

# Board of Library Trustees Policy Manual

<b>100.00</b>	<b>Building and Grounds</b>	<b>Date of Last Revision</b>
110.00	Alcoholic Beverages	September 19, 2018
120.00	Building Space	March 20, 1974
130.00	Bulletin Boards	June 19, 2018
140.00	Library Grounds	July 22, 1969
150.00	Meeting Room	February 18, 2014
150.10	Small Meeting Room and Quiet Study Rooms	April 16, 2013
160.00	Retention and Disposal of Library Articles	May 16, 1994
160.10	Conservation of Library Materials	May 20, 1975
170.00	Smoking	November 18, 2014
180.00	Gifts	February 14, 2019
<b>190.00</b>	<b>Cooperative Agreements</b>	<b>Date of Last Revision</b>
190.10	Minuteman Library Network	November 19, 1985
190.20	The Archival Center Collections and Library Collections	unknown (prior 1990)
<b>200.00</b>	<b>Fees/Fines/Loan Periods/Privileges</b>	<b>Date of Last Revision</b>
210.00	Fines and Loan Periods	September 8, 2015
220.00	Laptop and Tablet Circulation	February 13, 2018
230.00	Replacement of Damage /Lost Library Cards/Materials	October 16, 2012
240.00	Library Cards	June 15, 2014
250.00	Defacement/Detention of Library Property	Acts of 1990 Gen Laws
260.00	Disturbance of Libraries	February 16, 2016
270.00	Children in the Library	June 20, 2017
280.00	Revocation of Privileges	June 20, 2006
290.00	Tutoring Policy	February 15, 2012
<b>300.00</b>	<b>Hours of Operation</b>	
<b>400.00</b>	<b>Personnel Date of Last Revision</b>	<b>Date of Last Revision</b>
410.00	Personnel Policy Guide	November 2, 1983
420.00	Volunteers	September 18, 2007
<b>500.00</b>	<b>Services</b>	<b>Date of Last Revision</b>
510.00	Rich Room	August 21, 1984
520.00	Telephone Renewals	February 27, 2001

530.00	Art Exhibits	February 27, 2001
530.10	Committee on Art Exhibits	
530.20	Application for Use of Exhibit Space	February 15, 2011
540.00	Collection Development Policy	February 19, 2013
550.00	Policy on Computer and Internet Access	February 15, 2012
560.00	Fax Service	April 19, 2011
570.00	Social Media Policy	February 14, 2019

Appendix A Library Bill of Rights and the Freedom to Read Statement

Appendix B Freedom to View Statement

Appendix C Access to Digital Information, Services, and Networks

Appendix C Privacy and Confidentiality Policy

**100.00 Building and Grounds**

**110.00 Alcoholic Beverages**

Activities sponsored by non-Library groups during hours when the Library is open to the public should not include the service of alcoholic beverages.

Trustees do not wish to have wine served in the Library during regular business hours. Permission to serve wine at other times will be considered on an individual basis provided a permit has been issued by the Select Board.

The consumption of alcoholic beverages on Library property without permission of the Board of Trustees is prohibited according to Chapter 8, Section 21 of the Winchester Code of Bylaw.

**120.00 Building Space**

That the present Winchester Room be renamed the Francis E. Smith Room and that arrangements be made for an appropriate plaque and picture to be placed therein.

That, as a matter of policy, the disposition of any space within the Library remains the exclusive prerogative and responsibility of the Board of Library Trustees.

### **130.00 Bulletin Boards**

The Winchester Public Library provides a limited amount of bulletin board space in the Library for individuals and groups in the community to display civic, cultural, and educational information and announce events and services that are of general and current interest. Display of events or information does not imply Library endorsement.

Posted notices are typically from Winchester's local non-profit organizations. This includes non-partisan political notices of an informational nature, e.g. voter registration dates, meeting notices. Community calendars, information from local non-profits, and government information are examples of appropriate items.

Due to space limitations, preference will be given to notices of Winchester events and contiguous communities. Undated notices will be posted for no more than one month.

The Library will not accept partisan political notices, real estate notices, notices of yard sales and items for sale, availability of private tutors, and postings larger than 8.5" x 14". Anything posted on walls, doors, or windows will be removed.

All requests for postings should be forwarded to the Library office. The Library Director reserves the right to make the final decision about any request for a posting. Once notices are removed they are discarded.

**140.00            Library Grounds**

To accept the vote of the Board of Select Board that the care and custody of that parcel of land formerly occupied by the Cutting House be transferred to the Board of Trustees with the understanding that the land is not to be used for any purpose other than landscaping and that the Select Board will retain title of the property.

## **150.00 Meeting Rooms**

### Purpose

The provision of meeting space is not the primary mission of the Library, and must always be subordinate to the paramount need to provide a safe, peaceful, and respectful environment in which to read and study. The Meeting Rooms are available to local governmental and non-profit groups for educational, informational or cultural meetings or programs. A Meeting Room shall not be used for commercial purposes, for the solicitation of business, for profit or for fundraising. No goods or services shall be promoted, sold, or exchanged upon the premises or by sample, pictures, or descriptions.

No use of a Meeting Room will be allowed that is likely to disturb Library patrons, impede Library staff in the performance of their duties, or endanger the Library building or collections.

Use of a Meeting Room for Library purposes shall take precedence over all other uses.

The Meeting Rooms are available free of charge during regular Library hours.

The Library will not discriminate on the basis of the political or religious beliefs of applicant groups, or on any other constitutionally or statutorily prohibited basis.

### Requirements for Reserving Meeting Rooms

By submitting an online reservation, an applicant is agreeing to all terms and conditions of the Meeting Room policy. The individual making the reservation assumes responsibility for any

personal injury or property damage. Individuals reserving a Meeting Room must be at least 18 years of age and must be Winchester residents.

All reservations must be made at least two business days prior to the event. Requests are reviewed Monday through Friday. Applicants will be contacted regarding their acceptance or denial of a request in a timely manner.

To ensure that non-Library groups have fair access to available dates for use of a Meeting Room, groups MAY NOT reserve the room:

- More than three months in advance
- More than once per month in the Large Meeting Room and twice per month in the Small Meeting Room
- More than six times per year in the Large Meeting Room

### Rules for Use of a Meeting Room

- Meetings must take place during the Library's normal hours of operation. Meetings must end thirty minutes prior to closing. Time for set-up and clean-up should be included in the reservation. Set-up and clean-up is the responsibility of the organization using the room.

- All meetings in the Large Meeting Room must be free and open to the public. Attendees must be allowed to choose whether or not to give their names.
- No fee may be charged to attend a meeting.
- Smoking and alcohol are prohibited. Light refreshments such as non-alcoholic beverages and cookies or crackers are permitted but clean-up is the responsibility of the individual reserving the room. No hot or cold food may be served. All garbage must be removed by the group using the room. All chairs and tables must be returned to their original configuration after the meeting has ended. Failure to comply will result in forfeiture of future requests.
- Nothing may be affixed to the walls.
- Under no circumstances may use of a Meeting Room interfere with the use of the Library by other patrons and Library staff. No recitals, bridal showers, or other private social events are permitted. No rehearsals, movement or dance sessions are permitted.
- In allowing permission to use a Meeting Room, the Board of Library Trustees does not imply any endorsement of the group's beliefs, policies or programs.
- Publicity for events is the sole responsibility of the individual reserving the Meeting Room.

Efforts to circumvent these rules will result in forfeiture of future bookings. Exceptions to this policy may be made at the discretion of the Board of Library Trustees as it deems in the best interest of the Library and the Winchester community.

#### Cancellation of a Reservation

Call the Library Administrative Office 781-721-7171 x310 to cancel a reservation. Failure to notify the Library of cancellations less than one business day prior to the event may result in forfeiture of future bookings. Emergency situations will be addressed on an individual basis.

The Library reserves the right to cancel a room reservation if necessary. This includes the occurrence of severe weather conditions.

#### Capacity and Time Limitations

Large Meeting Room is for groups of 11-60 persons. Time limit of three hours. Small Meeting Room is for groups of 3-10 persons. Time limit of two hours.

Quiet Study Rooms are available by contacting the Reference Department at 781-721-7171 x320 (see policy 150.10)



**150.10 Small Meeting Room and Quiet Study Rooms**

Two quiet study rooms are available on the mezzanine. Each room can accommodate up to four people. Wifi is available. Reservations are accepted by the reference librarian no more than one month in advance. Use of quiet study rooms is limited to two hours per day, two days per week. During the academic school year, quiet study room use is limited to one hour between 2:30 PM and 5:30 PM on weekdays. Reservations will be cancelled if the user arrives more than 15 minutes late. Users of the quiet study rooms need not be Winchester residents.

The Small Meeting Room is available for groups of three to ten people. Rules and regulations for use of the Small Meeting Room are the same as rules and regulations for the main meeting room. The room is not equipped with a computer or a wall-mounted LED screen. Reservations should be submitted online through the library's website. Use of the small meeting room is limited to two reservations per month, two hours per meeting. Reservations will be cancelled if the user arrives more than 15 minutes late. Use of the small meeting room for groups of 3 to 10 people is limited to Winchester residents or those groups sponsored by a Winchester resident.

The small meeting room may be used for individual, silent study when the room is not otherwise reserved. The room comfortably accommodates up to four individuals for silent study. Absolutely no cell phones or conversation is permitted. Users of the small meeting room for individual silent study need not be Winchester residents.

**160.00            Retention and Disposal of Library Articles**

Portraits of individuals with Winchester associations are to be retained, as are certain landscape paintings which relate to Winchester or have particular artistic merit.

To allow the Director to dispose of such excess articles by first offering them to other Town departments and then by permanent disposal if need be.

To authorize the Director to handle and dispose of all used furniture and to place any monies that may accrue from the sale of excess items in the general fund of the Town of Winchester.

**160.10 Conservation of Library Materials**

Heat and humidity fluctuations, air pollution, acidity, ultra-violet, fungi, insect pests, and normal wear and tear have been shown to have a deleterious effect on library materials. The Trustees of the Winchester Public Library recognize that not only should the library collection be developed, organized, and housed, but also protected against the deleterious effects of environment.

In order to accomplish this goal, the Trustees, through the Director and appropriately trained staff, will develop a program establishing realistic priorities and emphasizing the conservation of materials of local importance; will encourage the education of the staff in proper mending and processing techniques, housekeeping levels, and storage and use; and, in cooperation with the Winchester Historical society, will institute a study of the criteria and objectives of use by the public of historical materials in order to achieve maximum accessibility and security of irreplaceable materials.

**170.00          Smoking**

Winchester public library building and grounds are hereby designated as non-smoking areas.

## **180.00            Gifts**

The Board of Trustees delegates to the Library Director the right and duty to decline or accept any proposed gift to the Library which is not in accord with the “Director’s Guidelines for Appropriate Gifts to the Winchester Public Library.”

All gifts accepted by the Library shall be final and unconditional; no restriction on the Library’s ownership, possession, use of or disposition of the gift shall be effective other than restrictions approved by the majority vote of the Board of Trustees and memorialized in writing. (August 18, 1998) If there is any exceptional donation with special conditions attached to the gift, the Director will consult with the Board.

### Director’s guidelines for Appropriate Gifts to the Winchester Public Library

Gifts accepted by the Library are judged upon the same criteria as purchased materials and are accepted with the understanding that the Library may at any time dispose of them in the way it sees fit and in the best interests of the Library.

Considerations in accepting gifts are the educational, informational, recreational, and cultural needs of the community and the appropriateness of the gift to the Library’s mission.

Specific criteria include:

1. Permanent value
2. Authority and competence of presentation
3. Importance as an historical artifact or record for the Town of Winchester
4. Relevance to the existing collection, the Library, and the Town of Winchester
5. Appropriateness of subject, presentation, size
6. Cost to the Library including storage or security requirements
7. Space considerations for display or storage
8. Local interest including local historic materials or the product of local authors or artists is a factor in considering acceptance of a gift. However, local interest is not, in and of itself, sufficient reason for acceptance of a gift.

**190.00 Cooperative Agreements**

**190.10 Minuteman Library Network**

To execute the agreement between the Board of Trustees of the Winchester Public Library and the Minuteman Library Network in the form presented to the meeting and to authorize the Chairman or the Vice Chairman to sign said agreement.

**190.20            The Archival Center Collections and the Public Library Collections**

The Winchester Public Library recognizes that it is desirable that materials pertinent to the history and development of Winchester be collected and preserved. The coming into existence of the Winchester Archival Center affords the library the opportunity to reevaluate its policy respecting the acquisition and preservation of such materials.

It is the view of the Library Trustees that the Winchester Public Library and the Archival Center should complement and supplement each other in their service to residents' and researchers' needs for information on Winchester. The Winchester Public Library should maintain a collection of current materials including newspapers, Town publications, studies and other secondary sources which reflect the social, economic and political conditions and problems of Winchester and which will meet most students' needs and general reference requests. The Archival Center should concentrate on the collection, organization and preservation of unique historical materials – such as manuscripts, letters, photographs, artifacts, and local ephemera – for the use of scholars and historians and residents who need more than the Winchester Public Library can supply. The Archival Center should seek out and acquire original sources to preserve and catalog them for posterity.

Whereas the Archival Center should attempt to preserve its materials in their original format, the Winchester Public Library should make its materials available for use in whatever format is consistent with continued use and durability.

There would of necessity be some overlapping of materials between the Winchester Public Library and the Archival Center. In general, the Winchester Public Library would have printed, secondary sources of current interest and the Archival Center would have primary source materials and historical printed materials. The Winchester Public Library and the Archival Center might cooperate in the acquisition and transfer of materials as appropriate to their needs and collections. The Library must exercise responsibility in turning over valuable materials to some other entity which will give them as good care as would the library.

**200.00 Fee/Fines/Loan Periods/Privileges**

**210.00 Fines and Loan Periods**

Books, magazines, audio books, music CDs, and video games circulate for three weeks and can be renewed twice provided no one has requested the item. DVDs circulate for one week and may be renewed twice provided no one has requested the item. Speed View DVDs and Friends Express Books circulate for one week, may not be requested or renewed.

ALL overdue fines are \$0.20 per day, for books as well as DVDs. The maximum fine for any item returned late is \$5.

Museum Passes are the exception to the policy. Many Museum Passes are simply coupons that are not returned to the Library. Passes that must be returned should be returned before the Library opens the next day, preferably left in the book drop. Passes may never be renewed and incur a late fee of \$5 per day.

<b>ITEM</b>	<b>LOAN</b>	<b>RENEWALS</b>	<b>LATE FEE</b>
Books	3 weeks	2	\$0.20/day
Magazines	3 weeks	2	\$0.20/day
Audio Books	3 weeks	2	\$0.20/day
Music CDs	3 weeks	2	\$0.20/day
Video Games	3 weeks	2	\$0.20/day
DVDs, Roku	3 weeks	2	\$0.20/day
Friends Express Books	3 weeks	0	\$0.20/day
Speed View DVDs	1 week	0	\$0.20/day
Video on Player	1 week	2	\$0.20/day

Trustees are exempt from fines and charges on all materials effective November 12, 1986.



**220.00 Laptop and Tablet Circulation**

1. Laptops and tablets may be checked out to those who are able to provide library staff with a Minuteman Network library card for an account that is in good standing, no fines or overdue materials in excess of \$10.00.
2. Laptops and tablets can be borrowed for three hours at a time with no renewals. The late fee of \$10/hour with a maximum fine of \$20. Failure to return the item on time may result in the inability to borrow the item again.
3. Laptops and tablets must not be left unattended or brought outside the building. They must be returned to a staff member at the Reference Desk at the Winchester Public Library at least 15 minutes before closing time. Staff will inspect the Chromebook before checking it in.
4. If a laptop and tablet is damaged or lost the borrower will pay the replacement fee.
5. Any situation not covered by this policy will be reviewed and acted upon by the library director.

**230.00 Replacement of Damaged/Lost Library Cards/Materials**

There shall be no charge for the replacement of a library card that has been damaged, lost, stolen, or the barcode is no longer readable.

## **240.00 Library Cards**

### Requirements for New Library Card Applications

Any Massachusetts resident may get a Minuteman library card. Before creating a new patron record, the individual must present the following:

- Current, valid Massachusetts Driver's license or Massachusetts State Identification Card with current address
- OR one document from Section 1 AND one document from Section 2 below

#### Section 1. Proof of identification – current or expired (must include name and photo)

Passport

Alien Resident Card

Government issued cards, such as Military ID

State issued photo ID including welfare, Medicaid or FID CARD

University or school ID

Senior/T.A.D. ID issued by the MBTA (added by MLN 2017)

#### Section 2. Proof of current local address\* (must include applicant's name)

Utility bill or tax bill (dated within the last 60 days)

Lease agreement

Imprinted bank check or deposit slip

Official school schedule with applicant's name and address typed on it

Official letter verifying residency and mailing address dated within last 30 days from a social service provider, temporary employer that provides housing, or a short-term residence

Postcard mailed to applicant from the library

eBills

No longer acceptable as proof of current address: rent receipts, and personal letters.

\*a Post Office Box or business address is not sufficient. A current residential address is required.

**Out-of-state Residents** who meet the following requirements, may be issued a library card with sufficient identification:

- Work in Massachusetts
- Attend school in Massachusetts
- Own property in Massachusetts
- Are temporarily living in Massachusetts for more than 2 months

Out of state residents must provide identification showing their home/permanent address. Property owners must provide verification such as tax bill, utility bill, etc. for their Massachusetts property. Students must verify their status with school identification and provide their school address. Out-of-state residents working in Massachusetts must provide their work address. Patrons who are temporary residents (such as college students or au pairs) should be registered with permanent address

in the secondary address field.

**Children**

If applicant is under 13 years old, parent or legal guardian must provide proof of identification and address. A child must be present for a parent or legal guardian to get them a library card.

**Teens**

If applicant is between the ages of 13 and 17 and cannot meet the ID and address requirements, parent or guardian must provide proof of identification and address. A teen must be present for a parent or legal guardian to get them a library card.

## **250.00 Defacement/Detention of Library Property**

Any person who willfully,

1. Conceals and/or removes any library materials or property from the premises without authority; or
2. Fails to return any library materials or property which have been lent to said persons by the library facility, within thirty (30) days after demand has been made for their return; or
3. Uses false identification or a fictitious name; misuses another person's library card, uses a revoked, expired or canceled library card or uses a falsely made library card to borrow materials or property; or
4. Alters or destroys library ownership, electronic or catalog records; or
5. Mutilates, destroys or otherwise damages, in whole or in part, any library materials or property;

may be punished upon conviction by imprisonment and/or a fine of up to \$25,000 and required to make full restitution. (Chapter 266, Sections 99A and 100, Massachusetts General Law)

## **260.00 Disturbance of Libraries**

The following are unacceptable in the Library:

- Disruptive noise
- Use of tobacco products, e-cigarettes and vaporizers on Library Property
- Eating food or snacks
- Unattended children age 8 and under
- Absence of shirts and shoes
- Soliciting or distribution of leaflets/panhandling
- Personal belongings which hamper the use of public space (Personal belongings are the responsibility of the owner)
- Loitering
- Use of sports equipment (e.g., roller blades, basketballs, bicycles)
- Animals (with the exception of service animals)
- Inappropriate use, theft, or mutilation of Library material or property
- Violent behavior;
  - Physical or verbal harassment threatening the personal safety of patrons or staff
  - Weapons, or items resembling or wielded as weapons
- In designated areas, beverages are allowed in covered containers

The Library, in its role as steward of a public building, reserves the right to approach those patrons who are interfering with other patrons' rights to use the Library. They may be asked to leave if the situation cannot be resolved.

## **270.00 Children in the Library**

The Winchester Public Library welcomes children of all ages, and urges parents and caregivers to take part in their children's Library visits. While the Library staff works to create a safe environment, we do not assume responsibility – in loco parentis – for the care of any children left unattended by parents and caregivers. As a community center open to all, the Library cannot guarantee the safety of its patrons and urges all caregivers to remain vigilant, at all times, to the whereabouts and activities of their children.

1. Children age eight and under must be supervised by a person 14 years of age or older at all times.
2. Caregivers should pick up their children at least 5 minutes before the Library's closing time. If the parent or caregiver has not returned for their children by closing time, the local police will be contacted.
3. Parents or caregivers (whether present or not) are responsible for ensuring the appropriate behavior of their children in the Library. We will ask disruptive children to leave the building in an orderly manner. Disruptive activities may include inappropriate use of the elevator, automatic doors, Library property and equipment (including computers), and disturbing the peace and rights of other patrons to use the Library.
4. The children's area of the Library is reserved for children, their parents or responsible caregivers, and adults interested in children's literature, such as teachers and college students taking children's literature classes. Out of concern for the safety of young patrons adults who are unaccompanied by a child or children in the children's area may be asked to move to another area of the Library.
5. Chromebooks, iPads, and other technology in the Children's Room are for the use of children and caregivers who are accompanying children.

All other users are required to use computers in the adult areas.

**280.00            Revocation of Privileges**

The Board voted to not honor cards from patrons of a decertified community and to prohibit them from borrowing materials from the Winchester Public Library.

## **290.00 Tutoring Policy**

Tutoring is an activity that is related to the Library's mission to provide resources for lifelong learning. The Library, therefore, permits tutoring on the premises in accordance with the following guidelines:

- Tutors are responsible for the behavior of their students.
- Students may not be left unattended while waiting for their sessions to begin. The Library is not responsible for unattended children.
- All arrangements are made strictly between the tutor and parent. No messages may be conveyed through library staff.
- Tutoring sessions must be kept as quiet as possible. Any disruption to other patrons may result in the tutor and student being asked to leave.
- Tutoring is permitted in the following locations:
  - Children's Room
  - Carrels on the Upper floor (no more than two people/carrel)
  - Quiet Study rooms (see 150.10)
  - Large Meeting Room on the Main Floor
- Tutors and their students are expected to follow all the rules of the Library.
- Independent tutors are not sponsored by the Library. Advertising tutoring services at the library is strictly prohibited.



**300.00**

**Hours of Operation**

Monday

9:30 am to 9:00 pm

Tuesday

9:30 am to 9:00 pm

Wednesday

9:30 am to 9:00 pm

Thursday

9:30 am to 9:00 pm

Friday

9:30 am to 5:30 pm

Saturday

9:30 am to 5:30 pm

Sunday

2:00 pm to 5:00 pm (1st week in October to 2nd week in May)

**400.00            Personnel**

**410.00            Personnel Policy Guide**

To adopt the Town's Personnel Policy Guide as presented to this meeting – November 2, 1983

**420.00            Volunteers**

The Winchester Public Library is happy to accept volunteers. Tasks such as shelving and shelf reading lend themselves to volunteer work. The Library, however, does not use volunteers as substitutes for regular paid staff. Only Winchester residents will be accepted as volunteers.

For the sake of maturity, commitment, and consistency, only students of high school age (and above) will be accepted for junior volunteer work.

**500.00**      **Services**

**510.00**      **Rich Room**

All materials presently housed in the Rich Room be removed from circulation and be accessible only under the supervision of a member of the Library staff.

**520.00 Telephone Renewals**

Telephone renewals eliminated (June 13, 1989)

Telephone renewals restored (February 27, 2001)

## **530.00 Art Exhibits**

### **Art Exhibits Policies and Procedures:**

The Library encourages exhibitions and displays of paintings, photographs, sculpture and other art works and crafts. Exhibit and display space is made available on an equitable basis to qualified individuals or groups with respect to artworks that best meet the standards for acceptance.

The Library Director, as the delegate of the Library Board of Trustees, has the supervisory authority over the use of Library space for art exhibit purposes, including what particular space may be used and for what period of time. Acceptability of an art exhibit is at the discretion of the Library Director, whose decisions may be appealed to the Library Trustees.

The Library Director works with a Committee on Art Exhibits that recommends the selection and scheduling of artists' exhibitions for the Library. All requests by applicants for art exhibit space shall be made to the Committee. Application procedures are available upon request. All such applicants shall sign an Application Form for Use of Exhibit Space as prepared and from time to time amended by the Library Director.

The Committee's recommendation will be based on the Committee's evaluation of the quality level of the proposed exhibit as a work of art, and on the relative need or desirability (or lack thereof) of achieving more (or less) diversity in the menu of Library exhibits for the cycle. Additional credit will be extended when the applicant is a resident of Winchester and also, but to a lesser extent, when the applicant is a member of a Winchester art association or organization.

As noted, acceptability of a proposed exhibit is at the discretion of the Library Director. In exercising such discretion, the Director will consider, in addition to the criteria used by the Committee, the degree to which the proposed exhibit furthers the best interests of the community, the relative degree of public interest in the subject matter of the proposed exhibit, its relative importance as a record or reflection of the times or the community, and the degree to which the exhibit, will be responsive to and consistent with the policies of the Library Board of Trustees, including the Library's Mission Statement, Goals and objectives, and Collection Development Policy. This procedure includes adherence to the statement in the American Library Association's Bill of Rights that libraries "should make [exhibit spaces] available on an equitable basis, regardless of the beliefs or affiliations of individuals or groups requesting their use." In presenting exhibits, the Library does not imply endorsement of the opinions or viewpoints of the artist.

An artist whose work is accepted for exhibition may, discreetly, indicate which works, if any, are for sale and, in order to arrange sales, display the artist's names and telephone number. A recommended procedure is the use of a typed price list keyed to numbers attached to the art works. The Library does not engage in or arrange sales.

In the event that an applicant's request for exhibit bit space is recommended by the Committee but not approved by the Library Director, the applicant may, within seven (7) days file with the Library Director a written appeal to the Library's Board of Trustees. The appeal must be presented in person by the

applicant and shall be heard by the Board within thirty (30) days from the filing of the appeal on a date designated by the Board. The sole question on appeal shall be whether the Library Director abused his or her discretion in arriving at the decision not to accept the proposed exhibit.

The Library is not responsible for loss or damage to any artworks being exhibited or displayed. The Library does not insure any exhibits. The exhibitor assumes full responsibility for loss or damage to artworks being exhibited or displayed in the Library.

The Library Director or the Director's designee will facilitate publicity about an exhibit with local newspapers. If press releases are to be used by the exhibitor, they shall first be provided to the Library Director in a timely manner, who will, after review, forward them to the local papers and social media.

Press releases and other methods of promotion of an art works exhibit in the Library will be subject to review and possible editing by the Library Director to assure that they do not imply endorsement by the Library of artistic, social or political viewpoints, if any, allegedly associated with the exhibit.

### **530.10 Committee on Art Exhibits**

Proposed art exhibits will be juried by a Committee on Art Exhibits. The Committee will include 7 – 9 people who will each serve for a term of one to three consecutive years, not to exceed three consecutive terms. Terms may be staggered to provide continuity on the Committee. The Committee will include:

- 2-3 representatives of the Library – Trustees and/or Friends of the Library
- 3-4 Winchester artists
- 1 representative of a Winchester art organization or school art department
- 1 representative of the Winchester Public Library Staff

The Library Director will serve ex-officio as a permanent member of the Committee. The Committee will elect a Chair who will work with the Library Director to facilitate the exhibit process.

Committee members will not be eligible to exhibit in the Library as individual artists during their term(s) on the selection Committee. One month in each cycle will be set aside for a group exhibit of the Committee of Jurors' work.

The Committee will meet as needed each year, and review all proposals for the next cycle. The Committee may schedule exhibits as far as 16 months in advance, in order to ensure an uninterrupted schedule.

Artists' proposals will be submitted to the Library. Artists will submit application forms and 6 to 8 photographs of their work and one representative piece.

The Committee will meet as a group, review the proposals and select the artists who will be scheduled for the following cycle.

In reaching its decision, the Committee will make an effort to include a variety of media, subject matter, and style. Group shows will be included from time to time, for special categories.

Recommended months for group exhibits are:

- March: Winchester Artist Network
- October and November: Winchester Schools Student Work
- Final month of a cycle: The Juror's Artwork

A goal of Library art exhibition is to provide space for a broad range of Winchester and area artists. Therefore, artists who are selected to exhibit their work in one exhibit cycle will not be eligible for consideration in the next immediate exhibit cycle. An artist who agrees to an exhibit but then cancels may, at the Library Director's Discretion, be barred from future exhibits.

The Library Director is responsible for producing the final calendar for exhibits.

Publicity about the annual jury date will be coordinated between the Committee Chair and the Library Director. The Director is responsible for newspaper and flier announcements of the jury date.

General information about the jury process and exhibit policy will be available on the Library's web site. Artists having more specific questions will be referred to the Library Director.



**530.20 Application Form for Use of Exhibit Space**

Thank you for your interest in exhibiting at the Winchester Public Library. Please take a self-guided tour of the Library prior to applying so that you are familiar with size limitations. Artwork may be displayed on the first floor in the small Meeting Room, on either side of the entrance to the large Meeting Room, on either side of the donor plaque in the Reference Room, and on the second floor in designated areas. Some areas are framed in wood and the art must be sized to conform to these restrictions.

Individuals and groups who have been given exhibit space through the Library’s Committee on Art Exhibits are encouraged to review the Library’s policy on using display and exhibit space.

The Library is not responsible for loss or damage to any items on display. The Library does not insure any exhibits. The exhibitor assumes full responsibility for loss or damage to articles on display in the Library.

The artist or exhibitor must designate one person who will be responsible for hanging and removing the exhibit. The exhibitor must coordinate dates for hanging and removing an exhibit through the office of the Library Director. Library staff is not available to assist with hanging exhibits.

The Library’s hanging system allows for some flexibility in height and location of paintings. No additional hooks, nails, or other fasteners will be attached to the walls of the Library. Additional hangers are available.

Titles of the paintings and other works of art may be fastened to the frames or the artwork. Nothing may be glued or fastened directly to the Library’s walls. The exhibitor may indicate that works are for sale and may display the exhibitor’s name and telephone number to arrange sales. A typed 8 1/2 x 11 price list may be displayed in the reference area near the artwork. Prices may not be attached to the artwork. The Library cannot engage in sales or referral for sales.

As a courtesy to exhibitors, the Library will facilitate publicity about the exhibit with local newspapers and social media. Exhibitors should provide an artist’s statement about the exhibit and/or background.

Exhibitors may book the Library’s Meeting Room for a reception. Use of the Meeting Room will be allowed subject to the terms and conditions outlined in the Library’s Meeting Room policy.

Name \_\_\_\_\_  
Address \_\_\_\_\_ T  
elephone \_\_\_\_\_  
Dates not Available to Exhibit \_\_\_\_\_  
Title of Exhibit \_\_\_\_\_

I have read and understand the Library policy for use of exhibit space. I hereby release the Town of Winchester, its officers, agents and employees, the Board of Trustees of the Winchester Public Library, and its Committee on Art Exhibits, from responsibility for loss, damage, or destruction of any artwork.

Signed \_\_\_\_\_ Date \_\_\_\_\_

## **540.00 Collection Development**

### Collection Development Responsibilities

The Trustees of the Winchester Public Library are ultimately responsible for determining collection development policies. The Library Director is responsible for carrying out these policies through the collection development process. The Library Director delegates collection development to the Library's professional staff. The Children's Room professional staff forms a committee of the whole for purposes of collection development.

The Library places special emphasis on the following three roles and considers each role to be of equal importance:

- Provide timely, accurate, and comprehensive information services to meet the informational, educational, cultural, practical, and leisure needs of the individual. Promote access to the resources of other libraries through electronic databases and Inter Library Loan services.
- Serving the needs of children by promoting reading for pleasure, assisting in independent learning, and responding to the informational and educational requests of the individual child. Introducing children, together with their caregivers, to the resources of the Library and enhancing their cultural, educational, and recreational experiences.
- Featuring current, high-interest materials, both fiction and non-fiction, in a variety of formats. Recognize the importance of reading, listening, and viewing materials that respond to a broad spectrum of the individual's needs and interest – practical and recreational as well as intellectual and cultural.

### Collection Development Goals

Our materials encompass a wide variety of subjects, with an emphasis on the needs of

- The layperson rather than the specialist. Since many research facilities are available in our area, we generally do not acquire scholarly or highly technical materials, such as textbooks.
- The individual rather than organized groups. We do not aim services specifically at groups, although we respond to the needs of groups as reflected by individual patron demand.
- The student rather than the school curriculum. We do not consider it our role to support the school curriculum, although we will acquire appropriate materials as reflected by student demand.

The Library's concern is to build a well-balanced permanent collection, within the annual budget,\* to serve the needs of the Winchester community. We serve all ages, cultures, and abilities. We work cooperatively with the member libraries of the Minuteman Library Network to develop a comprehensive collection that will expand the resources available to our residents.

All material must meet at least one of the following criteria:

- Popular appeal
- Responsiveness to the demand for recent information
- Relevance to existing adult, teens, and children's collections
- Authority and competence in presentation
- Literary or historical merit

- Cost in relation to benefit and within budget limitations

### Collection Development Methodology

Selection is based on recommendations in authoritative reviewing media and on requests from the public. Requests from the public are considered on the basis of cost, usefulness, and potential user demand. Additional guidelines include permanent value, contemporary significance and relevance to the existing collection. The library selects rather than censors, and upholds the American Library Association's Library Bill of Rights and the Freedom to Read Statement (Appendix A), and The Freedom to View Statement (Appendix B) which are appended.

As a member of the Minuteman Library Network, the library has access to the resources of the network's libraries. Decisions about whether to select our own material or rely on resource sharing shall be based upon user demand, timeliness, and what resources are available.

### Reference Materials

The library's reference collection is designed to provide information on the most frequently asked reference questions. Selections are made which will fill in gaps in various subject areas so that most reference questions can be answered using the local collection. Collection development of the reference collection is based on the same criteria as those for all library materials.

### Local Interest

We maintain a local history collection and a local government documents collection because of the usefulness of this kind of materials to our patrons and because there is no other agency where this material is available.

The Library works cooperatively with the Town Clerk to provide access to committee minutes.

### Periodicals, Microtext, and Newspapers

The library subscribes to local, and national newspapers in order to provide a broad perspective on the news.

All subscriptions are reviewed annually and evaluated as to their usefulness and appeal, based on the exhibiting criteria for all library materials.

### Audiovisual Materials and Online Services

Audiovisual materials for all ages are selected according to the same criteria as the library's other materials and upholds the Freedom to View Statement (Appendix B). In the case of recorded versions of works that have previously appeared in print, unabridged versions are preferred.

Decisions to add new formats depend on user demand and cost.

### Collection Maintenance

Classics and materials of lasting value that are in good condition are retained in the collection, but removal of some items is necessary to provide a dynamic collection. Librarians are responsible for making decisions about removing items. The points taken into consideration are:

- Timeliness and accuracy
- Circulation statistics
- Physical condition
- Availability of space

Given the limitations of space and the collection development goals listed above, librarians will weed out each year the equivalent percentage of materials added to the collection during the previous year. Withdrawn materials are given to En Ka in accordance with Massachusetts law, or given to a charitable organization.

\*The Library's materials budget is subject to regulation by the Massachusetts Board of Library Commissioners.

#### Challenge of Materials by Patrons

Patrons may challenge the decision to include or remove a particular title in the collection. The Library Director will respond to a patron's written request for re-evaluation based on the library's Collection Development policy. The Library's Board of Trustees has ultimate responsibility for decisions to include or to remove a title from the collection.

Possible controversial content will not preclude the selection of materials, nor will it be a factor in a decision to remove materials.

#### Donated Materials

Patrons who wish to donate materials are encouraged to ask the professional staff for suggestions and guidelines. Unsolicited donations in good condition may be added to the collection, given to En Ka to be sold, given to a charitable organization, or sold. The Library does not accept donations of textbooks or back issues of magazines.

#### Professional Ethics

The Winchester Public Library's Collection Development Policy is consistent with the American Library Association Code of Ethics, Library Bill of Rights, Freedom to Read Statement, Resolution on Free Access to Libraries for Minors, and the Educational Film Library Association's Freedom to View Statement, and adopted by the Library's Board of Trustees. (See Appendices)

#### Self-Published Materials

The Library may elect to purchase self-published books provided they meet established Collection Development Goals previously identified.

## **550.00 Policy on Computer and Internet Access**

### Library's Mission

The Winchester Public Library strives to be a dynamic resource that meets the information needs of the entire community and assists all of its members: in obtaining information concerning a broad range of subject matters; educating themselves and contributing to the education of their children; coping with the personal and practical problems of everyday life; and enjoying more fully their recreational activities and leisure interests. In order to meet a wide variety of information needs, the Library makes information available in a variety of formats including print, audiovisual and electronic materials and provides access to the information resources of the Internet.

### Introduction to the Internet

While traditional print sources offer us stability and the opportunity to compare and verify authenticity, the Internet is characterized by constant change and unpredictability. Its great strength is the vastness and wealth of information. It allows access to ideas, information and opinions from around the world. While its resources may be useful and enriching, they may also be outdated, inaccurate, illegal, and even offensive and disturbing to some individuals.

### Time Limits

Because demand often exceeds our supply of resources, the Library reserves the right to enforce time limits to the best of our ability and as equitably as possible. We require that each computer user log in using his/her own Minuteman Library Network (MLN) card. Visitors to Winchester who wish to use one of our computers may request a guest card.

### Use of the Internet

The Winchester Public Library does not monitor or exert control over information accessed through the Internet and is not responsible for its content. Patrons may not use library computers – or their personal computers on the library's wireless network – to access the Internet for illegal purposes, view obscene images, or to transmit threatening, obscene or harassing materials.

### Privacy

Library staff will treat the contents of electronic files as private and confidential and subject to any applicable Massachusetts laws governing the confidentiality of patron records. Although the Library keeps no records of activity on our public computers, our time management software does record login and logout times associated with the barcode on your library or guest card. This information is kept only for statistical reports that measure service and usage and will be purged as soon as it is no longer needed for these reports. However, the Library must make this information available if it is subpoenaed by an outside agency or a court of law. Some search warrants or subpoenas issued under the U.S. Patriot Act come with a "gag order," preventing staff from telling patrons or the public that information has been provided to the FBI. The Library also reserves the right – in extraordinary cases – to use that information to investigate serious breaches of its policies. The Library and MLN assume no liability for loss of user privacy sustained while using our equipment.

### Children's Use of the Internet

In accordance with the American Library Association Library Bill of Rights and a supplemental document entitled Access to Digital Information, Services, and Networks (Appendix C), the Library does not set an age limit on access to electronic information except that children under the age of eight must be accompanied by an adult when using the public access computers. Parents or guardians must assume sole responsibility for the information selected and accessed by their children.

The Children's Room serves preschool through fifth grade. Internet computers in the Children's Room are intended for the use of children ages 11 years and younger. Older patrons will be asked to use the Internet computers in the Reference Room.

#### Youth Safety Online

Ask the librarian for assistance if you need help handling any situation online. Never give out personal information such as your address, phone number, parents' work address/phone number, or the name and location of your school without your parents' permission. Never agree to get together with someone you "meet" online without first checking with your parents. If your parents agree to the meeting, be sure that it is in a public place and bring a parent along. Never send a person your picture or anything else without first checking with your parents. Do not respond to any messages that are mean or in any way make you feel uncomfortable. Talk with your parents about exploring online; show them some favorite sites. Let them know if you come across anything that makes you feel uncomfortable. (For further information on child safety, call the National Center for Missing and Exploited Children 1-800-THE-LOST.)

#### Printing

Printed pages cost fifteen cents per page.

**560.00 Fax Service**

A mediated facsimile service will be available through the Reference Department as a “send only” service. At the request of a library patron, a librarian will send a document for a fee of one dollar per page without a surcharge per additional pages. As the machine itself is owned and maintained by the Friends of the Library, all monies collected will be turned over to the Friends on a regular basis. Patrons are limited to sending documents no longer than twenty pages in length and calls are limited to locations within the United States.



## **570.00 Social Media Policy**

The Winchester Public Library uses social media platforms with regards to Library events and Library-related topics. Community information such as emergency and safety alerts from the Town and community events may also be shared. For the purpose of this policy, the Library defines social media as any online space to which the Library posts content, including but not limited to the Library website, social networking websites, and media sharing websites. It includes any material created or posted on social media sites when staff is representing themselves as a library employee.

When representing the Library via social media, staff should:

- Conduct themselves at all times as representatives of the Library;
- Not make statements about patrons, or post, transmit, or otherwise disseminate confidential information;
- Not represent postings as official Library opinion or policy, unless this has been clearly approved by the Library Director;
- Not conduct political activities or personal business;
- Observe and abide by all copyright laws.

The Library evaluates information that it posts online, but sharing or linking to content online does not mean that the Library endorses or is affiliated with the content or content creator. Additionally, the Library has no affiliation with any advertisements or other material posted by third party sites or software.

In some forums, users may be able to interact with library staff and other library users. The Library respects diverse viewpoints and encourages thoughtful discussion. The Library is not responsible for the content of public comments and has no obligation to remove objectionable comments.

The Library does reserve the right to remove content that is not topically related to the Library or its services. Additionally, the Library reserves the right to remove:

- Content that promotes discrimination
- Content that constitutes or encourages illegal activity
- Commercial promotions or spam
- Profane or vulgar language
- Sexual content or links to sexual content
- Content that violates another party's intellectual property rights
- Private information about an individual shared without that individual's consent
- Content that compromises safety or security
- Content regarding political campaigns and ballot measures
- Potentially libelous content
- Personal attacks, insults, or threatening language

Persons who violate these terms may be barred from further postings. The Library assumes no

liability regarding any event or interaction which may arise out of posted content.

Library staff is available to respond to comments and questions during Library open hours only but cannot assure a timely response to questions and concerns via social media. The best way to contact the Library is by phone or email.

The Library reserves the right to “like”, “follow”, and “share” other social media sites. In general , these will be:

- Other libraries or library-related sites,
- Community organizations, businesses, and groups,
- Public figures,
- Authors and book-related sites.

The Library will not generally follow individuals, tag photos, or otherwise share identifying information of any patrons appearing in posts or photos without explicit permission from the patron.

The Library does not collect, maintain or otherwise use the personal information stored on any third party social media site in any way other than to communicate with users on that site.

A related consideration is staff and volunteers personal use of social media. If staff or volunteers mention a connection to the Library on their personal sites, anything on the personal site reflects on the Library. Staff and volunteers have a right to speech and privacy, but they also have a responsibility to uphold the Library’s mission and values and to exercise good judgment in a public forum.

## Appendix A: ALA's 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 19, 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.

## ALA's Freedom to Read Statement

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.

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

## Appendix B: ALA's Freedom to View Statement

The FREEDOM TO VIEW, along with the freedom to speak, to hear, and to read, is protected by the First Amendment to the Constitution of the United States. In a free society, there is no place for censorship of any medium of expression. Therefore these principles are affirmed:

1. To provide the broadest access to film, video, and other audiovisual materials because they are a means for the communication of ideas. Liberty of circulation is essential to insure the constitutional guarantee of freedom of expression.
2. To protect the confidentiality of all individuals and institutions using film, video, and other audiovisual materials.
3. To provide film, video, and other audiovisual materials which represent a diversity of views and expression. Selection of a work does not constitute or imply agreement with or approval of the content.
4. To provide a diversity of viewpoints without the constraint of labeling or prejudging film, video, or other audiovisual materials on the basis of the moral, religious, or political beliefs of the producer or filmmaker or on the basis of controversial content.
5. To contest vigorously, by all lawful means, every encroachment upon the public's freedom to view.

Endorsed January 10, 1990, by the ALA Council

## Appendix C: ALA's Access to Digital Information, Services, and Networks

The fundamental mission of libraries is to provide access to information, regardless of content or format, to everyone. Digital resources and services, or resources and services made primarily available online or on digital devices, are integral to libraries' mission in the twenty-first century. Libraries are important points of access to many digital resources and services, including, but not limited to, computers, the Internet, and digital resources and tools. In order to provide access to digital resources and services while upholding the Library Bill of Rights, libraries must consider intellectual freedom principles and issues of equity to ensure that access to information is enhanced, not restricted, by digital technology.

Libraries should regularly review issues arising from digital creation, distribution, retrieval, and archiving of information. Any review of these issues should consider users' First Amendment rights, rights to privacy, and the core values of librarianship as expressed in the Library Bill of Rights and the Code of Ethics of the American Library Association. Many people lack access or the capability to use or create digital resources effectively. There is a need for places where people can access, use, or create information without impediment. It is the responsibility of libraries to provide access to digital resources and services and to mitigate all barriers, whether they are economic, educational, or political. The provision of access does not imply sponsorship or endorsement by the library. Libraries should resist all attempts by individuals, governments, and private entities to censor or limit access to digital resources or services.

In making decisions about how to offer access to digital resources, services, tools, physical equipment, and networks, each library should consider intellectual freedom principles and issues of equity in the context of its mission, goals, objectives, cooperative agreements, and the needs of the entire community it serves.

### **The Rights of Users**

All library policies, procedures, or regulations relating to digital resources and services should be scrutinized for potential violations of user rights. User policies should be developed according to the policies and guidelines established by the American Library Association.

Users' access to digital resources and services should not be restricted or denied for expressing, receiving, creating, or participating in constitutionally protected speech. If access is restricted or denied for behavioral or other reasons, users should be provided due process, including, but not limited to, formal notice and a means of appeal.

Information retrieved, utilized, or created digitally is constitutionally protected unless determined otherwise by a court of competent jurisdiction. These rights extend to minors as well as adults. Libraries should use technology to enhance, not deny, digital access. Users have the right to be free of unreasonable limitations or conditions set by libraries, librarians, system administrators, vendors, network service providers, or others. Contracts, agreements, and licenses entered into by libraries on



behalf of their users should not violate this right. Libraries should provide library users the training and assistance necessary to find, evaluate, use, and create information effectively.

All people, regardless of origin, age, background, or views, possess a right to privacy and confidentiality in their library use. The library should uphold these rights by policy, procedure, and practice in accordance with Article VII of the Library Bill of Rights. The library should regularly maintain its systems and networks in order to protect users' rights to privacy and confidentiality. As libraries increasingly provide access to digital resources through third-party vendors, libraries have a responsibility to hold vendors accountable for protecting patrons' privacy.

### **Equity of Access**

The digital environment provides expanding opportunities for everyone to participate in the information society, but individuals may face serious barriers to access. These barriers, often referred to as the digital divide, may include a lack of infrastructure for Internet connectivity, lack of tools (hardware or software), and lack of skills, knowledge, or means necessary to access digital resources. Libraries should be cognizant of the digital divide and work to minimize it as they provide access to digital resources for their communities.

Digital resources, services, training, and networks provided directly or indirectly by the library should be readily and equitably accessible to all library users. American Library Association policies oppose the charging of user fees for the provision of information services by libraries that receive support from public funds. Libraries should develop policies concerning access to digital resources. These policies should be consistent with ALA's policies and guidelines. When new digital resources are provided to library users, libraries have an obligation to provide equitable training opportunities to library users and workers in using those new resources. Training should also address privacy and security issues that accompany the use of digital resources and services.

### **Information Resources and Access**

Libraries, acting within their mission and objectives, should support access to information on all subjects that serve the needs or interests of each user, regardless of the user's age or the content of the material. In order to preserve the cultural record and to prevent the loss of information, libraries may need to expand their selection or collection-development policies to ensure preservation, in appropriate formats, of information obtained digitally. Libraries have an obligation to provide access to government information available in digital format.

Providing connections to global information, services, and networks is not the same as selecting and purchasing materials for a library collection. Some information accessed digitally may not meet a library's selection or collection-development policy. It is, therefore, left to each user to determine what is appropriate. Libraries and library workers should not deny or limit access to digital resources because of their allegedly controversial content or because of a library worker's personal beliefs or fear of confrontation. Furthermore, libraries and library workers should not deny access to digital resources solely on the grounds that they are perceived to lack value. Parents and legal guardians who are concerned about their children's use of digital resources should provide guidance to their own children.

Publicly funded libraries have a legal obligation to provide access to constitutionally protected information. Federal, state, county, municipal, local, or library governing bodies sometimes require the use of Internet filters or other technological measures that block access to constitutionally protected information, contrary to the Library Bill of Rights. If a library uses a technological measure that blocks access to information, it should be set at the least restrictive level in order to minimize the blocking of constitutionally protected speech.

Adults retain the right to access all constitutionally protected information and to ask for the technological measure to be disabled in a timely and confidential manner. Minors also retain the right to access constitutionally protected information and, at a minimum, have the right to ask the library or librarian to provide access to erroneously blocked information in a timely and confidential manner. In order to ensure user privacy and confidentiality, records of these requests should not contain personally identifiable information. Libraries and librarians have an obligation to inform users of these rights and to provide the means to exercise these rights.

Digital resources and services allow libraries to significantly expand the scope of information available to users. Like all resources and services provided by the library, provision of access to digital resources and services should follow the principles outlined in the Library Bill of Rights to ensure equitable access regardless of content or platform.

## Appendix D: Privacy and Confidentiality Policy

The Winchester Public Library is dedicated to protecting the privacy and confidentiality of our patrons. Our policy complies with the Massachusetts General Laws, Chapter 78, Section 7 (1994 edition):

*“Part of the records of a public library which reveals the identity and intellectual pursuits of a person using such library shall not be a public record as defined by clause twenty-sixth of section seven of chapter four.”*

This policy extends to circulation records (borrowing records, registration records, reserves or fine records), interlibrary loan transactions, registration records, database search records and reference interviews. Except in cases involving the USA Patriot Act, no records can be made available to any inquiries, governmental or otherwise, unless a subpoena has been served by a court of competent jurisdiction and the library administration has consulted with legal counsel to determine if it is proper to release the requested information.

Our staff must support this policy of privacy and confidentiality; it is required by law and by the library’s long commitment to protecting a patron’s right to access information freely. In accordance with the law, the policy restricts our staff from disclosing information to the cardholder’s family or friends. This applies to the release of information to the parents’ of minors when the minor has their own library card. The Supervisor of the Public Records of the Commonwealth of Massachusetts, Carolyn Kelly MacWilliam, stated in May 1997,

*“A public library may not disclose records which reveal a minor’s borrowing information to the minor’s parent, regardless of whether the parent is paying the fine on an overdue item or the parent has signed the child’s library card application form.”*

We hope the responses to the following questions will further clarify how privacy laws might affect your library visit:

Q. I am returning these library materials for my family member/friend. Can you tell me what is left on the card?

A. No, we cannot disclose any information about the account.

Q. I am returning these overdue library materials for my family member/friend. Can I pay the fine?

A. Yes, you can pay the fine on library materials you have in hand; but all other information related to the library card account is confidential.

Q. I know my family member/friend has fines, can I pay them?

A. No, even though it may be a nice gesture, one’s library card is confidential.

Q. I do not have my family member/friend's card but s/he has items out that need to be renewed. Can you renew them for me?

A. No, all transactions related to one's account are confidential.

Q. Can I pick-up my family member/friend's reserve?

A. Only if you have his/her card in hand. Without the card, our staff is unable to give you the reserve. It does not matter if you know what the item is (i.e. its title, the author or subject).

The following items cannot be used to pick-up a family member/friend's reserve:

- A note of permission
- A phone call of permission
- A library card number written on a piece of paper or memorized by heart
- Another book checked out on the account the reserve is placed on

Q. My Child is under the age of 18, don't I have the right to know the information related to his/her account?

A. No. A library card is confidential regardless of age or relationship.

Q. My spouse and I share everything, s/he would not mind if we had use of the same account. Please let me manage the account.

A. No. One's card is confidential regardless of relationship.

Q. I forgot my library card. Will I be able to pick up a reserve item, take out library materials or manage my account?

A. Yes, as long as you have identification with a picture and current address, we can access your account. However, we cannot routinely accept identification in lieu of your card. The safest and most efficient way staff can serve you is with your library card, and presenting it is required.

Q. Can I renew library materials over the phone without my library card?

A. Once again, the easiest and most efficient way we can serve you is with your library card. We can renew a limited number of library items with its barcode number found either on the item or on the receipt. But without the library card number we cannot access the account itself.

To manage your account online, requires only your library card number and its Personal Identification Number (PIN). If you do not have a PIN, you can establish one online or ask the circulation staff to create one for you the next time you are at the library. We cannot assign you a PIN over the phone. At times preserving confidentiality may be inconvenient. However, our democracy depends on the intellectual freedom privacy ensures. We will do our best to work with you. Your cooperation is greatly appreciated by the staff and the citizenry.