

# Kent Memorial Library Policies

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## EXHIBITS

\*M-11 regarding Municipal Library Records Retention Policies

\* Mission and Philosophy Statement

\* ADA Service Animal PDF

*Policies UPDATED October 2022*

# **1. Accessibility Policy**

The Kent Memorial Library is committed to providing access to all individuals - with or without disabilities. KML is handicapped-accessible and welcomes service animals (per ADA guidelines) . The content of most of our library collection is obtainable in alternate formats, including but not limited to audio, e-audio, e-reader, and large print formats. The library offers home-delivery service of library materials for patrons unable to come to the library, either as a permanent or temporary solution.

The library is committed to making library experiences welcoming and comfortable. To ensure equitable participation of all users - with or without disabilities - in services and activities, the library will provide immediate, reasonable accommodations upon request. Provision of some services may be on a case-by-case basis, depending on the individual's specific needs.

## **2. Circulation Policy**

### **Library Cards**

- **Suffield Residents**: Residents of the Town of Suffield may obtain a library card by presenting identification showing their name and local address (license, utility bill, etc.). Children under 13 will need to be accompanied by a parent or legal guardian to apply for a card. There is no waiting period for a library card.
- **Residents of Other CT Towns**: Connecticut residents from other towns, with a current library card from their hometown library, are entitled to all of the borrowing privileges that Suffield residents enjoy..
- **Out-of-State Residents**: Borrowing privileges may be extended to out-of-state residents, with a current id. A provisional, one-year card can be issued, but is kept at the circulation desk. Connecticut public library cards are valid at all Connecticut public libraries for Connecticut residents only.
- **Teachers**: Teachers in Suffield public schools may obtain a fine-exempt library card for the academic year to be used only for materials for classroom purposes. These cards are kept at the circulation desk.
- **Suffield Academy**: Suffield Academy students with valid Connecticut library cards may use those cards at the library. Students from out of state or from other countries may be granted provisional cards for use at this library only. These cards are valid through the school year and may be renewed annually while the student remains at the Academy. The anticipated year of graduation should be written at the top of the registration card. All other Academy personnel are entitled to use of the library as residents or as out-of-town residents, depending upon where they live.

### **Circulating Material**

Patrons are welcome to borrow up to 99 items. Due to the popularity of our audio-video material, borrowers will be limited to 10 DVDs per borrower.

### **Loan Period**

Videos/DVDs, and Express Books circulate for one week.

Museum passes are due back at the Library by 10:00 am the next day.

All other material may be taken out for three weeks.

### **Renewals**

Generally, patrons may renew material belonging to the Kent Memorial Public Library by phone, via the on-line catalog, or in person for an additional loan period if there are no outstanding requests on the material and the renewal limit has not been exceeded.

### **Museum Passes**

Museum passes can be reserved at the Circulation desk. They may be reserved four weeks in advance. Only one pass may be taken out per day per patron.

### **Reserves/Holds**

Patrons are welcome to reserve library materials in person, by phone, or by using our on-line catalog. When the item requested comes in, you will be notified either by phone, e-mail, or text message.

### **Fines**

The Kent Memorial Library does charge fines for late material. Late museum passes will also accrue a charge.

**Lost or Damaged Material**

Patrons will be charged for any material marked as 'lost' on the patron's account. Staff may offer Patrons the opportunity to replace the lost item with a new item. Charges for lost items are not refundable if the items are later returned.

**Lost Library Cards**

Report lost cards immediately! Patrons are responsible for all materials taken out on their cards prior to reporting the card as lost. There is a fee for replacement of a lost card.

### **3. Patron Anonymity Policy**

Because the traditional role of public libraries in a free democratic society is to make books, writings and information on all subjects of interest easily available without charge to all people, so as to maintain a well-informed and well-educated citizenry.

And because libraries traditionally seek to ensure a wide and free dissemination of all ideas and writings, including unpopular ones, libraries have traditionally preserved the anonymity of patrons.

For these reasons, Kent Memorial Library remains strongly committed to the principle of patron anonymity.

THEREFORE, the Commission of the Kent Memorial Library declares the following policy on the subject of Patron Anonymity:

1. The Library shall retain no records of any kind, including non-tangible electronic or computer records, or hard copy or paper records ("Records") relating to any patron, or containing any patron information, which are unnecessary to efficient operation of the Library. Lending and inter-library loan records are maintained long enough to insure safe return of materials. Patrons are advised, however, that the Library's database search (computer card catalog) system and circulation records are connected to an offsite vendor system, beyond the Library's control, so eradication of all patron information at these off-site locations cannot be guaranteed.
2. The Library shall take affirmative steps to promptly and thoroughly destroy any Records relating to any patron, or including any patron information, which are unnecessary to the efficient operation of the Library.
3. All Records, relating to internet or computer use shall be destroyed thoroughly, to eliminate any opportunity for recovery of any user information, and as promptly as is reasonably practicable,. Patrons are advised, however, that no hardware scrub or similar program is used by the Library for this purpose, and complete eradication of all user information cannot be guaranteed.
4. Pursuant to Connecticut General Statutes § 11-25, patron and circulation records of the Kent Memorial Library are strictly confidential and not subject to disclosure to the public or to any law enforcement officers except by court order or with written permission of the patron. Library employees and any agents of the library are bound to observe this confidentiality.
5. Any person with a court order making a request for library information shall immediately be referred to the Director of the library, or, if that person is not available, the most senior staff member. The Director or senior staff member will then contact the Town Attorney. No information will be given to the requester until advised to do so by direction of the Town Attorney.

## **4. Patron Behavior Policy**

### **Unattended Children**

The Kent Memorial Library welcomes children of all ages to visit the library and use materials and services of the Library. The library staff nurtures children to develop a love of reading and learning, but is not responsible for their care, their supervision or accidents or incidents that may occur as a result of their actions. The responsibility for the care, safety and behavior of children belongs with their parent, guardian or caregiver. Children under 10 shall remain with a parent, guardian or caregiver during the child's visit at the Library. The Library's Patron Behavior Policy applies to all patrons, regardless of age.

### **Policy on Disruptive Patrons**

A patron whose behavior is considered disruptive to the use of the library by staff may be asked to leave the library's premises. A patron who refuses to leave under these circumstances is trespassing. The staff member in charge shall be responsible for handling the problem and may seek assistance from library administration or a local law enforcement agency if needed.

The Library Director is authorized to suspend a patron's library privileges for violation of federal or state law, local codes, or library regulations, or for disruptive behavior. The patron has the right to appeal to the Library Commission by filing a notice of appeal with the Library Commission within 10 days of the date privileges were suspended.

### **Patron Code of Behavior**

- **Compliance**: Failing to comply with library regulations and with instructions or requests made by library staff with respect to library regulations is strictly prohibited.
- **Destruction**: Destruction, theft, or defacing of library property, including tampering with technology systems or computer hardware, software, and data is strictly prohibited.
- **Weapons**: The carrying of any pistol, revolver or other firearm with similar characteristics or likeness, or any weapon onto library property, except by law enforcement personnel, is strictly prohibited.
- **Unruliness**: Dangerous and unruly behavior disruptive to library users is not allowed.
- **Abusiveness**: Behavior that is abusive to library patrons and/or staff will not be tolerated.
- **Language**: Abusive or obscene language is not allowed in the library.
- **Smoking**: Use of tobacco products is not permitted in the library.
- **Food/Drink**: Food and drink are allowed in the library except in areas where that is prohibited, which include but are not limited to, the historical room and near to computers or other electrical equipment. Patrons are responsible for disposing of food trash and must clean up any spills or messes. If spills are extensive, the staff should be notified immediately.
- **Alcohol**: Alcoholic beverages are not permitted on library premises during normal hours of operation.
- **Pets**: Pets are not permitted in the library. Service animals, as defined under the ADA (Americans with Disabilities Act), are permitted if not disruptive to other patrons.
- **Dress**: Patrons will be appropriately dressed (i.e. shirt and shoes required).
- **Skating**: Skating and skateboarding are prohibited in library buildings and on any library property. Skates must be removed before entering the library.

- Electronic devices: These devices may be used quietly throughout the library for an appropriate amount of time as long as they do not disturb other library patrons or staff.

Patrons and staff should be respectful of others' space and property.

The Library is not responsible for patron's lost or stolen property.

## **5. Personnel Policy**

WHEREAS, under Connecticut law and under the Town of Suffield Charter, the Kent Memorial Library Commission is vested with the authority and obligation to direct and manage the affairs of the Kent Memorial Library, including the supervision of Library employees.

WHEREAS, under the Town of Suffield Charter, the Board of Selectmen is responsible for personnel policies for Town employees.

WHEREAS, the Kent Memorial Library is subject to a collective bargaining agreement for many of its non-executive employees.

THEREFORE, the personnel policy of the Kent Memorial Library Commission is as follows:

- In its dealings with employees, the Library will be governed by the collective bargaining agreement, to the extent any such agreement is in effect and applicable.
- In its dealings with employees not covered by any collective bargaining agreement in effect, for its personnel policies, the Library will adopt and follow personnel policies issued by the Town of Suffield through the Board of Selectmen, to the extent such policies apply in a particular case.
- The Commission's relationship with the Director shall be at the Commission's discretion, to the extent Town policy does not apply.
- All other personnel policy matters shall be at the discretion of the Director, subject to the informed consent and approval of the Commission.

## **6. Computer Use Policy**

The Kent Memorial Library is dedicated to serving the people of the Town of Suffield by providing learning resources and information services that support and improve individual, family, and community life. The Library upholds the principles of intellectual freedom and the public's right to know by providing people of all ages with access and guidance to information that reflect all points of view.

The Internet allows access to ideas, information and commentary from around the world and is an unregulated medium. It offers access to material that may be personally, professionally, and culturally enriching to individuals of all ages, while also enabling access to material that may be offensive, disturbing, and/or illegal, inaccurate or incomplete. Users are advised to evaluate the validity of information accessed via the Internet.

The Library cannot control or monitor material that may be accessible via the Internet because access points can and do change often, rapidly and unpredictably.

The public library, unlike schools, does not serve *in loco parentis* (in place of a parent). Librarians cannot act in the place of parents in providing constant care and supervision of children as they explore the Internet. The responsibility for what minors read or view on the Internet rests with parents or guardians.

The library staff reserves the right to limit the amount of time spent on any given device.

### **Use Agreement:**

Disrupting or vandalizing equipment, systems or data or gaining unauthorized access to secure sites is prohibited. No library workstation may be used for illegal or criminal purposes.

Users must comply with the United States copyright law, Connecticut obscenity statutes, and all other applicable laws.

You may not:

- Obstruct the work of others by consuming unreasonable amounts of system resources or by deliberately crashing any library computer system;
- Make any attempt to alter software configurations;
- Make any attempt to cause degradation of system performance;
- Engage in any activity that is illegal, deliberately and maliciously offensive, libelous or slanderous;
- Represent yourself as another person for purposes of fraud or other illegal activity.

Use of Internet is a privilege, not a right. Inappropriate use will result in a cancellation of this privilege.

ILLEGAL ACTS INVOLVING LIBRARY RESOURCES MAY BE SUBJECT TO PROSECUTION BY LOCAL, STATE OR FEDERAL OFFICIALS.

## 7. Gallery and Meeting Room Use Policy

The Kent Memorial Library provides free meeting rooms to the community as a public service.

Use of these meeting rooms or gallery does not constitute an endorsement by the Library of a program or point of view expressed by the presenters. No advertisements or announcements implying such an endorsement is permitted.

The facilities will be made available “on an equitable basis, regardless of beliefs or affiliations of individuals or groups requesting the use.” (see American Library Association’s *Library Bill of Rights*, Article VI [Library Bill of Rights | Advocacy, Legislation & Issues \(ala.org\)](#)). In exercising judgment in determining priority in requests for library room use, the Director will be guided by the policies stated herein.

The Library has two permanent meeting rooms, the gallery and the auditorium. Other areas may be designated as meeting room spaces from time to time.

### General Guidelines

1. The Library meeting room and gallery are used primarily for Library-sponsored activities and, therefore, the Library retains the right to give priority to Library sponsored meetings, events, and programs in scheduling their use. In case of a conflict in booking, the following order of priority will prevail:
  - Kent Memorial Library
  - Friends of the Kent Memorial Library
  - Town of Suffield
  - Suffield community groups and organizations
  - Regional groups and organizations

This priority order shall apply in establishing future reservations and in canceling previously established reservations. The Library may change or cancel reservations for meeting rooms at any time at its discretion. The Library cannot guarantee meeting room space availability to groups who meet on a regular basis.

2. The meeting room and gallery at the Kent Memorial Library are designed for groups and organizations that engage in educational, cultural, intellectual or charitable activities. Only **non-commercial, non-profit groups** may use the meeting rooms. However, upon approval, Suffield businesses may use the meeting rooms for internal business meetings.
3. All meetings are **free** to attendees. An exception will be made for Town of Suffield departments, the Suffield Arts Center, and the Library Foundation that may charge an admission to cover programming costs. For library programs, there may be a charge to cover the cost of supplies and other incidentals.
4. Meetings may be booked up to **three months in advance**. Bookings of more than three months in advance require the permission of the Library Director. Meetings may be booked with less than 24 hours notice with the approval of the Library Director.
5. All exhibits in the gallery are scheduled through a Library representative and usually run for one month.
6. Attendance may be limited through the use of a sign-up sheet, though maximum occupancy is determined by the Fire Marshall.
7. Water is available for use in preparing coffee or tea.
8. Meetings will be scheduled during regular Library hours. All meetings must conclude (with clean-up completed) ten minutes before Library closing.

9. Permission to use Library meeting rooms may be withheld from groups failing to comply with the Meeting Room Policy and from any group that damages library property including the room, carpet, equipment, or furniture; or causing a disturbance.
10. The Library specifically excludes the following types of uses of its meeting room and gallery:
  - Programs involving the sale, advertising or promotion of non-library-related products or services;
  - Business firms and other for-profit organizations soliciting or selling products or services, regardless of purpose;
  - Private social functions, at the discretion of the Director or person-in-charge;
  - Programs not in keeping with the Library's mission, philosophy, and guidelines, or which would interfere with the Library's operation by causing excessive noise, a safety hazard, security risk, etc.
11. Use of the Library meeting rooms by any group signifies acceptance of the terms of this policy. Any exceptions are subject to the approval of the Director.

### **Reservations**

1. Requests for use of a meeting room may be made in person, by telephone, or by electronic mail. Requests will be considered on a first-come, first-serve basis.
2. When making a reservation, the following information should be provided:
  - Name of the organization
  - Name, address, and phone number of the person responsible for the reservation
  - Total number of persons expected to attend
  - Beginning and ending times, including setup and clean-up
  - A brief description of the program
  - A list of any outside equipment being used.
3. Notice of cancellation should be made as soon as possible. Abuse of the reservation procedures may result in the loss of meeting room privileges.

### **Care and Use of the Facilities**

1. Please leave rooms as they are found. If the furniture is rearranged, it should be returned to its original arrangement at the end of the meeting.
2. Equipment, supplies, or personal effects cannot be stored or left in the Library meeting room or gallery before or after use.
3. Please clean the kitchen facilities thoroughly if used; trash must be bagged.
4. Excessive sound or noise cannot be permitted in the meeting room or gallery.
5. The individual making the reservation, as well as the membership of the group as a whole, will be held responsible for any and all damages that may occur during the use of the facilities.

## **8. Collection Development Policy**

### **General Principles**

This collection development policy is intended to define how the Library's collections should be shaped in order to support the mission, goals and objectives of the Library.

### **Mission and Goals**

It is the philosophy of the Kent Memorial Library to serve "the community by providing learning resources and information services that support and improve individual, family, and community life." (KML Mission and Philosophy Statement). It is with these aims in mind that the materials selection policy statement is directed toward the development and maintenance of a well-balanced collection of available materials.

As ours is a free society, the Library will provide access to information in all fields and from all points of view. The Library, in collecting and acquiring publications and related materials representing the widest diversity of views, will include items which reflect controversial, unorthodox or even unpopular ideas. The Library, the Library Commission, and Library personnel will not, either directly or indirectly, ban or censor any material. The presence of an item in the Library does not indicate any endorsement of its content by the Library.

The Library subscribes to and has adopted the American Library Association's Bill of Rights, Freedom to Read Statement and Freedom to View Statement. These are included in this Policy.

Our goals in support of our mission are:

1. Patrons will have access to accurate and timely information to meet their educational and informational needs;
2. Patrons will have access to materials and activities to provide satisfying recreational experiences; and
3. The Library will outreach to underserved populations to ensure their access to the full range of library services.

### **Responsibility for selection**

Responsibility for materials selection rests with the Library Director. The staff will make selections for materials based on staff reviews, reviews in reputable journals, and recommendations from individuals and groups.

The following criteria will be considered in the selection process:

- Reviews in journals (e.g. *Kirkus*, *Library Journal*, *Publisher's Weekly*, etc.)
- The reputation and significance of the author or illustrator
- Accuracy and authoritativeness
- Literary style
- Relevance to present or anticipated needs and interests of the community
- Need for multiple copies of material in high demand
- Readers' requests
- Permanent value as resource materials
- New areas of knowledge or changing conditions of the contemporary scene
- Relation to existing material in library collection
- Accessibility in other collections in the area
- Suitability of format for library use

- Price and availability of funds
- Local interest
- Quality of book construction – strength of binding and quality of paper
- Replacement needs

The Library shall not acquire any material that appeals solely to the prurient interest.

Multiple copies of a title may be purchased in print format as resources allow to satisfy demands.

Additional copies of non-print items may be purchased as the discretion of the staff.

Library staff may recommend websites on the library's home page that are appropriate on the Library's mission and philosophy.

WEBSITE POLICY: The library shall maintain and update its website as required to inform the patrons of upcoming events, library hours and access, and services available to patrons. Decisions regarding website content shall be at the discretion of the Library Director who may delegate said tasks to the appropriate staff.

Parents are responsible for what their child selects for reading and viewing material. It is a parent's duty to monitor their child's use of the library and its collections.

A Patron has the right to question the inclusion of material to the collection. If anyone has any concerns about a particular item in the collection, the attached form should be filled out and submitted to the Library Director, who shall retain a log or copy of any forms submitted by patrons including the date of receipt, issue, and any action taken by the Library Director towards resolution of the complaint. The log shall be presented to the Library Commission at regular meetings.

**Request for Reconsideration of Library Materials**

Title \_\_\_\_\_

Author (if appropriate) \_\_\_\_\_

**Request initiated by** \_\_\_\_\_

Telephone \_\_\_\_\_

Full Address \_\_\_\_\_

**Please answer the following questions:**

To what in the item do you object? (Please be specific)

\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

Did you read or view the entire item? \_\_\_\_\_

If not, which portion did you read or view? \_\_\_\_\_

What alternative material(s) would you recommend in place of the item you are requesting be reconsidered? \_\_\_\_\_

\_\_\_\_\_  
\_\_\_\_\_

Date \_\_\_\_\_

**Please return this form to Library Director, Kent Memorial Library,**

**50 North Main St., Suffield, CT 06078 (860) 668-3896; fax (860) 668-3895**

## **9. Gift Acceptance Policy**

### **Financial Gifts**

Gifts of investable or invested funds (cash, checks, stocks, bonds, etc.) are gratefully accepted. Donations may be unencumbered or may be restricted for a specific use by the donor (e. g. programs, children's books).

If the amount is \$25 or more, a thank-you note acknowledging the gift will be sent to the donor by the Library Director or a staff member. The note should include the current value of the gift, which could be used for tax purposes.

If the amount is less than \$1000, it may be used for library purposes at the discretion of the Library Director.

If the amount is \$1000 or more and is not restricted, the Library Commission will determine whether it can be used by the Library Director or will be added to the KML's endowment.

### **Non-financial gifts**

Non-financial gifts may be physical items that the donor may feel are appropriate for use in the library building. Examples would include artwork, furniture, toys, electronics, appliances, DVDs, or books.

Non-financial gifts could also include a donor's time, helping the library in some capacity. Non-financial gifts may be accepted or refused at the discretion of the Library Director. Non-financial gifts that have been accepted, may also be disposed of at the Library Director's discretion.

If physical items are accepted, and the value is \$25 or more, a thank-you note acknowledging the gift will be sent to the donor by the Library Director or a staff member. The note should include the current value of the gift, which could be used for tax purposes.

# **10. Records Retention and Destruction Policy**

Refer to State Library Policy M-11 attached as EXHIBIT M-11 hereto

# 11. HISTORICAL ROOM POLICIES

## **Purpose:**

Kent Memorial Library's historical room contains archival material relating to the history of Suffield, Connecticut. The Historical Room's mission is to preserve this archive, to make the materials available to the public, and to promote knowledge and appreciation of the long history and rich cultural heritage of the Town of Suffield. The collection contains books, manuscripts, photographs, directories, yearbooks, newspapers and other documentary material relating to Suffield's long and rich history. The objective of the Historical Room is to locate, collect, preserve, and make available for public research materials that document the social, economic, natural, and genealogical history of the Town of Suffield.

## **Roles and Responsibilities:**

The Library is responsible for providing and maintaining the space that houses the Historical Room, safeguarding the collection and other resources contained therein, and overseeing and supporting the volunteers and staff members engaged in the various activities related to preserving and caring for historical documents and objects.

## **Access to Collection Materials**

The Historical Room shall be open to the public on a schedule determined by the Library Director.

Members of the public may have access to the room only in the presence of a librarian or designated volunteer.

When the Historical Room is unstaffed, librarians may have access to its collection in order to research materials and to respond to inquiries regarding Suffield history.

Public users must:

1. Fill out a form to request an appointment
2. Sign a policy understanding sheet before research can begin. By signing, users agree to adhere to Historical Room Use Policy and Procedures at the discretion of the Library Director.
3. When entering the room, each user shall sign a log with the date and time of start/end of research session. Said log shall be maintained and verified by Library staff.

## **Historical Room Research Guidelines**

The Kent Memorial Library may provide limited research assistance for specific questions from materials in the Historical Room.

**In Person:** assistance provided as much as possible using available resources; volunteers may be available, call to determine availability

**Telephone Research:** recommended limit of five minutes unless a specific source is requested; the librarian will check the most appropriate source from a list of standard resources after the five minute limit; the request can be treated as mail research

**Mail Research:** recommended limit of 30 minutes unless a specific source is requested; the librarian will check the most appropriate source from a list of standard resources no more than 25 sheets will be sent; self-addressed stamped business envelope must be enclosed

**Fees:** no fee for research by staff or volunteers; photocopying charges \$.50 per sheet

**In-depth Research:** library staff **cannot** perform in-depth research, however the library maintains a list of local people who perform research.

### **Security**

The library reserves the right to inspect all personal property when people leave the room.

Smoking, food and drink are prohibited in the Historical Room.

### **Materials**

The Kent Memorial Library does not appraise old books.

The Library Director of the Kent Memorial Library reserves the right to give final approval of all material discarded from the Historical Room collection.

### **Copyright Law and Distribution**

The copyright law of the United States (Title 17, United States Code) governs the reproduction, distribution, adaptation, public performance, and public display of copyrighted material.

At the discretion of the Library Director, the library may grant or deny permission to reproduce materials from its collections.