

**Joshua Hyde Library
Policies**

March 2013

Joshua Hyde Library Policies

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Joshua Hyde Library
306 Main Street
Sturbridge, Massachusetts 01566-0186
(508) 347-2512
www.SturbridgeLibrary.org

MATERIAL SELECTION POLICY
(Revised August 2011)

It is the function of the Joshua Hyde Library to serve all residents of the Town of Sturbridge. Materials are provided for information, for general educational advancement, and for the enrichment and recreation of borrowers. For rare, specialized, and out-of-print material, the library depends on the Massachusetts Library System interlibrary loan service.

Material selection is performed by the Children's Librarian for the Children's Department, and by the Library Director and Adult Services Librarian for the other areas of the Library (i.e. Young Adult, Reference, Adult, etc.) The Library Director is responsible overall to the Library Trustees for the development of the collection.

[Factors which may limit the selection of materials include primarily the availability of funds, and whether or not the cost of an item outweighs its value to the overall community.]

Library materials are selected according to the following policy:

- Materials selected must meet high standards of quality in content, expression, and format. These standards are not determined by any one individual, but rather from a consensus of well-known journals and critics (i.e. Library Journal, Booklist, New York Times Book Review, etc.)
- Materials of local history and for local business and professional needs will be purchased.
- The library will purchase works written by authors whose views, though they may be widely rejected, have affected the shaping of world events.
- The library is responsible for providing materials on controversial issues, and whenever possible, to represent many shades of opinion on these issues.
- Serious works are not necessarily excluded because of unpleasant language or frankness. If a work, overall, has artistic merit or provides important information, it has a place in our collection.
- Criteria essential to the selection of non-fiction for both the Children's and the Adult collection include authoritativeness, accuracy, objectivity, timeliness, clarity of presentation, and community need. An attempt is made to limit purchase of specialized research materials for which there might be demand from only one or two members of the community.
- An up-to-date, balanced and useful collection will be maintained through a continual discarding and replacing process. Worn but basic titles will be replaced and obsolete or infrequently used materials withdrawn.

- The availability of funds may limit the range and number of materials considered for purchase.

Gifts of materials to the library may be accepted if they meet the standards of the Material Selection policy as outlined above.

The library is opposed to the removal from its collection, at the request of any individual or group, books or materials which have been chosen according to the library Material Selection Policy. Furthermore, the library will oppose coercion on the part of an individual or group seeking to have books or materials added to the shelves contrary to the Material Selection Policy.

Because they represent an ideal which the library is trying to maintain the Board of Trustees endorses the "Freedom to Read" statement of the American Library Association and the "Library Bill of Rights" adopted by the American Library Association.

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STURBRIDGE PUBLIC LIBRARY
REQUEST FOR RECONSIDERATION OF LIBRARY MATERIALS

Title _____ Book _____ Other _____

Author _____

Patron Name _____ Tel. No. _____

Mailing Address _____

1. To what in the work do you object? (Please be specific. Cite pages.)

2. Did you read the entire work? _____ What parts? _____

3. What do you feel might be the result of reading this work? _____

4. For what age group would you recommend this work? _____

5. Are you aware of judgments of this work by literary critics? _____

6. What would you like the library to do about this work?

_____ Shelve in adult collection.

_____ Other. Please explain. _____

7. In its place, what work would you recommend that would convey as valuable a picture and perspective of the subject treated?

8. Do you believe that anyone has the right to tell you or your family what they may or may not read, listen to, or view?

Signature _____ Date _____

Your statement of concern will be considered by the Library Board of Trustees at its next monthly meeting, and you will be notified in writing of its decision.

Reaffirmed August 2011

THE FREEDOM TO READ

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

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

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

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

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

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

Constitution. Those with faith in free people will stand firm on these constitutional guarantees of essential rights and will exercise the responsibilities that accompany these rights.

We therefore affirm these propositions:

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

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

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

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

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

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

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

To some, much of modern expression is shocking. But is not much of life itself shocking? We cut off literature at the source if we prevent writers from dealing with the stuff of life. Parents and teachers have a responsibility to prepare the young to meet the diversity of experiences in

life to which they will be exposed, as they have a responsibility to help them learn to think critically for themselves. These are affirmative responsibilities, not to be discharged simply by preventing them from reading works for which they are not yet prepared. In these matters values differ, and values cannot be legislated; nor can machinery be devised that will suit the demands of one group without limiting the freedom of others.

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

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

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

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

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

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

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

that ideas can be dangerous; but that the suppression of ideas is fatal to a democratic society. Freedom itself is a dangerous way of life, but it is ours.

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

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

A Joint Statement by:

American Library Association
Association of American Publishers

Subsequently endorsed by:

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

Library Bill of Rights

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

- I. Books and other library resources should be provided for the interest, information and enlightenment of all people of the community the library serves. Materials should not be excluded because of the origin, background, or views of those contributing to their creation.
- II. Libraries should provide materials and information presenting all points of view on current and historical issues. Materials should not be proscribed or removed because of partisan or doctrinal disapproval.
- III. Libraries should challenge censorship in the fulfillment of their responsibility to provide information and enlightenment.
- IV. Libraries should cooperate with all persons and groups concerned with resisting abridgment of free expression and free access to ideas.
- V. A person's right to use a library should not be denied or abridged because of origin, age, background, or views.
- VI. Libraries which make exhibit spaces and meeting rooms available to the public they serve should make such facilities available on an equitable basis, regardless of the beliefs or affiliations of individuals or groups requesting their use.

Adopted June 18, 1939.

Amended October 14, 1944; June 18, 1948; February 2, 1961; June 27, 1967; and
January 23, 1980;

inclusion of "age" reaffirmed January 23, 1996, by the ALA Council.

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BULLETIN BOARD POLICY

In the interest of community service, the Library maintains a Bulletin Board for public use under the following guidelines:

1. The Bulletin Board is intended for announcements of non-profit, cultural or other special events of general interest to the community.
2. Depending on available space, notices will be accepted up to one month prior to the scheduled event.
3. Announcements of political or commercial nature will not be accepted for the Bulletin Board.
4. Any questions regarding the use of the Bulletin Board should be directed to the Library Director.

Approved by the Board of Library Trustees, August 2011

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BORROWING POLICY

Borrower Cards

Resident and Non-Resident Users From Certified Massachusetts Libraries

Residents of the town of Sturbridge are eligible to borrow circulating materials from the Joshua Hyde Public Library upon presentation of a current, valid library card. A borrower assumes full responsibility for all use made of the card. By accepting the card, the borrower agrees to comply with all library rules and regulations; to pay all fines; and to be responsible for any loss or damage to materials.

Library Cards

In order to obtain a borrower's card from the Joshua Hyde Library, adult patrons and children 12 or older need to:

- Present a valid i.d. (driver's license or any postmarked item that has been received at their mailing address);
- Indicate their current mailing address;
- Provide year of birth, telephone number and email address (if available).

Children under the age of 12 may obtain a card with their parent or guardian's permission. The exception to this is when children come to the library on an official school visit; library staff will issue cards prior to the visit to allow borrowing.

Replacement cost for a lost card is \$1.00.

Any patron who forgets to bring their library card will be limited to borrowing 2 items. Exceptions may be made depending on circumstances.

All borrowing procedures and fine allowances will follow C/W MARS guidelines.

Residents of other Massachusetts' communities with a state-certified public library may be granted borrowing privileges after presenting a valid i.d. and providing the same information necessary for obtaining a Joshua Hyde Public Library library card.

Out-of-State Residents

Out-of-state residents who do not pay local taxes may apply for a card after paying an annual fee set by the Board of Trustees. Persons living outside Massachusetts may obtain a borrower's card by using their employment address as well as their permanent residence address.

Residents of Massachusetts Uncertified or De-Certified Public Libraries

In accordance with the State's Minimum Standard for Public Service (Massachusetts General Laws, Ch. 78, Section 19B 1 & 6), the Joshua Hyde Public Library extends reciprocal borrowing privileges to the residents of the Commonwealth who reside in towns who also meet the standards.

Such reciprocity is not possible when a library ceases to provide services or reduces its hours below a reasonable level for the size of the community it serves.

It is, therefore, the policy of the Joshua Hyde Public Library to discontinue borrowing privileges to residents of communities that terminate library service or are de-certified by the Massachusetts Board of Library Commissioners.

The Library Board of Trustees, Library Director, and municipal executives of the affected community will be notified in writing by the Joshua Hyde Public Library Board of Trustees when reciprocal borrowing privileges have been terminated.

The Joshua Hyde Public Library Board of Trustees agrees to provide reinstatement of borrowing privileges to all affected borrowers once a library has been re-certified.

Approved by the Board of Library Trustees, August 2011.

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CONFIDENTIALITY POLICY

The library maintains a strict policy of confidentiality. To protect the privacy of our patrons, no information whatsoever will be given from any library record. When library staff contacts patrons regarding overdue materials, every effort is made to contact the patron personally to insure confidentiality. The staff will employ sensitivity and discretion when calling regarding children's overdue materials. Children should be entitled to the same library privileges as adults.

Approved by the Board of Library Trustees, February 2012

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GIFT POLICIES

The Joshua Hyde Library will accept all monetary gifts. Gifts of books and other materials will be added to the library's collection, presented to another collection, sold by the Friends of the Joshua Hyde Library, or discarded at the discretion of the Library Director and the Trustees. Donations will not be returned.

If you require a receipt for tax purposes, please be aware that the donor is responsible for attaching the value to the donation and is required to secure his or her own appraisal prior to the date of the gift. The library is forbidden by law to act as an appraiser.

Approved by the Board of Library Trustees, February 2012

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POLICY FOR PUBLIC USE OF THE INTERNET

It is the mission of the Joshua Hyde Library to provide materials for information, for general educational advancement, and for the enrichment and recreation of its patrons. In support of this mission, the Library provides its patrons free access to computers and the Internet. The Internet allows users to connect to global resources, networks, and information; much of which may not be available in print. Library patrons are encouraged to take advantage of these services.

The Joshua Hyde Library does not produce or monitor, and has no control over, the information accessed through the Internet. Likewise, the library does not have complete knowledge of what might be available via the Internet. Information on the Internet may be reliable and current or it may be willfully inaccurate and out-of-date. It may be unavailable at times. Patrons must be good and critical information consumers, questioning the validity of anything found on the Internet. The Joshua Hyde Library cannot be held responsible for the content of the Internet.

As with other library materials, a child's use of the Internet is the responsibility of the parent/legal guardian. The parent/guardian should guide their children in the use of the Internet.

Staff will assist patrons with Internet use as time permits but cannot offer personal instruction.

Unacceptable Use

Patrons are expected to use the Library's computer and Internet resources in a responsible manner, respecting the rights of others. It is not acceptable to use Internet access for any purpose that violates federal or state law; using Library computers to copy and distribute copyright protected works may be an infringement of the copyright law (Title 17 U.S. Code). Computer privileges may be suspended or revoked, at the discretion of the Librarian if a patron is found tampering with the computers. Examples of unacceptable use include, but are not limited to:

- Disruptive behavior or harassment of other Library users or staff.
- Invading the privacy of others.
- Degrading or disrupting equipment or system performance. This includes the Library's network in addition to individual computers.
- Destruction of or damage to equipment, software, or data belonging to the Library or other users.
- Gaining unlawful access, including "hacking" and other unlawful activities.

- Unauthorized use of computer accounts, access codes, or identification numbers.
- Disruption or unauthorized monitoring of electronic communications.
- Violating software license agreements and copyright laws.
- Violating other federal, state, or local laws.
- Deliberately displaying obscene images.

Computer Usage

- Patrons must sign up to use the Library's computers. Each time slot is 1 hour long.
- Patrons may sign up for a maximum of two time slots. Any extension of a patron's computer session beyond two hours will be at the discretion of the Librarian.
- Computers in the Children's area are reserved for patrons 12 years of age and under. No one over the age of 12 years may use those systems unless accompanied by a child.
- All computers must be shut down 20 minutes prior to the Library's closing time.
- Printing services are available for a per-page fee.

Wireless Access

Wireless Internet access is available to patrons who bring their own portable wireless devices to the Library. As with any wireless Internet access service, the Library cannot guarantee either a secure connection, or any specific connection speed. The quality of the wireless service may vary depending upon where you are in the Library, or on the grounds.

Library staff will provide general information on the settings necessary to access the Internet over our wireless connection. If a patron has problems accessing the Internet over this connection, staff will only verify that the Library's connection is operating normally. Staff will not perform troubleshooting on the patron's own wireless device.

Since the Library cannot in any way guarantee a secure connection to the Internet in a wireless environment, patrons are strongly advised to protect their computers by keeping their operating system and all their software fully patched and up to date. They are likewise advised to utilize anti-malware (viruses, spyware, Trojans, etc.) software that has the most current updates available to prevent unauthorized access to their own wireless devices while they are in use. Wireless users are also advised not to transmit credit card information, passwords, or any other sensitive personal or financial information while using any Library connection.

This policy governs the use of the Internet via our wireless access points in all areas within range of the connection, both inside and outside the building.

Approved by the Board of Library Trustees, February 2012

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POLICIES FOR THE LOCAL HISTORY AREA

The purpose of the Local History area of the Joshua Hyde Library is to house materials relating to the history of Sturbridge and the surrounding communities. The Library will attempt to gather materials and provide services relating to the Sturbridge community, including the lives and careers of individuals who have lived in, or have directly affected the community's development. Due to the limitations of space and staffing, the Library must set priorities on the types of material collected. These priorities are as follows:

- 1) The primary area of concentration is material relating to the history and heritage of Sturbridge.
 - a. General histories of Sturbridge, along with historical information regarding culture, events, buildings, businesses, organizations, government and people are actively collected.
 - b. Genealogies and information regarding Sturbridge and area families are collected, but overall, genealogy is not a primary focus of the collection.
 - c. Some historical maps will be collected.
- 2) Materials relating to the surrounding towns served most frequently by our library (Holland, Wales, Brimfield, the Brookfield's, Charlton) are the second area of concentration. Southbridge is not included in this list because of the extensive collection its public library offers in its Local History Room.
- 3) Histories of Massachusetts and prominent Massachusetts people.
- 4) Some histories of other New England states may be available, but will not be actively sought.

The Librarian and Trustees would like to state that we do not feel that we have either the faculties or the staffing required for collecting and retaining items that pertain to other areas of the state outside of those towns listed in priority #2.

GIFTS

Donations of Local History materials are accepted. All donors should receive a copy of the Library Gift Policies when the gift is delivered to the library. The Policy states that gifts of books and other materials may be added to the library's collection, presented to another collection, sold by the Friends of the Joshua Hyde Library, or discarded at the discretion of the Library Director and the Trustees.

USE OF COLLECTION - RULES AND REGULATIONS

All materials must be used in either the Local History or the Reference areas of the library. Under no circumstances may any Local History item be removed from these areas. Both the public and the library staff must observe the following regulations:

- a) Please make certain that you have clean hands before using materials from the Local History area.
- b) Use only pencils in this area.
- c) Patrons should check with Library staff before photocopying any materials from the Local History Collection. Because of their fragile nature, some materials should not be photocopied at all. Some materials may be photocopied by staff only.

Library staff will be happy to assist patrons in using any materials from the Local History area.

Approved by the Board of Library Trustees, May 2012

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MEETING ROOM POLICY

The Joshua Hyde Library meeting room is made available without charge to local, non-profit groups for educational, informational, or cultural meetings or programs. No meeting is allowed that promotes any business, commercial, or religious activity. Reservations for use of the room are scheduled according to the following priorities:

1. Library sponsored or Library-related activities
2. Non-Profit Organizations based in Sturbridge
3. Non-Profit Organizations from out of town
4. Two or more individuals wishing a private workspace
5. Profit-Making Organizations based in Sturbridge
6. Profit-Making Organizations from out of town

FEES

Fees charged for use of the Meeting Room are as follows:

- Room is free for all non-profit groups
- \$25.00 per day (4-hour maximum), payable in advance, for Profit-Making Organizations based in Sturbridge
- \$40.00 per day (4-hour maximum), payable in advance, for Profit-Making Organizations from out of town
- There will be an additional \$10.00 fee, payable in advance, for any meeting in which refreshments are served

DATES AND TIMES AVAILABLE

All meetings must take place during hours the Library is open, and must conclude at least fifteen minutes before the Library is scheduled to close in order to allow sufficient time for staff lock-up procedures.

APPLICATIONS

Organizations or individuals wishing to use the Meeting Room must contact the Library in advance of the desired meeting date(s). Requests may be made via telephone, e-mail, or in person and must indicate a person of legal age (18) who will be responsible for the room. Organizations wishing to use the Meeting Room on a continuing basis need submit only one application per year. All requests must specify the date, or dates desired (Month, Day, Year).

Meeting Room privileges are granted on a first-come, first-served basis in accordance with the Priority List given above. Set-up of the Meeting Room may be prearranged with the Library Director prior to the meeting. Any individual or organization using the Meeting Room is expected

to leave the room set-up as they found it.

REFRESHMENTS

Organizations may bring in their own refreshments, subject to the \$10.00 advance refreshment fee. The Library will provide a coffee pot by prior arrangement with the Librarian. The Library cannot provide refreshments or utensils. Alcoholic beverages are not allowed on the premises at any time.

VISUAL AIDS

A VCR, TV, and portable viewing screen are available by making arrangements with the Library Director at least one week in advance of the meeting. Organizations requiring other visual aids, such as whiteboard, flip chart, DVD player, digital projector, etc., must provide their own.

FACILITIES

- Wi-Fi is available in the Library. Please see the Internet Policy for more information.
- Smoking is not permitted anywhere in the Library at any time.
- Due to limited space, materials and supplies *may not* be stored in the Library.
- The telephone is for use only by Library Personnel.
- The Library may not be used as a mailing address for any organization.
- Please remember to silence any cell phones and to refrain from using them outside of the Meeting Room.

MEETING ROOM CONDITION

Any group using the Meeting Room is responsible for its overall condition after its meeting. A trash basket is provided. Privileges will be revoked for any group that does not leave the Meeting Room in satisfactory condition.

Library personnel will cooperate in every way possible to make your meetings a success. Please address any questions to the Library Director.

Approved by the Board of Library Trustees, May 2012

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PATRON BEHAVIOR POLICY

In order to ensure that every patron of the Joshua Hyde Library has the opportunity to enjoy the benefits of the Library in a comfortable and safe environment, all people visiting or using the Library's facilities or services must comply with the Joshua Hyde Public Library Patron Behavior Policy while on the Library's premises. The Library reserves the sole right to determine what it considers to be disruptive or inappropriate behavior by the patrons in the Library.

Dangerous, destructive or illegal conduct, including but not limited to the following, will not be tolerated:

- Physical abuse or assault, including fighting or challenging others to fight
- Engaging in intimidating or harassing behaviors, including following or stalking other patrons or Library staff, staring fixedly or leering at others
- Damaging, destroying, stealing, or otherwise vandalizing Library property

Any patron engaging in one or more of the above behaviors will be instructed to leave the Library immediately and may have his or her Library privileges suspended for a period of up to one (1) year depending on the severity of the violation. In addition, law enforcement may be called and appropriate legal action may follow.

The following behaviors are also prohibited:

- Using harassing, obscene, abusive, or insulting language or gestures
- Leaving children under the age of eleven (11) unattended by a parent, guardian, or caregiver
- Annoying other patrons by talking, gesturing, or otherwise interfering with their ability to read, study, contemplate, or otherwise use the Library
- Interfering with Library staff's performance of their duties
- Entering the Library with animals other than service animals authorized by law
- Making loud or unreasonable noise, including but not limited to the use of electronic equipment or mobile telephones at a volume that disturbs others. Ringer volumes should be set to silent or vibrate
- Petitioning, soliciting, or selling merchandise or services without written permission from the Library Director, including the distribution of handbills or flyers

- Refusal to follow reasonable direction from Library staff, including but not limited to leaving the Library during normal closing procedures or following a suspension of Library privileges or refusing to evacuate during an emergency

Engaging in any of the above behaviors may result in Library privileges being suspended for a period of up to one year.

Approved by the Board of Library Trustees, February 2013

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UNATTENDED CHILD POLICY

The responsibility for the wellbeing, safety, and behavior of children in the Library rests with the person who transported the child to the Library and not with Library staff. The Library does not provide daycare services, and Library staff cannot be responsible for children who are unattended or are demonstrating inappropriate behavior. Children who exhibit inappropriate behavior may be asked to leave the Library. If the child is not of sufficient age and maturity to be able to leave the Library without a parent or caregiver he/she may not be in the Library without a parent or caregiver.

The following guidelines will be followed concerning the care and behavior of children:

- Children 8 and under must have a parent/caregiver in the immediate vicinity of (and in visual contact with) the child. Children may be left in the care of an older sibling if that sibling is at least 15 years old.
- Children ages 9-11 must have a parent/caregiver in the Library.
- If any child 11 years or younger is found unattended, Library staff will attempt to locate the parent/caregiver and inform him/her of the Unattended Child Policy. If the parent/caregiver cannot be found, Library staff will contact the Sturbridge Police Department.
- Any child regardless of age who exhibits inappropriate behavior may be asked to leave the Library. In such cases Library staff will attempt to locate the child's parent/caregiver. If the parent/caregiver cannot be found, Library staff will contact the Sturbridge Police Department.

Specifically for library programs:

- Unless otherwise specified at the time any Library program begins, the above policies remain in effect. Children 8 and under are expected to be accompanied by a parent/caregiver at all times.
- Occasionally the library offers a program in which the parent or other adult caregiver is not required to attend with their child. In these cases, the child must be brought to the librarian running the program and checked in. The adult must remain in the Library. Upon completion of the program, parents/caregivers must pick up their child from the librarian.

Approved by the Board of Library Trustees, March 2013