

Groton Public Library

Policy Manual

2008

Approved By:
Library Trustees
Groton Public Library
2008

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Mission Statement

Approved June 1998

Revised July 2005, July 2008

Mission Statement of the Groton Public Library Trustees of the Groton Public Library July 2008

The Groton Public Library promotes the joys and benefits of reading as a lifelong pursuit. The library is a vibrant and welcoming community sanctuary that sparks curiosity and opens minds. The library's mission is to offer free information and materials for learning, recreation, cultural awareness, research and personal development with the best possible resources available and to provide friendly, professional and confidential service to all.

Summary

Approved June 2003

Revised August 2003, November 2004, October 2006, July 2007, July 2008

This manual contains the policies of the Groton Public Library. Policies are written, amended and approved by the Library Trustees. The policies are the rules and guidelines under which the library operates. Policies are general statements that form the basis for the Library's procedures. Procedures are written by the Library Director and staff. They articulate the day to day operations of the library and are in keeping with the library policies, town policies and employee union contract. It is important to remember that policies are the governing documents that define the rules without stepping into the operational processes which are the responsibility of the Library Director.

Background sections appear for some policies. These sections contain some of the reasoning behind the adoption of the policy and/or amendments. The intent of this section is to provide information to future reviewers which explain some of the thinking that supports these policies. Future reviewers will then have the benefit of this analysis and can decide for themselves whether the reasons are still applicable. The background sections are not part of the policy. They can be made available to the public but are generally not included when the policies are made available publicly.

Contents:

- The Library Trustees' annual calendar
- An alphabetical list of policies

Annual Calendar

Approved June 2003

Revised August 2003, November 2004, October 2006, July 2007

January

- Submit Annual Report for Town Report
- Submit budget to Finance Committee

February

- Prepare warrant articles for Town Meeting
- Local Library Legislative Day

March

- Submit warrant articles for Town Meeting
- Plan Staff Appreciation Day

April

- Town Meeting
- State Library Legislative Day
- Review request to GPL Endowment and report current year's expenditures

May

- Orient new Library Trustees; provide packet and documents
- Elect officers and standing committee members after town elections
- Staff Appreciation Day

June

- Review Director's Discretionary Fund
- Review Library and Trustee policies, procedures, bylaws and privacy audit
- Appoint Library Director Evaluation Subcommittee and review process

July

- Solicit input for Library Director evaluation and set goals for next FY
- Budget and Finance Subcommittee (BFS) meet with Trust Commissioners and investment advisors to review performance; provide requested and forecasted expenditures for next FY
- Review old and set new 1 and 5 year Trustee goals

August

- Meet to discuss Library Director evaluation; produce draft

September

- Conduct Library Director evaluation; finalize Library Director goals for next FY
- Volunteer Recognition Day

October

- Review and prepare budget request
- Approve and sign Library Director evaluation

November

- BFS meet with Trust Commissioners. Review performance, provide update of expenditures
- MLTA Annual Meeting
- Make appointments to GPL Endowment

December

- Budget and Finance Subcommittee prepare next FY budget

Bulletin Boards and Petitions Policy

Approved August 2001

Revised August 2003, June 2004, July 2008

The Groton Public Library is a base for community information. The bulletin boards are available for public notices of community interest, as determined by the Circulation Librarian. The postings should be approved, initialed, and dated by a staff member before they are posted. Once notices are posted, they become library property and will be disposed of when the information is no longer current or at the discretion of the library staff. The size limit for notices is 11x17 inches.

All community notices, newsletters, etc. should be put on the bulletin boards and/or at designated locations. No solicitations, petitions or non-library related materials should be placed on, kept at or distributed from the circulation desk or any area of the library other than bulletin boards and designated locations.

The Groton Public Library endorses only the sale of tickets and those items whose sale supports the Groton Public Library's programs.

There are two exceptions to "no petitions" according to state law:

1. campaign papers
2. initiative petitions

Both must be on official forms from the Secretary of State's office and must be posted on bulletin boards.

The sign describing this policy for the public appears below.

GROTON PUBLIC LIBRARY

COMMUNITY INFORMATION POLICY

The Groton Public Library is a base for community information. The bulletin boards are available for public notices of community interest, as determined by the Circulation Librarian. The postings should be approved, initialed, and dated by a staff member before they are posted. Once notices are posted, they become library property and will be disposed of when the information is no longer current or at the discretion of the library staff. The size limit for notices is 11 x 17 inches.

All community notices, newsletters, etc. should be put on the bulletin boards or designated areas. No solicitations, petitions or non-library related materials should be placed on, kept at or distributed from the circulation desk or any area of the library other than bulletin boards and designated areas.

The Groton Public Library endorses only the sale of tickets and those items whose sale supports the Groton Public Library's programs.

There are two exceptions to no petitions, according to state law: 1) campaign papers 2) initiative petitions. Both must be on official forms from the Secretary of State's office. Signature solicitation for these purposes will be allowed outside the entrances to the library.

Approved by Library Trustees

Cell Phone Policy

Approved April 2007

Approved at the April 26, 2007 Trustee Meeting

In order to provide an environment conducive to study and research, we ask that you abide by the following policy when in the library.

1. Turn OFF your cell phone or switch to silent mode.
2. If it is urgent that you receive or make a call while visiting the library, go outside or to a designated area.

AREAS FOR CELL PHONE USE, WHEN AVAILABLE ARE:

- Quiet Study Rooms (1 on mid-level & 1 on upper level)
- Small Conference Room (1 on mid-level)
- Community Room (on lower level)

The Library Use Policy states:

“The use of the Groton Public Library or its services may be denied by the staff for due cause. Such cause may include, but is not limited to... disturbance of other library users or any other objectionable conduct on library premises.”

Child Safety Policy

Approved December 2001

Revised August 2003, June 2004, July 2007, July 2008

The Groton Public Library welcomes children and encourages their frequent use of the library's resources. The Library Trustees and Staff attempt to provide a safe environment for children to enjoy the library's resources, and to participate in the library's programs.

Parents are reminded, however, that they or their designated caregivers, not library staff, are responsible for the actions and safety of the children in their care while visiting the library.

- Children under nine (9) years old may not be left unattended in the library. A child is considered unattended if he/she is not accompanied by a designated caregiver at least twelve (12) years old
- Children at least nine (9) years old may be left unattended at the discretion of a parent/caregiver, but should not be left for more than one hour.
- For safety reasons, children under nine (9) years old should be accompanied by a parent/caregiver on the elevator.

Children's Programs/Events:

For those programs where space is limited, preference is given to Groton residents. Non-residents are welcome if space allows.

When attending children's programs at the library:

- A child five (5) years old or younger must be accompanied at all times by the parent/caregiver with the exception of the storytimes specifically presented for three to five year old children.
- Children who are six (6) through eight (8) years old may attend an age appropriate program unaccompanied by the parent/caregiver, but the caregiver must stay in the library during the program and pick up the child promptly at the conclusion of the program.
- All program registrations for children under the age of twelve (12) must include contact information for a parent or caregiver when a child is unaccompanied at the program.

Library staff are not responsible for the safety of unattended children once a program has ended.

- Computers are available to all patrons. However, computer terminals in the library are not intended for use by children under six (6) years old. It is the responsibility of a parent or caregiver to ensure appropriate use of computers by children. Pounding on keyboards and other potentially damaging activities are not permitted. Children under six (6) years old may use a computer only under the direct supervision of a parent or caregiver.

Child Safety Policy (con't)

Approved December 2001

Revised August 2003, June 2004, July 2007

- Children should dress appropriately in the library, and footwear must be worn at all times.

The parent/caregiver is responsible for the child's behavior in the library, at library programs and on the library grounds. To insure the safety and enjoyment of all, running, shouting, pushing or other disruptive behavior will not be tolerated. If the librarian determines that a child's behavior is inappropriate, he/she will speak to the caregiver. If no caregiver is present, the child will be asked to cease the disruptive behavior. If the disruptive behavior continues, the staff member will attempt to contact the parent/caregiver. Should the parent/caregiver not be available, the child may be asked to leave the library or the library program.

Closing Policy

Approved August 2001

Revised August 2003, July 2007, July 2008

The Groton Public Library will follow the town of Groton's Inclement Weather and Other Emergencies Policy during the Groton Town Hall's regular business hours of 9:00 AM to 4:00 PM Monday through Friday. Outside of these hours, the Library Director will decide when to close or delay opening of the library in the event of inclement weather or other condition.

When weather conditions are severe, the library will not open. In other circumstances the library may close early or delay opening. The time of opening will depend on the storm. When there is a two-hour school delay, the library will remain open and hold programs. When schools are closed patrons must contact the library to see if it is open and if programs are being held.

Computer Lab and Laptop Borrowing Policy

Approved April 2008

Computer Lab

The laptop computer lab will be used to conduct classes and programs for Groton Public Library patrons, members of the community, and employees of the Town of Groton. Classes will be taught by Groton Public Library staff or its designated instructors. The laptop computer lab will not be available to individuals or groups that are not associated with the Library.

Laptop Loan

1. When not being used for classes, the laptop computers are available for loan in the library. Users must be at least 18 years old and have a valid and current Groton Public Library card. The loan period is for two hours. After two hours if no one is waiting to borrow a laptop, the loan time may be extended.
2. The borrower is responsible for any damage to the computers due to neglect, loss, or mistreatment and will be responsible for necessary repair cost or full replacement cost if damage is irreparable.
3. Borrowers understand that the laptop computers use an unsecured Internet connection. The Library assumes no responsibility for the loss or compromise of information transmitted across the connection. Any programs or files saved to the computers will be lost upon the computer's reboot.

Computer Use Policy

Approved August 2003

Revised October 2003, October 2004, November 2004, July 2007, April 2008

The Groton Public Library provides computers for a variety of uses from accessing the Internet and online databases to word processing. The library cannot be held responsible for content accessed on the Internet, as not all Internet sources provide accurate, complete or current information.

1. Anyone with a Groton Public Library card or legal identification may sign in to use the library's computers at the Information Desk or Children's Room desk.
2. Computers in the Children's Room are only for the use of children up to grade 5, and their parent or caregiver. Children under the age of 6 must be under the direct supervision of a parent or caregiver when using a computer.
3. A patron may use a library computer for one half-hour a day and if, at the end of the half-hour, there is no one waiting, he/she may continue using it until someone else requests it. Reservations may be made in advance, and they will be held until 10 minutes after the reserved starting time.
4. Changing settings or otherwise modifying a library computer's configuration is not permitted.
5. Unethical or illegal use of computers or other electronic devices in the library, and/or accessing obscene material as defined by M.G.L. c. 272, § 31*, is prohibited. Users in violation of this policy will have their privileges suspended.
6. Any Groton Public Library patron with a blocked status (for overdue materials or unpaid fines) may lose library computer use privileges until the account is cleared.
7. Computer users must be respectful of others. Disruptive or disrespectful behavior will result in a suspension of library computer use privileges or removal from the library. The Technology Room and the rest of the upper level is a quiet area. Headphones are provided to allow users to listen to audio files.
8. Content filters will not be installed on any GPL computer systems. When a child uses a computer the parent or caregiver is responsible for overseeing what is accessed.
9. Printing cost: the first 3 pages are free; each additional page is 5 cents.

*Massachusetts General Laws c. 272, § 31

"Obscene", matter is obscene if taken as a whole it

- 1) appeals to the prurient interest of the average person applying the contemporary standards of the county where the offense was committed;
- 2) depicts or describes sexual conduct in a patently offensive way; and
- 3) lacks serious literary, artistic, political or scientific value.

Disciplinary Policy

Approved May 2004
Revised July 2007, July 2008

This policy applies to non-union employees only.

The overall objective of disciplinary action is to provide employees with an opportunity to improve performance and remedy misconduct before poor performance and misconduct jeopardizes employment. The Library Trustees, Library Director, Department Heads and Supervisors are responsible for maintaining standards and discipline among the employees within their charge. Any disciplinary action for union employees will follow specifics outlined in the current agreement between the Town of Groton and the SEIU Local 888. The purpose of this document is to aid the Library Trustees and the Library Director in supervising non-union employees.

Types of Disciplinary Action

- (1) Verbal reprimand
- (2) Written reprimand
- (3) Reassignment
- (4) Suspension (with or without pay)
- (5) Dismissal

The above types of disciplinary action are listed in order of increasing severity. Ordinarily, less severe disciplinary measures, i.e. verbal and written reprimands and reassignment, should be imposed before resort is made to the more severe actions of suspension and dismissal. In many cases, the progressive imposition of these less severe forms of discipline will be sufficient to alert the employee that his/her conduct or performance is not up to the acceptable standard and to cause the employee to remedy the situation. In cases where the misconduct in question, e.g. theft, is more serious in nature, however, suspension or dismissal of the employee without prior resort to lesser forms of discipline may be warranted. Suspensions without pay shall not be applicable to those employees who are exempt from the overtime provisions of the Fair Labor Standards Act. Only the Library Director shall have the authority to demote, suspend or dismiss an employee. Only the Library Trustees shall have the authority to reassign, suspend or dismiss the Library Director.

Pre-discipline considerations

Whenever the Library Trustees or the Library Director believe that reasons may exist to discipline an employee, consideration of the following principles should be given before discipline is actually imposed:

Disciplinary Policy, (cont'd)

Approved May 2004

Revised July 2007, July 2008

Investigation

Before charging an employee with a violation of a rule or failure to meet an expectation of conduct or performance, an adequate effort should be made to determine whether sufficient reasons exist to believe that the employee actually violated the rule or failed to meet the expectation of conduct or performance in question. The investigation must be conducted objectively, but may vary in its scope and degree of formality depending upon the severity of the alleged misconduct. The investigation may include interviews with or requests for written reports from witnesses and/or the employee being investigated, a review of documents or other relevant inquiries.

Notice and opportunity to be heard

An employee who is to be the subject of disciplinary action should be given notice of the particular allegations or charges that are being made against him/her and an opportunity to be heard before discipline is actually imposed. The degree of formality of the notice and opportunity to be heard will vary in relation to the severity of the potential sanction. The more severe the potential penalty, the more formal the notice and opportunity to be heard should be. In cases where suspension without pay or termination are being contemplated as penalties, notice of the specific charges and of the possibility that the employee could be suspended or terminated should be given in writing and a hearing on the matter should be held before such discipline is actually imposed. The hearing shall be conducted by the Library Trustees or its designee. In any hearing that is conducted before a designee, a written summary of the designee's findings of fact and recommendation regarding the extent of discipline, if any, that is to be imposed should be forwarded to the Library Trustees.

Consistent application of the rule or expectation

The work rule and/or expectation of conduct or performance in question should be consistently and uniformly applied to all employees who are expected to comply with them. Generally, prior notice of the rule or expectation should be provided to employees, preferably in writing and are available in library's Procedures Manual. However, an employer need not have a specific rule in place prohibiting conduct that violates generally accepted societal standards of behavior, e.g. theft, in order to discipline an employee for such an offense. In cases where like employees engage in the same or similar misconduct or fail to meet the same performance standard under comparable facts and circumstances, they should be treated in the same or similar fashion. This does not mean, however, that legitimate facts or reasons may not exist at times which justify disciplining Employee A more harshly than Employee B for the same offense, e.g. Employee A has had a history of violations in the past.

Disciplinary Policy, (cont'd)

Approved May 2004
Revised July 2007

Degree of discipline

The level of discipline that is to be imposed upon an employee should be commensurate with the seriousness of the misconduct or performance problem in question. In other words, the more severe the offense, the more severe the discipline. Where prior discipline has been imposed upon an employee and such action has failed to correct the employee's conduct or performance, progressively more severe disciplinary measures should be utilized until the employee's conduct or performance is brought into compliance with the applicable rule or expected level of conduct or performance. As noted previously, however, the concept of progressive discipline need not be followed where the seriousness of the misconduct in question, e.g. theft, warrants the employee being disciplined more severely, notwithstanding the fact that he/she may have had little to no disciplinary action imposed against him/her in the past.

Post-discipline procedure

Once the above principles have been considered and a decision to impose disciplinary action has been made, written notice should be given to the employee advising him/her of the specific disciplinary action being taken and of the specific reasons therefore. The notice should recite the basis for the disciplinary action, with reference to some of the pertinent facts where applicable, and should reiterate the rule or standard of conduct or behavior that the employee is expected to adhere to. In addition, the notice should advise the employee that a failure to correct his/her behavior or performance will result in further disciplinary action being taken with specific reference being made in the notice to the possible penalties that may be imposed for future transgressions. A copy of all notices of disciplinary action should be placed in the employee's personnel file.

THIS DOCUMENT IS NOT INTENDED TO CREATE OR GRANT TO EMPLOYEES ANY RIGHTS OR PROPERTY INTERESTS THAT THEY DO NOT ALREADY POSSESS UNDER FEDERAL, STATE OR LOCAL LAW.

Gift Policy

Approved February 1998

Revised August 2003, November 2004, July 2008

The Library Trustees shall make all decisions regarding receipt, use, care, and disposition of articles of value made available to the Groton Public Library.

The following considerations shall be part of any such decision:

- relevance to the mission of the Groton Public Library
- concerns regarding display, theft or storage
- expenses relative to acquisition, maintenance, restoration, insurance and/or disposal.

Any appraisal valuation deemed necessary by the Library Trustees or desired by the Donor shall be at the expense of the Donor.

The use and disposal of any and all gifts shall be at the sole discretion of the Library Trustees.

A majority vote of the Library Trustees will be required to accept, maintain and/or dispose of any gifts. Any funds received from the disposition of said gifts shall be deposited into the Library Gift Fund.

The Library Director shall maintain a master list of all such gifts and loans, their appraised value and current placement. A copy of said list shall also be kept with the minutes of the meetings of the Library Trustees. This list will be updated as part of the annual policy review.

Loan Addendum

In the event that an individual or organization desires to loan an item to the Groton Public Library for temporary display or use, the following policies apply.

At and during the loan period the donor must maintain adequate insurance to replace or repair the item. Neither the Groton Public Library nor the Town of Groton assumes the responsibility for damage by fire, theft, loss or any other occurrence while on loan to the Groton Public Library. The loan terms and conditions must be documented by the Library Director and approved by the Library Trustees. A written agreement must be signed by both the donor and Library Director including any donor instructions.

Gift Policy, (cont'd)

Approved February 1998

Revised August 2003, November 2004, July 2008

**GROTON PUBLIC LIBRARY
GIFT OFFER FORM**

I/We, _____, hereinafter referred to as the Donor,
hereby offer to the Groton Public Library the following item(s):

The Donor hereby understands that the use and disposal of said gift(s) shall be at the sole discretion of the Library Trustees in accordance with the Library Gift Policy.

[If applicable] The valuation of said gift(s) has been determined by an independent appraisal to be \$ _____, as per the attached appraisal.

Donor Date

Donor Date

The Library Trustees of the Groton Public Library hereby accepts said gift(s) this
_____ day of _____, 2____.

Gift Policy, (cont'd)

Approved February 1998

Revised August 2003, November 2004, July 2008

Prospective Donor Letter

Dear Prospective Donor,

It is with a great deal of appreciation that we recognize your desire to present a special gift to the Groton Public Library. We know that such offerings come from an attitude of generosity as well as a sense of commitment to the library and the community of Groton.

The Library Trustees share your sense of commitment and are working hard to meet our responsibilities for the immediate and long range needs and goals of the library. After much thought and discussion we have created a set of guidelines to consider offers as thoughtful as yours.

We encourage you to refer to the enclosed Gift Policy and Gift Offer Form as you consider the gift you would like to make available to the library. When the Library Trustees receive the information you provide, we will give it the serious consideration it deserves.

Thank you again for your generous offer. It is people like you who help the Groton Public Library excel.

Sincerely,

The Groton Public Library Trustees

Information Retention Policy

Approved August 2003

Reviewed 2004, Tables Reviewed July 2007, July 2008

It is beyond the scope of this policy to enumerate every actual or potential instance where patron information may be collected and retained. In the interest of providing patrons with a general idea, we present these categories, with examples, and some approximation of the amount of time they are kept:

1. **Personal information**, for example, name, address, and telephone number, is kept indefinitely.
2. **Circulation records**, for example, the current and previous sets of items checked out and fine balances are kept until items are checked in (current set), another patron checks out the same items (previous set), or fines are paid.
3. **Computer files**, for example, lists of Web sites visited by computer, not patron, are kept until the particular computer is rebooted. The computers do not store logon names or passwords to, for example, Web-based e-mail services.
4. **Library program and computer sign-up sheets and meeting room reservations**, for example, children's summer reading program sign-up sheets with names and telephone numbers are kept until the program has taken place, computer sign-up sheet with name and time signed in are kept for two days, meeting room reservations with contact names and telephone numbers and purpose of meeting, are kept indefinitely.
5. **Email addresses**, when collected as a list for special events and programs will be used, with prior permission, to inform patrons of future library programs of interest. These lists will remain private to the library and will not be given to other organizations, unless otherwise stated when the information is requested.

The library is not statutorily compelled to keep any patron information. Librarians are furthermore enjoined by professional creed from revealing their patrons' confidential information. Library staff will therefore retain patron information required only for the proper and efficient functions of the library, and only for as long as is necessary to perform those functions. Once they are no longer required, physical records will be destroyed and computer files will be deleted from their respective systems or media.

The library will maintain a Patron Information Table which contains a comprehensive list of the types of patron information collected by the GPL. Once each year a designated committee made up of members of the library staff will review the list, recommend additions or deletions, and update procedures relative to the retention of each item.

Information Retention Policy, (cont'd)

Approved August 2003

Reviewed 2004, Tables Reviewed July 2007

Retention Policy Background

This policy was prompted by the passage of the Patriot Act in 2001 which makes it easier for the federal government to obtain search warrants and also reduces oversight of the process.

Interlibrary Loan Policy

Approved November 1998
Revised June 2004

The Groton Public Library shares its resources with other libraries through the Interlibrary Loan Service. This service allows GPL cardholders in good standing to borrow items that are not available at the Groton Public Library from other libraries in the region. The GPL reserves the right to limit the number of items requested by a client, and expects all clients using this service to pick up and return interlibrary loan items in a timely manner. Any fees charged by the lending library will be passed on to the client.

The Groton Public Library reciprocates by loaning materials available on the GPL shelves to libraries in the region whose clients request items not available at their libraries. The Groton Public Library will loan all materials with the following exceptions:

- Items with a 1 week circulation period
- Items on the New Book Shelf
- Items in the Groton Collection (Historical Room)

Library Director Evaluation Policy

Approved March 1996
Revised August 2003, July 2007
Reviewed 2004

The Library Trustees shall conduct a formal evaluation of the Library Director on an annual basis. This evaluation will consist of two parts: (1) a written evaluation and (2) a formal evaluation session conducted at a regularly scheduled Board meeting with the Library Director in attendance. This evaluation process will commence and be completed according to the three-month time frame outlined in the Library Trustees Annual Calendar.

The Library Trustees Chairperson and one Board member of the standing Policy, Personnel and Planning Committee, will form a special committee, to be named the Evaluation Committee, to work with the Library Director and the remaining members of the Board to complete the written evaluation. The committee will use an evaluation tool agreed to by the Board that outlines specific performance standards for evaluation and a defined rating system. (This tool is included with this policy.) The process for conducting the Library Director's evaluation is as follows:

1. The Library Director will submit a self-evaluation report to the committee indicating how he or she has met the annual goals and objectives of the Director and the Library Trustees.
2. Considering the Library Director's self-evaluation report, the committee will meet and formulate a written evaluation and reach a consensus on how the Director is to be rated on each item.
3. Copies of this written evaluation will be sent to the Board members with an opportunity provided for each to respond to the committee.
4. The Evaluation Committee's final, written evaluation will be given to the Library Director in discussion with the Board Chairperson with an opportunity provided for the Library Director to meet with the committee prior to the formal evaluation.
5. The formal evaluation of the Library Director will take place at the next regularly scheduled Board meeting and be conducted in a business-like manner with a predetermined agenda. Specific examples should be used to illustrate the evaluation and free discussion should be encouraged.
6. The committee will have one follow-up planning session to develop the basis for the next annual review and then disband.

Library Director Vacation Notification Policy

Approved August 2003

Reviewed 2004

Revised July 2007

The Library Director will give the Chair of the Library Trustees reasonable notice of the proposed use of the Library Director's vacation time and personal days.

Library Policies

Approved August 2001
Revised July 2008

The Library Director will keep the master copy of the policies of the Groton Public Library. There are three components of the policy manual. They are the policies themselves, the procedures, and the background notes for both the policies and procedures.

Each page must have the word “approved” and the date the Library Trustees voted to approve the policy. The date will be the last date of the amended document. For procedures, the page will have the date and initials of the person who wrote the document and/or the Library Directors initials.

Each amended policy, procedure or background note will be distributed to four notebooks held by the Library Director (master copy) and the library staff (3 copies, one on each level) and will also be posted on the homepage of the libraries website. Any changes in the distribution procedure are at the discretion of the Library Director.

Policies that pertain to specific locations within the library will be posted in those locations. They are:

- Elevator
- Internet
- Bulletin Boards (Community Postings)

Library Trustee Vacancy Policy

Approved November 1995
Revised August 2006, July 2008

1. The resigning trustee must submit a formal letter of resignation to the Town Clerk, the Board of Selectmen, the Library Director and the Chair of the Library Trustees of the Groton Public Library stating the date of resignation.
2. Within one month of a vacancy being created, the remaining Groton Public Library Trustees must give written notice of the vacancy to the Board of Selectmen. If the Library Trustees fail to give written notice within the specified time period, the Selectmen have the right to fill the vacancy.
3. The Library Trustee Secretary shall put a notice in the local newspapers not less than seven (7) days prior to filling the vacancy. A notice requesting interested individuals to contact the Library Trustee Secretary will run in all local newspapers and be disseminated via standard library communications channels. A sample notice is attached.
4. The person to be appointed must be a registered voter of the town and shall perform the duties of the office until the next annual town election.
5. The Library Trustees will interview all qualified candidates, inviting the Selectmen to join them. At the close of the interviews, the Library Trustees will inform the Selectmen of their recommended candidate.
6. The vacancy shall be filled by a majority of a roll call vote of both the Selectmen and the remaining Library Trustees in joint session at the regular meeting of either body.
7. Appointed members of the board who wish to continue in service must run for election at the next town election.
8. When the appointment process has been finalized, all candidates will be contacted and thanked for their interest.

This procedure is based on MGL Chapter 4, sections 10 and 11 and [Code of the Town of Groton Chapter 268: Vacancies](#) (Adopted by the Board of Selectmen of the Town of Groton 1-2-2001)

SAMPLE NEWSPAPER NOTICE and website and library building posting

The Trustees of the Groton Public Library have a vacancy on their six member board which is caused by the resignation of name. This position would begin immediately upon appointment and be open to election at the next town election. The Library Trustees oversee all operations of the public library, establish policies and serve as advocates for good library service. Library Trustees attend monthly meetings and serve on sub-committees such as building and equipment, policy, personnel and planning, and budget and finance. Interested individuals should send a brief letter expressing their desire to be considered and the reason for their interest to the Library Trustee Secretary name at address before date.

Library Use Policy

Approved March 1996
Revised August 2003, July 2007
Reviewed 2004

The Groton Public Library serves all, but targets the residents of Groton, taxpayers of the community and students at schools, including home schools and/or programs in Groton.

Any Groton Public Library card holder in good standing may borrow items. Any individual may use all library services in accordance with Standard 6 of the Massachusetts Board of Library Commissioners' Standard for Direct State Aid. The only exception is programs where space may be limited, in which case preference will be given to Groton residents.

The library will endeavor to maintain a balance in its services to all members of the community. The library will cooperate with, but cannot perform the functions of, school or other institutional libraries that are designed to meet curricular needs. When excessive demands of groups or individuals tend to curtail service to the general public, the use of the library or its services by that group or individuals shall be limited.

The use of the Groton Public Library or its services may be denied by the Library or staff for due cause. Such cause may include, but is not limited to, failure to return materials or failure to pay fines, destruction of library property, and disturbance of other library users or any other objectionable conduct on library premises. The library staff is not responsible for the behavior or supervision of individuals on library grounds and in the building.

The Groton Public Library's building and grounds are a smoke free environment.

Materials Selection and Review Policy

Approved August 2003
Revised July 2007
Reviewed 2004

The Groton Public Library endeavors to maintain a balance in its materials and services for the community. The Library Trustees and the staff of the library are responsible for providing equal access to library materials and services for all library users. All materials are selected with the diverse needs of the community in mind. Selections are based on need, current content of the collection, recommendations, and professional review sources.

In accordance with Massachusetts General Laws Chapter 78 Section 33 and the standards adopted by the American Library Association, the Library Trustees of the Groton Public Library have adopted the following statements regarding materials selection.

1. The selection of books and library materials is the responsibility of the Library Director and other qualified staff members. Any book and/or library material so selected shall be held to be selected by the Library Trustees.
2. Selection of books and/or other library material shall be made on the basis of their value of interest, information and enlightenment of library users. No book and/or library material shall be excluded or included solely because of the race, nationality, religion, political or social views or sexual preference of the author.
3. The Library Trustees believe that censorship is a purely individual matter and declares that anyone is free to not select books or other materials that he/she does not approve of. He/she cannot exercise this right of censorship to restrict the freedom of others to read, listen or view.
4. Any specific concerns regarding library materials should be brought to the Library Director and ultimately the Library Trustees. A "Request for Review of Library Materials" form should be completed and returned to the Library Director. The Library Director will inform the Library Trustees of the "Review Request" by their next scheduled meeting.
5. The Library Trustees defend the principles of the freedom to read (including listen and view) and declares that whenever censorship is involved no book and/or library material shall be removed from the library save under the orders of a court in competent jurisdiction.
6. The Library Trustees adopt and declare that it will adhere to and support the Library Bill of Rights and its interpretations including but not limited to the Intellectual Freedom Statement and the Freedom to View Statements adopted by the American Library Association.

Materials Selection and Review Policy, (cont'd)

Approved August 2003
Revised July 2007
Reviewed 2004

7. In an interpretation of the Library Bill of Rights, entitled "Restricted Access to Library Materials" the American Library Association holds ". . . that it is parents - and only parents - who may restrict their children - and only their children - from access to library materials and services. Parents who would rather their children not have access to certain materials should so advise their children."
8. The standards and procedures used in the selection policy apply to gifts and donations to the library.

Materials Selection and Review Policy, (cont'd)

Approved August 2003
Revised July 2007
Reviewed 2004

Groton Public Library

REQUEST FOR REVIEW OF LIBRARY MATERIALS FORM

1. Title: _____
Author: _____
Publisher: _____ Date of Publication: _____

2. Library Book _____ Other _____

3. Request initiated by: Name _____
Address _____
Telephone _____

4. Do you represent yourself? _____ Do you represent an organization? _____
Name of organization: _____

5. To what specific pages, visuals or language do you object?

6. What are your specific objections?

7. Have you researched this material in reviews or journals? _____
Which one(s)? _____

8. What are your recommendations?

Meeting Room Use Policy

Approved April 2001

Revised August 2003, July 2007

Reviewed 2004

Meeting rooms of the Groton Public Library are available for use by non-profit groups and organizations during regular library hours. Guidelines for availability and conditions for using the public meeting rooms are set by the Library Trustees.

Rooms are made available on an equitable basis, regardless of the beliefs or affiliations of individuals or groups requesting their use.

All meetings and exhibits shall be free of charge and open to the public. Applications for use will be submitted to the Circulation Librarian. Permission to meet at the library does not in any way constitute or imply endorsement of the users' policies, beliefs or programs by the library staff or Library Trustees.

RESERVATIONS

Reservations are made with the Circulation Librarian by submission and approval of a Meeting Room Reservation Form.

Reservation requests should be submitted one month in advance. Rooms will be assigned in order of request.

No more than four reservations per calendar year may be made in advance by any one group. Groups requesting to meet more than four times must apply on a monthly basis. Generally, no group or organization may use a meeting room more than once a month. The Circulation Librarian may grant exceptions.

Should a meeting conflict with a library-sponsored program, the library program will receive priority.

Cancellation of meeting room reservations is required 24 hours in advance. Failure to notify library of cancellation may result in denial of future request.

Meeting Room Use Policy, (cont'd)

Approved April 2001
Revised August 2003, July 2007
Reviewed 2004

REGULATIONS FOR MEETING ROOM USE

Room capacities, limited by Massachusetts fire regulations, are given on the reservation form.

No admission fee or collections are permitted.

Non-alcoholic beverages, non-staining beverages, and light refreshments may be provided in Sibley Hall or the Community Room with prior approval by the Circulation Librarian.

Smoking is not permitted in the library building or library grounds at any time.

Library staff will set up the room as requested. The group using the room is responsible for leaving the room in a clean and orderly condition.

Any publicity must include the following statement: "This event is free and open to the public." The Circulation Librarian must approve any press releases, advertisements or announcements about meetings before publication.

Neither the Library Trustees of the Groton Public Library, or the Town of Groton, shall be held responsible for injury to persons or property that occurs while a meeting room is being used.

The individual who signs the Meeting Room Form assumes responsibility for any personal injury or property damage resulting from their use of said room and will be responsible for payment of any claims resulting there from.

Meeting space is available only during regular library hours. All programs must end fifteen minutes prior to closing.

Meeting rooms will not be available when the library building is closed due to emergency conditions or inclement weather.

Failure to abide by this policy and the rules and regulations of the Groton Public Library will result in denial of subsequent use privileges.

Groton Public Library

99 Main Street Groton, MA 01450
Phone: 978-448-1167 ~ Fax: 978-448-1169

MEETING ROOM RESERVATION FORM

(MAY BE DUPLICATED)

Please note: Meetings must be held when the library is open.
(T/TH, 10am-9pm, W/F 10am-5pm, SA 10am-3pm)

Reservation Date: ___/___/___ Time: (From) ___ am/pm (To) ___ am/pm

Name of Organization/Group: _____

Telephone: _____ Fax: _____ Email: _____

Representative/Contact: _____

Mailing Address: _____

MEETING ROOM SPACE AVAILABLE

Sibley Hall _____ Seats 50 w/tables, 75 without

Community Room _____ Seats 15 w/tables, 30 without

Conference Room _____ Seats 6, with table

Quiet Study Room _____ Seats 1-3, with table

NUMBER OF PEOPLE USING ROOM: _____ # of TABLES: _____

**IF SPECIAL SEATING ARRANGEMENTS ARE REQUIRED, PLEASE EXPLAIN
HERE:** _____

Having read the Meeting Room Use Regulations, my group agrees to abide by said regulations and the undersigned agrees to be personally responsible for any infractions thereof and to assume all responsibilities indicated in the regulations.

Signature: _____

Name: (please print) _____

Address: _____ Telephone: _____

Approved by: _____ Date: _____

New Trustee Materials Policy

Approved April 1996

Revised August 2003, July 2004, July 2008

In an effort to assist in orienting new members to the work of the Board, the Library Trustees shall distribute the following materials:

- By-Laws, Groton Public Library Board of Trustees
- Policies, Groton Public Library Board of Trustees
- Annual Calendar, Groton Public Library Board of Trustees
- Groton Public Library Development Plan, current 5 year issue
- Groton Public Library Action Plan (for most current fiscal year)
- Procedures, Groton Public Library
- Massachusetts Library Trustees Handbook, Massachusetts Board of Library Commissioners
- List of current Library Trustees with addresses, e-mail, phone and fax numbers
- Copies of all documents relevant to current and upcoming issues
- Copies of the minutes of the three previous Library Trustee Board meetings
- Copy of the most recent financial report from the Trust Commissioners
- Copy of the annual report of the Groton Public Library Endowment Trust
- Copy of the latest minutes of the Groton Public Library Endowment Trust
- Roster of Groton Public Library Endowment Trust Trustees
- Copy of the Union Contract for union employees
- List and photo's of all current library employees

Library Trustees shall be asked upon the completion of their term or resignation from the Board to return copies of all documents pertinent to the ongoing work of the Board.

Parking Lot Policy

Approved October 2003
Reviewed 2004, July 2008

The Groton Public Library maintains a parking lot adjacent to the library for the use of library patrons during the hours that the library is open. When the library is closed, the lot may be used by non-profit and/or town organizations with the Library Director's approval. All other requests are decided by the Library Director and the Library Trustees on a case by case basis.

The parking lot of the Groton Public Library is available for use by non-profit groups and organizations when the library is closed. Guidelines for availability and conditions for using the parking lot are set by the Library Trustees.

The lot is available on an equitable basis, regardless of the beliefs or affiliations of individuals or groups requesting their use.

There will be no fee for use. Permission to meet at the library does not in any way constitute or imply endorsement of the users' policies, beliefs or programs by the library staff or Library Trustees.

RESERVATIONS

Requests are made with the Library Director by submission of a letter explaining the event, use of the lot, a copy of the applicant's insurance form and approval of a Parking Lot Use Form.

Requests should be submitted no less than one month in advance.

REGULATIONS FOR PARKING LOT USE

No admission fee or collections are permitted.

Non-alcoholic beverages only.

Smoking is not permitted on library grounds at any time.

Neither the Library Trustees of the Groton Public Library nor the Town of Groton shall be responsible for injury to persons or property while the parking lot is being used.

Parking Lot Policy, (cont'd)

Approved October 2003
Reviewed 2004

Groton Public Library

99 Main Street Groton, MA 01450
Phone: 978-448-1167 ~ Fax: 978-448-1169

PARKING LOT RESERVATION FORM

Please Note: Lot must be used when library is CLOSED
Hours are: T/TH, 10am-9pm, W/F 10am-5pm, SA 10am-3pm

Reservation Date: ___/___/___ Time: (From) ___ am/pm (To) ___ am/pm

Name of Organization/Group: _____

Telephone: _____ Fax: _____ Email: _____

Representative/Contact: _____

Mailing Address: _____

Having read the Parking Lot Use Regulations, my group agrees to abide by said regulations and the undersigned agrees to be personally responsible for any infractions thereof and to assume all responsibilities indicated in the regulations.

Signature: _____

Name: (please print) _____

Address: _____ Telephone: _____

Approved by: _____ Date: _____

Privacy Policy

Approved February 1998

Revised August 2003, July 2004, July 2008

The Groton Public Library Trustees' philosophy is in keeping with the Fourth Amendment of the Constitution of the United States that reads:

“The right of the people to be secure in their persons, houses, papers, and effects, against unreasonable searches and seizures, shall not be violated.”

What people read, research or access at the library is a fundamental matter of privacy. The Library Trustees believe that any person using the resources of the Groton Public Library should be able to access all constitutionally protected information and feel secure that what they read, research or view at or from the library will be kept confidential and that the privacy of the individual will be protected by the library staff, to the extent permitted by law.

State law, MGLA Chapter 78, Section 7 reads: “That part of the records of a public library which reveals the identity and intellectual pursuits of a person using such library shall not be a public record as defined by clause Twenty-sixth of section seven of chapter four.”

The Groton Public Library's Materials Selection and Review Policy contains the following statement:

“The Library Trustees adopt and declare that it will adhere to and support the Library Bill of Rights and its interpretations, including but not limited to the Intellectual Freedom Statement and the Freedom to View Statements adopted by the American Library Association.”

As such, all circulation records, and other records identifying the names of library users, as well as any information or records which reveal the identity and intellectual pursuits of a person are confidential unless disclosure is otherwise required by law.

All library employees shall be advised that such records are confidential and not to be made available to anyone except pursuant to such process, order or subpoena as may be authorized. Such process, order or subpoena shall be referred to legal counsel.

Any individual making a request shall be referred to the Library Director for an explanation. The Library Director shall use his/her discretion and consult with legal counsel if necessary.

Privacy Policy, (cont'd)

Approved February 1998
Revised August 2003, July 2004

Should library records be requested under the USA Patriot Act, the law states that library staff cannot inform the person or persons about whom the information is requested, cannot speak to coworkers, the media or other government officials about the inquiry. Such a request, should it occur, may only be reported to the appropriate higher authority within the library and the library's legal counsel.

The library's policy and practices conform to Massachusetts General Laws Chapter 78, Section 7.

Background Notes for Confidentiality of Minors

Confidentiality of minors is protected in the same manner as adults. Parents are ultimately responsible for misplaced/ lost borrowed library materials. With this framework some flexibility regarding the parent's right to knowledge of the minor's (under age 12) books/items borrowed needs to be accommodated. Procedurally the minor patron can request an accounting from the library staff of their borrowed materials when visiting the library. Also the library staff can remind both adult and minor patrons of the accessibility of the library resources by means of their library card, Personal Identification Number and home computer.

The Groton Public Library provides a safe, private environment for learning at all ages. Exploration, research and investigation do not follow age guidelines. Parents provide the direction for their children's behavior and patron responsibility when allowing their children to use the library collection. It is not the library staff or government's role to dictate in the private relationship between the parent and child.

Addendum to the Privacy Policy

In accordance with Massachusetts General Laws Chapter 78, Section 7: "That part of the records of a public library which reveals the identity and intellectual pursuits of a person using such library shall not be a public record" as defined by Chapter 4, Section 7, Clause 26, and Article V of the Library Bill of Rights, "A person's right to use a library should not be denied or abridged because of origin, age, background or views," the intellectual pursuits of individuals using library or Internet resources are considered confidential information regardless of the age of the borrower."

It is the policy of the Groton Public Library to provide patrons age 12 and above with the same confidentiality protections as adults in accordance with the Groton Public Library Privacy Policy. If information is needed by an adult to support the Groton Public Library's effort to retrieve unreturned item(s), the child may request a printout of his/her borrowed items either in person at the library or at home by using their library card and PIN.

Program Policy

Approved May 2006
Revised July 2008

The Groton Public Library offers programs in keeping with the library's mission to offer free information and materials for learning, recreation, cultural awareness, research and personal development and to promote the joys and benefits of reading as a lifelong pursuit.

Library programs focus on making connections with the collections and services of the library and are designed to meet the current and emerging interests of library users while offering a balance of topics.

Programs are typically divided into four groups by age and interest levels. They are: children, young adults, adults and families. When programs are planned and publicized, the age level of interest is determined and indicated. It is the responsibility of the parent or legal guardian to decide if the program is appropriate for their child when an age range suggestion is not given by the library.

Program Policy Background Notes

O. Shuman

May 12, 2006

The Library Trustees approved a brief program policy while thinking about age restrictions, suggestions and primarily programs for teenagers. The staff was planning movies for teens and wanted to show movies that are connected to books, have subject matter for thoughtful discussion and may have R ratings. The Motion Picture Association of America's ratings are suggestions and are not law. We currently have movies that can be checked out to anyone regardless of age. That led the Library Trustee's Personnel, Policy and Planning (PPP) committee to say, why not show them at the library. The schools have a permission form when showing R rated movies.

The discussion revolved around the difference in borrowing a movie and watching it at home vs. showing it in the library, especially when it is a young adult program and aimed at teens. We also felt that any movie that was controversial should be followed by a discussion.

The PPP committee (and Library Trustees at their meeting) agreed that, like the Materials Selection Policy, the Program Policy should state that the library does not act in loco parentis and it is the parents and only the parents that control the viewing choices of their children and only their children. To that end, all selection of movies, performers, etc. will be planned and targeted by ages. The age level will be publicized and the parents will be responsible for determining if their child can attend the event.

Should we show an R rated movie, there would be a reason, and the choice would be carefully made and extensively advertised. The policy will be posted, like all others and will be featured for a time in the publicity, etc.

Reciprocal Borrowing Privileges Policy

Approved September 1994

Revised August 2003, May 2006, July 2008

Reviewed July 2004

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

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

It is therefore the policy of the Groton Public Library to discontinue borrowing privileges to residents of communities whose libraries are not certified by the Massachusetts Board of Library Commissioners.

The Library Trustees, the Selectmen or City Council, and individuals from the affected community who are registered borrowers of the Groton Public Library, will be notified in writing by the Groton Public Library Trustees whenever the Library Trustees vote to implement the above policy. Exceptions will be made for people who attend school, work, and/or pay taxes in Groton. (Sample letters for such action are included with this policy.)

The Groton Public Library Trustees agree to provide reinstatement of borrowing privileges to all affected borrowers once a library is recertified.

Reciprocal Borrowing Privileges Policy, (cont'd)

Approved September 1994
Revised August 2003, May 2006, July 2008
Reviewed July 2004

GROTON PUBLIC LIBRARY RECIPROCAL BORROWING PRIVILEGES POLICY -SAMPLE LETTERS-

1.) to Library Trustees, Town Counsel, Board of Selectmen

Dear _____,

We, the Trustees of the Groton Public Library, support the reciprocity of borrowing privileges among fellow residents of the Commonwealth of Massachusetts. Unfortunately, this reciprocity is thrown off balance when a community's library service does not meet the State's Minimum Standard for Public Library Service (Massachusetts General Laws, Chapter 78, Section 19B, Number 6).

It is our understanding that [reference to specific situation].

Therefore, in accordance with our current policy, copy enclosed, we must inform you that as of [date] the Groton Public Library will be denying [community's] residents borrowing privileges.

Our hope is that your community will soon be able to meet the state's standards. We look forward to the re-instatement of your local as well as reciprocal library services when you restore the Minimum Standard for Public Library Service. Please let us know of any such positive action.

Sincerely yours,

_____, Chair

The Trustees of the Groton Public Library

cc. [other community people, i.e. Library Director]

Director, Board of Library Commissioners

Reciprocal Borrowing Privileges Policy, (cont'd)

Approved September 1994
Revised August 2003, May 2006, July 2008
Reviewed July 2004

GROTON PUBLIC LIBRARY RECIPROCAL BORROWING PRIVILEGES POLICY -SAMPLE LETTERS-

2.) to individual borrowers

Dear _____,

We, the Trustees of the Groton Public Library, support the reciprocity of borrowing privileges among fellow residents of the Commonwealth of Massachusetts. Unfortunately, this reciprocity is thrown off balance when a community's library service does not meet the State's Minimum Standard for Public Library Service (Massachusetts General Laws, Chapter 78, Section 19B, Number 6).

It is our understanding that [reference to specific situation].

Therefore, in accordance with our current policy to discontinue borrowing privileges to residents of communities which do not meet this Minimum Standard, you will be unable to use the Groton Public Library until such time as this situation is rectified.

Our sincere hope is that your community will soon be able to meet the state's standard. We look forward to re-instating your borrowing privileges as soon as your library is re-certified. Please let us know of any such positive action.

Sincerely yours,

_____, Chair

The Trustees of the Groton Public Library

cc. [community officials, i.e. Selectmen, Library Director]

Director, Board of Library Commissioners

Response to Request for Library Records (Procedure)

Approved February 2004
Revised August 2006

1. The library staff member receiving the request to examine or obtain information relating to circulation or other records identifying the names of library users, will immediately refer the person making the request to the Library Director, who shall explain the Privacy Policy. Should the Library Director be unavailable, the request goes to the person designated as Acting Library Director. The designee will be specified in writing to the staff and to the Chairman of the Library Trustees prior to the Library Director's absence.
2. The Library Director or designee should meet with the officer or agent with library counsel or another colleague in attendance.
3. The Library Director or designee should ask the requesting officer for identification to verify their position as a state or local law enforcement officer or FBI agent. Please note local and state officials cannot administer search warrants under the USA Patriot Act.
4. The Library Director, upon receipt of such process, order, or subpoena, shall consult with the appropriate legal officer (town counsel) assigned to the institution to determine if such process, order, or subpoena is in good form and if there is showing of good cause for its issuance.
5. If the process, order, or subpoena is not in proper form or if good cause cannot be shown, insistence shall be made that such defects be cured before any records are released. The agent or officer should be informed that users' records are not available except when a proper court order in good form has been presented to the library. Without a court order, neither the FBI nor local law enforcement has authority to compel cooperation with an investigation or require answers to questions, other than the name and address of the person speaking to the agent or officer.
6. If the process, order, or subpoena is shown to be in good form and there is showing of good cause for its issuance, information requested should be provided by library staff. Law enforcement should not be given the opportunity to search through records themselves. Only the items specifically requested in the legal document should be provided.
7. Should library records be requested under the USA Patriot Act, the law states that library staff cannot inform the person about whom the information is requested, and cannot speak to coworkers, the media or other government officials about the inquiry. Such a request, should it occur, may only be reported to the appropriate higher authority within the library or the library's legal counsel.
8. Any unauthorized demands (i.e., those not supported by a process, order or subpoena) concerning circulation and other records identifying the names of library users shall be reported to legal counsel.
9. The Library Director will keep a record of all requests for library records.

Skateboard Policy

Approved June 2002

Revised August 2003, July 2008

Reviewed August 2004

Everyone is welcome to use any mode of transportation they choose to enter and leave the Groton Public Library. However, for safety reasons, the use of skateboards, roller blades, scooters, bikes, etc. while on library property (in the building and/or on the grounds of the Groton Public Library) is not permitted.

The library staff is not responsible for the behavior or supervision of individuals on library grounds and in the building.

Staff Development Policy

Approved March 2001

Revised August 2006, July 2007

Revised Form November 2004, October 2006, July 2007

The Library Trustees of the Groton Public Library recognizes the rewards and benefits of educational development. Therefore in 1997 they created and now administer a Staff Development Program for GPL staff members.

In an effort to enhance the library's service to the community, the Library Trustees may award funds for the educational advancement of the library staff in accordance with the following guidelines.

Staff members in good standing who have been employed for more than one year may apply for funds by filling out and submitting the *Staff Development Program Application Form*. The Library Trustees will consider reimbursement applications at their regular Board meetings. Applications for upcoming courses should be submitted to the Library Director as soon as the staff person decides to pursue a continuing education opportunity. Decisions will be made at the next regularly scheduled Library Trustees' meeting. All applicants will be treated equitably. The following criteria will be some of those considered in the Library Trustees' decision:

- Available funds
- Funding source criteria
- Benefit to the library and its patrons
- Degree matriculation
- Number of applicants
- Ongoing employment
- Seniority.

The awarding of financial assistance through the Staff Development Program does not imply the provision of time off nor schedule changes for course participation or responsibilities. The staff member must make such requests with the Library Director prior to submitting an application to the Staff Development Program.

Staff Development Policy, (cont'd)

Approved March 2001

Revised August 2006

Revised Form November 2004, October 2006, July 2007

Staff Development Background Notes:

After the acceptance of an employee union contract in 2006, this benefit was no longer allowed to be offered through town funds nor any funds administered by the town or Library Trustees. The GPL Endowment Trustees voted in June 2007 to support the staff development program and to evaluate it after one year. It is the hope of the Library Trustees that the Town of Groton will support staff development in the next union contract.

Staff Development Policy, (cont'd)

Approved March 2001

Revised August 2006, July 2007

Revised Form November 2004, October 2006, July 2007

Groton Public Library
Staff Development Program
Application Form

Name

Date of application

Address

Hiring date/years of service

Email

Current educational level

On a separate sheet of paper please address the following:

1. Provide the title, dates, tuition and a brief description of the course or courses for which you are requesting assistance.
2. Detail your current duties at the Groton Public Library.
3. Outline your education plan and how this course pertains to it.
4. Explain the value of this course to your current library responsibilities.
5. How will the library benefit from what you learn in this course?

Upon completion of coursework I will give my supervisor and the Library Trustees a summary of the class and its relationship to the library; grade received and, when appropriate, share the information with some or all of the staff.

Signature

Staff Development Policy, (cont'd)

Approved March 2001

Revised August 2006, July 2007

Revised Form November 2004, October 2006, July 2007

Groton Public Library Staff Development Program Application Response

We, the Library Trustees of the Groton Public Library, accept your application for educational reimbursement with pleasure. Upon receipt of your proof of payment and completion of the course of study, we will award you _____. We thank you for your commitment to excellence in your service to the Groton community.

Sincerely,

Date

Chair, Library Trustees

We, the Library Trustees of the Groton Public Library, find it necessary to decline your application for educational reimbursement for the following reasons:

We thank you for your interest in furthering your education.

Sincerely,

Chair, Library Trustees

Date

Approved: March 20, 2001

Information Retention Table

Approved April 2003
 Reviewed July 2007
 Revised July 2008

"Information Retention Table reviewed July, 2008 by Jeffrey Pike, confirmed all tasks as undertaken and ongoing or completed."

Information	Purpose	Exposure	Retention	Recommendation	Impact
Circulation					
Library card applications	To keep patron data on hand.	name, address, phone #, e-mail address, PIN, birth date	Library card applications are kept for one year	Discard application cards once computer data entry is complete.	
Last person who checked out an item	Track damage as reported by next person checking out item.	name, address, phone #, e-mail address, PIN, birth date	Until item checked out by 2 nd subsequent person. Jeff has verified that there is no additional data retained in the system database beyond what is necessary to do the above.	Cannot delete information when item is returned. The program retains the record of the penultimate person who checked out an item.	
Items on hold	To keep a record of how we handled holds	LibraryInsight keeps hold info and donation info even if we enter a patron who might be interested but did not request	Circulation Hold slips are kept for a couple of months if patrons fail to pick item up so we have a record of how we handled holds		

Information	Purpose	Exposure	Retention	Recommendation	Impact
ILL holds	To track when we returned an item to the lending library.		Interlibrary Loan request info is kept for several months so we know when the item was returned. We delete the item from Circulation Records but we keep the paperwork		
ILL circulation	To know which patron has a book we have requested from another library, and to know which library has borrowed our item.		Until the item is returned by our patron or until the library to which we have loaned an item has returned it. Subject to L.S Circ saving the identity of the second to last borrower.		
The computer system indicates whether a patron is Blocked from checking out items.	Patrons receive block status if they have too many overdue items, a high fine balance, or if they have lost or damaged an item and have not paid for it		Until the patron resolves the reason for having been blocked.		

Information	Purpose	Exposure	Retention	Recommendation	Impact
Request for Review of Library Material Form	Asks staff to review material as a result of comment by patron.				
Patron Computer Usage					
Computer sign up sheet	<p>Allow patron to predict availability of computer.</p> <p>Allow librarian to know how much time patron has been using a computer and to estimate when another will become available.</p>		Internet signup sheets are discarded monthly.	Discard daily.	<p>Will prevent patrons from reserving computers in advance</p> <p>Will make it more difficult to manage patrons who tie up computers for a long time.</p>

Information	Purpose	Exposure	Retention	Recommendation	Impact
<p>Computer cookies which contain date and time and may contain name or other patron-specific information. There is no indication given when a cookie is created.</p>	<p>Generated and used by Web sites to identify repeat visitors, to facilitate logon process, to track purchases, and for other, potentially nefarious, purposes.</p>	<p>Since cookies are created on a per station basis, no specific patron information is recorded, but dates, times, Web sites and, for some sites, login information are.</p>	<p>All PC's used by patrons are re-booted daily.</p>	<p>With the installation of the Deep Freeze program on public Internet computers, new cookies are deleted whenever we reboot a computer.</p> <p>We should give the patron the option to reboot at the end of a session.</p> <p>8/12/04 – Patrons have not been given that option explicitly, but staff do reboot computers if asked.</p>	<p>Visitors to sites requiring a login will have to retype login information when re-visiting those sites. Since cookies are created on a per-station basis, not a per-patron basis, patrons have to re-type this information anyway.</p> <p>Allowing patrons to reboot means we will have to change workstation control and security procedures.</p>

Information	Purpose	Exposure	Retention	Recommendation	Impact
Formal ID presentation by non-GPL cardholder for computer use.	To verify that the person is who he or she says she is. Required only of adults.	Person's name 8/12/04 – This requirement has been dropped. Patrons are asked only for their first names.	Name is retained on signup sheets.	Don't put name on signup sheet. Simply indicate use for statistics gathering purposes.	

Information	Purpose	Exposure	Retention	Recommendation	Impact
<p>Access to 3rd party databases requires entry of a GPL library card number</p>	<p>To limit access to authorized users</p>	<p>Cookies are created to remember login information, but only on the computer from which the database was used. GPL computers are only conduits in this process.</p> <p>The Web access log on the GPL server records the IP address of the patron's computer, the page on the GPL Web site that the patron called up to type in a library card number, and the date and time the transaction took place.</p>	<p>Indefinitely on the patron's computer and on our Web logs.</p>		

Information	Purpose	Exposure	Retention	Recommendation	Impact
Win U utility which runs on computers used by patrons keeps a log of all web sites visited	Provides the potential (when used with the signup sheets) to identify patrons who visited inappropriate sites.	The Web site visited or program run, but no patron information.	Deleted when the computer that has the log file on it is rebooted daily. (Deep Freeze).	Continue to let Deep Freeze delete the log file.	
Patron files on general use computers	Allow patrons to use computers for word processing, spreadsheets , etc.	Patron files may be left on our systems. Temporary files may be created by programs. Patrons and staff may be unaware of the existence and location of these temporary files	Permanently at this point.	Give patrons diskettes on which to save their work, make sure they do, and delete any files left on them daily. 7/17/07: These computers have been converted to public Internet use with Deep Freeze installed, so all patron files are deleted daily upon reboot.	
Children's and YA Summer Reading Program Signup	Contains name, phone number, grade		Kept until end of reading program		

Information	Purpose	Exposure	Retention	Recommendation	Impact
Children's Program Signup Sheets	Allocate limited slots for programs	Contains name, age and phone number of children			
Room Use and Programs					
Room use applications	Allow patrons to reserve a meeting room. Paper forms and online.	Contact information, details about the meeting or event, requested date(s), etc.	Permanent		
Program sign-up sheets	Allow patrons to register in advance for an event.	Name, telephone number, e-mail address	Destroy monthly		
On-line signups	As above	As above	Delete monthly 8/12/04 – Once a program has passed, GPL staff members can remove names from its signup list. This is not currently being done.		
Art exhibit comment book	Give art show attendees a place to register comments about the show and gallery.	Name, comment	Permanent		
Gifts and Giving					

Information	Purpose	Exposure	Retention	Recommendation	Impact
Endowment records	To provide a database of donors and their giving histories, and to send newsletters, and contact during upcoming campaigns.	Includes complete names, addresses and other contact information. Includes complete giving history. Includes records of individuals who have requested anonymity	Permanent		
Donations which are physical gifts	To acknowledge a gift.	Gift books often carry a plate with the name of the person who gave the book, or his or her child.	Permanent, or until the item is withdrawn.		
General Communications					

Information	Purpose	Exposure	Retention	Recommendation	Impact
Staff interoffice e-mail	<p>No purpose, Microsoft Outlook automatically saves copies of all sent e-mails.</p> <p>Staff save received e-mail as they choose</p>	E-mail addresses of correspondents, dates and times sent or received, subject matter discussed.	<p>Microsoft Outlook permanently retains sent e-mails on all staff pcs.. It automatically archives emails older than a user-specified number of days (14 by default). The archive file must be opened to see them</p> <p>Most staff choose to permanently retain some received e-mail</p>		
Request for information from reference desk via e-mail	Saved until reply sent	E-mail conversations are retained by the GPL reference computers	<p>Kept until the reference librarian decides no longer needed</p> <p>We routinely delete reference question emails</p>	Delete all Inbox and Sent Mail e-mails a week of inactivity	
GPL telephone records	Sent by telephone company in form of a bill	This probably cannot be protected because the FBI could obtain this information from other sources	Several years		

Information	Purpose	Exposure	Retention	Recommendation	Impact
GPL voicemail	Facilitates communication between staff who do not always work at the same times	Discussions between patrons and staff about reference issues, items, programs, policies, etc.	Deleted after retrieved		
Wireless network transmissions	Extend Internet service to patrons	FBI could capture ongoing wireless transmissions	Ephemeral	Patrons using the GPL wireless network are responsible for shielding and encrypting their own electronic equipment	
General intranet traffic			Ephemeral and generally shielded by firewalls		
Reference questions via e-mail			We routinely delete reference question emails after answered and keep a copy of the reply (which contains the original email) until no longer relevant		

Information	Purpose	Exposure	Retention	Recommendation	Impact
Bulletin Board Postings		Until posted event has taken place or at discretion of staff.			
Lost and Found					
<p>Whenever someone leaves something of possible importance in the copier or printer, we hold on to it at the Ref. Desk while we try to contact the person We also hold testing materials for exams that we will be proctoring (these have the person's name on them).</p>	To be able to return belongings to patrons.	Personal patron information.	Days to months.		
Lost and Found Articles					
Other					
Staff Development Form					