

BOARD OF LIBRARY TRUSTEES POLICY MANUAL

100.00	Building and Grounds	Date of Last Revision
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	June 14, 2022
150.00	Meeting Room	January 17, 2023
150.10	Small Meeting Room	June 14, 2022
150.20	Study Rooms	January 17, 2023
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
190.00	Cooperative Agreements	
190.10	Minuteman Library Network	November 19, 1985
190.20	The Archival Center Collections and Library Collections	unknown (prior 1990)
200.00	Fees/Fines/Loan Periods/Privileges	
210.00	Fines and Loan Periods	July 23, 2024
220.00	Laptops, Chromebooks & Related Tech Equipment	June 14, 2022
230.00	Replacement of Damage /Lost Library Cards/Materials	July 23, 2024
240.00	Library Cards	July 23, 2024
250.00	Defacement/Detention of Library Property	Acts of 1990 Gen Laws
260.00	Disturbance of Libraries	January 17, 2023
270.00	Safe Children in the Library	November 14, 2023
275.0	Security Camera Policy	March 19, 2024
280.0	Revocation of Privileges	June 20, 2006
290.0	Tutoring Policy	February 15, 2012
300.00	Hours of Operation	
400.00	Personnel	
410.00	Personnel Policy Guide	November 2, 1983
420.00	Volunteers	September 18, 2007

500.00 Services

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	October 29, 2024
550.00	Internet Policy	February 15, 2012
555.00	3D Printer Guidelines	September 17, 2024
560.00	Fax Service	April 19, 2011
570.00	Social Media Policy	February 14, 2019
580.00	Public Participation at Trustee Board Meetings	October 17, 2023

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

Appendix B Freedom to View Statement

Appendix C Access to Digital Information, Services, and Networks

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

The care and custody of that parcel of land formerly occupied by the Cutting House is with the Board of Library 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 one part of the mission of the Library and must be considered in conjunction with the 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 education, 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. No rehearsals, recitals, bridal showers, dance sessions or other private social events.

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-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, 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

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.
- Smoking and alcohol are prohibited. Light refreshments such as non-alcoholic beverages and cookies or cheese and crackers are permitted but clean-up is the responsibility of the individual reserving the room. All garbage must be removed by the group using the room. All chairs and tables must be returned to their original configuration.
- Nothing may be affixed to the walls.
- 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 space.

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

Reservations may be cancelled online or by calling the Administrative Office at 781-721-7171 x310. Notice of one business day is needed to cancel a reservation. 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 or power outages.

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.

150.10 Small Meeting Room

The Small Meeting Room is located on the main floor, adjacent to the lobby. Rules and regulations for use of the Small Meeting Room are the same as rules and regulations for the Large Meeting Room.

Use of the Small Meeting Room is for groups of 3 to 10 people and is limited to Winchester residents or those groups sponsored by a Winchester resident. Use of the Small Meeting Room is limited to two reservations per month, two hours per meeting. Reservations may be made through the library's web site or by calling the Administrative Office at 781-721-7171 ext 310. Reservations will be cancelled if the user arrives more than 15 minutes late.

The room is equipped with a wall-mounted LED screen and WiFi. Cables and instructions are available in the room.

When the room is not reserved for a group, it may be used for individual, silent study. The room comfortably accommodates up to 4 individuals for silent study. Absolutely no cell phones or conversation is permitted when the room is used for silent study. Users of the room for individual silent study need not be Winchester residents.

150.20 Study Rooms

Four study rooms are available for individual quiet study or small group study.

Study Room 1 (Main Floor)	Accommodates up to 6 individuals
Study Room 2 (Main Floor)	Accommodates up to 2 individuals
Study Room 3 (Mezzanine)	Accommodates up to 4 individuals
Study Room 4 (Mezzanine)	Accommodates up to 4 individuals

Study Room 1 is equipped with a wall-mounted LED screen and WiFi is available. The remaining study rooms have no equipment.

Use of Study Rooms is limited to two hours per day, two days per week. Amount of time may be adjusted by the Director, based on demand. Rooms may be reserved through the library web site or by calling Information Services at 781-721-7171 ext 320. Reservations will be cancelled if the user arrives more than 15 minutes late.

Users of the Study Rooms need not be Winchester residents.

160.0 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.

170.0 Smoking

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

180.0 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.

200.0 Fee/Fines/Loan Periods/Privileges

210.0 Fines and Loan Periods

As of January 2023, all overdue fines, except Museum Passes, have been officially eliminated. Items are automatically renewed, twice, provided no one has requested the item. One month after the second renewal has ended, a bill for the item is generated by Minuteman.

Museum Passes cannot be renewed. Many museum passes are coupons that are not returned to the Library. Passes that must be returned should be returned before the Library opens the next day; they can simply be returned in the outside book drop in the case provided. Passes may never be renewed and incur a late fee of \$5 per day.

Books, magazines, audio books, music CDs, video games, and most “Library of Things” items are borrowed for three weeks with two automatic renewals. Some “Library of Things” items are limited to one week with two automatic renewals provided no one has requested the item. When

borrowing an item from the collection inquire whether it has a shortened loan period. DVDs recently added to the collection may be borrowed for one week, with two automatic renewals.

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

215.0 Borrowing Materials

Borrowers are responsible for all items checked out on their cards.

In order to check out library materials, users must present a valid library card. In lieu of their card, users may provide an official photo ID or utilize the Minuteman Library Network App.

In order to check out materials on behalf of another patron, individuals must either present the patron in question's physical library card, or have the ability to login as the patron in question on the Minuteman Library Network App.

To check out materials that have been placed on hold for another patron, individuals must either present the patron in question's physical library card, have the ability to login as the patron in question on the Minuteman Library Network App, or present the pick-up email sent to the patron who's items are on hold.

Library of Things items may only be placed on hold by Winchester residents for pickup at Winchester Public Library. Residents of other towns are able to check out LoT items if they are available on-shelf.

220.0 Laptops, Chromebooks and Related Tech Equipment

These items may be borrowed for in-house use only. Tech equipment is borrowed for the Information Services desk. The librarian will inform the patron as to specific borrowing rules and limitations that may apply.

230.0 Replacement of Damaged/Lost Library Cards/Materials

Lost and Damaged Library Cards

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

Borrowers are responsible for all items checked out on their cards. Lost or stolen library cards should be reported to the library immediately.

Lost and Damaged Library Materials

- Borrowers will be charged the price shown in the item record for a lost or damaged item. Winchester Public Library is unable to accept replacement items in lieu of payment for damaged items.
- For items that contain multiple parts, patrons may be charged for the entire set if the library is unable to replace the missing piece by itself.

240.0 Library Cards

Requirements for New Library Card Applications

Any Massachusetts resident may get a Minuteman library card. Cardholders are responsible for keeping the library updated re: changes of name, address, phone numbers, email, etc.

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.

eCards

New patrons can register for a Minuteman eCard online at <https://www.minlib.net/ecard>. The patron's address is confirmed through the online application.

An eCard grants the patron access to the MLN Overdrive/Libby collection and local resources *based on their verified town address*. eCards can also be used to place holds in Sierra, but do not have permission to check out materials.

Patrons receive their temporary barcode in their confirmation email, which serves as their library card for logging into online resources and Minuteman services.

If a patron's home address falls within a Minuteman library town AND Last Name is associated with that address in the verification check:

- eCard is good for 5 years before expiring

- Patron can borrow from the MLN digital Overdrive/ Libby collection AND local library online resources like Hoopla, Kanopy, etc where applicable
- Patron can place 5 holds in the catalog. No checkout of physical library materials allowed.
- Patron has free access to statewide databases.

If a patron's home address falls within a Massachusetts town outside of a Minuteman library AND Last Name is associated with that address the verification check:

- eCard is good for 5 years before expiring
- Patron can borrow from the MLN digital Overdrive/ Libby collection
- Patron can place 5 holds in the catalog. No checkout of physical library materials allowed.
- Patron has free access to statewide databases.

If a patron's home address falls within a Massachusetts town BUT Last Name is NOT associated with that address in the verification check:

- eCard is only good for 6 months before expiring
- Patron can borrow from the MLN digital Overdrive/ Libby collection
- Patron can place 5 holds in the catalog. No checkout of physical library materials allowed.
- Patron has free access to statewide databases.
- Expired provisional cards are purged from Sierra 3 months after expiration

In order to check out physical library materials, the eCard MUST be converted to a physical card by a library staff member.

250.0 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 Laws).

260.0 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 under eight (8) years of age
- 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. Patrons may be asked to leave if the situation cannot be resolved.

Serious or repeated misconduct or violations may lead to suspension of library privileges, legal action, or criminal prosecution. Appeals to reinstate services must be made in writing to the Board of Trustees. A hearing will be scheduled within 30 (thirty) days of receipt of the appeal. Notice of a hearing to consider such appeals will be made a minimum of 5 (five) days in advance. Patrons may participate directly or through legal counsel. The decision of the Board of Trustees shall be final and binding on the patron in consultation with Town Counsel.

270.0 Safe 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. Ultimately the responsibility for the safety and behavior of children in the Library rests with the parent/caregiver and not with Library staff. 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. To ensure the protection and wellbeing of our young patrons, the following Safe Child Policies have been established:

1. All children under eight (8) years of age must be accompanied by a parent/caregiver (someone age 14 or older) and adequately supervised at all times.
 - a. Preschool children ages four (4) and under must always be closely supervised (“within hugging distance”) by a parent/caregiver.
 - b. Children between the ages of five (5) and seven (7) must be directly supervised (in the same room or area of the library) by a parent/caregiver. Parents/caregivers must remain in the building while a child is attending a Library program.
 - c. Children ages seven and under must be supervised by a person 14 years of age or older at all times. Children/teens ages 8 to 13 should not be left unattended for longer than two hours at a time.
 - d. If Library staff determine a child is lost or unattended, Library staff reserve the right to contact the Police Department for assistance.

2. Children ages 8 and older left unattended must be mature enough to follow the Library’s policies regarding appropriate conduct, including Disturbance of Libraries 260.0. Consequences for violating this Policy may include being asked to leave the Library. As a general rule, if a parent or guardian feels a child is not mature enough to be left home alone without supervision, or to leave the Library building alone, they are not mature enough to be left unattended within the Library itself.
 - a. All children not accompanied by a parent/caregiver should have a means of contact for said parent/caregiver to be used in the event of an emergency such as unexpected Library closure.
 - b. Parents/caregivers should pick up their children at least five (5) minutes before the Library’s closing time. Any unattended child/teen under the age of 14 in the building or on Library property at closing must immediately contact their parent/caregiver for transportation. They should also inform Library staff that they have contacted their parent/caregiver.

- c. Two staff members will remain with any child under the age of 14 waiting for pick-up outside the Library for 10 minutes. If a parent/caregiver does not arrive within 10 minutes of the Library's closing time or cannot be reached, the Police Department will be called to take custody of the child until the parent/caregiver can be located. A copy of this Safe Child Policy will be given to the police to give to the parent/caregiver when they pick up the child. Under no circumstances may staff transport children from the Library to any location.
3. Parents or caregivers (whether present or not) are responsible for ensuring the appropriate behavior of their children in the Library. Disruptive and/or inappropriate behavior includes anything that interferes with other patrons' enjoyment or use of the Library and/or causes actual or potential damage to Library property. Examples of this behavior include but are not limited to: running, shouting, screaming, throwing objects, inappropriate use of the elevator, pulling large numbers of books from shelves without intending to use them, jumping or climbing on library furniture, banging on computer keyboards, disturbing the peace and rights of other patrons to use the Library, or otherwise interfering with other patrons' use of the Library.
 - a. Should Library staff determine that a child/teen is being disruptive or inappropriate, a three-strike rule will be enacted and child/teen will be given a warning which will include notice that a third warning may result in removal of the child/teen and accompanying parent/caregiver, if any, from the Library for the remainder of the day or for an otherwise appropriate period as may be determined by the Library Director or their designee.
 - b. Children/Teens and their parents/caregivers should be aware that Library Staff communicate with each other regarding inappropriate patron behavior.
 - c. If removal is necessary, a reasonable attempt will be made to notify a parent/caregiver of an unattended child/teen.
 - d. Library Director or Director's designee reserves the right to remove a child/teen from the Library immediately without enacting the 'three strikes' rule for excessively egregious behavior. Similarly, the Library Director or their designee reserves the right to allow a fourth strike, if deemed appropriate for the circumstances.
4. The Children's Room is primarily for children through Grade 6, their parents/caregivers, and adults interested in children's literature, such as teachers and college students taking children's literature classes. The Teen Space is primarily for youth ages 12-18 or through Grade 12. Out of concern for the safety of young patrons, adults not accompanying a child or youth who are not actively using or searching the youth collections or seeking help from staff are not allowed in the Children's Room or Teen Space, regardless of

whether a minor is present in the space. Such adults will be directed to Information Services so they may find a suitable place to work.

- a. Children and Teen programs and events are an extension of these spaces and thus this policy applies to such events and the space where they are being conducted. Adults without a child or teen will not be allowed to attend children or teen events, unless granted specific permission from the Library staff.
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. It is not the Library's purview or responsibility to manage or restrict a child's access to technology or to limit screen time.

275.0 Security Camera Policy

Purpose: The Winchester Public Library utilizes security cameras on its property to ensure the health, welfare and safety of staff and patrons, to protect Library property to discourage theft, vandalism and other criminal activity and violations of Library policy, to safeguard buildings, grounds and equipment, and to monitor unauthorized individuals in or on Library property. Security cameras may be used in locations deemed appropriate by Library staff in consultation with local law enforcement, consultants and emergency response agencies to enhance the ability to identify and apprehend offenders.

Public Notice:

The Library shall notify members of the public, visitors, and staff members that video surveillance is being conducted on Library property via appropriate signage at Library entrances and in other locations that Library staff may deem appropriate.

Security cameras are not continuously monitored, and both Library staff and members of the public should take appropriate precautions for their safety and the security of their personal property. The Library is not responsible for loss of property or personal injury, and assumes no duty by placing these security cameras.

Data Storage & Access:

The Winchester Public Library utilizes security cameras on its property to ensure the health, welfare and safety of staff and patrons, to protect Library property to discourage theft, vandalism and other criminal activity and violations of Library policy, to safeguard buildings, grounds and equipment, and to monitor unauthorized individuals in or on Library property. Security cameras may be used in locations deemed appropriate by Library staff in consultation with local law enforcement, consultants and emergency response agencies to enhance the ability to identify and apprehend offenders.

Privacy:

Cameras may be placed in indoor and outdoor areas of the Library where there is no reasonable expectation of privacy, such as entrances, delivery areas, parking lots, book stacks, public seating areas, and service desks. Cameras will not be placed in areas where individuals have a reasonable expectation of privacy, such as restrooms, or private offices. Cameras will not record audio. Cameras shall not be positioned with the primary purpose of identifying a person's reading, viewing, or listening or individual habits or nonpublic activities. To the extent that any recorded images include identifiable persons using Library services, borrowing Library materials, or providing or receiving confidential, sensitive, or private material, such records shall be treated as confidential to the extent allowable under Massachusetts law, subject to any

Cameras record activities in real time. No audible communication shall be monitored or recorded by the security cameras. The Library shall ensure that proper procedures are in place and are followed regarding the use, viewing, disclosure, retention, disposal and security of video recordings or photographs from security cameras in accordance with applicable laws and regulations. All video recordings used for security purposes in the Library and/or on Library property shall solely be the property of the Library. The cameras and recorded data are located in a limited access, controlled area. All recorded data will be stored in their original format and be reasonably secured to avoid tampering and to ensure confidentiality in accordance with applicable laws and regulations, as may be applicable. Access to video recordings from security cameras shall be limited to Library Administrators (Director or designee, Assistant Director or designee, Incident Management Coordinator), Library Trustees if necessary, and authorized members of the Winchester Police Department for the purposes of accessing recorded footage in order to investigate incidents of criminal activity or violations of Town policy. Other staff members may be given authorization [by the Library Director] to access or view footage on a limited basis. Information technology staff and facilities maintenance staff may also use and access the security cameras and recordings to aid in the operation of Library facilities and ensure proper operation of the system, with reasonable notice to Library staff.

Authorized individuals may use recorded data to identify those responsible for Library policy violations, criminal activity on Library property, or actions considered unreasonable and disruptive to normal Library operations. Authorized individuals may also request that law enforcement review a still image or selected portion of recorded data for assessing the security risk of a specific individual or for investigation of a crime on Library property.

Recorded data may be shared with Library staff to identify those suspended from Library property and to maintain a safe, secure, and policy-compliant environment. Still images may remain posted in staff areas for the duration of the suspension period.

The Library and the Town of Winchester may utilize data collected through the cameras as part of a disciplinary investigation of its employees, when the Library or the Town of Winchester have reasonable suspicion of employee misconduct; and the Library and the Town of Winchester further

agree that they may monitor and review security camera feeds and recordings as needed to support investigations and to enhance public safety, but not routinely monitored in real time without cause. Qualifying incidents and/or bases for reasonable suspicion, include, but are not limited to: injury or accident, reasonable suspicion of employee misconduct, employee and/or patron safety concerns, public safety, investigation related purposes, and property damage or loss. The preservation and storage of footage will follow the protocols of the Commonwealth of Massachusetts for retention of records.

Removal, damage, alteration or attempted alteration, disabling and / or attempting to disable any camera at the Library or on its property is prohibited.

Law Enforcement Access:

All requests for the viewing of live or recorded images by law enforcement must be presented to the Library Director [or designee]. Recorded data will be accorded the level of confidentiality and protection provided to library users by Massachusetts law, the Library's policies, and the American Library Association's policies on confidentiality and privacy and consistent with the Town of Winchester's obligations under Massachusetts' Public Record laws.

Access is also allowed by law enforcement when pursuant to a legal investigation, subpoena, court order, or when otherwise required by law. The Library reserves the right to consult legal counsel in matters involving warrants or subpoenas seeking access to security footage. Upon approval by the Library Director [or designee], recorded images may be shared voluntarily with law enforcement, unless the images are protected by Massachusetts law.

In the event of an emergency situation at the Library or its property covered by security cameras, Winchester Police, or other appropriate public safety/law enforcement authorities, after giving prior notice to the Library Administrators/designee will be granted temporary access to the Library's the live camera feed in order to coordinate the emergency response. This access must be terminated once the situation is under control and the immediate danger to public safety has passed.

Information obtained from camera footage will be used exclusively for the purposes set forth in this policy. The Library Director may authorize the review or release of camera footage for legitimate purposes, including the protection of patrons, staff, and property, and to protect the Library or Town of Winchester from lawsuits.

Requests from the General Public:

Members of the general public requesting to inspect security camera footage will be advised to file a police report or public records request, subject to applicable exemptions and protections.

Unauthorized Access and/or Disclosure:

All Library staff will be made aware of their obligations under federal and state law regarding protection of privacy. Failure to comply with this policy may result in disciplinary action. Any

Library employee who becomes aware of any unauthorized disclosure of a video record and/or a potential privacy breach has a responsibility to immediately inform the Library Director of the breach.

Disclaimer:

The Library disclaims any liability for use of the video data in accordance with the terms of this policy, given that the Library is a public facility within the Commonwealth of Massachusetts, and the security cameras are limited to those areas where patrons and/or staff have no reasonable expectation of privacy.

Guidance and Amendments:

The Library may, from time to time, issue further guidance that is consistent with current laws and this policy. The Library may update this policy in accordance with current laws and this policy upon approval by the Library's Board of Trustees.

280.0 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.

290.0 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:

- o Children’s Room
 - o Carrels on the Upper floor (no more than two people/carrel)
 - o Quiet Study rooms (see 150.10)
 - o 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.

300.0 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 (1 st week in October to 2 nd week in May)

400.0 Personnel

410.0 Personnel Policy Guide

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

420.0 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.

500.0 Services

510.0 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.

520.0 Telephone Renewals

Telephone renewals eliminated (June 13, 1989)

Telephone renewals restored (February 27, 2001)

530.0 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 art works 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 art works being exhibited or displayed. The Library does not insure any exhibits. The exhibitor assumes full responsibility for loss or damage to art works 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

WINCHESTER PUBLIC LIBRARY
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 ½ 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 _____
Telephone _____
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 it’s Committee on Art Exhibits, from responsibility for loss, damage, or destruction of any artwork.

Signed _____ Date _____

540.0 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 is responsible for selecting materials for children through Grade 6 and for developing the Children's collection as a whole.

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

Providing 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 interests.

Collection Development Goals

The Library's collection encompasses 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 the Boston area, the Library generally does not acquire scholarly or highly technical materials, such as textbooks.

The individual rather than organized groups. The Library will not cater to the interests of any specific group, although the needs of groups as reflected by individual patron demand will be considered.

The student rather than the school curriculum. Supporting the school curriculum is not the Library's main role, although the Library will use reasonable efforts to acquire 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. This permanent collection serves all ages, cultures, and abilities and seeks to meet the needs of all members of the community. Additionally, professional staff 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

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

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. An item's presence in the Library does not imply the Library's, Trustees', or Town's endorsement of its content.

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. The Library does not make purchasing decisions on the basis of protecting patrons from particular content. Library users will determine which materials and resources are appropriate for themselves. A child's parents or guardians are responsible for monitoring their child's access to library materials.

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

In order to provide a dynamic collection, removal of some items is necessary. Professional staff are responsible for making decisions about removing items. The points taken into consideration include but are not limited to:

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

Given the limitations of space and the collection development goals listed above, professional staff will weed out each year the equivalent percentage of materials added to the collection during the previous year. In accordance with Massachusetts law, withdrawn materials are given to En Ka or another appropriate charitable organization.

Challenge of Materials by Patrons

Winchester residents with a current library card may object to the decision to include or remove a particular title in the collection by completing the Request for Reconsideration of Library Materials form. Requests filed by Winchester residents who have not read, viewed, or listened to the cited materials in their entirety will be considered incomplete, as will anonymous requests. Incomplete forms will not be considered.

At their discretion, the Library Director may respond in writing to a patron's objection based on the Library's Collection Development policy. A failure to respond shall be considered a denial of the request.

The Library's Board of Trustees has ultimate responsibility for decisions to include or to remove a title from the collection.

Item(s) named in an objection will not be moved, removed, or labeled during the reconsideration process.

Objections will be noted as public record in the Trustees Agenda and Minutes, submitted as required to both the Massachusetts Board of Library Commissioners through the annual report and also to the American Library Association Office of Intellectual Freedom.

Donated Materials

Unsolicited donations in good condition may be added to the collection, given to En Ka to be sold, or given to a charitable organization. Patrons who wish to donate materials are encouraged to ask professional staff for suggestions and guidelines. 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.

550.0 Internet

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 or wireless network, 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 the 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 and infrastructure.

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.

555.0 3D Printer Guidelines

The Winchester Public Library is proud to offer 3D printing services to our patrons. The following guidelines are for use of the service:

- Patrons are not allowed to directly use the 3D printer - Staff will coordinate print jobs for patrons.
- Cost: Printing costs \$0.10/gram, rounded up to the nearest gram. We only accept cash payments at this time.
- 3D printing services are only available to Winchester residents with a current library card in good standing
- Submission of a 3D print file signifies that you have read and accept the Library's 3D Printer Policy. All designs will be reviewed by Library Staff before printing. The Library staff reserves the right to change the print queue as needed and the Library reserves the right to refuse any 3D print request.
- The Library 3D printers may only be used for lawful purposes. No one is permitted to use 3D printing to create material that is:
 - Prohibited by local, state or federal law,
 - Unsafe, harmful, dangerous or poses an immediate threat to the well-being of others
 - Obscene or otherwise inappropriate for the library environment
 - A weapon, a component of a weapon, or drug paraphernalia
 - A violation of intellectual property rights. For example, the printers will not be used to reproduce material that is subject to copyright, patent or trademark protection.
 - Anything that violates Library policies or could damage the printer.

Final decisions on what will be printed are left to the judgment of the Head of Technology & Information Services. The Library reserves the right to refuse any 3D Print request.

- Files must be sent in either OBJ or STL formats and should be appropriately sized - The maximum print size is 250mm x 250mm x 250mm or 9.8"x9.8"x9.8"

- When a print job is finished, we will email the patron so they can pick it up. If a timelapse video is available we will email that as well.
- Patrons are responsible for removing supports and cleaning up their printouts. The library is unable to offer post-processing services.
- We only print in non-toxic, compostable PLA plastic. ABS, Carbon fiber, TPU, and other types are not available. Colors available at launch will be black, white, blue, or red.
- A maximum of one full print a week per patron. Multi-part prints can be submitted.
- This service is for individual projects. If you need to produce multiple items (i.e. a production run) that you would normally have to pay a business to print, please contact a local company. Projects that are outside of the scope of individual projects for learning or creative output won't be allowed.

Rights & Release from Liability

- The Winchester Public Library (WPL) does not accept responsibility if a project is destroyed, does not print correctly, or does not function as expected.
- The Winchester Public Library (WPL) reserves the right to halt, delete, or disallow the creation of items.
- The patron agrees that the Winchester Public Library (WPL) is not responsible for any manufacturing defects or the quality of workmanship of any tools, materials or equipment supplied by the Winchester Public Library (WPL) or for the quality or condition of a patron's project.
- The Winchester Public Library (WPL) is not responsible for any damage to, or loss or theft of, a patron's property.
- The 3D printer is operated in a public area of the Library. Privacy and confidentiality of activity cannot be guaranteed.
- All other library policies apply when using the library's 3-D printing services, including policies addressing user behavior, acceptable use, cybersecurity, copyright, intellectual freedom and user privacy.

560.0 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.

570.0 Social Media Policy

The Winchester Public Library uses social media platforms to enhance communication, collaboration and information exchange between Library staff, patrons, and the general public 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.

580.0 Public Participation at Trustee Board Meetings

Citizen Speak

The Board of Library Trustees (the Board) recognizes and encourages the right of Winchester residents to participate in its government. In order to provide an opportunity for the public to

participate at its meetings, the Chair may, on the Board's agenda, reserve time for "Citizen Speak" at the beginning of each meeting during which Winchester residents and Town Officials may address the Board on agenda or non-agenda items. The amount of time allotted to any individual at Citizen Speak shall not exceed 2 minutes, and the Citizen Speak section of the meeting shall not exceed 10 minutes in total. Notwithstanding, in extraordinary circumstances as determined by the Chair, the time allotted can be extended. Any such extension(s) shall be applied in a fair, reasonable and equitable manner to anyone coming before the Board and any extension of time shall be applied equally to all persons who may choose to participate in any given session of Citizen Speak. At all times, the Board shall take into consideration the importance of public participation as well as its obligation to conduct the regularly scheduled business of the Library. The Chair reserves the right to request that speakers not repeat points made by previous speakers.

A member of the public shall speak only after being recognized by the Chair. When addressing the Board, each such person shall be requested to provide a name and address for the record. Other than limited questions for clarification or administrative purposes, the Board will not engage in a discussion with either the members of the Board or the speaker during Citizen Speak. If further discussion is warranted, the matter may be included on a future posted agenda, at the discretion of the Chair.

If a Citizen does not abide by the above policies, or otherwise engages in conduct that is not permissible under the Open Meeting Law, the Chair or his / her representative may take appropriate remedial action.

Participation Regarding Agenda Items

For regular agenda items not involving a public hearing, the Chair may refuse to allow participation by the public. However, the Chair, at their discretion, may allow participation by members of the public or by consultants, employees, experts or specialists, if the Chair believes such participation will provide relevant information to the Board about an agenda item. When addressing the Board, each such speaker shall be asked to provide a name and title, if appropriate, for the record. All discussion regarding agenda items shall be directed by and through the Chair.

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

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.

1. Books and other library resources should be provided for the interests, 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.
2. 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.
3. Libraries should challenge censorship in the fulfillment of their responsibility to provide information and enlightenment.
4. Libraries should cooperate with all persons and groups concerned with resisting abridgment of free expression and free access to ideas.
5. A person's right to use a library should not be denied or abridged because of origin, age, background, or views.
6. 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.

BROUGHT TO YOU BY THE

OFFICE FOR
Intellectual Freedom

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.

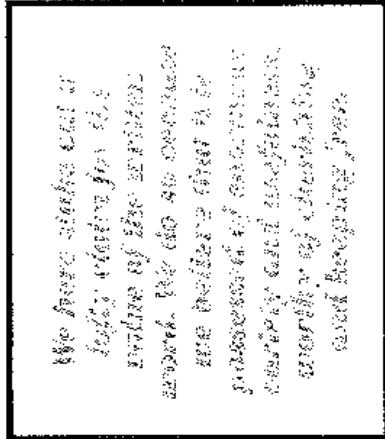
Freedom has given the United States the elasticity to endure strain. Freedom keeps open the path of novel and creative solutions, and enables change to come by choice. Every silencing of a heresy, every enforcement of an orthodoxy, diminishes the toughness and resilience of our society and leaves it 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.



To read the full Freedom to Read Statement, including the propositions, visit www.advocacyinfreedom.org

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.

This statement was originally drafted by the Freedom to View Committee of the American Film and Video Association (formerly the Educational Film Library Association) and was adopted by the AFVA Board of Directors in February 1979. This statement was updated and approved by the AFVA Board of Directors in 1989.

Endorsed January 10, 1990, by the ALA Council

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Access to Digital Information, Services, and Networks

An Interpretation of the *Library Bill of Rights*

Introduction

Freedom of expression is an inalienable human right and the foundation for self-government. Freedom of expression encompasses the freedom of speech and the corollary right to receive information.¹ Libraries and librarians protect and promote these rights regardless of the format or technology employed to create and disseminate information.

The American Library Association expresses the fundamental principles of librarianship in its Code of Ethics as well as in the *Library Bill of Rights* and its Interpretations. These principles guide librarians and library governing bodies in addressing issues of intellectual freedom that arise when the library provides access to digital information, services, and networks.

Libraries empower users by offering opportunities both for accessing the broadest range of information created by others and for creating and sharing information. Digital resources enhance the ability of libraries to fulfill this responsibility.

Libraries should regularly review issues arising from digital creation, distribution, retrieval, and archiving of information in the context of constitutional principles and ALA policies so that fundamental and traditional tenets of librarianship are upheld. Although digital information flows across boundaries and barriers despite attempts by individuals, governments, and private entities to channel or control it, many people lack access or capability to use or create digital information effectively.

In making decisions about how to offer access to digital information, services, and networks, each library should consider intellectual freedom principles 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 system and network policies, procedures, or regulations relating to digital information and services should be scrutinized for potential violation of user rights. User policies should be developed according to the policies and guidelines established by the American Library Association, including "Guidelines for the Development and Implementation of Policies, Regulations, and Procedures Affecting Access to Library Materials, Services, and Facilities."

Users' access 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 ("Access to Library Resources and Services for Minors"; "Access to Resources and Services in the School Library"; and "Minors and Internet Activity").²

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, and use information effectively.

Users have both the right of confidentiality and the right of privacy. The library should uphold these rights by policy, procedure, and practice in accordance with "Privacy: An Interpretation of the *Library Bill of Rights*," and "Advocating for Intellectual Freedom: An Interpretation of the *Library Bill of Rights*."

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.

Digital information, services, and networks provided directly or indirectly by the library should be equally, 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.³ All libraries should develop policies concerning access to digital information that are consistent with ALA's policies and guidelines, including "Economic Barriers to Information Access: An Interpretation of the *Library Bill of Rights*," "Guidelines for the Development and Implementation of Policies, Regulations and Procedures Affecting Access to Library Materials, Services and Facilities," and "Services to Persons with Disabilities: An Interpretation of the *Library Bill of Rights*."

Information Resources and Access

Libraries, acting within their mission and objectives, must 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. Libraries and librarians should not deny or limit access to digital information because of its allegedly controversial content or because of a librarian's personal beliefs or fear of confrontation. Furthermore, libraries and librarians should not deny access to digital information solely on the grounds that it is 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. 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.

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*.⁴ 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 manner. Minors also retain the right to access constitutionally protected information and, at the minimum, have the right to ask the library or librarian to provide access to erroneously blocked information in a timely manner. Libraries and librarians have an obligation to inform users of these rights and to provide the means to exercise these rights.⁵

4/9/2019

Access to Digital Information, Services, and Networks | Advocacy, Legislation & Issues

Digital resources provide unprecedented opportunities to expand the scope of information available to users. Libraries and librarians should provide access to information presenting all points of view. The provision of access does not imply sponsorship or endorsement. These principles pertain to digital resources as much as they do to the more traditional sources of information in libraries ("Diversity in Collection Development").

1Martin v. Struthers, 319 U.S. 141 (1943); Lamont v. Postmaster General, 381 U.S. 301 (1965); Susan Nevelow Mart, The Right to Receive Information, 95 Law Library Journal 2 (2003).

2Tinker v. Des Moines Independent Community School District, 393 U.S. 503 (1969); Board of Education, Island Trees Union Free School District No. 26 v. Pico, 457 U.S. 853, (1982); American Amusement Machine Association v. Teri Kendrick, 244 F.3d 954 (7th Cir. 2001); cert.denied, 534 U.S. 994 (2001)

3ALA Policy Manual, 50.3 "Free Access to Information"; 53.1.14 "Economic Barriers to Information Access"; 60.1.1 "Minority Concerns Policy Objectives"; 61.1 "Library Services for the Poor Policy Objectives"

4ALA Policy Manual, 53.1.17, "Resolution on the Use of Filtering Software in Libraries"

5"If some libraries do not have the capacity to unblock specific Web sites or to disable the filter or if it is shown that an adult user's election to view constitutionally protected Internet material is burdened in some other substantial way, that would be the subject for an as-applied challenge, not the facial challenge made in this case." United States, et al. v. American Library Association, 539 U.S. 194 (2003) (Justice Kennedy, concurring).

Adopted January 24, 1996; amended January 19, 2005; and July 15, 2009, by the ALA Council. References to cited policies have been updated on November 6, 2018.

See Also: "Questions and Answers on Access to Digital Information, Services and Networks: An Interpretation of the Library Bill of Rights.