

Table of Contents

1. Service Philosophy
 - i. Mission Statement
 - ii. Governance
 - iii. Primary users and their needs
 - iv. Service Goals

2. General Operation of the Library
 - i. Who may use the Library
 - ii. Behavior policy
 - iii. Dog policy
 - iv. Fines and fees
 - v. Hours of operation
 - vi. Holidays
 - vii. Responsibilities
 - viii. Relationships and cooperation with other groups
 - ix. Interlibrary Loans
 - x. Use of facilities, equipment, and display space
 - xi. Child accompaniment
 - xii. Confidentiality
 - xiii. Library Programs
 - xiv. Videoconferencing

3. Collection Development
 - i. Principles of intellectual freedom
 - ii. Responsibility for selection
 - iii. Criteria used to evaluate the collection
 - iv. Restrictions
 - v. Gifts
 - vi. Weeding, withdrawal, and disposal of materials
 - vii. Availability of materials for people with disabilities
 - viii. Procedure for review of selections

4. Personnel
 - i. Salaries
 - ii. Health benefits
 - iii. Sick leave
 - iv. Parental leave
 - v. Paid holidays and snow days
 - vi. Vacation leave
 - vii. Leave without pay
 - viii. Personal/bereavement leave
 - ix. Comp time
 - x. Programs, workshops, and seminars
 - xi. Evaluation and Grievance
 - xii. Resignation and retirement

HARTLAND PUBLIC LIBRARY POLICY MANUAL

- xiii. General
- 5. Public Access to Electronic Resources, including the Internet
 - i. Introduction
 - ii. General use
 - iii. Staff assistance
 - iv. Software
 - v. Miscellaneous
 - vi. Copyrighted material
 - vii. Termination of access
 - viii. Internet Rules of Conduct
 - ix. Use of library consumable resources
 - x. Privacy
- 6. Review/Revision of Policy

Section One: Service Philosophy

1:i Statement of Purpose

We envision the library as:

A hub for lifelong learning, information and community engagement

A gathering place to connect with other community members

A place to collaborate, innovate, learn new skills, and be creative

We will achieve this through:

Digital literacy training and other technology support

Ongoing early literacy education to support a lifelong love of reading

Educational and recreational resources that serve community needs and interests

Flexible spaces for collaboration, socialization, creative production, play and quiet study

Ongoing collaboration with community groups and other libraries

Excellent customer service and responsiveness to community needs

Creative community engagement and outreach

1:ii Governance

The Hartland Public Library is a municipal library with a Board of Trustees.

1:iii of Primary users and their needs

The Hartland Public Library provides timely access to print and electronic materials and services to promote the informed citizenship, life-long learning, and recreational reading of all Hartland area residents.

1:iv Service Goals

HARTLAND PUBLIC LIBRARY POLICY MANUAL

The library staff will select and organize books and materials which best meet the needs of the community and provide guidance and assistance to help patrons find the information they seek. They will strive to initiate programs to enhance the use of the library by people of all ages. Interlibrary loans will be made available to all patrons when materials needed are unavailable at the Hartland Public Library according to the interlibrary loan policy. The library will try to maintain a balance in its services to all ages. Periodic review will be made of library services to determine whether the needs of the community require changes in these services.

Section adopted July 13, 2010

Section Two: General Operation of the Library

2:i Who May Use the Library

The library will provide free loan service to anyone who files a registration card. Service will not be denied or abridged because of age, religious, racial, social, economic, or political status. Home delivery is available for patrons with disabilities. Loan service can be denied due to misuse of library materials or the building, negligence in returning materials when due, and failure to make restitution for lost materials.

2:ii Behavior Policy

The Hartland Public Library will be a place where the staff and the public feel safe and secure. This policy is designed to provide clear and reasonable guidelines governing patron behavior within the Library and on the Library premises.

Unacceptable behavior includes behavior within the library or on library premises that interferes with the use of the library by other patrons, creates a risk of injury to other patrons or library personnel, interferes with the work of library personnel, or creates a risk of damage to library property.

These rules apply to all patrons of the library regardless of age.

1. Show mutual respect for everyone in the library.
2. Allow others to use the library in peace. Loud, boisterous behavior is not acceptable. Profanity, abusive or threatening language is not acceptable. Threatening gestures or unwanted physical contact is not acceptable.
3. Treat library materials and other library property with care.
4. Neither the library nor its staff is responsible for patrons' personal belongings left unattended.

HARTLAND PUBLIC LIBRARY POLICY MANUAL

5. Cell phone use is limited to the foyer.
6. Appropriate attire, including shirts and shoes, must be worn at all times.
7. Eating and drinking is limited to the lobby and downstairs meeting room. Smoking and the use of alcohol are prohibited.
8. Improper acts that are subject to prosecution under criminal or civil codes of law are prohibited.
9. Violations may result in the person being told to leave.

2:iii: Dog Policy

Pets are not permitted in the library building, with the exception of service animals providing support for individuals with disabilities. Exceptions may be granted for animals that are part of a library program, at the discretion of the library director.

2:iv Fines and Fees

Lost materials must be paid for. Time spent working at the library will not be accepted as restitution for lost materials.

2:v Hours of Operation

The library will attempt to be open at hours convenient to the community. It will be open at least 35 hours per week, including some evening and/or weekend hours.

2:vi Holidays

The library will be closed on the following days:

New Year's Eve: early closing to align with town offices; open if Saturday

New Year's Day

Town Meeting Day (until adjournment)

Fourth of July

Veteran's Day

Thanksgiving Day, and early closing to align with town offices the night before

Friday after Thanksgiving

Christmas Eve: early closing to align with town offices; open if Saturday

Christmas Day

The library will be closed due to winter storms at the discretion of the Library Director.

2:vii Responsibilities

HARTLAND PUBLIC LIBRARY POLICY MANUAL

The Board of Selectmen has oversight and approval of exterior alterations including additions, renovations, and lighting changes; interior structural alterations; and landscaping including plant and tree placement, structures, change of surfaces. The Hartland Public Library Board of Trustees are responsible for interior decorating including paint, wallpaper, carpet, wall hangings, window coverings, furnishings, and appliances. Being that all of the land surrounding the library is Town-owned, the following perimeter lines will act as a guidance for the Library trustees future planning: 20' from the building on the north side; to the bottom of the slope on the west side (approximately 80'-100'); to the bottom of the bank along the hedgerow on the south side; to include the current parking lot on the east side. The Library is welcome to use any of the land surrounding the building for its programs as long as prior notification is given to the Recreation Department and any other affected entities.
(Memo from the Town, January 22, 2002)

“Trustees (of municipal public libraries) have full power to manage the public library, make by-laws, elect officers, establish a library policy and receive, control and manage property which shall come into the hands of the municipality by gift, purchase, devise or bequest for the use and benefit of the library. The board may appoint a director for the efficient administration and conduct of the library.” (22 VSA §143a) Basic trustee responsibilities include: creating by-laws, setting library policy, hiring and regularly evaluating the library director, long range planning in cooperation with the library director, financial management, promoting library use, and serving as a link with the community. Trustees should prepare for, attend, and participate in all board meetings, be familiar with state and federal laws relating to managing the library, monitor and evaluate the library’s overall effectiveness, support library services and participate in library programs, advocate for library support in the community and statewide, and learn as much as possible about issues affecting library service.

The Library Director is responsible for the administration, supervision and coordination of all activities and services of the library, and for carrying out policies adopted by the Board of Trustees. S/he acts as the library spokesperson, promoting the use of the library by all members of the community and fostering good working relationships with town government and organizations. The Library Director is appointed by and responsible to the Board of Trustees. S/he hires and supervises all other library staff and volunteers.

Under the general supervision of the Director, the Assistant Director assists in the day-to-day administration of the library and in a wide variety of other areas and acts as Director in case of absence of the Director.

As the leader of children’s and young adult services, the Children’s Librarian is responsible for the active promotion of library use, reading, and literacy for children of all ages – from pre-school through young adult. This involves both long and short range planning of programs and collections, the implementation of programs, building the collections, and interacting with the community and the schools. S/he works as a team with the Library Director to plan and coordinate library services for all ages.

HARTLAND PUBLIC LIBRARY POLICY MANUAL

Library assistants are responsible for: keeping track of overdue and lost library materials; collecting money owed for lost or damaged materials; preparing audio visual materials for the shelves, including cataloging and processing; recording all incoming invoices, donations, lost material payments, memorial donations, and daily and weekly library facility usage and program statistics; preparing statistical reports; and covering the desk when needed.

2: viii Relationships and cooperation with other groups

The Board of Trustees recognizes that no single library can meet all the demands in its community and, with the Library Director, will be alert to opportunities for cooperation with other libraries and constituent groups to strengthen the services and resources of the Library.

2:ix Interlibrary Loans

General:

A patron must be in good standing to place an interlibrary loan request through the Hartland Public Library. Items that are in the library's collection may not be requested for Interlibrary Loan.

A patron can only have five active requests at any one time. More requests may be made and the library will queue the requests, and place the orders in sequence.

Renewals are decided by the lending library.

Unavailable items:

- Newly published materials
- Ephemeral materials (pamphlets)
- College texts or other direct curriculum support materials
- Old, rare or restricted items
- Entire sets of periodicals
- Material in high demand at the lending library
- Genealogy materials
- Reference materials

Limited availability:

- Audio books
- Films, either on VHS or DVD

Borrowing from other libraries:

The Hartland Public Library will make every effort to borrow material, mainly books, from other Vermont libraries or out-of-state libraries if not available in Vermont. A loan or a copy of any material may be requested from another library, but the lending library

HARTLAND PUBLIC LIBRARY POLICY MANUAL

will decide in each case whether or not a particular item can be provided or if there will be a fee.

Patrons will pay any expenses incurred in ILL if the lending library levies a fee to us, except return postage, which will be paid by the Hartland Public Library.

Expenses may be as follows:

1. Book charges – some out-of-state libraries charge \$5.00 to \$10.00 for ILL books, otherwise they will not lend items out-of-state. (There is no book charge on in-state books.)
2. Copying expenses
3. Postage – if the borrowing library must pay postage both ways.
4. Overdue costs – patron will be assessed these costs.
5. Replacement costs – items not returned shall be billed to patron as billed by the lending library. This may include processing costs as well as replacement cost of item.
6. Special handling costs – some libraries request their materials be returned in special ways and these costs will be passed on to the patron.
7. Any other charges – patrons will be asked to pay other charges such as damage to materials.

Loaning to other libraries:

The Hartland Public Library will loan materials in accordance with ALA and Vermont Department of Libraries Guidelines. These guidelines state that we cannot charge for this service, but we gratefully accept donations for the costs of shipping and handling.

2: ix Use of Library facilities, equipment and display space.

The library meeting rooms at the Hartland Public Library may be reserved by local non-profit clubs and organizations on a first come first served basis as long as there are no library programs planned. Local for-profit businesses may use the room if they are utilizing videoconferencing equipment. Arrangements can be made for groups who wish to use the downstairs meeting room when the library is closed. Fundraising by groups other than the library and/or the Friends of the Library will not be allowed. Library audio-visual equipment is available for use by prior arrangement. Exceptions for use may be made at the discretion of the Library Director and the Board of Trustees.

The meeting rooms can be reserved by groups or organizations for civic, cultural, informational or recreational programs which are open to the public and free of charge. Groups may use either room without a reservation if no one else has it reserved, but must check with a library staff member before using a room. Space is not available for social purposes (showers, dances, singles socials, for example) or for the sole benefit of private individuals or commercial concerns. If a commercial concern does offer free

HARTLAND PUBLIC LIBRARY POLICY MANUAL

informational programs, their programs may not contain comparative or qualitative descriptions, price information, calls to action or inducements to buy, sell, rent or lease. In the week prior to an election, partisan political programs may not be scheduled.

Attendance is limited to 50 individuals for the downstairs meeting room, and 8 for the upstairs meeting room. All programs must be open to the public and no attendance or entry fee may be charged. There is no charge for meeting room use. Organizations and individuals will not be prohibited from selling miscellaneous items such as books, tapes, calendars, etc., provided that their sale is incidental to the meeting.

Reservations must be made during open hours at the library by contacting the Library Director in person or by phone. The amount of notice required may vary according to demand. Any one group may use either meeting room once a month. Regularly occurring meetings must verify availability by calling the library director each month. Reservations will be accepted on a first-come first-served basis, as long as the use conforms to library policy guidelines. No meetings in the downstairs meeting room may last beyond 10:00 P.M. Meetings in the upstairs meeting room must conclude before library closing time.

Use of the library's meeting room does not imply endorsement of the event or its sponsor by the Hartland Public Library. Furthermore, no announcement, press release, flyer, or other promotional endeavor should state or imply Hartland Public Library's endorsement or sponsorship of the event or its sponsor. Such promotional endeavors should clearly state that the library is merely the location of the meeting. Groups may not use the library's name or address as their own address or headquarters.

Light refreshments are allowed at the meeting. No alcohol or smoking is permitted in the building. There are no kitchen facilities.

Groups are responsible for setting up the room in advance of the meeting. The library has limited equipment available to groups or organizations, with the understanding that the group using the space is responsible for the condition of the equipment. An applicant or representative of the group requesting a meeting must sign the meeting room reservation form, assuming responsibility for any damage done to library facilities or equipment. The signed release is kept on file at the library. The organization is responsible for cleaning up the facility and putting away chairs or equipment. The use of the audio-visual equipment requires training and a signed separate agreement form.

Policy regarding displays of exhibits and artwork in the library and community room.

- All exhibits must be arranged in advance and be approved by the library director or a designee of the library director.
- Exhibits will be limited to one month. Extensions may be granted.
- Paintings will be hung in the community room, using the moldings installed for that purpose.
- Sculpture, depending on its size, may be suitable for the foyer or other open areas. Its placement must be approved by the staff member on duty at the time of the set up.
- If there is to be an opening reception, meeting room policies will prevail.

HARTLAND PUBLIC LIBRARY POLICY MANUAL

- Publicity is the exhibitor's responsibility.
- The artist will be responsible for setting up and removing the displays within one week of the show's conclusion.
- The library is not liable for theft or damage to the display. It is up to the artist to obtain insurance.

2: xi Child Accompaniment

This policy has been adopted in order to protect the safety of children in the library and the rights of everyone to enjoy the library.

In general, parents should not view the library as an alternative to daycare or afterschool care. Staff are not in the position to supervise children except when attending scheduled library programs. Understand that the library does not act *in loco parentis* (in place of the parent), which is the standard held in the public schools.

1. The library cannot guarantee the safety of, or assume responsibility for, a child of any age who is unattended at the library.
2. Parents or the guardians will be held responsible for all liability for personal injury and damage done by their children to the library materials, equipment or building.
3. Children aged nine or younger must be accompanied and adequately supervised by a responsible adult at all times. A responsible adult means someone over the age of 16 who is taking an active role in attending to the younger child. Children aged 10 or older may use the library unattended provided their behavior does not interfere with others' rights to enjoy the library and adheres to the library's behavior policy (see section 2, number ii). Children who behave in a disruptive manner will be told to leave the library. If a child in this age group is not able to leave the library without an adult, he/she should not be in the library alone.
4. Continued inappropriate behavior will result in additional and long term restrictions from the library at the discretion of the Library Director.

All children should have the telephone number of someone who can assist them in an emergency or in the event that the library would have to close suddenly.

Children must be picked up promptly at closing time. A staff member will stay with any child under the age of 16 who is not picked up at closing. After 15 minutes, staff will contact the constable or other law enforcement personnel. Staff will be compensated for time spent with an unattended child after hours at their normal rate of pay.

2: xii Confidentiality

It is the policy of the library to protect the confidentiality of library users to the extent permitted under Vermont and federal laws. The library will comply with all lawfully issued court orders and subpoenas properly served upon it and furnish the documents and materials specifically listed in the court order or subpoena.

HARTLAND PUBLIC LIBRARY POLICY MANUAL

It is further understood that compliance with validly issued court orders does not eliminate the right of the library to challenge their issuance in proper legal manner. The library will seek the advice from an attorney retained for such purpose or from legal counsel supplied by the Freedom to Read Foundation, on the scope and content of the applicable laws pertaining to that particular search, and on compliance with the search of library and patron records.

Library records which may be the focus of law enforcement requests include electronic, print, and other forms of patron information. The library needs to retain specific information for the regular operation of library business.

A parent or guardian of a child under sixteen years of age who has a library card may request and receive the following information regarding that child's circulation records:

- The number and titles of all books on the card, if any
- The amount of any fines and/or fees associated with the record.

All staff are responsible for adherence to these policies and procedures. All library personnel and volunteers are to be fully informed on this policy and procedure and on their own role if such situations arise.

2: xiii: Library Programs

Library staff select topics, speakers, and resource materials for library-initiated programs based upon the interests and information needs of the Hartland community. Topics, speakers, and resource materials will not be excluded from library-initiated programs because of possible controversy.

Concerns, questions, or complaints about library programs should be directed to a library staff member. Requests for reconsideration of a library program will be handled in the same way that a request for reconsideration of any library material would be, as outlined in the Collection Development section of this policy (see Section 3, number viii).

2: xiv: Videoconferencing

The Hartland Public Library videoconferencing system may be used by individuals and groups on a first-come, first-served basis. Groups must follow our meeting room policy, outlined in section 2.ix, with the exceptions that for-profit groups may use a meeting room if they are using the videoconferencing system, and videoconferencing meetings do not need to be open to the public. Groups may not use videoconferencing equipment if the primary purpose is to sell a product or promote a business.

Users of the equipment must attend a videoconferencing training session and should arrange a training session with the library director at least one week in advance. Groups must also fill out a meeting room booking form. For after hours use of equipment, groups may sign out a key to the library community room and equipment closet. Users of the equipment agree to pay any repair or replacement costs of equipment damaged while in

HARTLAND PUBLIC LIBRARY POLICY MANUAL

their care. Users are expected to abide by U.S. copyright rules and regulations when using the equipment. The library is not responsible for any copyright infringements by outside groups using videoconferencing equipment. Users may not download any software or applications on the videoconferencing laptop without staff authorization.

Section adopted July 13, 2010

Section revised November 28, 2016

Section Three: Collection Development

3:i Principals of Intellectual Freedom

The Hartland Public Library endorses and agrees to be guided by the Library Bill of Rights and Freedom to Read statement, attached as appendices.

3:ii Responsibility for Selection

The authority for selection of specific materials rests with the library director or her/his designee, who utilizes his or her professional judgment, enhanced by an understanding of community needs in the process of selection and based on the Freedom to Read Statement and Library Bill of Rights.

3:iii Criteria Used to Evaluate the Collection

The library will provide any materials which will help to meet its objectives and will include both print and non-print materials.

For this process, the Library Director will use authoritative professional reviews, standard lists of basic works, recommendations from professional journals and from Dept. of Library Materials Review Sessions. Recommendations from the public and the Board of Trustees will receive careful consideration in terms of the overall objectives and the existing collection. At least one third of the annual materials budget will be spent on children's materials.

Materials acquired should meet high standards of quality in content, expression and form. Relevance to the reading public and the existing collection should be taken into account. Works, which may not meet all standards, but are of great interest to the public, may be purchased to meet a strong, though temporary need.

3: iv Restrictions

Textbooks are not generally purchased, except in cases when certain materials are not readily available in other forms. All materials except reference books and those which are

HARTLAND PUBLIC LIBRARY POLICY MANUAL

in special demand and cannot be duplicated, including rare and fragile materials, will be lent for home use under library regulations and procedures.

3:v Gifts

Books and other materials will be accepted on the condition that the Library Director has the authority to make whatever disposition of the material he or she deems advisable.

Gifts of money, real property, and/or stock will be accepted if conditions attached thereto are acceptable to the Board of Trustees. Monetary gifts of \$500 or less will be spent at the discretion of the Library Director. Monetary gifts of over \$500 will be spent by the Library Director with the approval of the Board of Trustees.

All gifts will be acknowledged by letter. The Library will not accept materials which are not outright gifts. This does not include materials which are loaned for display.

3: vi Weeding, Withdrawal, and Disposal of Materials

The criteria used in selection will apply to the systematic removal or replacement of materials. Each withdrawal will be judged with reference to standard library tools and catalogs and to the existing collection as a whole. The librarian will discard the withdrawn materials at his or her discretion.

The library does not promote particular beliefs or views, but tries to present quality materials containing opposing views for examination by the public. The presence of an item in the library does not indicate an endorsement of its content by the library. The library will resist efforts to force inclusion of proselytizing works representing political, economic, moral, religious or other vested positions when the materials do not conform to the selection process.

In no case should any material be excluded from the collection because of the race, nationality, sexual orientation, or political or religious views of the author.

3: vii Availability of Materials for People with Disabilities

Large print books and audio books are available. We also have materials available for people with disabilities through the Vermont Department of Special Services.

3: viii Procedure for Review of Selections

Materials of the required quality, serving the purposes of the Library and relating to an existing need or interest will not be removed from the collection because of pressure by groups or individuals expressing disapproval.

It is the responsibility of parents to determine what their children, and only their own children, may read. The selection of materials will not be restricted by the possibility that

HARTLAND PUBLIC LIBRARY POLICY MANUAL

young people may obtain materials that their parents consider inappropriate.

In the event that a patron wishes to protest the inclusion of a particular item in the collection, he or she will be given an opportunity to submit the “Request for Reconsideration of a Book” form (appended). This form should be filled out in full and submitted to the Librarian, who will refer it to the Board of Trustees with recommendation for appropriate action. The Board reserves the right to make a final decision. The item in question will not be removed from the shelves before a final decision is made.

Section adopted May 11th, 2010

Section Four: Personnel Policy

4: i Salaries

A classification and salary schedule has been adopted by the Board of Trustees. The plan is subject to regular revision so that it will remain equitable for both the library and the staff. While salaries will inevitably reflect, to some extent, the economic realities of the Town, they will predominantly be based on the levels of responsibility, experience, and education required of the position for which they have been established. Salary surveys for the library’s region and state will be helpful in determining equitable compensation.

4: ii Health Benefits

Health benefits are available for the Library Director who is the chief executive of the library with full administrative responsibility for its operation. A two-person benefit will be paid by the library; however, this is subject to regular revision so that it will remain equitable for both the library and the Library Director.

4: iii Sick leave

Sick leave is to be used primarily for illness and unused sick time may not be claimed for vacation or other leave. Every reasonable effort should be made to schedule medical appointments outside of work time. If this is not possible, employees may use sick time for appointments scheduled during normal working hours. Employees may use sick leave to care for a sick child, parent, spouse or domestic partner.

Ten days of sick leave per fiscal year is granted for the Library Director. A maximum of ten days of accrued sick leave may be carried over to the following year. Other staff members are granted five days of sick leave per fiscal year, and a maximum of five days of sick leave may be carried over to the following year.

Sick leave will not be accrued during any kind of leave of absence without pay nor will it be compensated on termination of employment.

HARTLAND PUBLIC LIBRARY POLICY MANUAL

4: iv Parental leave

An employee must complete one year of continuous employment before s/he is eligible for parental leave. On the occasion of the birth or adoption of a child under the age of 16, the employee is eligible for three month's leave of absence with pay and may take an additional month without pay. A female employee may be granted unpaid leave of absence during pregnancy.

4: v Paid holidays and snow days

The library will be closed on the following days:

New Year's Eve: early closing to align with town offices, open if Saturday

New Year's Day

Town Meeting Day (until adjournment)

Fourth of July

Veteran's Day

Thanksgiving Day, and early closing to align with town offices the night before

Friday after Thanksgiving

Christmas Eve early closing to align with town offices, open if Saturday

Christmas Day

The library will be closed due to winter storms at the discretion of the Library Director. Employees will be paid for such days if they fall on scheduled work days.

4: vi Vacation leave

Vacation leave with pay is granted after six months' accrued service. All employees will be granted vacation leave as follows:

Six months: one week of scheduled work

One year: two weeks of scheduled work

Over five years: three weeks of scheduled work

Over fifteen years: four weeks of scheduled work

Vacation leave will not be accrued during any type of leave of absence without pay. Unused vacation leave may be carried over to the following year, up to a maximum of one year's worth of vacation time. Vacation leave must be scheduled in advance and approved by the Library Director or Board of Trustees in the case of the Library Director. Employees will not be compensated for any unused vacation time upon termination of employment.

4: vii Leave without pay

HARTLAND PUBLIC LIBRARY POLICY MANUAL

Leave without pay may be taken with permission of the Library Director or the Board of Trustees if the Director requests leave. Employee must have completed one year of service to be eligible.

4: viii Personal /Bereavement leave

Three days (scheduled work hours) paid leave may be taken.

4: ix Comp time

It is recognized that library work requires flexibility in hours. Should an employee be required to work more hours in a given week than scheduled, it is expected that he/she will take equal hours time off at another time (comp time). This comp time must be scheduled in advance and approved by the Library Director in order to avoid staffing shortages.

4: x Programs, workshops, and seminars

Staff members are encouraged to participate in training programs, workshops, meetings and seminars, all of which are subject to approval by the Library Director. Travel expenses and fees will be paid for continuing education and professional meetings, such as those sponsored by the Vermont Department of Libraries and the Vermont Library Association. Time spent traveling to and from workshops is considered paid work time. If travel time exceeds an employee's scheduled work hours in a given week, that employee will accrue comp time rather than extra pay. Employees are encouraged to attend meetings virtually when feasible in order to minimize travel time.

4: xi Jury duty

Any employee called to serve on a jury or as a witness in a court proceeding will receive compensation at their regular rate of pay when service falls on a regularly scheduled work day.

4: xii Evaluation and Grievance

All new employees are hired for an introductory period of three months and employment can be terminated without cause at that time. The Library Director will be evaluated by the Board of Trustees; staff will be evaluated by the Library Director. After the introductory period, the Library Director shall be evaluated yearly by the Board of Trustees. The staff shall be evaluated yearly by the Library Director.

The following procedure will be used when dealing with unsatisfactory job performance. The Library Director (or the Board of Trustees in the case of the Library Director) will inform the employee verbally of the problem and indicate the expected improvement. If the unsatisfactory performance continues, the employee will receive a written warning outlining the problem and corrective actions to be taken by the employee

HARTLAND PUBLIC LIBRARY POLICY MANUAL

under the guidance of the Library Director (or Board of Trustees in the case of the Library Director.) Further action could include a probationary period, the terms of which will be approved by the Board of Trustees.

Further unsatisfactory performance following a verbal and written warning could result in termination of employment. In the case of termination of employment by reason of unsatisfactory job performance, the employee will be entitled to receive two weeks severance pay, but will be expected to leave the position immediately upon notice.

4: xiii Resignation and Retirement

A library employee wishing to resign from employment must notify the Library Director or the Board of Trustees as soon as is practicable. The library requests a minimum notice of two weeks. For the Library Director, a notice of at least one month is preferred.

4: xiv General

It is the policy of the Hartland Public Library to provide an equal employment opportunity for all qualified and qualifiable persons. Equal employment opportunity shall be according to the provisions of the State and Federal laws and regulations.

Employees shall be professional in dress and demeanor. Employees should check with the Library Director if there is any question in this regard.

Any problem not covered by the above policies will be resolved by the Board of Trustees.

Adopted July 13, 2010

Section Revised May 17, 2015

Section Five: Public Access to Electronic Resources, Including the Internet

5: i Introduction

The Hartland Public Library is committed to providing its patrons with the best materials possible for seeking information. The Hartland Public Library espouses the basic principles governing information freedom and access as outlined in the American Library Association's Library Bill of Rights. The library and its patrons must observe all applicable local, state, and federal laws governing information access.

This freedom to access information extends to access to the internet. The library does not monitor and has no control over the information patrons, including children, access

HARTLAND PUBLIC LIBRARY POLICY MANUAL

through the internet. Although the internet and its resources may contain controversial or inappropriate material and may provide information that is obsolete, inaccurate, or incomplete, the library does not restrict access or protect users from information they might find offensive or misleading. Patrons use the internet at their own discretion.

All internet resources accessible through the Hartland Public Library are provided equally to all library users. Parents or guardians, not the library or its staff, are responsible for the internet information selected and/or accessed by their children. Parents—and only parents—may restrict their children—and only their children—from access to internet resources available through the library. We advise parents to supervise children's internet access. The library has material that can help parents work with their children to explore the internet safely.

5: ii General Use

Users may sign up for a half-hour time slot during specified time, up to one day in advance. Additional time in half-hour increments will be allowed if no one else has signed up. Users more than ten minutes late may forfeit their time slot.

Parents and guardians of minor children, not the Hartland Public Library, are responsible for their children's use of the computer and/or the internet at the library.

A computer user may choose to work quietly either with one friend or alone. However, only one person at a time may use the mouse and/or the keyboard.

The computer must be turned on and off by a staff member. A user must consult a staff member before using CDs.

The staff requests computer users to be considerate and not change any computer setting. The library staff will assist anyone who asks for help.

Patrons should report any problems with the computer or printer to a staff member.

5: iii Staff Assistance

The staff provides assistance for basic computer use. More in-depth training in the use of personal computers, software, or the internet is available by appointment with the library's tech tutor on a first-come first-served basis. The library reserves the right to limit the number of tech tutor sessions for each individual depending upon demand for the service.

5: iv Software

HARTLAND PUBLIC LIBRARY POLICY MANUAL

Patrons may not load executable programs or data files on the hard drive of the library computers.

Patrons may save data temporarily on the desktop or on a portable storage device. Patrons should provide their own storage devices. All patron files are deleted from public computers at the end of the day.

Patrons must not alter settings on the computer, nor delete or modify any files. Patrons must properly exit from all applications when leaving the computer.

5: v Miscellaneous

Computer users must be sensitive to others when loading graphics since the computers are in a public area, with screens that are visible to other patrons.

All patrons of the library, regardless of age, have equal access to the information provided at the library.

5: vi Copyrighted Material

Users may not use the service to upload, transmit or post copyrighted or otherwise protected material and/or software to the Internet without the permission of the owner(s) or person(s) owning the copyright or other intellectual property rights in the transmitted materials.

Downloading from the Internet copyrighted or otherwise protected material must be done with the express permission of the owner(s) or otherwise authorized person(s) regarding copying, redistribution, modification, or publication. The Library is not responsible for any software or shareware fees incurred through the downloading of software. Users may not use the identity of the Hartland Public Library as an educational institution to download software designated "for educational use only" for personal use.

Software registered to the Hartland Public Library is not intended for personal use and copies of the applications may not be made for home use. Doing so is a violation of The United States' copyright laws and the Library's licensing agreement with software publishers. Access to Hartland Public Library electronic services will be terminated for such a violation.

5: vii Termination of Access

The Hartland Public Library reserves the right to suspend or terminate access to the Internet or other network services without prior notice at anytime and for any reason. Violations of the law (see above, Copyrighted Material) such as destruction or damage to equipment, software, or data belonging to the Library or other users will be dealt with in a serious and appropriate manner. Illegal acts involving Library computing resources may also be subject to prosecution by local, state, or federal authorities.

HARTLAND PUBLIC LIBRARY POLICY MANUAL

5: viii Internet Rules of Conduct

1. Adult and minor patrons shall not intentionally access material that is obscene, pornographic, deemed "harmful to minors," or otherwise inappropriate for educational uses.
2. Minors are advised to use caution in their use of electronic mail and other forms of direct electronic communications, as these forms of communication can expose minors to dangerous situations.
3. Internet connections will not be used for illegal activity or to access illegal materials.
4. Internet connections will not be used to engage in "hacking" or to otherwise compromise system security.
5. Library staff may limit use of computer equipment.
6. Installation, downloading, or modification of software on library computers is prohibited.
7. Users will respect copyright laws and licensing agreements.
8. Users will not make any attempt to gain unauthorized access to restricted files or networks, or to damage or modify computer equipment or software.
9. Prompt payment is required by users who incur charges for printing.
10. Users must sign up to use the Internet on a next-available-terminal basis.
11. Headphones must be used for computer audio

5: ix Use of Library Consumable Resources

The Library reserves the right to limit the use of its resources to the public. Such limitations may include, but are not limited to: restricting time on computers; limiting the applications or functions use on Library computers; and charging a nominal fee for the use of certain consumable supplies such as paper. Any damage to computers or peripherals due to negligence by a patron will be charged to that patron.

5: x Privacy

In general, the Library will treat information displayed on its computers and/or printers as confidential. Requests for disclosure of information will be honored when required by local, state, or federal law.

5: xi Social Networking

Social software is defined as any website or application which allows users to share information. Social software can include, but is not limited to, blogging, instant messaging, social networking sites, and wikis. The Library does not act in place of or in the absence of a parent and is not responsible for enforcing any restrictions which a parent or guardian may place on a minor's use of this resource.

The Library does not collect, maintain or otherwise use the personal information stored

HARTLAND PUBLIC LIBRARY POLICY MANUAL

on any third party site in any way other than to communicate with users on that site, unless granted permission by users for Library contact outside the site. Users should be aware that third party websites have their own privacy policies and should proceed accordingly.

Postings which contain what the library deems as inappropriate will be removed and the poster barred from posting any subsequent messages to library social networking sites. Such postings may include but are not limited to:

- Obscene or racist content
- Personal attacks, insults, or threatening language
- Potentially libelous statements
- Plagiarized or copy-written material
- Private, personal information published without consent
- Comments totally unrelated to the content of the forum
- Hyperlinks to material that is not directly related to the discussion
- Organized political activity

In addition, the library reserves the right to edit or modify any postings or comments for space or content, while retaining the intent of the original post. The library shall also be granted the right to reproduce comments, posts, and messages in other public venues

The library assumes no liability regarding any event or interaction that takes place by any participant in any Library-sponsored social networking service, and does not endorse or review content outside the "pages" created by library staff. Participation in the library's social networking services implies agreement with all library policies and the Terms of Service of each individual third-party service.

Adopted October 4, 2011

Section Six: Review/Revision of Policy

Policies may be reviewed at any Board meeting and may be revised by the Board of Trustees. At the meeting in March, the policies will be reviewed and discussed by the Board members, in accordance with the requirements of the State Library Standards, which calls for yearly review.

Adopted July 13, 2010

Revised May 22, 2016