

Groton Public Library

**POLICY
MANUAL**

2016

Approved by:
Groton Public Library Trustees
September 13, 2016

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Mission Statements

Approved June 1998

Revised July 2005, July 2008, July 2009, August 2010, July 2011, September 2012

Mission Statement of the Groton Public Library

August 2010

To provide free access to collections, services, and programs that enrich the lives of all in our community. To provide this in a professional, friendly, and confidential environment that also promotes the joys and benefits of reading and learning.

Mission Statement of the Groton Public Library

Historical Room

September 2004

The mission of the Groton Public Library's Historical Room is to help individuals discover the history of Groton and its families and to accumulate and preserve materials that record Groton's history for current and future generations and to make them available for the broadest possible use.

Mission Statement of the Groton Public Library

Art Committee

April 2006

The mission of the Art Committee is to assist the Trustees and the Library Director in the selection of artwork for the Library, in order to assure both a quality art collection, as well as a cohesive interior design. The committee makes recommendations to the Trustees regarding the purchase or acceptance of artwork, including (but not limited to) paintings, sculpture, photographs, posters, textiles, and decorative items which are not affixed to the building.

Mission Statements (continued)

Approved June 1998

Revised July 2005, July 2008, July 2009, July 2011, September 2012

Mission Statement of the Groton Public Library **Young Adult Program** (April 2003)

The Young Adult Program encourages youth in grades 6-12 to establish lifelong habits of learning and reading, and facilitates their participation and enjoyment in the offerings of their public library.

Philosophy

Connections within their community are vital to young adults as they grow and become more independent. We also recognize that there is a significant decrease in the amount of reading for personal enjoyment within this age group. Recognizing these two truths the Young Adult Program at the GPL will work to develop programs designed to bring young people into the library, to help them explore a variety of the materials in the library, to form relationships with the library staff, and to encourage them to establish a lifelong habit of reading.

Goals for Young Adult Patrons

- Read for their own enjoyment
- Use and feel comfortable at their public library
- Make their own choices about what to read
- Have the opportunity to respond to what they have read
- Connect books they have read with their own experience of the world
- See the library as a place that is interesting, fun, and relevant to their lives
- Broaden their life experience
- Use the library's resources to help them solve problems that might arise not just in school work, but also in life

The Library will strive to:

- Be a welcoming safe place for young adults
- Offer incentives to encourage reading
- Support and guide young people as they venture beyond their families
- Teach proper use of the library's facilities and materials
- Create an atmosphere where young adults can form positive relationships
- Maintain young adults' enthusiasm for the library through a variety of programs scheduled throughout the year
- Promote the YA Program through classroom visits and book talks
- Provide a broad spectrum of reading, viewing, and listening materials
- Draw students to the library and interest them enough that they become regular library users and supporters
- Make use of school half-days and curriculum days to provide constructive activities for kids in this age group
- Keep YA collection current, interesting, and appealing
- Communicate with schools and homeschoolers to coordinate with curriculum and programs
- Strive to introduce young adults to all parts of the library
- Offer teens the opportunity to serve their library

Policy Manual Summary

Approved June 2003

Revised August 2003, November 2004, October 2006, July 2007, July 2008, July 2009

This manual contains the policies of the Groton Public Library. Policies are written, amended, and approved by the Library Trustees no less than annually. 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.

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 and 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 Aug 2003, Nov 2004, Oct 2006, Jul 2007, Oct 2008, Jan 2009, Jul 2009, Oct 2009, Aug 2010, Jan 2011, Oct 2011, Sep 2012, Sep 2013, June 2014, Jan 2016

January

- Submit Annual Report to Town
- Prepare Warrant Articles for Spring Town Meeting (if any)

February – Q2 Reports

- Submit Warrant Articles for Spring Town Meeting (if any)
- Meet with Finance Committee to Discuss Next FY's Budget Proposal

March

- Approve Holiday & Early Closing Schedule for Next FY
- Review Draft Request to GPL Endowment for Next FY

April

- Approve Grant Request to GPL Endowment for Next FY
- Plan Staff Appreciation Day
- Attend Spring Town Meeting

May – Q3 Reports

- Orient New Library Trustees; Provide Packet and Documents (if applicable)
- Elect Officers and Standing Committee Members after Town Elections
- Hold Staff Appreciation Day

June

- Review Director's Discretionary Fund; Approve Request for Next FY
- Review Library and Trustee Policies, Procedures, Bylaws, Privacy Audit, and Long Range Plan

July

- Review Old and Set New Trustee Goals for the Upcoming Year
- Prepare Warrant Articles for Fall Town Meeting (if any)

August – Q4 & FY End Reports & *Annual Report Information Survey (ARIS) due to MBLC*

- Appoint Library Director Evaluation Subcommittee; Review Evaluation Process
- Submit Warrant Articles for Fall Town Meeting (if any)

September – *Annual Financial Report and State Aid Application & Compliance Form due to MBLC*

- Solicit Input for Library Director Evaluation
- Conduct Library Director Evaluation; Finalize Library Director Goals for Next FY
- Designate a Special Trustees Meeting in October to Review Draft of LD Evaluation including LD Goals
- Plan Volunteer Recognition Day

October

- LD Evaluation Subcommittee Meets with LD to Discuss Evaluation
- Review, Edit, Approve, and Sign Library Director Evaluation
- Review and Negotiate Library Director Contract (if applicable)
- Budget & Finance Committee Meet with Trust Commissioners to Review Last FY & Plan Next FY
- Attend Fall Town Meeting

November – Q1 Reports

- Attend Annual Meeting w/ Trust Commissioners & Investment Advisors to Review Financial Performance
- Mass. Library Trustees Association (MLTA) Annual Meeting Held
- Review Current FY Action Plan & Approve New Action Plan for Next FY (Due to MBLC by Dec. 1)
- Make Appointment to GPL Endowment for Term expiring Dec. 31 (if applicable)
- Review and Prepare Budget Request for Next FY
- Approve Next FY Budget Request and Submit to Town Manager

December

- Budget & Finance Committee Meets with Town Manager Regarding Budget Request for Next FY

Cell Phone Policy

Approved April 2007
Revised July 2011

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

1. Switch cell phone to silent or vibrate mode.
2. If you need to have a phone conversation while visiting the library, please be respectful and go outside or to an appropriate area.

The Library Use Policy states (in part):

“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 Aug. 2003, June 2004, July 2007, July 2008, July 2009, Aug. 2010, Sept. 2012, Sept. 2013, Sept. 2016

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.
- Computers are available to all patrons. However, general computers 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. Children under six (6) years old may use a computer only under the direct supervision of a parent or caregiver.
- Children should be appropriately attired 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 program or the library.

Library staff is not responsible for the safety of unattended children.

Closing Policy

Approved August 2001

Revised Aug. 2003, July 2007, July 2008, Sept. 2009, July 2011, Sept. 2012, Sept. 2013, May 2016

UNSCHEDULED CLOSINGS

In the event of a weather emergency or other unforeseen circumstance, it may be necessary to close the library for the safety of visitors and staff. If such an event occurs, the Library Director or the designated Senior Staff Member on duty will make the decision to open late, close early, or not open at all. *

Notification. The Board of Trustees, the Town Manager, Police, Library Staff, and Scheduled Volunteers will be informed of the closing. Anyone signed up to use a room or attend a library event will also be notified. A recorded message will be left on the library's phone answering system and a message will be posted on the gpl.org website. A sign will be posted on both entrance doors whenever possible.

Events. When the Groton-Dunstable schools are closed or have a delayed opening, any scheduled children's storytime will be cancelled. Patrons must contact the library or look online to find out if other library events have been cancelled.

SCHEDULED CLOSINGS

Scheduled closings will be at the discretion of the Library Board of Trustees.

Staff Training. From time to time, the Library may be closed for staff development training. These closures are infrequent and are publicized well in advance.

Holiday Eves. On the evenings before the three major holidays of Thanksgiving, Christmas, and New Year's Day, the library will close early. The exact time of closing for these days will be decided by the Library Trustees when the holiday closing schedule for the following year is approved.

**The exception would be, as stated in the "Warming and Cooling Station Policy," that, at the request of the Groton Emergency Management, the library can be designated as a relief center during town emergencies, which would alter the decision to close and most likely require the library to extend open hours.*

Computer Use Policy

Approved August 2003

Revised October 2003, October 2004, November 2004, July 2007, April 2008, June 2009, July 2011, Sept. 2014

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 factually accurate, complete, or up-to-date information.

1. Anyone may sign in to use the library's computers at the Reference 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 general computer.
3. Anyone may use a library computer for one half-hour per 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. 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. Headphones are available at each computer.
7. 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.
8. Printing cost: the first 3 black and white pages are free; each additional page is 10 cents and 25 cents for color printing (no free color printing).

*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, July 2009

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 (e.g. verbal or written reprimands or reassignment) should be imposed before resorting 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, 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:

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

Disciplinary Policy (continued)

Approved May 2004

Revised July 2007, July 2008, July 2009

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.)

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 will be. 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.

Distributing, Soliciting, and Posting in the Library

Approved August 2001 as the "Bulletin Boards and Petitions Policy"
Revised Aug. 2003, June 2004, July 2008, July 2009, Aug. 2010, Sept. 2013

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 Department Head or her designee. 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. Requests for solicitations by non-profit organizations will be decided by GPL Trustees on an individual basis. No non-library related materials should be placed on, kept at, or distributed from any public service desk or any area of the library other than bulletin boards and designated locations.

The Groton Public Library does not vouch for or endorse any organization, product, service, business, or individual posted on the bulletin board or that leaves material in the designated locations. The library accepts no responsibility for this material and recommends that library users exercise their own judgment, skill, and care with respect to the use of this material.

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

The Groton Public Library does not permit individuals or groups to conduct surveys, actively distribute material, solicit, or petition patrons or staff in the library building. The library protects a user's right to use the library and its resources without being disturbed.

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

1. campaign papers
2. town ballot initiative petitions

Both the United States and Massachusetts Constitutions protect the right to solicit signatures on ballot question petitions/nomination papers in a reasonable and unobtrusive manner in open public areas. This includes the public areas of municipal property.

People soliciting signatures cannot go into individual offices or designated staff areas but can be in areas that are considered "public forums", such as hallways or lobbies. These provisions apply to a person physically collecting signatures. Any such activities should be carried on in a manner so as to not interfere with other library activities.

Nomination papers and other ballot question petitions should not be left unattended in the library as it could be construed as using public funds to support a candidate or position.

Electronic Device Borrowing Policy

Approved April 2008
Revised July 2011, Sept. 2016

Circulating Laptops (in-library)

Two laptops are available to borrow for 2 hours for use in the library. Please speak with a Reference Librarian for more information.

DVD Players

Portable DVD players may be checked out for one week. Please speak with a staff member at the Circulation Desk for more information.

E-readers

E-readers are available to borrow for three weeks. Each e-reader comes pre-loaded with popular titles. YA and Children's Dept. e-readers contain age-appropriate content only. Please see the Circulation or Children's Desk for more information.

HotSpots

Three Verizon JetPacks (mobile hotspots) are available to borrow for one week. Please speak with a staff member at the Circulation Desk for more information.

Library Use Only Laptops

Laptop computers 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 laptops will not be available to individuals or groups that are not associated with the library.

Gift Policy

Approved February 1998

Revised Aug. 2003, Nov. 2004, July 2008, July 2009, Sept. 2012

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 and their appraised value and location. This list will be updated as needed.

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, EXHIBIT 2

Prospective Donor Letter

Dear Prospective Donor,

It is with a great deal of appreciation that we recognize your desire to present a 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. Therefore, 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, Aug. 2010, Sept. 2012, Sept. 2013

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 late fee balances are kept until items are checked in (current set), another patron checks out the same items (previous set), or late fees are paid. Note: an individual can opt-in through their online account to keep a history of borrowed items and holds.
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, internet email 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 sheets with name and time signed in are kept for two days, meeting room reservations with contact names, phone numbers, and purpose of meeting, are kept for one year.
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 members of the library staff will review the list, recommend additions or deletions, and update procedures relative to the retention of each item.

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, July 2009, August 2010, Sept. 2013

The Groton Public Library shares its resources with other libraries within the Merrimack Valley Library Consortium (MVLC) network and outside of this network through the statewide interlibrary loan service. This service allows GPL cardholders in good standing to borrow items that are not available at the Groton Public Library or in MVLC from other libraries in the state. The GPL reserves the right to limit the number of items requested by an individual for out-of-network requests, and expects anyone 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 patron.

The Groton Public Library reciprocates by lending our materials freely throughout MVLC and to other Massachusetts libraries. The Groton Public Library will loan all materials, except for the following items:

- Items with Groton holds pending
- Items in the Groton Collection (Historical Room)
- Library Use Only items
- Special Equipment and Kits (local pickup and return only)

Library Director Evaluation Policy

Approved March 1996

Revised August 2003, July 2007, July 2009, July 2011, Oct. 2011, Dec. 2015, June 2016

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 will form a special committee, the Evaluation Committee, to work with the Library Director and the remaining members of the Board to complete the written evaluation. The Evaluation Committee will use an evaluation tool agreed to by the Board that outlines specific performance standards for evaluation and a defined rating system. (The 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 Evaluation Committee indicating how he or she has met the annual goals and objectives of the Director and the Library Trustees, and will also submit ideas for goals for the coming year.
2. Copies of the Library Director's self-evaluation report will be sent to the Library Trustees with the expectation that each will respond only to the Evaluation Committee with their written evaluation and suggested goals.
3. After considering the Library Director's self-evaluation report and Trustee and Colleague feedback, the Evaluation Committee will meet and formulate a written evaluation and reach a consensus on how the Director is to be rated on each item.
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 Evaluation Committee prior to the formal evaluation. Goals for the upcoming year (October to September) will be agreed upon and sent to Board members.
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. The Library Director's goals for the period of October to September will be presented to the board for approval.

Library Director Evaluation Policy, Exhibit 1

Created September 2007

Revised June 2008, July 2008, Aug. 2010, Nov. 2010, Oct. 2011, Sept. 2012, Sept. 2013, Dec. 2015, June 2016

Library Director Review Procedures

1. **By August Trustees Meeting:** Appoint Evaluation Committee.
2. **By 1st Week of September:** The Evaluation Committee will solicit written feedback with several criteria and opportunity for narrative comment from other Trustees, two of the Director's peers, and two members of the Library Staff. The Library Director is asked to complete a review form for self-evaluation (both check-list and narrative); an assessment of performance on previous year's goals; and his or her suggestions for next year's goals. The Library Director may choose to provide additional materials, such as a list of accomplishments.
3. **September/October: Trustee Meeting:** The Library Director's self-evaluation will be distributed to all Trustees by email. Following the receipt of an independent evaluation from each of the Trustees, the Evaluation Committee will prepare a draft evaluation that will include a summary of each section of the Library Director Evaluation Form (Exhibit 2). The ratings of each Trustee shall be reflected in the summary evaluation.
4. **Special Trustee Meeting (early October):** The Board of Library Trustees will meet to review, edit, and approve the draft evaluation including the Director's goals. All Board discussions and deliberations as to the evaluation procedure and completion of the evaluation document are to be held in public session. Board members are not to share their comments with other board members outside of a posted public meeting of the Board. The Library Director contract will be submitted to the Human Resources Director and the Town Manager to review salary and compare against the draft budget.
5. **Prior to October Trustee Meeting:** Evaluation Committee will meet with the Library Director to discuss and finalize his or her review.
6. **Trustees October Meeting:** The Trustees approve final summary evaluation. The completed summary evaluation shall be signed by both the Board of Trustees Chair and the Library Director, and then will be sent to the Human Resource Director to be placed in the Library Director's personnel file.

Library Director Evaluation Policy, Exhibit 2

Groton Public Library: LIBRARY DIRECTOR EVALUATION FORM

Library Director: _____ Review Period: _____ to _____

PERFORMANCE REVIEW:

1. Brief listing of established goals and objectives for the review period outlined above. Include specific responsibilities and time frames where applicable.
2. Professional, institutional and technical accomplishments: What has been achieved specifically in relation to goals and objectives in #1 above? Consider such factors as cost management, quality of work, timeliness, ability to anticipate and solve problems, ability to work with Board members, and interpersonal skills.
3. Training and development: Does the Library Director actively participate in appropriate professional and municipal library-related associations and stay abreast of changing technologies and disciplines in library administration?
4. Development and utilization of staff: Does the Library Director support and coach subordinates in pursuit of their career goals and provide adequate opportunity and funding for their professional development? Is the staff trained adequately to provide the required services to the patron?
5. Community development: Is the Library Director active and visible in the community at large and represent the library in a positive and professional manner? Consider programs the Library Director has run, speaking engagements if any, and participation in public forums.
6. Collection development: Are there up-to-date selection and weeding policies? How current is the collection? Does it reflect present community needs and interests?
7. What are the Library Director's key strengths?
8. What qualities and skills need strengthening? Identify areas for improvement and outline appropriate development and training programs to meet these needs.

PERFORMANCE RATING: ___ Exceeds job requirements
 ___ Meets job requirements
 ___ Does not meet job requirements

GOALS AND OBJECTIVES:

Outline briefly the Library Director's goals and objectives for the next 12 months.

SIGNATURES:

Library Trustees Chair: _____ Date _____

Library Director: _____ Date _____

Library Policy Manual Locations

Approved August 2001

Revised Jul 2008, Jul 2009, Aug 2010, Sep 2012, Sept. 2013

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

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.

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 library’s website, gpl.org. 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.

Library Trustee Vacancy Policy

Approved November 1995

Revised Aug. 2006, July 2008, July 2009, Aug. 2010, Sept. 2016

In the event a vacancy occurs for a Library Trustee during the term, the Trustees will follow the procedures outlined in the Town Charter. Usually, a new Trustee is appointed to complete the unexpired term until the next annual Town election.

Library Use and Behavior Policy

Approved March 1996

Revised August 2003, July 2007, August 2010, April 2014, May 2016

Reviewed 2004, July 2009

Library Use & Borrowing

The Groton Public Library serves all, but focuses on serving the residents of Groton, taxpayers of the community, and students at local schools, including home schools and/or programs in Groton. Please refer to the New Library Card Procedure for details.

Any Groton Public Library card holder in good standing may borrow items. Any individual may use all library services in accordance with Chapter 78 of the General Laws of the Commonwealth of Massachusetts and the Code of Massachusetts Regulations (605 CMR 4.01). The only exception is programs where space may be limited, in which case preference will be given to Groton residents.

Balancing the Needs of All Users

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.

Acceptable Use

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

Public Health

The Groton Public Library is a social and public facility. While the Library Staff strive to maintain a clean environment, public places carry the risk of germs. If you or your child has a cough, cold, or other communicable ailment, please consider postponing your library visit as a matter of public health.

The Groton Public Library's building and grounds are smoke-free environments per MGL Chapter 270 section 22.

No one may possess an open container of any alcoholic beverage while on, in, or upon any public areas or facilities in the Town of Groton (except the Country Club) [*Bylaws of the Town of Groton, Chapter 105, Section 1*].

Library Use and Behavior Policy (continued)

Approved March 1996

Revised August 2003, July 2007, August 2010, April 2014, May 2016

Reviewed 2004, July 2009

Library Behavior

The Groton Public Library is a very active center of information, cultural activities, recreation, and learning. Rules have been established regarding proper library behavior necessary to maintain both an atmosphere which promotes the use and enjoyment of the resources and services of the library, and which protects the safety of the general public, the library staff, and the equipment and materials of the library. It is expected that persons using the library will conduct themselves in an orderly and respectable manner. The library reserves the right to require anyone who violates these rules of conduct to leave the premises. The library may deny permission for a person to enter its facilities for a specified time. Patrons are expected to comply with the reasonable requests of any member of the Library Staff. Staff will handle occasional misbehavior informally.

Sanctions

The Library Director or Board of Trustees may impose sanctions against any person who has engaged in prohibited conduct or activity within the library or upon its grounds. Sanctions may include restrictions or suspensions of the individual's library privileges and/or prohibiting the individual from entering or being present in the library or on its grounds. Notice of such sanction or proposed sanction shall be given in writing and delivered in person or by certified mail. In the case of a minor, a copy of such notice shall be delivered either in person or by certified mail to the child's parent or guardian. Such notice shall inform the person of the specific conduct or activity which is the basis for the sanction, the date of its occurrence, and the right of the individual to a hearing on the sanction. Any person who enters the library or its grounds, after receiving notice of a sanction prohibiting such entry, shall be reported to the Groton Police Department.

Appeals

Any person who believes they have been aggrieved by the action of the Board of Trustees or Library Director in imposing a sanction may appeal such decision to the Board of Trustees. The appeal shall be in writing and presented to the Board of Trustees within ten (10) days of the date upon which notice of the sanction was served upon the person. In addition, the Board of Trustees or the Director has the right to provide written notice of a hearing prior to imposing any sanctions under this policy.

All hearings under this policy will be conducted pursuant to Mass. General Laws, Ch.39, S. 23B, the Open Meeting Law. A person will be entitled to a minimum of five (5) days advance written notice of the scheduling of such hearing and will also be entitled to participate in such hearing either individually or through legal counsel, to cross-examine witnesses, and to present evidence on his/her own behalf. The decision of the Board of Trustees shall be final and binding upon the individual.

Materials Selection and Review Policy

Approved August 2003

Revised July 2007, July 2009, Aug. 2010, Sept. 2012, Sept. 2013

Reviewed 2004

The Groton Public Library endeavors to maintain a balance in its materials for the community. The Library Trustees and the Library Staff 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 demand, 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.

General Collection

1. The selection of books and library materials is the responsibility of the Library Director and other qualified staff members and supported by the Library Trustees.
2. Selection of books and/or other library materials 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 orientation 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 the freedom to listen and to 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 Freedom to Read and Freedom to View Statements adopted by the American Library Association.
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."

The standards and procedures used in the selection policy apply to gifts and donations to the library.

Materials Selection and Review Policy (continued)

Approved August 2003

Revised July 2007, July 2009, Sept. 2012, Sept. 2013

Reviewed 2004

Historical Collection (see also Mission Statements)

In establishing and implementing these guidelines, it is important to coordinate with the mission and collection guidelines with the Groton Historical Society and Commission, Groton Historic Districts Commission, Town Archives Committee, and Town Clerk.

Priority order for the selection and preservation of materials for the Historical Room:

1. The focus of the collection is printed items. This includes books, pamphlets, postcards, maps and photographs in original and/or in microfilm, microfiche, or electronic format. Memorabilia, paintings, or sculpture may be considered.
2. Information on the Town of Groton, including the Towns in the original Town boundary. The priority for acquisitions is items that are unique to Groton such as the Town Diaries. The collection will include items (in descending priority order) on surrounding towns, Middlesex County, and selected materials on the Commonwealth of Massachusetts.
3. The history of houses, churches, schools (including records and yearbooks), and all dwellings and land in Groton are a high priority. Many people coming to the library are seeking information on their house or family. This collection should include a copy of the Groton Historical Commission's survey of houses for the public's use. Information will include books, maps, photographs and records of natural resources such as weather logs, bird and animal observations, etc., of Groton.
4. Information on inhabitants includes, but is not limited to: family genealogies, Native American records, Town vital records (i.e. births, deaths, marriages), and genealogical materials related to Groton families including locally produced materials.
5. Some town government documents are by law maintained by the Town Clerk. The Groton Public Library maintains some annual reports and street lists.
6. General collection of Groton newspapers, newspaper clippings that are also available at Boston Public Library, and the original and only copy of the Town Diaries from and about Groton.
7. The Historical Room includes a collection of books by Groton authors. This is generally defined as anyone from Groton or living in Groton when the book was published and the book has relevance to the Historical Room collection guideline.
8. The Library acquires a sampling of items from current times that fall within the established guidelines.
9. The Groton Library welcomes all donations in good condition that fall within the established guidelines. Library Staff will evaluate the items and gratefully accept enhancements to the Historical Room's collection.

Materials Selection and Review Policy, Exhibit 1

Groton Public Library

REQUEST FOR REVIEW OF LIBRARY MATERIALS FORM

1. Title: _____
Author: _____
Publisher: _____ Date of Publication: _____
2. Library Material: _____ 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?

New Trustee Materials Policy

Approved April 1996

Revised Aug. 2003, July 2004, July 2008, July 2011, Sept. 2013

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

- By-Laws, Groton Public Library Board of Trustees
- Town Charter, 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)
- Massachusetts Library Trustees Handbook, Massachusetts Board of Library Commissioners
- List of current Library Trustees with addresses, e-mail, and phone 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 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, Sept. 2013, Sept. 2014, Sept. 2016

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 only 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 and use of the lot, along with a completed Parking Lot Use Form. A copy of the applicant's insurance form may be requested at the discretion of the Library Director.

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, Exhibit 1

Groton Public Library

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

PARKING LOT RESERVATION FORM

Please Note: Lot can only be used when the library is CLOSED.
Visit gpl.org to view the library's hours of operation.

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 Aug. 2003, July 2004, July 2008, July 2009, Sep. 2012

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.

Massachusetts General Laws, 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.

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 Town of Groton's and/or library's legal counsel.

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

Privacy Policy (continued)

Approved February 1998

Revised Aug. 2003, July 2004, July 2008, July 2009, Sept. 2012

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. Within 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 online by means of their library card, Personal Identification Number (PIN), and email.

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," and "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, July 2009, Sept. 2012, Sept. 2013, Sept. 2014, Sept. 2016

The Groton Public Library offers programs in keeping with the library's mission: To provide free access to collections, services, and programs that enrich the lives of all and to do this in a professional, friendly, and confidential environment that also promotes the joy and benefits of reading and learning.

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: children, young adults/teens, adults, and families. When programs are planned and publicized, the age level of interest is determined and indicated.

Many programs are designed for specific age groups to ensure enjoyment by all attending. GPL defers to the program presenters and/or the staff person planning the program to determine the age limits for these programs and supports and adheres to these age-appropriate guidelines for the convenience of all.

Children's Program Policy:

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 story times 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.
- Some children's programs are designed for specific age groups to ensure the quality of the program and the enjoyment by all attending. GPL defers to the program presenters to determine the age limits for these programs and supports these age-appropriate guidelines for the convenience of all.
- All program registrations for children between the ages of 9-11 must include contact information for a parent or caregiver when a child is unaccompanied at the program.

Library staff is not responsible for the safety of unattended children.

Program Policy (continued)

Approved May 2006, July 2008, July 2009, Sept. 2012, Sept. 2013, Sept. 2014

Young Adult Programs Policy

(Approved by GPL Trustees 10/27/09)

The Groton Public Library assumes no responsibility for children of any age while at the library. Young Adults need to abide by their parents or guardians' rules pertaining to leaving library programs or the library.

In order to provide enjoyable programs for everyone, we expect young adult participants to:

1. Show respect for library staff, and listen to and follow the person in charge.
2. Treat all people and property with courtesy and respect.
3. Stay and participate in the program that they are attending.
4. Be able to reach a parent/caregiver immediately by phone or in person.
5. Understand that one (1) warning will be given for unacceptable behavior and if the misbehavior continues the participant's parents may be called, the participant may be asked to leave the program and may also be asked to leave the library.

Program Policy Background Notes

O. Shuman, May 2006

The Library Trustees approved a brief program policy while thinking about age restrictions, suggestions and programs primarily 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 Policy, Personnel, and Planning (PPP) committee to ask, "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" (in the place of a parent) and it is the parent and only the parent that controls 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.

Should we show an R-rated movie, there would be a reason, and the choice would be carefully made and extensively advertised.

Reciprocal Borrowing Privileges Policy

Approved September 1994

Revised Aug. 2003, May 2006, July 2008, Sept. 2013, Dec 2015

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 state minimum standards for library service.

Such reciprocity is not possible when a library does not meet minimum service requirements as set by the state 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.

In addition, the Groton Public Library will follow MVLC guidelines for member libraries regarding library services to residents of other states. GPL may only issue a "local use only" card to non-Massachusetts residents who attend school or work in town. Library Staff, Groton property owners who show a tax bill, and educational and other non-profit institutions (the institution, not the individual, may be granted a card) are the only exceptions to this rule.

Note: Some purchased digital services we subscribe to are restricted to use by Groton residents only. As of Sept. 2016, this includes:

- Hoopla Digital Content Library
- Tumblebooks eBooks for Kids
- Pronunciator e-Language Learning
- Consumer Reports Online
- Groton Landmark Online (via Newsbank)
- HeritageQuest Online

Databases (HeritageQuest, Consumer Reports, Groton Landmark) can be used by anyone in the Library, but remote access is available only to Groton residents.

Reciprocal Borrowing Privileges Policy, Exhibit 1

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, Sections 19A and 19B and the 605 Code of Massachusetts Regulations 4.00).

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, Exhibit 1 (continued)

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, Sections 19A and 19B and the 605 Code of Massachusetts Regulations 4.00).

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 borrow items from the Groton Public Library until such time as this situation is rectified. During this time, however, you may visit the library, attend events, use the computers, or read in the library.

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

Room Use Policy

Approved April 2001

Revised August 2003, July 2007, July 2009, Aug. 2010, Jan. 2011, Sept. 2012, Sept. 2013, June 2016

- PART I: Meeting Rooms
- PART II: Study Rooms
- PART III: All Rooms

Part I: MEETING ROOMS (Community Room, Sibley Hall, and Historical Room)

The Groton Public Library has three meeting rooms available for public use: the Community Room (1st floor), Sibley Hall / Owen Smith Shuman Art Gallery (2nd floor), and the Historical Room (3rd floor). Priority use of library meeting rooms are for library programs and events, but meeting rooms may also be used for gatherings by local non-profit and not-for-profit groups and organizations.

Equitable Use of Meeting Rooms for All. Library meeting rooms shall be made available to groups on an equitable basis, regardless of the beliefs or affiliations of individuals or groups requesting 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.

Every Event Must Be Free and Open to the Public. All library meeting room use must be completely free of charge and open to the public. Meeting rooms cannot be used for commercial purposes, for the solicitation or development of business, or for any collections or sales of goods or services. Any publicity for gatherings in library meeting rooms must include the following statement: "This event is free and open to the public."

Food & Drink. Food and non-alcoholic beverages are allowed in Sibley Hall and the Community Room, but no food or beverages other than water are allowed in the Historical Room.

[Note: The Trustees voted to allow water in the Historical Room at their 5/10/16 meeting. But if any historic documents are out on the table, water will not be permitted.]

Meeting Room Reservations. A Meeting Room reservation has to be confirmed by the Head of Circulation or her designee before the booking is complete. Once approved, a notification will be sent by email or phone. Library Staff will endeavor to match the needs of the group with the room most suitable for its use.

Special Rules for Sibley Hall. Sibley Hall must be reserved by phone or in person. A minimum age restriction of 18 is required to book Sibley Hall, and an adult must be present at all times during room use if all attendees are under 18 years of age. *The Head of Circulation or her designee may grant exceptions.*

Short Notice Requests. Requests for meeting rooms with fewer than 2 business days' notice (GPL business days are Tuesday through Friday) can sometimes be accommodated, depending on amount of notice, setup requirements, and availability of Library Staff. Please speak to a Library Staff Member directly to discuss possibilities.

Room Use Policy (continued)

Approved April 2001

Revised August 2003, July 2007, July 2009, Aug. 2010, Feb. 2011, Jan. 2011, Sept. 2012, Sept. 2013, June 2016

Part I: MEETING ROOMS (continued):

Length of Room Use. Start and end times must encompass the entire use of the room, from set up to clean up. Maximum time allowed per meeting room is as follows:

- Community Room: 3 hours
- Historical Room: 3 hours
- Sibley Hall: 4 hours

All meeting rooms must be vacated at least 10 minutes prior to closing. There will be a minimum buffer of 30 minutes between each meeting room booking to allow for set up changes and to ensure a smooth transition between groups.

Number of Uses Allowed. Because of the high demand for meeting rooms, no meeting room may be booked more than once per month.

Drop-in Use. When available, the Community Room and the Historical Room may be used on a drop-in basis. Drop-in Users must share the room with all others who wish to use the space. Users shall leave the room as found, as the rooms are usually set up for the next scheduled event. If a Staff Member needs to set up or the next scheduled group arrives, anyone in the room will need to relocate to another space.

Setup & Equipment. Library Staff will set up Sibley Hall or the Community Room as requested. (The Historical Room has a fixed layout.) The group and/or their representative are responsible for leaving the room in a clean and orderly condition. All equipment requests must be scheduled at the time the room request is submitted; a list of available equipment is provided. Technical support by Library Staff is only available as staffing allows. It is strongly recommended that you make an appointment to come in advance to try out any library equipment before a scheduled meeting.

Part II: STUDY ROOMS (Small Conference Room and Quiet Study Room)

The Groton Public Library has two Study Rooms available for public use: the Quiet Study Room (capacity 3) and the Small Conference Room (capacity 6), both on the second floor. Study Rooms can be booked online or through the Circulation Department. Because of the high demand for library study rooms, a reservation is required for use.

Maximum Time Allowed. The maximum amount of time a person can book either Study Room is 2 hours per day - split no more than two times per day, which combined cannot exceed 2 hours. Users can remain after their booking if the room is available, although they must vacate the space as soon as the next reservation arrives.

Room Use Policy (continued)

Approved April 2001

Revised August 2003, July 2007, July 2009, Aug. 2010, Feb. 2011, Jan. 2011, Sept.2012, Sept. 2013, June 2016

Part III: ALL LIBRARY ROOMS:

Reservations. Rooms may be booked up to 90 days in advance. All rooms (except Sibley Hall) may be booked online with a valid library card. *Please note that only library events are posted on the gpl.org online calendar.*

Cancellations. Notification of room cancellations are requested at the earliest possible date in order to free the room for use by other individuals or groups. Failure to do so may impinge on the right of the individual or group to reserve rooms in the future. Unless otherwise notified, a room reservation will be held up to 30 minutes past the start time before the reservation is cancelled.

Availability. Room use is only available when the library is open. Library Staff reserve the right to move any room booking to another room if it best serves the library and the needs of all library users.

Regulations. Users shall abide by all room regulations and the Library's Use and Behavior Policy. No use of any library space that disturbs or infringes upon others' right to the use the library, impedes the Library Staff in the performance of their duties, or endangers the library building or collections will be allowed.

Failure to Comply. Failure to abide by this policy or any other policies or regulations may result in denial of subsequent use privileges. The use of public space in the library is at the discretion of the Library Director or her designee.

Questions? If you have any questions, please visit us at 99 Main Street, call us at 978-448-1167, or email us at circulation@gpl.org. Library Circulation Staff will be glad to explain any room policies and to help you find the most suitable room for your group's size and function.

Skateboards Etc. Policy

Approved June 2002s
Revised August 2003, July 2008, Sept. 2013
Reviewed August 2004

For safety reasons, the use of skateboards, hover boards, 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.

Library Staff is not responsible for the behavior or supervision of individuals on library grounds or in the building.

Staff Tuition Reimbursement Policy

Approved March 2001

Revised August 2006, July 2007, Sept. 2013

Revised Form Nov. 2004, Oct. 2006, July 2007, Aug.2010, Sept. 2013

The Library Trustees of the Groton Public Library recognize the rewards and benefits of educational advancement. Therefore, in 1997 they created and now administer a Staff Tuition Reimbursement 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 Tuition Reimbursement 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 higher 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 Groton Public Library and its patrons
- Degree matriculation
- Number of applicants
- Ongoing employment
- Seniority

The awarding of financial assistance through the Staff Tuition Reimbursement 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 Tuition Reimbursement Program.

Staff Tuition Reimbursement 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. Since that time, it has been funded by The GPL Endowment Fund via an annual request from the library. As the Library Trustees place a high priority on the value of pursuing higher education, it is our hope that the Town of Groton will support financial assistance with college courses in the future.

Staff Tuition Reimbursement Policy, Exhibit 1

Groton Public Library
Staff Tuition Reimbursement 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(s) 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 at GPL.
5. How will the Groton Public 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 Groton Public Library, grade received, and share the information with some or all of the staff, as appropriate.

Signature

Staff Tuition Reimbursement Policy, Exhibit 2

Groton Public Library
Staff Tuition Reimbursement Program
Application Response

We, the Library Trustees of the Groton Public Library, accept your application for tuition 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 tuition reimbursement for the following reasons:

We thank you for your interest in furthering your education.

Sincerely,

Chair, Library Trustees

Date

Application Form Approved: March 20, 2001

Trust Fund Usage Policy

Approved Feb. 2011, July 2011
Revised Sept. 2013

This policy defines the GPL Trustee's philosophy for using the five Trust instruments available to the GPL. Two Trusts, the Sawyer and Spaulding Funds, are intended for very specific purposes. Therefore, this policy is most relevant to the other three Trust Funds, Robbins, Library Book, and Lawrence. Please see the **Background on Groton Trust Funds and GPL Endowment Fund** on the following page for a description of these funds and the GPL Endowment Fund.

The GPL Trustees believe that the library is an integral institution in Groton and that its basic operations should be fully funded by the Town's annual budget. The GPL Trustees recognize that difficult fiscal times can adversely affect department budgets but believe that the library must not be the subject of budgetary limits that are disproportionate with other major departments. The GPL Trusts should not be used on a routine basis to fund the ordinary operational expenses of the library. The funds generated by the principal portion should be allowed to accumulate in the expendable portion unless there is either a short-term need to supplement the municipal budget to the GPL or a significant one-time expenditure. Any expenditure of the Trusts is subject to the specific limits of the Trusts as well as the approval of the GPL Trustees and the Trust Commissioners. GPL Trustees and the Trust Commissioners will meet at least once a year.

Background on Groton Trust Funds and GPL Endowment Fund

The Groton Public Library is the beneficiary of five Trusts held and managed by the Town of Groton. The Trusts include a non-expendable principle portion held in stocks and an expendable portion that generally consists of bonds. The two portions of the Trusts are managed by different parties. Four of the Trusts are accessible only with the permission of the Town of Groton Trust Commissioners. The fifth Trust (the Lawrence Fund) can be expended at the sole discretion of the GPL Trustees. The stated goal of each Trust is summarized as follows:

Carl A. P. Lawrence Fund - Lucy W. Lawrence established a fund in the amount of \$10,000 in 1979 in memory of her late husband. *"Expenditures be made from this fund only for such library purposes as the Groton Library Board of Trustees at their discretion may decide and convey to the Trust Commissioners. Until the fund be exhausted, the principal sum of the fund as well as the income thereon, be made available for such library purposes"*.

Library Book Fund - This fund, established in 1886, appears to be a compilation of several gifts to the library to purchase books. From various dates and amounts, they include: Blood, Bigelow, Green, Dalrymple, Fletcher, Farnsworth, and Bancroft Library Funds. From the Bancroft will (1923) *"the income of the said to be expended in replenishing the town library from time to time as the town may elect"* and the others read the income is to *"purchase books."*

Trust Fund Usage Policy (continued)

Approved February 2011
Revised Sept. 2013

Mary T. Sawyer Fund - Established by Roland Sawyer in 1979 in memory of his wife, with a gift of \$1,000. The fund reads, in part, *“I further direct that the interest from Trust Fund shall be used for the benefit of the Children’s Story Hour program in the Groton Public Library.”*

John H. Robbins Library Fund - Established in 1933 with an original gift of \$40,733 from the will of John H. Robbins *“unto the inhabitants of Groton in behalf of the Public Library, all the rest, residue and remainder of my estate, to be known as the “John H. Robbins Fund”, the same to be kept safely invested in such investments only as Savings Banks in this Commonwealth are from time to time authorized to invest in, and the net income and interest arising there from to devote to the general purposes of said Library.”*

The Spaulding Fund - Established in 1940 with a gift of \$200 to care for the portrait of Able Spaulding that hangs outside the Historical Room. The remainder of the fund may be used to buy books.

When considering the use of the Trusts, it is helpful to understand the management of the GPL’s other major independent source of funds, the GPL Endowment Trust. The Endowment is managed by a separate independent board. The Endowment Trustees have adopted spending rules to the effect that four percent of the average value of the Endowment over the previous four years is available for use in a given year. This rule results in a relatively steady rate of fund availability. The GPL has used the available funds for a set of ongoing supplemental activities (e.g., Groton Reads, Summer and Winter Reading Programs, Events, Lifelong Learning Courses, etc.) as well as special projects (e.g. drive-up book returns). The spending rule precludes the accrual of a significant sum of money that can be expended at one time.

In contrast to the Endowment, the Town Trusts generate an expendable pool of money that stays liquid and even increases in size depending upon bond yields, etc. Thus, the expendable portions of the Trusts may support a substantial one-time expenditure. If funds are not spent in a given year, they stay accessible to the GPL, subject to the approval of the Trust Commissioners.

This difference in asset accessibility provides the GPL an opportunity to use the funds differently and increase its financial flexibility. The Endowment can be used on an ongoing basis to provide supplemental services, activities, etc. The Trusts can be used as a combination “rainy day fund” (e.g., to provide supplemental materials during difficult fiscal periods or to affect building repairs) and for one-time significant expenditures (e.g. significant investments such as land or major system acquisition or capital improvements).

Warming and Cooling Station Policy

Approved September, 2012

At the request of the Groton Emergency Management (GEM), the Groton Public Library can be designated as a relief center as needed during town emergencies. The building will serve as a warming or cooling center during hours of operation as well as a designated location with heat and electricity during emergencies such as storms and power outages (after GEM has verified that GPL has necessary services). Should there be a need to extend emergency services past hours of operation, the Library Director will determine the necessary staff to keep the building open and request their assistance.

Information Retention Table

Approved April 2003

Reviewed July 2007

Revised July 2008, July 2011, July 2012, July 2013, Sept. 2014, July 2016

"Information Retention Table reviewed July, 2016, 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 discarded after computer data entry is completed, as recommended	Discard application cards once computer data entry is complete.	
Last two patrons who checked out an item	Track damage as reported by next person checking out item.	All patron data	Until item is checked out by 3 rd 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 last two patrons who checked out an item.	.

Information	Purpose	Exposure	Retention	Recommendation	Impact
ILL holds	To track when we returned an item to the lending library.		Out-of-Network Interlibrary Loan request info is kept for 3 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 an out-of-network 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.		
The computer system indicates whether a patron is blocked from checking out items.	Patrons receive block status if they have a fee or fine balance of \$20 or more, or have 20 or more items checked out and overdue.		Until the patron's balance is reduced below \$20 or fewer than 20 items are overdue.		

Information	Purpose	Exposure	Retention	Recommendation	Impact
Request for Review of Library Material form	Asks staff to review material as a result of formal complaint by a patron.	Patron's name and contact information	Permanent.		
Patron Computer Usage					
Computer sign-up sheet	Allow librarian to know how much time patron has been using a computer and to estimate when another will become available.		Internet signup sheets are discarded monthly.	Discard daily.	

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 PCs used by patrons are re-booted daily.</p>	<p>7/27/12 - Deep Freeze has been replaced with group policies that do what Deep Freeze did, deleting patron data on reboot.</p> <p>8/12/04 – Patrons have not been given that option explicitly, but staff do reboot computers if asked.</p> <p>7/27/12 – Patrons have that option. There is a shortcut on each computer’s desktop, and labeled as such, that patrons can double-click to restart the computers</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.	
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	Deleted when a computer is rebooted.	Recommend patrons save their work on a personal USB drive or web account and delete any files left on the PC's daily. 7/17/07 - ...Deep Freeze... 7/27/12 – Deep Freeze replaced with group policies that accomplish the same thing.	
Children's, YA, & Adult Summer / Winter Reading Program signup	Contains name, phone number, and grade (if applicable)		7/27/12 – Online signup information in Library Insight deleted annually.		

Information	Purpose	Exposure	Retention	Recommendation	Impact
Children's Program signup sheets	Allocate limited slots for programs	Contains name, age and phone number of children	7/27/12 – Online signup information in Library Insight deleted annually.		
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	All signups are done online through Library Insight and are deleted after 90 days.		
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 once the request has been addressed.</p>	Delete all Inbox and Sent Mail e-mails a week of inactivity	

Information	Purpose	Exposure	Retention	Recommendation	Impact
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		
GPL voicemail	Patrons to leave messages for Staff when GPL is closed, or to facilitate communication between staff who do not always work at the same times	Discussions between patrons and staff or staff and staff about any issues, policies, concerns, questions, 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		

Information	Purpose	Exposure	Retention	Recommendation	Impact
Reference questions via e-mail			We routinely delete reference question emails after handling and keep a copy of the reply (which contains the original email) until no longer relevant		
Bulletin Board Postings	Various.	In cases of private services offered, person's name, telephone number, and sometimes e-mail address.	Discarded when removed.		
Lost and Found					

Information	Purpose	Exposure	Retention	Recommendation	Impact
<p>Whenever a patron leaves something of possible importance or clearly identifiable as belonging to them, we hold on to it at each floor's main service desk while we try to contact the person. Reference also holds testing materials for exams that we will be proctoring (these have the person's name on them).</p>	<p>To be able to return belongings to patrons.</p>	<p>Personal patron information.</p>	<p>Days to months.</p>		
<p>E-Resources</p>					
<p>Includes: Freegal, OverDrive, Safari Tech Books Online, Tumblebook Library, Consumer Reports, and Pronunciator</p>	<p>Required by vendors for patron authentication, privacy, and, potentially, marketing outreach.</p>	<p>Patrons must create accounts, supplying, variously, names, library card numbers, PINs, e-mail addresses, user names, passwords. Services may keep loan history.</p>	<p>Permanent or until patrons delete their accounts.</p>		

Information	Purpose	Exposure	Retention	Recommendation	Impact
Library document station					
<p>The library document station is used by patrons to scan documents and save them to a USB drive, fax them, email them, print them, or upload them to a cloud storage site.</p>	<p>Public scanning and/or faxing</p>	<p>Per the vendor, the document station keeps no patron information. The Web-based management interface reports only statistics, no personal information.</p> <p>The Ref. desk email account info@gpl.org receives receipts of faxes sent which include the institution name and fax number to which the fax was sent.</p> <p>The reference email account also receives notification of emails sent which failed; these contain the email address of the intended recipient.</p>	<p>Emails notifications from the document station received at the reference desk are routinely deleted as they are received.</p>	<p>Continue to delete the emails received at the reference desk when they are received.</p>	

