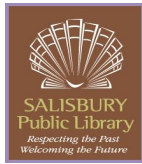


Salisbury Public Library

17 Elm Street, Salisbury, MA 01952
978-465-5071

Library Policies

Approved by the Library Board of Trustees: 19 August, 2015
Last Modified: 22 October, 2015



Mission

The Salisbury Public Library serves as a beacon to welcome all community members with information, education and recreation in a safe and pleasant environment.

Purpose

The Salisbury Public Library, under the authority of the Library Board of Trustees, strives to uphold the above stated mission to meet the needs of the Library patrons, citizens, and visitors of the Town of Salisbury. To this end, these assembled policies are intended to ensure the safety, privacy, and respect of all Library patrons and visitors, while also providing effective and responsible functioning of the Library, including its staff, facilities, programs and all associated supporters.

These policies, compiled and approved by the Library Board of Trustees, are enforced through the authority, prerogative, and discretion of the Library Director and their designees.

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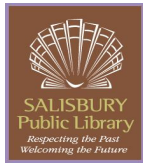
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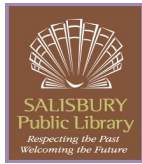
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General Library Policies

Library Hours of Operation:

The Salisbury Public Library is open to the public the following hours:

- Monday: 10 a.m. - 6 p.m.
- Tuesday: 12 p.m. - 8 p.m.
- Wednesday: 10 a.m. - 6 p.m.
- Thursday: 10 a.m. - 8 p.m.
- Friday: 10 a.m. - 6 p.m.
- Saturday: 10 a.m. - 2 p.m. (Sept. - June) Closed: July - August
- Sunday: Closed

Holiday Closings:

The Salisbury Public Library is closed on all federal and state holidays, including:

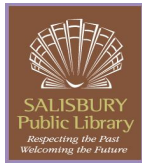
- New Year's Day (January 1)
- Martin Luther King Day (Third Monday of January)
- Presidents Day (Third Monday of February)
- Patriots Day (Third Monday in April)
- Memorial Day (Last Monday of May)
- Independence Day (July 4)
- Labor Day (First Monday of September)
- Columbus Day (Second Monday in October)
- Veterans Day (November 11)
- Thanksgiving Day & Friday after (Fourth Thursday & Friday of November)
- Christmas Day (December 25)

Snow / Weather Closings:

The closing of the Library because of inclement weather is at the discretion of the Library Director and a Trustee, based on current or projected road conditions, weather forecasts, etc. The Library Director shall notify the secretary of the Trustees and town hall of that decision as soon as possible.

Minimum Staffing:

To provide for the safety of the staff and the patrons, the minimum staffing level for library opening is four employees. If for any reason there are not four employees present, the Trustees will be notified and the Library will be closed until staffing levels return to four librarians.



Patronage and Lending Policies

Patronage:

- **Library Membership**

- Salisbury residents may apply for a library card upon proof of address. A current driver's license is preferred, but a photo ID with two other forms of proof of residence (rental lease, utility bill, a piece of postmarked mail and/or a checkbook with new address) is acceptable.
- A parent or guardian, with appropriate identification, must fill out and sign applications for any children under the age of 14.

Lending Policies

- **Salisbury Public Library Lending**

- Most library materials may be checked out for three weeks. DVDs and videos are checked out for one week. Items with no waiting lists may be renewed by phone or online via the [MVLC website](#).

- **Inter-Library Loan**

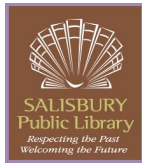
- Staff will provide appropriate referral and access to materials and information outside the library. Librarians will follow interlibrary loan procedures as established by Massachusetts Library Systems and the Merrimack Valley Library Consortium.
- In order to manage all interlibrary loan requests in a timely manner, the number of requests made by a patron may be limited by the Library Director and/or by the regional delivery system.
- Use of someone else's library card to make interlibrary loan requests is not allowed.

- **Lending to Residents of Municipalities with Decertified Libraries**

- In order for a public library to be certified in Massachusetts it must meet certain minimum standards of funding and service mandated by the Massachusetts Board of Library Commissioners. A public library that does not meet the minimum standards is "decertified" by the Massachusetts Board of Library Commissioners and is not eligible to receive state aid funding, apply for or receive LSTA grant funds, or enter into any contracts with the region to provide supplemental services.

Massachusetts General Laws (605 CMR 4.01) state that certified public libraries are not required to loan materials to residents of municipalities with decertified libraries.

This policy aims to address the issue of the fair and appropriate use of Salisbury tax dollars spent on public library service by limiting the reliance of a municipality with a decertified library on the Salisbury Public Library and its resources.



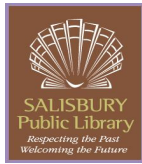
The Salisbury Public Library upholds the importance of maintaining at least the minimum standards of public library service required for public library certification by the Massachusetts Board of Library Commissioners and therefore will not loan materials to residents of municipalities with decertified libraries.

Public libraries that receive a waiver from the Massachusetts Board of Library Commissioners are considered certified. Residents of municipalities in which the library has received a waiver will be permitted to borrow materials.

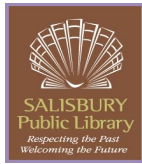
As stated in the Massachusetts General Laws (605 CMR 4.01), "all residents of the Commonwealth shall have access to reading and reference rooms under the same conditions as residents of the community." The Salisbury Public Library welcomes residents of all municipalities. However, residents of municipalities with decertified libraries are only able to use library resources within the bounds of the library building.

- **Borrower Rights and Responsibilities**

- Museum Passes
 - Any patron with a valid MVLC card may borrow any museum pass.
 - Reservations for a pass may be made in person or by telephone.
 - All fines and/or delinquencies must be cleared before reserving a pass.
 - A family may borrow no more than one museum pass per week.
- Requesting and Reserving Library Materials
 - Non-Salisbury items from elsewhere in the Merrimack Valley Library Consortium are available for request through the Online Catalog or with assistance from library staff. Requests for materials from beyond the MVLC system must be placed with the reference staff.
 - Patrons are notified by phone or email, depending upon their preference, upon receipt of requested materials. All materials must be picked up within 7 days.
 - Items not picked up within 7 days of notification will be returned to the owning library.
 - Items borrowed from within our consortium generally follow our lending time periods.
 - Lending libraries outside of our own consortium determine their own due dates. Because processing and delivery time must be considered, due dates on these items may vary. Prompt return of materials to the circulation desk is necessary in order to comply with the lending library's due date.
- Renewals
 - In most circumstances it is possible to request an extension of the loan period for local materials, provided that another patron is not waiting for the item.
 - DVDs may be renewed one time and all other items may be renewed twice.
 - Some special collections and out of consortium materials are exceptions and are not always renewable.
 - Renewals can be made online before the due date, and will be renewed as long as no other patron is waiting.



- Lost items
 - If materials are lost, costs will be assessed according to the regulation of the lending library.
- Delinquency Thresholds
 - If a patron owes on their account as a result of fines, replacement charges, or other fees, or excessive overdue items, borrowing privileges may be suspended until the charges are paid or items returned.
 - Please be aware that other MVLC libraries may have varying thresholds for delinquency.
- Patron Account Communication
 - A courtesy reminder email is sent to patrons three days before the due date.
 - Overdue notices are sent 14 days after the due date.
 - When an item is 35 days overdue, the item is assumed to be lost and a billing notice is sent.
- Lost and Damaged Items
 - Full replacement cost is also due on any article lost or returned damaged. The cost for these items is non-refundable once it is paid.
 - All checks must be made payable to Trustees SPL.



Conduct and Privacy & Safety Policies

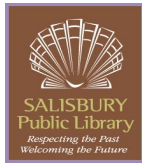
Conduct:

- **Salisbury Public Library Rules**

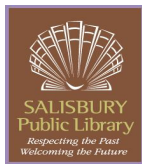
Entrance into the Library signifies the willingness of each individual to behave courteously toward all other persons here, to act respectfully with regard to public property, and in accordance with all the rules of this facility. The Library reserves the right to expel any person or persons whose behavior is disruptive or whose actions interfere with the use of the Library by others.

In order to provide an orderly and pleasant environment, the Library staff is authorized to make judgments regarding individual or group behavior. Response to unacceptable behavior may include temporary or permanent suspension of Library privileges and/or expulsion from the Library building.

- The following are not permitted in the Library:
 - Destruction or theft of materials or property
 - Use of alcohol or illegal drugs
 - Disruptive, disorderly, or boisterous conduct
 - Threatening, harassing, or intimidating language or behavior
 - Food, or beverages in open containers (containers with tight lids are permitted except near computers and other electronic equipment)
 - Smoking
 - Weapons
 - Use of personal stereo equipment if sound levels are distracting to others
 - Leaving personal belongings unattended. The Library is not responsible for lost or stolen items
 - Animals, except for guide or assist animals
 - Solicitation of any type
 - Unattended children
 - Sleeping
 - Disposal of soiled diapers, paper towels, and/or baby wipes
- Please set mobile devices and cell phones on silent while in the building, and conduct any necessary phone conversations in a quiet voice.
- Verbally or physically harassing any staff member or patron is forbidden.
- If you have a concern about a policy or procedure, or about another patron's behavior, please speak with a staff member.
- Campaigning, soliciting, or petitioning is expressly forbidden.
- Roller blades, skateboards, scooters, or similar equipment may not be used in the building or the parking lot. Bicycles must be left in the racks outside the building, and the Library is not responsible for theft of bicycles, whether left locked or unlocked.



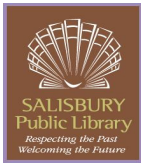
- The Library Director (or designee) reserves the right to determine whether any other behavior is disruptive to the Library's mission or to other patrons and will ask patrons to refrain from said behavior.
 - The Library staff will ask the local police to assist with disruptive individuals or groups, or those not in compliance with the Library rules.
 - Repeated failure to follow the rules may result in the following actions:
 - 1. An individual's Library privileges will be restricted in a manner that is consistent with the objectionable behavior. For example a) specific areas in the Library, b) specific computers and other Library equipment, c) limited borrowing privileges, d) limited building access.
 - 2. A patron may be banned from using the Library and Library equipment and resources. Future use will be contingent upon the individual abiding by the rules and conditions set forth by these policies and the Library Director.
 - 3. The Salisbury Police will be contacted and a formal "No Trespassing Notice" taken out against any individual who has demonstrated repeated violation of the rules, or is perceived to be threatening to staff and/or patrons. If the individual is observed inside the Library or on Library grounds, after being issued a "No Trespassing Notice", the individual will be subject to arrest.
 - Any individual subject to disciplinary action may appeal the decision of the Director to the Library Trustees. The Library Trustees require that all appeals be in writing.
- **Internet Access Policy**
 - The Salisbury Public Library has PCs for patron use, providing equal access to information through the Internet for all ages.
 - The Library does not monitor, has no control and does not filter information accessed through the Internet and cannot be responsible for the accuracy or content of that information.
 - Users must refrain from displaying images considered inappropriate for public viewing.
 - The Library does not have the authority or responsibility to monitor children using the Internet.
 - Parents or guardians of children under age 18 are responsible for what their children view on the Internet. It is also their responsibility to advise their children concerning the danger of providing personal information (names, addresses, phone numbers, credit card numbers) to strangers through emails.
 - Parents who wish to limit or restrict their children's access to the Internet must oversee their computer usage at the Library.



Privacy & Safety:

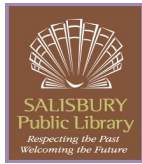
- **Child Safety Policy**

- The Library is a public building available for the use of all, including those whose interest in children may not be entirely wholesome. Even in a small Library, staff may not recognize all of the adults who enter or leave the building with children.
- Out of concern for the well-being of this community's children, the Board of Library Trustees and the Library staff affirm that the staff does not take the place of parents, act as caregiver or babysitter, and cannot be responsible for problems (incidents, accidents, or other liability) resulting from children left unattended. Staff will intervene if they are aware of a problem.
- Children aged 10 or younger must be continually attended by a parent or caregiver while in the building or on the grounds. Children aged eleven and older may be left unattended at the discretion of the parent or caregiver. Pickup times and Library hours must be discussed between parent and child before the responsible adult leaves the Library. The Library's telephone is not normally to be used for contacting parents of unattended children.
- Minors who meet the following conditions, regardless of chronological age, should not be unattended in the building or on the grounds:
 - Those who are unable to care for themselves
 - Those who need close supervision, even if a parent or caregiver is elsewhere in the building
 - Those who are not picked up at closing time
- Children attending Library programs (whether held at the Library, on its grounds, or elsewhere) are supervised by staff only for the duration of the program.
- Children should not be left at the Library or on its grounds before opening or after closing, including emergency closings.
- The Library staff is not responsible for supervising children left alone when the Library is closed but will attempt to reach a parent or caregiver for immediate pickup.
- All children should have the telephone number of someone who can assist them in an emergency.
- Should a child be at the Library at closing, and a parent or caregiver unavailable, at least two staff will immediately notify the local police, and will stay with the child until the police (or parent/caregiver) arrive. Staff will not offer transportation from the Library to any other location.
- In the event that the police are notified about an unattended child, the staff member(s) involved will notify the Director immediately.



- **Patron Privacy Policy**

- The Salisbury Public Library is committed to user confidentiality. The confidentiality of Library records is a core part of Library ethics and the Salisbury Public Library follows the Code of Ethics of the American Library Association. Under the Massachusetts General Laws, Chapter 78, Section 7, “That part of the records of a public library which reveals the identity and intellectual pursuits of a person using such library shall not be a public record...”
- All personal information as it appears on an individual’s registration for a Library card is considered confidential. In the course of normal business, no personal information will be shared, sold, traded, or otherwise disseminated outside the Library network.
- The staff recognizes all Library users’ right to privacy and will keep Library records (including, but not limited to, items borrowed and questions asked) confidential, and will neither reveal to a third party the identity of those using Library materials nor reveal items checked out on another person’s card unless legally compelled to do so via warrant or subpoena.
- Any staff member receiving a request for information or materials considered confidential will notify the Director immediately. The Director will forward the request to Town Counsel to verify its legal sufficiency.
- Any request for information considered confidential must be accompanied by a warrant or subpoena. Should a request be submitted without a warrant or subpoena, the Library has no duty to furnish information.
- Staff will have time to collect information requested by subpoena.
- Staff will comply immediately with law enforcement officers executing a search warrant.



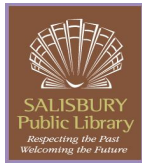
Facilities and Usage Policies

Parking Policy:

- The Salisbury Public Library was designed to accommodate the parking needs of all patrons and visiting guests, based on Massachusetts building codes and regulations.
- Patrons and visitors may not:
 - Park in a handicapped parking space without proper markings or tags on their vehicle
 - Park outside of marked spaces within the parking lot
 - Block any flow of traffic entering or exiting the parking lot
 - Pickup or drop off anyone outside of the designated area
 - Leave unattended vehicles/running vehicles in the pick-up/drop off lane
 - Cross the flow of traffic outside of marked crosswalks
 - Park overnight
- The Salisbury Public Library is not responsible for any property damaged, lost, or stolen within the Library parking lot.

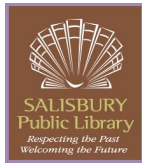
Meeting Room Policy:

- **Usage**
 - The Meeting Room is primarily available to support Library programs and functions that support the informational, educational, and cultural purposes of the Library. When not being used by the Library, the room is available to established community groups upon approval of an application form and at the discretion of the Director.
 - The Library's Meeting room is available on a first-come, first-served basis provided that meetings conform to Meeting Room Policy and do not conflict with Library services and programs.
 - For purposes of this policy, the term "meeting" is used to describe any meeting, event, program, or other happening in the Meeting Room.
 - Any meeting held in the Meeting Room must be open to the public. The room may not be used for private social functions and events.
 - Capacity of the Meeting Room is 100 as set by the Board of Library Trustees, and must not be exceeded.
 - The Board of Library Trustees reserves the right to refuse the use of the Library Meeting Room or cancel any reservation when they deem the action to be in the best interest of the Library and/or Town.

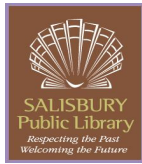


- **Reservations**

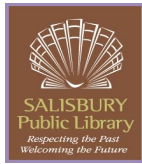
- Application forms for use of the Meeting Room are available from the Director and on the Library's website. Online forms must be filled in and printed for submission. All applications must be approved by the Director prior to date of use.
- The Meeting Room may be booked up to 2 months in advance of the meeting/program.
- Reservations must be made on the paper (hard copy) Meeting Room Reservation Application Form. The Form must be logged in by a staff member at the main circulation desk, when it will be marked with date and time received. Electronic reservations or incomplete forms will not be accepted.
- Logging in does not constitute a confirmed reservation. A confirmed reservation is one that has the Director's written approval.
- The Library may or may not accept reservations for a series of meetings that would designate the Library as the regular meeting place for any group or organization. Reservations for regular occurrence must be renewed every 3 months.
- Priority will be given as follows: Library, Friends of the Library, Town meetings, Salisbury non-profit, Salisbury residents and all others at the discretion of the Director.
- Sponsors must be 21 years of age or older and must be a resident of Salisbury. Proof of residency is required. The Sponsor must be present and responsible at all times during the meeting. This person will be responsible for the conduct of the group, paying bills, and protection of Library property in connection with the meeting.
- The Sponsor will promptly reimburse the Library for any expense or damage resulting from the use of the facility, whether accidental or deliberate.
- The Sponsor must present evidence of adequate insurance coverage, as necessary.
- The Sponsor must inform his/her group of the Library's parking instructions, and may be responsible for arranging a traffic detail at his/her/the group's expense.
- Meeting space will be denied to groups or individuals who:
 - Through the sale of materials, referrals, or services, will financially profit from the use of Library space.
 - Request donations or admission fees. No items may be sold unless for the profit of the Library or approved author visit. Fundraising events sponsored by the Library, Friends of the Library, or organizations affiliated with the library are permitted.



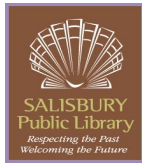
- Fail to abide by the Library's policies.
- Those attending meetings may not leave unsupervised children in the Library. For more information, refer to the Library's Policy on Unattended Children.
- Granting permission to use the Meeting Room does not constitute an endorsement by the Library staff or Trustees of the room's users or their beliefs.
- The Salisbury Public Library's contact information including name, address, email address, URL, fax number, and telephone number **MAY NOT** be used as a contact for the meeting. The Library staff will not take messages for those using the Meeting Room.
- **Conduct and Responsibility**
 - The Library's equipment and furnishings are available for use in the Meeting Room. They must be reserved ahead of time via the application form.
 - Users are assumed to be familiar with the operation of the equipment in advance of the meeting. If instruction is needed, staff may be available in advance at a mutually convenient date and time. Staff may not be available prior to or during a meeting.
 - The Library is not responsible for loss or damage to any equipment or materials owned or rented by an individual or group using the Meeting Room.
 - Equipment or materials belonging to the applicant or group may be brought to the room immediately prior to the meeting and must be removed immediately after. Storage space is not available.
 - The Library is not responsible for materials, personal property, or equipment left in the building by Meeting Room users.
 - Any individual or group using the Meeting Room shall be held responsible for willful or accidental damage to the Library building, grounds, collections, or equipment caused by the group or its members attending the program.
 - Damage and accidents must be reported to the Director immediately.
 - The Applicant is responsible for setting up the Meeting Room to his/her requirements. The Library staff is not available to assist with this task.
 - All equipment and furnishings used during the meeting must be returned to their proper place (i.e., where they were found) when the meeting is over.
 - Capacity of the Meeting Room is set by the Library Board of Trustees. Under no circumstances may that capacity be exceeded.



- Furniture in the room is limited to that provided. Additional furniture may not be conveyed into the room.
- Alcoholic beverages may not be served in the Library or on the grounds.
- No open flames (i.e. candles) are permitted at any time
- Smoking is prohibited in the building and on the grounds.
- Light refreshments are permitted provided that arrangements are made during the application process. Food preparation is not allowed. There are no dishwashing facilities. The Meeting Room and/or Library grounds may not be used for catered events without prior approval of the Director.
- Refreshments may not be taken from the Meeting Room into the Library proper.
- No food may be left on the premises.
- Minors in the Meeting Room must be supervised at all times.
- During a meeting, no admission fee or donation requests are permitted. No items may be sold unless for the profit of the Library or approved author visit. However, groups may charge a reasonable fee to recover the cost of materials, handouts, craft supplies, refreshments, etc. Arrangements for any such fees must be made during the application process (i.e. stated clearly on the form and approved in writing). Collection of such fees is the responsibility of the Sponsor.
 - Fundraising events sponsored by the Library, Friends of the Library, or other organizations affiliated with the Library are permitted.
- Meetings must not disrupt the use of the Library by others, the work of Library staff, or any other aspect of Library operation.
- Persons attending meetings in the Library are subject to all Library rules and regulations and to the instructions of the Library staff.
- The Meeting Room must be left clean and orderly. The Sponsor is responsible for removing from the premises trash generated by the meeting. If clean-up or repair is required after a group leaves, the Sponsor is subject to a fine of \$50 or actual repair/custodial fee, whichever is greater.
- No posters, decorations, or other items may be displayed on the walls or ceiling without the Director's prior approval.



- Artwork on display in the Meeting Room must not be disturbed.
- The Library staff will take no messages for those in the Meeting Room. Use of the Library telephone is limited to emergencies only.
- In the event that the Sponsor calls the police or fire department to the Library, they will immediately notify the Director or Library staff on duty that they have done so.
- **Cancellation**
 - Cancellation of reservations must be made to the Director or designee as soon as possible and no later than 24 hours in advance of the reserved date and time. Failure to give notice of cancellation may result in loss of Meeting Room privileges upon subsequent application at the discretion of the Director.
 - Should the Sponsor cancel the meeting, it is his/her responsibility to notify attendees of that decision.
 - If the Library is closed for inclement weather or other emergency or unforeseen conditions, the Meeting Room will also be closed. The Director will notify the event Sponsor and they will be responsible for notifying attendees.
- **Additional Terms and Conditions**
 - Upon confirmation of their reservation, Sponsors will receive a copy of the Library's parking policy. Sponsors are expected to convey this information to meeting attendees.
 - Exits must be kept unlocked at all times. Open aisles must be maintained within the seating arrangement to provide clear access to exits. The Emergency Exit is not to be used except in cases of an actual emergency.
 - Chain of command in an emergency situation depends upon the nature of the emergency. In general, for a medical emergency, the chain is as follows:
 - First responders (Fire, Police, EMTs, etc.)
 - Library Director
 - Library Director's designee and/or CPR-certified staff
 - For a building or grounds-related emergency, the chain is as follows:
 - Department of Public Works (until 3:30 p.m. Monday through Friday)
 - Police Department
 - Library Director
 - Library Director's designee
 - The Library Director must be notified promptly of any and all emergencies.



Study Rooms Policy:

- Study Rooms are intended for individual or small group study and quiet conversation.
- Study Rooms are available on a first come, first served basis when not reserved.
 - Limit of one (1) two-hour block of time per day, with the possibility of additional time if no one else is waiting.
 - Reservations may be made no more than one day in advance.
- Users **MUST** sign in and out with Library staff when using a Study Room.
- The Salisbury Public Library is not responsible for lost, stolen, or damaged property.
- Study Rooms must be left in clean, orderly condition. The person signing in is responsible for the condition of the room and for any damage done to the room or furnishings.
 - No food or drink is permitted in the Study Rooms.
- Study group must adjourn 15 min. prior to Library closing time.
- Quiet cell phone use is permitted.

Conference Room Policy:

- The Conference Room may be reserved up to one month in advance by contacting Library staff.
- Conference Room may be used on a walk-in basis when Study Rooms are occupied and the Conference Room is available.
- Users must sign in and out with Library staff when using the Conference Room.
- The Salisbury Public Library is not responsible for lost, stolen, or damaged property.
- The Conference Room must be left in clean, orderly condition. The person signing in is responsible for the condition of the room and for any damage done to the room or furnishings.
- Meetings must be adjourned 15 min. prior to Library closing time.
- Quiet cell phone use is permitted.