

Turner Public Library Policies

Approved and adopted by the Board of Trustees October 4, 2023

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1 Introduction

1.1 Mission Statement:

All policies shall be developed with reference to the Mission Statement:

We believe that the sharing of information and culture is essential to individuals' flourishing and a vital society. The Turner Public Library provides curated content in the form of collections and programs to address the community's needs and to advance its interests, as well as a space for social gathering and the exchange of ideas.

1.2 Division of Responsibilities

The Board of Trustees, with input of the Library Director, is responsible for setting library policies.

The Library Director is responsible for the initial development of policies governing library use.

The Director shall be responsible for providing input and feedback and for implementing all library policies. Only written and approved policies are operable.

The Trustees shall delegate all responsibility for the day-to-day operations of the library to the Library Director. Trustees shall only effect changes to library operations through changes in written policy. As an employee of the library the Library Director, with respect to conformance to policy, is subject to periodic review by the Board of Trustees.

2 Policies – Patrons

The Library Director, subject to approval of the Board of Trustees, shall develop specific policies that govern patron use.

2.1 Standards of Behavior in the Library

Behavior

Patrons and visitors are expected to behave in a manner that does not infringe on the use and enjoyment of the library by others and must treat library property with care and respect at all times. Any illegal or disruptive behavior will result in the staff requiring said patrons to leave the grounds.

Unattended Children

The TPL welcomes children and encourages children's use of its facilities and services. However, the responsibility for the care, safety, and behavior of children using the library property rests solely with the parent / guardian or assigned adult caregiver.

Library staff members have many duties and cannot supervise children or act as a substitute for daycare. Library staff cannot know if children are leaving the building or grounds with parents or strangers.

If younger children are alone at the library at closing time staff will make every effort to contact the parent or adult caregiver and ask them to come and pick up the child immediately. If the parent or caregiver cannot be reached, staff will call the Sheriff's Department to pick up the child if the parent or adult caregiver cannot be located within 15 minutes. Staff will notify the Director that the police have been called.

Incident and Accident Reporting

In the event of an emergency, injury or incident at TPL the staff who is able to first respond will call emergency services (911) and then fill out an "incident report." These will be filed in the staff filing cabinet and will be reported to the director as soon as possible. If further action is needed the director will contact appropriate insurance companies and the patron directly.

2.2 Computer and Internet Use

TPL is pleased to offer access to the Internet and online sources. Before using a library computer patrons shall read the Internet Access Policy carefully. Use of the computers indicates acceptance of and willingness to abide by all Library Internet Policies.

The Librarian will be responsible for procedures that facilitate use of the computer as fairly and conveniently for all users as possible. Use of the Library's online computer is a privilege and the opportunity to use it goes hand in hand with the responsibility to follow the Library's policies and procedures and to respect other users. Inappropriate use may result in the loss of this privilege.

While the Library will make every effort to facilitate access to the Internet and other online sources it cannot be held responsible for difficulties experienced by users. The TPL staff and volunteers

will provide occasional assistance but are not expected to provide in-depth instruction or constant help.

The wide variety of materials available through the Internet is not only on innumerable subjects but also reflect many points of view and values. While some sources are reputable and authoritative, others are questionable or controversial. TPL is not responsible for the material obtained through the computer.

Parents must understand that their children may encounter material that they consider harmful. It is the parents', not the Librarians', responsibility to monitor what their children access on the computer. We encourage you to participate and supervise your child's online activities.

Use of copyrighted material without permission is illegal: documents available on the Internet should be considered the property of their creators, just as printed documents are: reference to information obtained online must properly credit the source.

TPL assumes no responsibility for any damages, direct or indirect arising from use of its Internet services. It is the responsibility of the library user to check all computer files and software retrieved via the Internet for viruses before loading them into his or her personal computer system.

TPL does offer printing services for a fee. Patrons will refer to current printing fee handouts and commit to paying for materials before sending requests to the printers.

2.3 Borrowing

To borrow materials from TPL an active library card must be obtained. Anyone the age of 16 or over can have their own library card, under the age of 15 requires a parent or guardian's signature. Proof of residency in Turner must be provided and for non-Turner residents there is an annual fee. Students and staff of MSAD52 or other Turner schools may have the annual fee waived.

Items not returned by due date (overdue materials) may result in suspension of borrowing privileges. Lost items will be billed at replacement cost or an amount as decided by the Library Director. Long overdue items are billable. Any unpaid fees or replacement costs will result in suspension of library privileges.

2.4 Exhibit and Bulletin Board

To meet the objectives of the library as a community resource center the library offers display space to organizations engaged in educational, cultural, intellectual, or charitable activities as space permits. The following guidelines apply:

- 1) Bulletin Boards
 - a) Approval for posting of materials must be obtained from library staff.
 - b) First preference is given to the promotion and display of library events.
 - c) Notices of cultural, educational, recreational, or political topics of interest to the community will receive second priority.
 - d) The library will not guarantee any specific length of display.

- e) Items left without approval will be discarded without notification.
 - f) Posting of notices does not imply endorsement by the TPL
 - g) TPL reserves the right to remove any material at any time for any reason.
 - h) TPL reserves the right to make the final decision as to whether or not a given piece is to be displayed.
- 2) Exhibits - Occasionally exhibits from sources within the community may be allowed in the library.
- a) All exhibits considered for space within the library must support the mission of the library and not cause disruption of the regular flow of library work and service.
 - b) Such exhibits will remain in place for not longer than four weeks, with set up and removal being the responsibility of the exhibitor.
 - c) TPL assumes no liability for damage or loss relating to any exhibit set-ups for public viewing in the library and will take not extraordinary measures to ensure its safety.

2.5 Meeting Room

The Oakes Kilgore room shall be available at no cost to individuals or small groups during regular library hours. It may be reserved. General standards of library behavior will apply at all times. Occasionally, when staffing is possible it may be available during non-library hours.

2.6 Other

- 1) The director will carefully consider all patron requests for library purchases.
- 2) Patrons may request items by the Inter-Library Loan process. There is a per item fee for this service.
- 3) At no time shall the borrowing history of any patron be made public or shared with anyone.
- 4) When one staff member is working alone they will give priority to the children's library space and then use their best judgment to help other patrons in the building. Patrons will then bring their materials to the children's library to check out..

3 Policies – Library Standards

The Board of Trustees shall be responsible for the development of policies that specify library standards. The Library Director shall assist in their development and cooperate in their implementation.

3.1 Collection

Collection Development

Responsibility for the Collection Development Policy is vested in the Library's Board of Trustees.

The Board charges the Library Director with implementing this policy, and is expected to report to the Board whenever, in his / her view, policy is not meeting intended goals. The Library Director and the Board shall work together to develop objective tools for the assessment of policy effectiveness. These may include the evaluation of circulation data, user surveys, as well as user feedback, queries and complaints.

Within the guidelines of policy, the Library Director retains sole authority for building the library's collection through the continuing purchase and weeding of materials. Standard collection development tools, including but not limited to reviews, rankings, bibliographies, and professional journals, shall be used objectively and fairly to guide the selection of new materials. Materials shall be purchased in the most appropriate formats. These include all varieties of print and audio-visual media. The Library Director shall also follow new formats in the marketplace and keep the Trustees abreast of such developments.

The library's collection shall, by the terms of its mission statement, *"provide curated content in the form of collections and programs to address the community's need and to advance its interests"*. Continuing effort shall be made to accurately define these interests and proportion the collection accordingly. Because the community is diverse in both age and interests, it is expected that the library reflect that diversity in its collection. The library shall develop a collection of value and interest to children, young adults, men and women. And, in order to meet the variety of cultural, informational, educational, and recreational needs, the scope of the collection shall be broad enough to provide all members of the community with some basic choice of format, treatment, and level of difficulty.

Challenged Materials and Books

The American Library Association (ALA) defines a challenge to literature as an attempt by a person or group of people to have materials, such as books, removed from a library or school curriculum, or otherwise restricted.

The Library Bill of Rights of the American Library Association states "Books and other library resources should be provided for the interest, information, and enlightenment of all people of the community the library serves. Materials should not be excluded because of the origin, background, or views of those contributing to their creation" (Article 1); and "Libraries should provide materials and information presenting all points of view on current and historical issues. Materials should not be proscribed or removed because of partisan or doctrinal disapproval"

(Article 2). The Libraries also endorses the Freedom to Read Statement, provided by the American Library Association.

Therefore, a challenge to a resource at TPL must be based on the failure of that resource to fall within the libraries' selection and collection development policies. When challenging an item, the patron may request the library take one of two actions; (1) removal of an item because it is inappropriate, or (2) the addition of a source to balance the collection by providing alternative views. The library may agree to take either action or no action at all. Challenged items will remain on the shelf and available to library patrons during the duration of the challenge.

Those persons wishing to challenge a resource at TPL will be asked to complete a Request for Reconsideration of Library Resources using the form attached. The completed form will be submitted to the Director of the Library and the Director will then acknowledge receipt of the form via written correspondence. The request will then be considered by the Director with the assistance of the full board of trustees. The board, along with the director, will make the final decision. The person making the challenge will be notified in writing by the Director of the library of that decision and any action to be taken. The result of the challenge is final.

■ Weeding the collection

Weeding the collection is as vital to the Library's responsiveness to community interests as is adding new titles. It shall be conducted on continuing regular schedules. Each title must earn its place on the shelves either by virtue of current interest or lasting value. Books initially added because of current interest shall be weeded more frequently and more aggressively than books initially chosen for their lasting value. Circulation criteria may decide when a current interest book should be culled, but circulation figures may not be a reliable indicator for books of lasting value.

The goals of weeding include maintaining balance and improving the quality of the collection, maintaining materials in durable condition, eliminating obsolete materials, replacing old, erroneous, or superseded books with more authoritative books or new editions, eliminating duplicates in response to declining demand, eliminating dated books with no prospect of a renewal of interest.

■ Gifts and donations

Gifts of books or other media shall become part of the collection only if they are consistent with the Collection Development Policy. Suggestions from library users shall be carefully considered, but the Library Director shall ultimately decide purchases.

3.2 Staff policies

Employment standards

The Board of Trustees, acting on the recommendation of the Library Director, will make all decisions relative to employee hiring, working hours, and number of staff.

Common Qualification for all Library Personnel:

- 1) **Technical skills:** Ability to work with computers, phone systems, and common office machines. Ability to work with automated library circulation and cataloging systems.
- 2) **Education minimum:** High School Diploma or equivalent.
- 3) **Health:** Some light lifting, bending, stretching, and a certain amount of stamina are required.
- 4) **Work attitude:** Must be self-motivated, adaptable, eager and able to learn. Must be able to represent the library in a positive manner. An enthusiastic, creative, pleasant, professional demeanor is necessary, as is an ability to work with the public.

Common Responsibilities for all Library Personnel:

- 1) Become familiar with the library, its operations, materials, and its services.
- 2) Maintain open communication with other staff and (for Library Director) with the Board of Trustees.
- 3) Attend workshops, meetings, and other continuing education opportunities within the limitations of the budget. Report to the Board of Trustees on the outcome of such workshops, meetings and opportunities.
- 4) Work to improve the services of the library.
- 5) Assist with occasional odd duties as the need arises.
- 6) Be courteous and pleasant with the public at all times.
- 7) Attend work regularly, on time, and complete the duties and responsibilities of the job with accuracy and efficiency.
- 8) Observe and follow library policies.
- 9) Refrain from personal computer, cell phone, and other electronic devices while on the clock. This includes personal phone calls or texts while working.

Knowledge, skill, and abilities of the Library Director:

- 1) Some knowledge of the principles and practices of public libraries.
- 2) Good knowledge of the needs of patrons and the ability to fulfill those needs.
- 3) Good ability in oral and written communication.
- 4) Strong ability to establish and maintain effective relationships with the Board of Trustees and with the general public.

Duties and responsibilities of the Library Director:

The Library Director is responsible during working hours for all aspects of the library, including:

- 1) **Supervision:** Shall provide a current volunteer manual, supervise patrons, and visitors, organize schedules for assistant(s) and volunteers, create work calendars and update as necessary, delegate work as necessary to assistants and volunteers.
- 2) **Work with the public:** Greet patrons and visitors, establish a friendly atmosphere, assist patrons in finding materials, respond to reasonable requests for information, instruct the public in the use of library resources, answer telephone, perform circulation tasks including charging materials, issuing library cards, checking in returned materials, etc., respond to prospective volunteers and accommodate volunteers in a manner consistent with the Volunteer Policy
- 3) **Work with library materials:** Acquire and cull library materials in a manner consistent with the Collection Development Policy, catalog new materials and maintain existing materials in good condition, shelve returned materials, maintain card catalog(s) in good order and up to date, create displays to highlight book collections, special programs, and/or library services.
- 4) **Facilities maintenance:** Ensure that the library and library equipment are clean and well maintained, alerts the Board of Trustees to major problems with equipment or with the library environment, or with any other major maintenance difficulties, ensure that the library is opened and closed on schedule.
- 5) **Clerical work:** Maintain in good order and up to date all paper and computer files related to library business and to patron information, keep statistics on usage and circulation of material, receive all incoming and prepare and post all outgoing mail, packages, and e-mail.
- 6) **Supply purchasing:** Maintain supplies, order supplies as necessary, maintain up to date vendor catalogs, and make good use of on-line purchasing opportunities.
- 7) **Work with the Board of Trustees:** Attend Board meetings, suggest changes to existing policies or the development of new ones, and keep the Board apprised of library trends and developments, carry out all library policies.
- 8) **Related work:** The librarian shall perform all related work not specifically described above but normally consistent with the job.
- 9) **Storm closing:** The decision to close the Library due to storms or dangerous driving conditions rests solely with the Library Director. The Library Director will post any closing with WCSH television, and with a recording on the Library answering machine.

Succession Plan

When the duties of the library director are unable to be filled by the director directly the assistant director will take over. Other staff will answer to the assistant as needed and decisions will be made in the director's absence.

For long term absences the library president in conjunction with the assistant director will step in to fill the role of director until a permanent replacement is found or the director can return to normal duties.

Annual review of Librarian performance:

The performance of the Library Director shall be reviewed annually by the President of the Board of Trustees and a written evaluation provided. The basis for evaluation shall be the Duties and Responsibilities of the Librarian and the Common Responsibilities of All Library Employees as written in the current version of Staff Policies for the Turner Public Library. The intent of the review is constructive. It is meant to benefit the Library Director as well as the Board of Trustees by providing a vehicle for clarifying policy, and regularly adjusting either policy or performance, whichever may be required, to make the two consistent. A collaborative effort is intended, the goal of which is to maintain and develop continuing standards of excellence and effectiveness.

Standards for employee termination:

- 1) **Voluntary termination:** For voluntary termination, through resignation or retirement, two weeks notice is requested.
- 2) **Immediate dismissal is possible on any of the following grounds:** Substance abuse, theft, vandalism, insubordination, abusive behavior (or other violent or threatening forms of behavior). Insubordination is defined as the knowing, willful, and persistent violation of library policy.
- 3) **Involuntary termination initiated by the employer:** An employee whose performance is in some way inconsistent with the policies of the Library may be informed of the problem in writing by the Board of Trustees. Persistence in activity counter to policy may be characterized by the Board as “insubordination”, and as such will be grounds for dismissal.
- 4) **Confidentiality:** All discussion of reasons for termination is confidential between employee and employer. All inquiries about reasons for termination shall be addressed to the President of the Board of Trustees.

3.3 Programming

Organizing library programs will be the sole responsibility of the library director, and when requested, with the help of trustees and other volunteers. Library programs will support the mission statement of “programs are to address the community’s needs and to advance its interests, as well as a space for social gathering and the exchange of ideas.” Children’s programming attendance requires that an adult present is accompanied by a child in their care. Exceptions will be made at the discretion of the library director.

3.4 Volunteer policies

Library volunteers are an important extension of the Library’s staff. They perform a variety of tasks important to the functioning of the library and save the library considerable operating expense. Volunteer participation fosters a sense of community pride in the library and a feeling of shared ownership. For these reasons the library accepts and encourages the work of volunteers.

It is understood that, because of the library’s limited operating hours and small staff, it is not always possible for staff to accommodate regular volunteer participation. Every effort shall be made to accommodate prospective volunteers with some opportunity for meaningful work. Available

time, schedules, phone numbers, and e-mail addresses shall be recorded and filed for use in contacting volunteers.

3.5 Grants / fundraising policy:

Unless otherwise stated in the grant application, funds raised by a grant or fundraising project will be applied to fundraising goals to support budgeted expenditures. Any funds raised beyond those required to balance the budget will be applied a.) to the endowment, if permissible, or b.) to the next fiscal year's budget. For example: In May, a grant of \$500.00 is awarded for large-print books and most of the annual budget for that line has already been spent and the grantor does not support endowment building campaigns: so the grant is applied to the next fiscal year's budget.

However, since the Library is legally obligated to spend money raised by grants for the purpose/s stated in the grant application, it is possible that grants will create increases beyond the amount allocated in specific budget lines. For example: A grant of \$1,000.00 which must be spent within the fiscal year is awarded for large-print books and \$342.00 out of \$500 budgeted is left in that line: \$342.00 is made free to move from large-print book budget back to the endowment, and the \$1000.00 now in the large-print book line represents a \$500.00 increase in that line. With this in mind, corporators and staff soliciting funds will take care to clearly state our intentions, and those stewarding projects supported by grants will take care to do precisely what the grant proposal says we will do within a clearly defined time frame.

3.6 Duties of Trustees

Trustees always act as a group (The Board of Trustees). Individual Trustees have no authority to act on behalf of the Board unless specifically granted such authority by the full Board. Trustees have no individual authority to direct any work of the librarian, library staff, or volunteers.

- 1) Trustees shall familiarize themselves with the operations of the library collections. A good way to understand the library is by visiting during operating hours; an even better way is to occasionally volunteer.
- 2) Trustees shall become familiar with the mission, the philosophy, the standards, and the scope of services of the library as described in Turner Public Library Policies. Trustees, with the input of the Library Director and on their own, make themselves aware of new library trends and developments, and prepare themselves to regularly review and update these policies.
- 3) Trustees shall become familiar with the details of operations and procedures of the Board of Trustees as described in the Turner Public Library By-Laws and other related documents. They shall prepare themselves to regularly review and update these by-laws.
- 4) Trustees are asked to attend every Board meeting and every meeting of any committees of which they are members. When attendance is not possible, the President or Committee Chairman shall be notified in advance.
- 5) Trustees shall, as a chief part of their duties, plan for library growth and development.

- 6) Trustees shall work to develop good community relations in order to better define and satisfy community interests, and to better develop awareness of the Library's collections and services.
- 7) Trustees may, with the Librarian's input, work to deliver programs and events of interest and benefit to the community.
- 8) All trustees are encouraged to develop good relations with town government. Trustees who provide actual service to town government, will, by making their library affiliation known, greatly help in making the library more visible in the community.
- 9) Trustees shall develop and implement strategies to fund library operations and expand the endowment.
- 10) Trustees shall ensure that the Library conducts its financial, business, and personnel dealings both responsible and legally.
- 11) Trustees shall develop effectiveness standards for their decisions as a Board, and for any policies or procedures the Board puts into effect. Such standards shall include periodic assessment of fund-raising efforts, community relation projects, the growth of endowment investments, etc.
- 12) Trustees shall ensure that records of their meetings and operations, including all financial records are systematically filed for ease of future access.

Appendix A - Revision History

Date Adopted	Summary of Changes
August 2015	Initial Revision
October 4, 2023	Formatting updates, layout adjustments, grammar corrections. Director added policies regarding collection challenges, and updated needs

Materials Reconsideration Form

The library director and trustees of Turner Public Library have established a materials selection policy and a procedure for gathering input about particular items. Completion of this form is the first step in that procedure. If you wish to request reconsideration of a resource, please return the completed form to the library director.

Turner Public Library, Attention Library Director
98 Matthews Way
Turner, ME 04283

Date _____

Name _____

Address _____

City _____ State/Zip _____

Phone _____ Email _____

Do you represent self? _____ Or an organization? _____

Name of Organization _____

1. Resource on which you are commenting:

_____ Book (e-book) _____ Movie _____ Magazine _____ Audio Recording

_____ Digital Resource _____ Game _____ Newspaper _____ Other

Title _____

Author/Producer _____

2. What brought this resource to your attention?

3. Have you examined the entire resource? If not, what sections did you review?

4. What concerns you about the resource?

5. Are there resource(s) you suggest to provide additional information and/or other viewpoints on this topic?

6. What action are you requesting the committee consider?
