room for use.
- No tape, tacks, or other fasteners may be used on any walls, doors, windows or woodwork in the room.
 - The group is responsible for providing pens, markers, paper, or any other supplies that are needed.
 - The library has AV equipment available for use. No AV support is available.
 - Facilities are available for serving light refreshments, but not for preparing and serving meals. Groups must provide their own refreshments and paper goods. Alcoholic beverages are prohibited.

ATTENDANCE AND PARKING

- The Meeting Room can accommodate up to 100 people. The Conference Room accommodates 20.
- The library has limited parking which must remain available for other library activities. Groups using the Meeting Room should use the town parking lot at the corner of Pierce and Hudson Streets.

The Trustees reserve the right to deny the use of any meeting space to any group that does not comply with these policies.

Last Update: October 31, 2023

Approved by the Library Trustees on: December 12, 2023

Room of Requirement

The purpose of this policy is to outline how, when, and by whom the Room of Requirement may be used.

Use of the Room of Requirement does not constitute or imply endorsement of the users' policies, beliefs, or programs by the library staff or Board of Trustees.

The Room of Requirement is available for use by non-profit groups and civic organizations under conditions set by the Board of Library Trustees. The room is available for educational, civic, and cultural activities such as group discussions, exhibits, lectures, and civic meetings. It is unavailable for uses not deemed to be in the public interest of the community as determined by the Board of Trustees, such as commercial or individual use. Meeting attendees or children's groups may not leave children under 10 years of age unattended in any part of the library. Use of rooms may not disrupt regular library business.

RESERVATIONS AND USE

- Reservations must be made with the Children's Department.
- Rooms are available for use by community groups directly serving Northborough residents.
- Reservation must be made by a Northborough resident or Northborough town employee who will serve as the primary contact for the booking. The contact person must be at least 18 years of age, must attend the meeting, and must include their name, address, and phone number with the reservation.
- Groups must start and end programs during regular library hours.
- A group may have up to six room reservations on the calendar at a time.

CANCELLATIONS

- Cancellations should be made as soon as possible.
- The group is responsible for notifying attendees of the cancellation.
- Missing two reservations without notifying library staff will result in loss of meeting use privileges for a period of three months. Any meetings scheduled during that time will be canceled. Future no-shows for the same group will result in loss of booking privileges for up to one year.
- The library reserves the right to cancel a reservation, but every effort will be made to give adequate advance notice.

CHARGES

- There is no charge for the use of the rooms.
- Any fees for damages or cleaning will be charged to the primary contact listed on the booking form.
- Additional charges will be assessed for any extraordinary cleaning or repairs.
- No admissions fees may be charged, or collections, sales or solicitations made, with exception for Friends of the Northborough Library fundraising events.

FACILITIES AND EQUIPMENT

- Groups may set up the room (i.e. arranging chairs, tables, etc.) in the way which it prefers.
- Groups are also responsible for leaving the room in a neat and orderly condition, with furniture moved to its original location.
- Groups may not move furniture located outside of the room into the room for use.
- No tape, tacks, or other fasteners may be used on any walls, doors, windows or woodwork in the room.
- The group is responsible for providing pens, markers, paper, or any other supplies that are needed.

The Trustees reserve the right to deny the use of any meeting space to any group that does not comply with the regulations.

Last Update: August 2023

Approved by the Board of Library Trustees on September 12, 2023

Exam Proctoring

The purpose of the Exam Proctoring Policy is to establish guidelines for students who want to take a proctored exam at the Northborough Free Library.

The library staff is able to proctor exams under specific conditions:

1. Staff cannot monitor or directly supervise the student during the duration of the exam (online or print).
2. Proctoring cannot be done outside of library hours. All print proctored exams must be completed 15 minutes prior to closing to allow staff time to scan and email the finished exam.
3. Proctoring services must be scheduled with the library in advance and are based on scheduling availability.
4. Proctoring services may be administered by any library staff on duty.
5. Personal belongings cannot be left with staff.
6. Staff will not be responsible for setting up the room or equipment in advance.

Where can you take your exam?

You can take your exam anywhere where seating is available in the library, with the exception of the Teen Room and Children's Room. Individual study rooms are available upon request and may be reserved ahead of time.

Requesting a Proctored Exam:

- Contact the Reference Desk at noadults@cwars.org or by phone at **(508) 393-5025 ext. 3** to schedule your testing date. You can reserve an individual study room, wifi hotspot, laptop, and/or headphones at the same time.
- **Need your test printed?** Ask your instructor to email the exam and any instructions to us to noadults@cwars.org at least two days before the exam date with the subject:

Student's Name Proctored Exam on MM/DD/YYYY

After the Exam:

Staff will scan and email the completed exam to the appropriate person/entity. If the exam needs to be mailed in, the student is responsible for providing the proper materials and information to staff.

Last Update: August 2023

Approved by the Board of Library Trustees on September 12, 2023

Collection Development

The purpose of this Collection Development Policy is to establish criteria for what, how, and why materials are selected for inclusion in the Northborough Free Library.

COMMUNITY

The Northborough Free Library is supported by, and recognizes as its primary clientele, people who live and work in the Town of Northborough. Additionally, the Library participates in cooperative lending agreements through a membership in the Central/Western Massachusetts Resource Sharing Consortium (C/W MARS) and participation in national interlibrary loan services. The Library also partners with the MA Board of Library Commissioners to provide additional shared resources.

COLLECTION RESPONSIBILITY

The final authority for the selection, evaluation, and deselection of library materials is delegated by the Board of Library Trustees to the Library Director and, under the Director's guidance, to members of the staff who are qualified by training and experience.

INTELLECTUAL FREEDOM

The policies of the Northborough Free Library are informed by principles contained in the American Library Association's Library Bill of Rights, Freedom to Read, and Freedom to View statements, as well as the Intellectual Freedom Guide for Massachusetts Libraries published by the MA Board of Library Commissioners.

The library provides free and open access to its holdings for patrons of all ages and backgrounds. Access to materials is not restricted or monitored by staff. Responsibility for reading, listening, and viewing choices rests entirely with the individual library user or, in the case of minors, with their parent or legal guardian. While people may reject certain materials for themselves or their children, they may not restrict the freedom of others to read, hear, or see those materials.

SELECTION CRITERIA

The library's collection is intended to reflect and support our diverse community. A wide range of subjects, viewpoints, authors, and formats are collected in order to reflect the diversity of needs and interests within our community. Our selection process and criteria include, but are not limited to, the following considerations:

- Contemporary relevance or significance
- Permanent value
- Popular demand or anticipated interest

- Purpose and quality of the material
- Representation of diverse viewpoints, trends, creators, and/or cultural movements
- Creator's authority, reputation, skill, and significance
- Critically reviewed in professional or literary periodicals
- Suitability of format
- Whether the item addresses a gap in the current collection
- Budget
- Available space
- Availability elsewhere in the library's network
- Materials of local and regional interest
- Subscriptions to online resources are subject to cost, accessibility, and availability of library licenses
- Non-traditional objects to encourage learning and recreation

Children and Teen Materials: Materials are selected for children and teens with the intention to meet and support recreational and entertainment reading needs, encourage reading and pre-reading skills, supplement educational needs, and reflect the diverse backgrounds and abilities within the community. Recommended ages for reading materials is available through the publisher. Staff selecting materials for Children and Teen collections follow the same principles guiding development of the general collection. The responsibility of determining what a child should or should not read or view is that of the parent and/or guardian, and not determined by the Northborough Free Library or the staff.

Formats: The Northborough Free Library may choose to add or discontinue specific format types from its collection. Decisions about what formats to include are based on space availability, budget, obsolescence, and popularity.

Special Collections: The Northborough Free Library maintains a State and Local History collection that differs from the management and development of the general collection. Curation of this collection is driven by the following priorities: historical significance, condition of the material, public interest, space, and ability to properly archive materials. The collection mainly focuses on materials unavailable in digital format which are significant to the Town of Northborough, its history, and the immediate surrounding area.

Collection Limits: The selection of materials is limited to general or basic works that are not too specialized or considered beyond the scope of public library service. The library budget, space to house materials, and ability to circulate material are driving forces of the limits to our collections. The Library does not purchase or house textbooks or other curriculum-related materials due to their limited scope and cost. When selecting various forms of media, selectors consider and are limited by the accessibility and usability of the format, cost, popularity, and significance.

Donations: Donated materials (intended for the library's circulating collection) are

added based on the same selection criteria of purchased materials. Donations of other items (anything not intended for the library's circulating collection) fall under the criteria set forth in the Library Gifts Policy.

Local and/or Self-Published Authors: Local authors whose books have been published by a reputable publisher and have been well-reviewed will be evaluated in the same way as other books purchased for the library.

Local authors and self-published works are subject to the same selection criteria as other materials.

DESELECTION OF LIBRARY MATERIALS

Library staff regularly review materials on the shelves to maintain an up-to-date, attractive, and useful collection that fits within our space constraints. Withdrawing materials that no longer meet our collection standards is equally important as our selection process. Our deselection process and criteria include, but are not limited to, the following considerations:

- Condition of the item
- Relevance, accuracy, and/or obsolescence of the information
- Use of or demand for the item
- Format of the item
- Number of copies of the item available on the shelf and within the library's network

Materials are NOT removed from the collection due to controversy surrounding the item, its author, or the content within. The library does not remove materials from the collection for the purpose of selling them. **Materials will not be proscribed or removed because of partisan or doctrinal disapproval.**

Whenever possible, efforts are made to keep items from being thrown away. Materials are donated to the Friends of the Northborough Library or another non-profit, recycled, or given to another library. Materials that are badly damaged, moldy, or are otherwise unable to be recycled will be properly disposed of.

MATERIALS EVALUATION

Northborough Residents wishing to suggest a title or new format for inclusion in the library's collections may do so by completing our Title Suggestion Form. Suggestions will be routed to the appropriate staff member for review. Residents wishing to be notified will receive a reply if the decision is made to add the suggested item to the collection, but this is not a requirement.

POLICY REVIEW

This policy shall be reviewed periodically by the Library Director and the Library Board of Trustees.

Last update: October 5, 2023

Public Use of the Internet and Library Computers

The purpose of this policy is to ensure safe use of library computers and access to the internet at the Northborough Free Library.

Use of the Library's public computers is free to all patrons. Computers in the Teen Room are for teens in grades 6-12 only. A library card is not required for use.

There is no daily time limit for public computer use, with the exception of Library Laptops. However, the library reserves the right to limit an individual's use of library hardware at its discretion.

Use of public computers may be revoked at the discretion of Library staff. Behaviors warranting the loss of privileges include, but are not limited to:

- Viewing of sexually explicit materials
- Any online behaviors deemed illegal by state or federal law
- Destruction or damage of equipment or data
- Downloading or copying copyright-protected materials without authorization
- Violation of the Library's Patron Behavior Policy, including interfering with or disrupting other computer users
- Downloading/installing software
- Altering software configurations or computer settings

Library staff can provide general guidance on basic searches, use of the internet, and installed software. Staff cannot perform extensive searches for patrons or resolve problems with personal accounts.

A computer that is idle for 15 minutes will restart automatically.

The Library computers are equipped with a software that deletes all internet search histories, saved documents, and other temporary files automatically when the computer restarts. Please save your work to a personal device or account before logging off. Deleted information is not recoverable.

The Library does not control, endorse, filter, or monitor the information on the internet for content or accuracy. The individual user is the ultimate judge of the appropriateness and value of materials and information accessed via the internet. In the case of minors, this responsibility belongs to parents or legal guardians.

The Library must comply with all lawful search warrants and court orders regarding public computers.

Last Update: February 5, 2024
Approved by Board of Trustees on February 13, 2024

Hotspot Lending

The purpose of this policy is to define the guidelines for borrowing a hotspot from the library, and under what circumstances these privileges may be temporarily suspended.

A valid C/WMARS Library Network card in good standing is required to borrow a hotspot. Borrowers must be 18 years or older.

Hotspots must be reserved through the library's website, or with staff assistance. Same-day reservations are accepted. Devices will be held for pickup at the Adult Services Desk. If the hotspot isn't picked up by the close of business on the selected pickup date, the reservation will be canceled. The loan period for hotspots is three weeks with no renewals. If the hotspot is not returned on its due date, its data service will be turned off.

Hotspots must be returned in their cases with all their components to the main circulation desk on the 1st floor or to Adult Services on the 2nd floor. Do not return hotspots to another library, or in the library drop-off bins outside the library - devices can be damaged by dropping them in the outside bins and when they are exposed to excessive heat, cold, or moisture.

Failure to comply with these policies for 2 consecutive checkouts will result in the suspension of patron hotspot borrowing privileges for 30 days.

Last Update: September 22, 2023

Approved by the Board of Library Trustees on October 10, 2023

Exhibits

The purpose of this policy is to clarify the process by which groups or individuals may utilize library exhibit spaces.

The library's exhibit spaces, when available, may be used by community-based individuals and organizations to display materials of an educational, cultural, social, intellectual or charitable nature.

In accordance with the American Library Association's Library Bill of Rights and its interpretation pertaining to exhibit spaces, the library neither endorses nor advocates the viewpoints of exhibits or exhibitors. Those who object to the content of any exhibit may submit their own exhibit in accordance with this Exhibit Policy.

1. Exhibits may be displayed for up to four weeks at the discretion of the Library Director.
2. The exhibitor is responsible for both setting up and removing the display. The library is not responsible for the loss or damage of any item on display.
3. The Library reserves the right to remove or refuse any material judged unsuitable.
4. Exhibitor agrees to refrain from commercial advertisement. Prices of items for sale may not be posted. Items sold during the display period may not be removed before the end of the exhibition.
5. An individual or organization is limited to one exhibit per calendar year. Exceptions may be approved at the discretion of the Library Director.
6. The following disclaimer must be posted at any exhibit not sponsored by the library:

"The Library has made this space available as a courtesy to _____.
The materials on display represent the views of the exhibitor. The library does not advocate or endorse the viewpoint of exhibits or exhibitors."

Donations of Books and Other Materials

The purpose of this policy is to clarify the library's process for evaluating and accepting donations and gifts.

The library assumes no responsibility to accept gifts; any gift it accepts is with the understanding that the library will be the sole determinant of its use. New and used books donated to the library by individuals or groups will be accepted into the collection under the same criteria as provided elsewhere in this policy. Those items not suitable for the collection will be given to the Friends of the Library to sell, or when necessary, discarded.

The library will NOT accept books in poor condition, including those with mildew, water or smoke damage, insect infestation, defaced or ripped pages or covers, embedded dust and dirt, or other obvious damage. We will also not accept out of date textbooks.

Donors should ask prior approval before bringing in more than four boxes of books. The library will issue a receipt if requested, but the donor is responsible for estimating the value of the donated materials for tax purposes.

The library will accept funds to purchase books in honor of an occasion (birth of a child, significant birthday or anniversary) or in memory of a deceased family member. Those who wish to give such a gift should contact the Library Director, who may consult with one of the other librarians. The librarians will select (a) title(s) based on recommendations by the donor, keeping in mind the library's selection policy. Donors should understand that the book may not remain in the library's collection permanently. Donated books that wear out, are lost, or become out of date, will be removed from the library collection.

Other donated media such as music CDs, DVDs, audiobooks, computer games, and the like will be accepted under similar conditions. Those that cannot be used by the library will either be donated to the Friends of the Library for resale or discarded.

Any other physical gifts to the library must be approved by the Library Director. Furnishings, equipment, plants, art or other decorative items may not be needed.

Confidentiality Statement

The purpose of this policy is to clarify the Library Trustees' responsibility with regard to confidential patron information, and patron use of library resources.

As the choice of books and other library materials, along with the use of the informational resources of the library, is essentially a private endeavor on the part of each individual patron, the library shall make every reasonable and responsible effort to see that information about that patron and their choices remains confidential. For people to make full and effective use of library resources they must feel unconstrained by the possibility that others may become aware of the books they read, the materials they use, the questions they ask. The awareness of the existence of such a possibility inhibits free usage of the library, its resources and facilities, and is contrary to the ALA Library Bill of Rights and the Freedom to Read Statement.

Therefore, the Trustees of the NORTHBOROUGH FREE LIBRARY have adopted the following guidelines concerning the disclosure of information about library patrons*:

No information regarding or including:

1. A patron's name (or whether an individual is a registered borrower or has been a patron).
2. A patron's address.
3. A patron's telephone number.
4. The library's circulation records and their contents.
5. The library's borrowers' records and their contents.
6. The number or character of questions asked by patrons.
7. The frequency or content of a patron's lawful visits to the library, or any other information supplied to the library (or gathered by it).

shall be given, made available or disclosed to any individual, corporation, institution, government agent or agency without a valid process, order or subpoena. Upon presentation of such a process order or subpoena, the library shall resist its enforcement until such a time as proper showing of good cause has been made in a court of competent jurisdiction.

The passage of the USA Patriot Act of 2001 (Uniting and Strengthening America by Providing Appropriate Tools Required to Intercept and Obstruct Terrorism Act of 2001), Public Law 107-56, overrides local policy and state confidentiality laws. Among the patron-related information that may be investigated are circulation records (what patrons have checked out), computer use records, interlibrary loan records, and reference interviews. Such information will be divulged according to provisions of the law. However, the library keeps only that information that is critical to its operation. No borrowing records are kept on our computers once material is returned; C/W MARS maintains a short history for maintenance

purposes of the software. No history is kept of computer use. Personal information is kept on patrons only as long as it is needed.

All library employees (and those volunteers who work on its behalf) are hereby instructed to comply with these guidelines. The Trustees recognize that it is only through continued public confidence in the fact that these guidelines are indeed being upheld, can the public maintain its confidence in the public library. It is this confidence that is vital to the library's role in the community and the community's right to know.

*Parents/guardians of patrons 11 or under have full access to their child's library card information. Patrons 12-17 retain full confidentiality of all library card information unless there are any problems with the minor's card (such as blocked by fines, items returned with missing parts, items lost or returned damaged), in which case the parent/guardian will be informed.

Approved by the Library Trustees: January 2015

Request to Reconsider Library Policy

The purpose of this policy is to provide a process for residents to request that the Board of Library Trustees revisit an approved policy.

Requests to reconsider a library policy may be made to the Board of Library Trustees by any Northborough resident. Requests must be in writing and must include the following information:

- Full name
- Northborough street address
- Contact information for follow up
- Policy to be reconsidered
- Sufficient explanation of the language to be reconsidered and the reason for requesting reconsideration
- Desired outcome of request

Requests may be hand delivered, mailed, or e-mailed to the Administrative Subcommittee of the Board of Trustees, care of the Library Director.

Once received, the Library Director will forward the request to the Chair of the Administrative Subcommittee and the Board Chair. The Subcommittee will meet and review the request within 30 days of receipt. The resident filing the request shall be notified of the meeting time and date. The Subcommittee may, at its discretion, request additional information about the request from the resident.

A summary of the review, including the Subcommittee's decision, will be drafted by the Chair and sent to the resident making the request within 14 days of the meeting, with copies going to the Board Chair, Library Director, and other members of the Subcommittee. The Chair of the Subcommittee shall report on the request and decision at the next regularly scheduled Board of Trustees meeting.

Last update: 11/2023

Approved by the Board of Library Trustees on: December 12, 2023