



**Policy, Procedure and Appendices of the
George Holmes Bixby Memorial Library**

January 2024 Revision

52 Main Street, Franconia, NH 03043 603-547-2730 francetownnh.org

Mission

Provide responsive services and innovative programming that engages lifelong learning, diverse cultural opportunities, and a sense of community in safe, inviting and inclusive environments, both physical and virtual.

Vision

Library resources are efficiently focused and sustainably used to enrich our community. Purposeful partnerships with other town organizations increase the Library's significance to the community. Most of the population uses library services and views the library as a significant benefit to the community.

Values

Welcoming- Providing physical and virtual environments that are inclusive, inviting, safe, and engaging.

Free and Open Access to Information- Providing access to informational resources in the most desirable and efficient formats, times, and methods. Upholding the "Freedom to Read Statement" as published by the American Library Association.

Lifelong Learning- Providing responsive services, programming, and cultural opportunities to meet and stimulate diverse community interests.

Community Engagement- Providing opportunities to connect people through programming and services by maintaining strong ties to our other community organizations.

Efficient Use of Resources- Assuring the sustainability of the funding needed to achieve our mission and vision through focused and efficient allocation of resources.

Contents

Use of the Library	4
Interlibrary Loan	5
Materials and Services	5
Confidentiality of Library Records.....	6
Posting of Informational Materials	7
Exhibits	7
Use of the Library for Meetings	8
Materials Selection and Collection Development.....	9
Reconsideration of Materials	11
Uses of the Collection in Support of Local Students	12
Records Retention.....	12
Public Access Computer and Internet Access	12
Trustees	14
Library Volunteers	18
Friends of the Library	19
LIBRARY PROCEDURES.....	21
Materials Circulation.....	23
Confidentiality of Library Records.....	25
Public Access Computer and Internet Access Policy.....	25
Emergency Procedures.....	26
PERSONNEL POLICIES.....	28
Conduct of the Staff.....	28
Process for Hiring of Library Staff.....	29
Terms of Employment	31
Civil Leave	33
Bereavement Leave	33
Performance Review Procedures	34
Disciplinary Procedures and Actions	35

Grievance Procedures..... 36

Sexual Harassment..... 37

Job Descriptions..... 38

Appendix I: Library Card Application 44

Code of Conduct Policy 45

Appendix III: Exhibit Release Form 47

Appendix IV: Meeting Room Use Application 49

MEETING ROOM USE APPLICATION FORM..... 51

Appendix V: Request for Reconsideration of Library Materials 52

Request Form - Reconsideration of Library Materials and Programs..... 53

Appendix VI: Public Access Computer and Internet Access 55

Appendix VII-A: Volunteer Application 56

Appendix VII-B: Parental Permission Form for Volunteers Under Age 18..... 57

Use of the Library

2.1 By borrowing materials from the Library, the borrower is deemed to have agreed to return the materials to the Library by the stated deadline and in the same condition as they were when borrowed.

2.2 The library will serve all residents of the Town of Frankestown. Children ages 6 and above whose parent or guardian resides in Frankestown may receive a library card upon proper registration. If a borrower's fees for lost or damaged items exceed \$25.00, borrowing privileges may be suspended until the items are paid for. Charges for non-returned or damaged library materials will be computed by using current and documented price information, or, if that is not available, at list price.

(Library Card Application at Appendix I)

2.3 Full time employees of the Town of Frankestown and full time teachers of Frankestown Elementary School shall be entitled to Library cards at no charge, regardless of their town of residence.

2.4 Library cards are available to non-residents who pay a fee that is set by the Board of Trustees.

2.5 Cardholders are required to review and verify information on their application every three years or the account will be suspended.

2.6 Specific policies and procedures for issuing cards as approved by the Board of Trustees shall be followed by the Library staff.

2.7 Cardholders may present their own card to borrow materials and are responsible for all materials borrowed on their card.

2.8 Cardholders understand that it is their responsibility, and not that of the Library staff to monitor content and access to Library materials.

2.9 The use of the Library and/or its services may be denied for good cause. Such causes include, but may not be limited to: failure to return books or pay penalties, destruction of Library property, disturbance of other patrons or other objectionable conduct on Library premises as set forth in, but not limited to, the Code of Conduct. (Appendix II)

2.10 Charges for non-returned or damaged Library materials will be computed by using current documented price information or, if that is not available, at list price.

2.11 The Library staff shall develop procedures for the recovery of overdue materials which shall be approved by the Board of Trustees.

2.12 The Library hours shall be set from time to time by the Board of Trustees upon recommendation of the Library Director.

Interlibrary Loan

3.1 Interlibrary Loan services are a means of greatly expanding the range of Library materials available to cardholders without allocating large sums of limited funds for seldom-requested items.

3.2 The Library may request books and other Library materials for Library cardholders through Interlibrary Loan services. A cardholder can request up to 3 items at one time. A cardholder must be in good standing. An Interlibrary Loan is a transaction in which books, other Library materials, or a photocopy of materials is made available by one Library to another upon request. Many Libraries place limits on what they will loan. As a result, restrictions may apply.

3.3 Abuse of Interlibrary Loan privileges (not returning items in a timely manner; destruction or loss of another library's items) may result in loss of access to the service.

3.4 Interlibrary Loan requests can be submitted by email, by phone or through the library's catalog online; or in person.

3.5 The cardholder will be responsible for reimbursing the Library for any charges levied by the lending Library.

3.6 The Library adheres to the New Hampshire State Library's *New Hampshire Interlibrary Loan Protocol Manual* and the *National Interlibrary Loan Code* of the American Library Association. The Library will lend books and other Library materials only to other Libraries who follow the *New Hampshire Interlibrary Loan Protocol Manual* or the *ALA National Interlibrary Loan Code*.

Materials and Services

4.1 The Library will purchase or otherwise receive and lend to cardholders books, audiovisual and other materials.

4.2 The Library may require that the use of any of its books, audiovisual and other materials be limited to use on the premises of the Library at such times and subject to such conditions as the Library may determine.

4.3 The Library may borrow from and lend to other libraries books and other materials.

4.4 The Library will endeavor to maintain a balance in its services to adults, young people and children.

4.5 The Library shall maintain such other services as the Board of Trustees determine. These services may include, but are not limited to: copying machines, computers, meeting rooms and the like. The use of any of these items shall be subject to such conditions as the Library may impose.

4.6 All equipment used in the operation of the Library will remain in the building at all times.

Confidentiality of Library Records

5.1 GHBML protects all patrons' right to privacy. The Library complies with New Hampshire law RSA 201 D:11 which states that individual Library records are confidential and shall be revealed only to the card holder, to someone with the card holder's consent, or disclosed to the extent necessary for the proper operation of the Library. The information patrons give the Library when applying for a card, even the fact that they are Library card holders, is confidential, as are all records of patrons' use of Library materials and services. The law applies to all borrowers regardless of age.

5.2 Procedures/Information for Patrons: While the Library cannot share cardholder information, patrons do have control over the privacy of their own records. Therefore, patrons who want to give another individual permission to access and use their records, should give permission in writing. Permission is given on the cardholder's application form. If a card is lost, stolen, or being used without consent, the Library should be notified immediately. A new card will be provided and information will no longer be accessible using the old card.

5.3 Checkouts: Library cards may be presented when materials are brought to the circulation desk for checkout. When the transaction is complete, a list of all materials signed out can be given to the patron. The list is the patron's record of the materials signed out and their due dates.

5.4 Materials on Hold: The Library staff can give out titles of materials on hold only to the patron who placed the hold unless written permission has been previously arranged. If a patron plans to have another person pick up held items, that person needs to be identified by the patron granting permission. A code will be entered into their patron record indicating permission.

5.5 Renewals: The Library staff can give out titles of materials which need to be renewed only to the patron who borrowed them. Materials can be renewed in person, by phone or online.

5.6 Overdue Items: The Library staff can give out titles of overdue materials only to the person who borrowed them. Overdue notices will be mailed or e-mailed directly to the patron who borrowed the materials.

5.7 Technology: The Library does not retain records of patrons' use of Library computers, or their use of the internet. We remind users, however, that there are confidentiality and privacy issues beyond the Library's control which cannot be guaranteed when using e-mail and the internet.

5.8 Reference Services: Reference services are protected by RSA 201 D:11 and the Library's privacy policy.

5.9 Children and Privacy: New Hampshire's Library records privacy laws (RSA 201 D: 11)

protects the privacy of all borrowers, including children, regardless of their age. The records of children who have their own Library cards are subject to the same privacy restrictions as the records of adult borrowers, and the Library is not able to share those records with others, including parents. Parents who want their children to have their own Library cards need to know that the Library will not be able to share with them information about their child's records, including titles of checkouts, holds, renewals, over dues and fines, and other Library services. Patrons do have control over the privacy of their own records, however, and families may make their own decisions about the amount of privacy they wish to maintain within their own families. For instance, parents may decide to hold their children's cards for them, may keep all family members' lists of borrowed materials on the family bulletin board, or may use family members' cards to access the family's patron records via the Library's web site. The distinction lies in the difference between what the Library staff can legally do and the choices that families are free to make for themselves.

Posting of Informational Materials

6.1 Local non-profit organizations may publicize their activities on the Library property with prior approval from the Director.

6.2 Only material pertaining to cultural or civic events may be posted or displayed.

Exhibits

7.1 Exhibits

a. The Director shall approve all exhibits and their duration in the building and on the grounds.

b. Individuals may exhibit their work in spaces approved by the Library Director.

c. The exhibitor and the Library Director will work collaboratively on the display of the exhibit which must conform to any constraints placed upon the exhibit space by the Library.

d. The exhibit space(s) are open to the public only during the regular open hours of the Library unless by special arrangement.

e. The exhibitor must be identified by name within the exhibit. The Library shall have prior approval of an exhibitor's publicity sent to the media regarding the exhibition. The Library does not advocate or endorse the viewpoints of exhibits or exhibitors.

f. No prices may be posted on the displayed work, admission charged or donations requested. A price list and contact information may be discreetly placed in the exhibit. No sales may be made on the premises.

g. The exhibitor will assume full responsibility for the works exhibited in the Library or on Library grounds. Neither the Library nor the Town of Francestown shall assume any

responsibility or obligation for any loss or damage to any item or items so displayed. The Exhibit Release Form (Appendix III) shall be signed by the exhibitor before the exhibit is displayed.

h. In the event of damage or loss to the exhibit items, the Library staff shall immediately notify the exhibitor. Damages to the premises, equipment or furnishings as a result of the exhibit will be charged to the exhibitor.

i. No exhibit items may be removed prior to the close of the exhibit except by mutual consent of the exhibitor and the Library. Exhibitors are responsible for dismantling and removing their exhibit at a time agreed upon by the Director. Exhibitors are responsible for restoring the exhibit space to its condition prior to the exhibition. The Director reserves the right to dismantle those exhibits which have not been removed in a timely manner at the sole expense and risk of the exhibitor. Exhibit materials may be disposed of if not claimed within 30 days.

7.2 Exhibits of private collections of antiques or other objects of interest will be approved by the Director and will fall under the requirements set forth in section 7.1.

Use of the Library for Meetings

The GHBML is pleased to offer meeting space at no charge for local town, civic or cultural groups and organizations in accordance with the following policies:

8.1 Organizations wishing to meet at the Library must receive prior permission to do so from the Director and a member of the group must be a card holder in good standing. Times of such meetings must be agreeable to the Director and the organization. A Meeting Room Use Application Form (Appendix IV) must be completed and approved prior to any meeting.

8.2 Permitted programs/meetings shall not conflict with customary Library operations and may not disrupt the use of the Library for other patrons.

8.3 For before or after-hours usage, the contact person will be required to pick up and sign for the key while the Library is open. If there is a reason that the contact person listed on the form is not able to pick up the key, Library staff must be notified in advance of key pickup. No meeting, function, or activity may extend beyond the hour of 10:00 p.m. unless prior approval is given by the Director. A sign indicating that the Library is closed for normal business must be placed on the entrance door.

8.4 The Trustees reserve the right to require that a Trustee or Library staff member be present for the duration of the meeting and for securing the building when the meeting is over.

8.5 Groups of people under age 18 may use these facilities if the meeting is booked by and the group accompanied by an adult supervisor.

8.6 An adult representative for each group using the Library must be designated as the person responsible for coordinating the meeting or program and for assuring that the program ends at the designated time.

8.7 Permission to use Library space does not imply endorsement of any group's activities.

8.8 The Library will not be used for fundraising or income-generating activities, except those sponsored by the Library.

8.9 The Library assumes no responsibility for private property brought onto the premises.

8.10 Any damages to Library property will be charged to the group using the facility. Users of the Library are responsible for the disposal of their rubbish and must leave the meeting space in the condition in which it was found.

8.11 If the Library decides to close as a result of storms or other extraordinary circumstances, the closing will be posted on the Library web page. It is each organization's responsibility to notify those who would be attending any meeting. The Library is not responsible for any cost incurred by an organization as a result of such closing.

8.12 The Library does not discriminate in making its premises available on the basis of race, color, national origin, religion, sex, sexual preference, age, or physical limitations.

8.13 The Library is not available as a site for court-ordered supervised visitations.

Materials Selection and Collection Development

9.1 The purpose of the Collection Policy is to establish guidelines for the development and management of the collection of the GHBML. It provides guidance for the staff as they negotiate budget and space limitations while building a collection of library materials that will meet and anticipate the needs of the community. It informs the public about the principles that govern selection and removal of materials and states the Library's position on intellectual freedom and censorship.

9.2 As a public institution committed to the principles of intellectual freedom, the Library supports each patron's fundamental right of access to expressions of knowledge, creativity and intellectual activity and recognizes its obligation to provide as wide a spectrum of materials as possible. In practice, the choice of Library materials by users is an individual matter. Parents and legal guardians retain responsibility for the reading/viewing/listening materials used by children and adolescents from the collection. Library book selection will not be determined by the possibility that controversial books may come into the possession of children.

9.3 Ultimate responsibility for selection of Library materials rests with the Director operating within both the framework of policies determined by the Trustees and the materials budget. Under his/her direction, selection is delegated to Library staff who are assigned responsibility for

selecting materials within their specialized department.

9.4 Materials are selected with the purpose of carrying out the goals of the Library. The staff shall use a variety of resources to make their selections. These include, but are not limited to, trade journals (e.g. *Library Journal*, *School Library Journal*, *Booklist*, and *Publisher's Weekly*), publishers' catalogs, newspapers and magazines, television and radio. Online and other review sources of a specialized nature may be used for specific collections. All staff and members of the public are encouraged to recommend materials for the collection. The lack of a review or an unfavorable review shall not be the sole reason for rejecting a title which is in demand.

9.5 Each selection is evaluated on its own merits and in relation to the collection as a whole, using some or all of the following criteria:

- Present and potential relevance to community needs
- Popular appeal/demand
- Relevance of subject, format and reading level for the intended audience
- Literary and artistic merit
- Format is appropriate for Library use and is not easily damaged
- Reputation and/or significance of author, publisher or producer
- Author or illustrator is local
- Positive reviews by critics, staff members and/or professional journals
- Diversity of viewpoint
- Enhances a specific collection
- Within limits of budget for materials
- Library's space constraints
- Suitability of materials to the community

9.6 Materials selected may include works of a recognized author within the limits of his/her specific field regardless of his/her moral or political views; works of current or potentially historic significance regardless of political or social variance; books in fields that represent a principle or idea which has not been completely accepted or developed; certain books whose language or content might be intended for mature readers. Whenever possible, items are selected to represent as many aspects as possible relating to an issue or question.

9.7 Titles which are obviously and exclusively written for pornographic or sensational purposes will not be selected. However, objectionable language and vivid descriptions of sex and violence in items or materials that deal realistically with the subject matter or are included to enhance the content, will not be criteria for rejecting items.

9.8 The Library maintains a collection of secondary sources related to the history of Francestown, towns in the Monadnock region and the state of NH.

9.9 Due to limited space and budgets, the Library does not collect textbooks, rare books or primary local history materials. The Library encourages the donation of any primary materials

and local history documents to the Francestown Historical and Improvement Society.

9.10 The Library accepts gifts of books with the understanding that they will be added to the collection at the Director's discretion following the criteria outlined in paragraphs 9.4 and 9.5. If they are not needed because of duplication, condition or dated information, the Director shall dispose of them as he/she sees fit. The same criteria for selection of purchased materials shall be applied to gifts.

9.11 The Library's collection shall systematically be evaluated to ensure that the materials remain current, in good condition and continue to meet the needs of the community. Statistical tools such as circulation reports, collection analysis reports, population statistics, community inventories, collection turnover rates and any other relevant measures that help selectors determine how the collection is being used and what items should be selected, obtained, repaired, replaced or discarded should be regularly and consistently utilized to build and main the collection.

9.12 Library materials shall be discarded based upon the following criteria:

- The information is obsolete or inaccurate
- The number of copies is not needed
- The materials are not being used
- The materials are damaged or in poor condition
- The materials are available through Interlibrary Loan Services

9.13 The ongoing process of weeding is the responsibility of the Director. Considerable effort shall be made to donate or recycle withdrawn materials.

Reconsideration of Materials

10.1 It is the belief of the Library that censorship is a purely individual matter and declares that while anyone is free to reject material of which one does not approve; one cannot exercise this right to restrict the freedom of others.

10.2 Requests for removal of books from the open shelves, for reconsideration of the placement and/or handling of materials, for alteration of displays or for the cancellation or alteration of a program must be written and signed prior to the consideration of the Board of Trustees. A Request for Reconsideration form is available at the circulation desk and on the library's website. (Appendix VII)

10.3 A Committee consisting of one library staff member and two members of the Board of Trustees shall review the Request for Reconsideration and make an initial recommendation to the Board of Trustees.

10.4 The objection shall be reviewed by the Trustees in public session at their next regularly-scheduled meeting. The review will consider whether the objectionable materials conform to this policy and others the Library has currently adopted.

10.5 During reconsideration, the materials challenged will remain in circulation, programs will continue as scheduled, and displays and exhibits will remain intact.

10.6 A written response to the objection will be made within 30 days of the filing.

Uses of the Collection in Support of Local Students

11.1 The Director will make every effort to make the collection and staff available to supplement the reading interests of preschool and school-age students of Francestown.

11.2 The Director and staff will make every effort to assist in establishing a schedule for use of the Library by pre-schools, the elementary school and home schools.

11.3 The Director and staff welcomes suggestions from school staff members for possible acquisitions that might enhance the book collection, but the Library will not provide special supplementary materials for classroom programs.

11.4 Teachers at the Francestown pre-schools and elementary school may check out a reasonable number of materials for classroom use, for a circulation period agreed upon by both the teacher and the Director. The schools will be held responsible for any lost or damaged materials checked out.

Records Retention

12.1 Records pertaining to Library business shall be maintained as follows:

Library Cards Current year plus one year

Library User Records are not permitted to be retained

Cash Receipts and Disbursement Records 6 years after last entry or until audited

Correspondence-administrative 1 year

Invoices and Bills Until audited plus one year

Successful job applications- Retirement, resignation or termination plus 20 years

Unsuccessful job applications- Current year plus 3 years

Meeting minutes Permanently

Personnel Records Until retirement or termination plus 20 years

Timecards 4 years

Public Access Computer and Internet Access

Information and resources on the Internet (World Wide Web) can enhance the materials available at the Library and often go beyond what is locally available. The Library does not monitor the Internet nor have control over the information accessed. Not all sites on the global Internet provide accurate, complete or current information and access points often change rapidly and

unpredictably. Some sites may carry information that a user finds controversial, inappropriate and inaccurate. The Library makes available public access computers to patrons under the following conditions:

13.1. Using the public access computer implies agreement with policies 13.2-13.9. As with other Library materials, restriction of a child's access to the Internet is the responsibility of the parent/legal guardian. Parents are encouraged to come in with their children and supervise Internet sessions at the Library.

13.2 Users may not use public access computers to do anything illegal, including but not limited to: viewing or sharing illegal materials, violating copyright laws, unlawful hacking or violating the security of other networks or computers, or stealing software.

13.3. Users may not in any way engage in any activity which is libelous or slanderous; nor shall any patron use any Internet resources to offend, harass, intimidate or threaten any third party.

13.4 Users may not store information or install software, including applications accessed on the Internet, on public access computers. The Library staff reserves the right to examine any and all information stored on public access computers, including but not limited to file folders, email, web browser histories and system folders to ensure compliance with this policy, to maintain system integrity, and to ensure patrons use the system responsibly.

13.5 Public access computers are provided for research and information gathering purposes as well as entertainment, such as games. Using them for commercial purposes (with the exception of researching employment opportunities and information) is prohibited.

13.6 The Library makes no warranties with respect to the network services or the content or any advice or information received from the networked computer system.

13.7 Use of the Library's public access computers is at the user's own risk. The Library is not responsible for any damages occurring as a result of using the Library's electronic resources, or for unauthorized costs incurred by patrons while using the Library's computers or network.

13.8 While the staff will not monitor an individual's computer use, there are times when viewing otherwise legal materials may be inappropriate or when the behavior of those using the Internet may not be appropriate. The Library staff reserves the right to address such use of the Internet or behavior by requiring a patron to terminate his or her session. If any patron disregards the Library's Internet Use Policy, and is repeatedly required to terminate his or her session(s), that patron's right to use of the Internet may be revoked.

13.9 Use of the Library's public access computers and/or network is a privilege which may be revoked at the discretion of the Director or staff.

Trustees

Trustees are the vital link between the Library and the community. They act as Library advocates and provide vision and leadership to the Library staff on behalf of the community.

14.1 Responsibilities

- a. The Board of Trustees shall be composed of five elected members and up to three alternates. (Per RSA 202-A:6 and RSA 202-A:10, a Board may have up to three alternates, each serving a one-year term). Elected members shall serve for a three-year term. The officers of the Board shall be a Chairperson, a Secretary and a Treasurer who will be selected at the first monthly Board meeting after Town elections.
- b. Any officer vacancy which occurs during the year shall be filled at the next regular meeting or at a special meeting called for that purpose.
- c. The Trustees shall advertise for, interview, hire and supervise the Director.
- d. The Trustees are responsible for soliciting needed funds from the Town for the maintenance of the building and grounds and for following up with the Town Administrator to ensure completion of maintenance and repairs.
- e. The Trustees are responsible for maintaining the interior of the building under the Articles of Agreement and should budget for the funds needed for such maintenance.
- f. The Trustees may sponsor events to benefit the Library. All such fundraising should be done pursuant to an official vote by the Trustees. All costs for such events shall come out of the Trustees' accounts. No bills for such events may be submitted to the Town. The proceeds from such events shall be deposited in the Trustees' account. The Trustees shall maintain proper financial records.

14.2 Duties of Officers

- a. The Chairperson shall preside at all meetings of the Board of Trustees, authorize calls for special meetings of the Board, appoint all committees except those made by a motion and passed by a majority of the Trustees and perform all duties associated with the office. The Chairperson shall prepare and give to each Trustee a copy of the regular meeting agenda and any other relevant material before the meeting. The Chairperson may move, call for a second and call for a vote upon any proposal before the Board. The Chairperson shall insure that the Director receives an annual performance review. The Chairperson shall write the Trustees' section for the annual Town Report.
- b. The Treasurer shall have care and custody of such funds, investments, record books and valuable papers constituting the property or business of the Board of Trustees as may come into his/her possession as Treasurer. The Treasurer shall keep accurate books of

account and shall prepare and provide all documents required for the annual Town audit. The Treasurer shall collect monies paid to the Trustees and shall keep and disburse such monies as determined by the Board of Trustees.

c. The Secretary shall keep a true and accurate record of all meetings of the Board, see that all records (hard copy and/or digital) are posted in a timely manner, are on permanent file in the Library and given to each Board member at the next meeting. The Secretary shall also develop correspondence as needed by the Board.

d. The Chairperson and the Treasurer will have the authority to sign checks and other financial documents on behalf of the Board of Trustees.

14.3 Response to Gifts

a. Donated items such as books, materials, funds, office equipment and other small items or memorial contributions, once accepted, are totally owned by the Library. Large gifts valued at \$5,000 or more require a vote of the Trustees in a public meeting to determine acceptance or rejection. In the event of large donation that would require maintenance, a vote of the Town of Francestown would be required in accordance with state and local laws.

b. The Trustees reserve the right to accept or decline all books or materials offered for donation. Approval may be conditional upon local interest, local subject, historical significance, ease of display, condition, care and storage and appropriateness to the Library's general objectives.

c. A request that an item receive special housing or special handling may render it unacceptable.

d. Requests to have materials temporarily housed in the Library, when the materials are not outright donations, will be considered on a case-by-case basis.

e. If the Library cannot use donated material, the Trustees or staff will dispose of such gifts at their discretion.

f. The Library will not affix a value for income tax purposes to any gift accepted. This is the responsibility of the donor. The Secretary will acknowledge the gift by letter and provide a general description, including the material type, quantity and condition.

g. Memorial fund gifts are unsolicited and are treated as such. Said gifts will be formally acknowledged. The amount of the gift and its donor(s) will be held confidential and will not be disseminated beyond the Library Trustees and staff. Names of donors to a memorial fund may be provided, upon request, to the memorial fund creator.

h. Any books or items purchased with said gifts will state the donor(s) name in a

bookplate or other marker, unless otherwise requested by the donor.

i. Gifts of trust funds and capital reserve funds will be administered by the Trustees of the Trust Funds, with interest distributed according to procedures established by the Trustee of the Trust Funds.

j. The Treasurer for the Trustees will hold in secure accounts all monetary donations made directly to the Library. Such donations may not be used for the normal operating costs of the Library. Such donations will be recorded in proper monthly reports, the Annual Town Report and in reports for the annual Town Audit.

14.4 Meetings

a. Meetings shall be held monthly, publicly posted and open to the public as required.

b. A majority of the Trustees shall constitute a quorum. An affirmative vote of the majority of all members present at the time will approve any action before the Board.

c. Emergency or special meetings may be called by the Chairperson or two Board members when there is a situation where immediate action is deemed to be imperative.

14.5 Committees

a. The Chairperson shall appoint committees of one or more members for such specific purposes as the business of the Board may require from time to time. Each committee shall be discharged upon completion of the purpose for which it was established and after it has given a final report to the Board.

b. Committees shall make regular reports on their progress to the Board.

c. No committee shall have other than advising powers unless it is granted specific authority to act by suitable action of the Board.

14.6 Trustees' Financial Responsibilities

14.6.1 Ongoing Operations

a. The Library Trustees are entrusted to see that the Library is allotted sufficient funds by the Town to provide appropriate services for the community. In coordination with the Director, the Trustees shall prepare and have a full understanding of an adequate budget that sees to the stated programs and purposes. Trustees must be able to defend the budget from inception through acceptance. Finally, they must supervise the expending of the budget allocated to the Library with particular attention to expending both over and under

the budget.

- b. The Trustees shall ensure that the budget process begins no less than five months prior to the annual Town Meeting. A draft of the budget will be presented to the Trustees two months before the submission deadline established by the Town Administrator. A final budget will be voted on by the Trustees one month prior to the deadline. The Trustees shall keep the Director abreast at all times of financial matters concerning the Library.
- c. The Trustees are solely responsible for the record-keeping and preparation of financial reports and may not pay for outside assistance without approval through the Town budget system.
- d. All Library funds will be maintained under the Town's Taxpayer (Employer) Identification Number and as such will be treated as tax exempt by the IRS.
- e. Money received from fines and other reimbursements and income-generating equipment must be spent for books and supplies in accordance with RSA2Q2-A:11.
- f. Annual Financial Reports should be complete as required and will contain all income (stating sources), expenditures (stating categories), and record of all bequests and donations.

14.6.2 Funds

- a. The Trustees will have custody of the funds acquired through donations. They will develop and adopt a formal investment policy.
- b. Funds may be accepted and held in trust from gifts, legacies and other devices made to them for the establishment, maintenance, and care of the Library or for any other public purpose not incompatible with the Library's objectives.
- c. Income from donations should be spent in accordance with the terms of the bequest or donation.
- d. The Trustees must normally approve in advance all expenditures of Library funds. If a need for Library funds arises between monthly Trustee meetings, the Director may approve such expenditures up to \$250 and the Chairperson or Treasurer may approve such expenditure up to \$500. Any such expenditures will be reported to the full Board in the Treasurer's report at the next scheduled meeting.

14.6.3 Investments

- a. The Library's Investment Policy is to manage any investments in accordance with the Prudent Man rule which is so stated here:

A prudent investment is one which a prudent person makes for his own investment, having primarily in view the preservation of the principal and the amount and regularity of income to be derived therefrom.

b. The following sets forth the investments permitted:

(1) The funds may be deposited in banks and other institutions incorporated and doing business in this state, or federal savings and loan institutions located and doing business in this state, or invested in federal, state, or a variety of this state's municipal stocks or bonds legal in this state;

(2) Shares of open-ended equity, fixed income, balanced, and commodity funds both mutual funds and exchange-traded funds - are permitted if they are registered with the SEC and qualified for sale in the State of New Hampshire.

(3) The Library will not engage in any margin trading as this practice would be too risky for a moderately conservative investment portfolio.

Library Volunteers

Volunteers are important to the success of the GHBML and to the delivery of services to the Frankestown community. The Library and its staff value the time and commitment of citizens who volunteer. Volunteers help, under the direction of the staff, to provide support in implementing the mission and programs of the Library.

15.1 To comply with New Hampshire Department of Labor Laws, the GHBML uses volunteers to supplement and complement, but not to replace, the efforts of paid Library staff. Library volunteers may help extend and enhance the work of paid staff but will not be utilized to displace any paid employees from their positions. Volunteers will not be placed in positions that could jeopardize the Library's ability to operate if a volunteer failed to report to work.

15.2 Selection of volunteers is the responsibility of the Director. Volunteer assignments will be organized by Library staff.

15.3 Each volunteer shall perform duties under the supervision of a designated staff member. Volunteers may work in the Library only when a staff member is present, and may not be given keys to the Library. Placement of an applicant is based on qualifications, schedule and available opportunities and is not guaranteed. Applications not matching any current openings will be kept on file for one year from the date of submission.

15.4 Prospective regular, on-going volunteers are asked to complete a Volunteer Application (Appendix VII-A, VII-B and/or VIII).

15.5 At the discretion of the Director and before beginning regular, ongoing volunteer assignments in the Children's Library, adults (age 18 and older) may be asked to complete a

New Hampshire State Police criminal background check and other background checks. GHBML will cover the cost of the criminal background checks. Any issues that are reported may be discussed with the applicant at the discretion of the Director and may affect one's ability to volunteer in the Children's Library.

15.6 Youth volunteers (ages 14-17 years old) are required to have on file a signed parental permission, a Youth Employment Certificate and photocopy of proof of age (birth certificate or driver's license). The minimum age for Library volunteers is 14.

15.7 A Youth Employment Certificate, specified by NH RSA 276-A:5 for youths up to age 17, is required even if the work is "casual." However, if a youth is performing community service due to a court order, that youth does not have to obtain a Youth Employment Certificate.

15.8 Volunteers are expected to work as scheduled and shall contact the Library in advance if they will be absent. Volunteers are expected to uphold the same confidentiality, performance and behavior standards as paid Library staff.

15.9 Volunteers will not work at jobs that require confidentiality of patron records and accounts.

15.10 It is mutually understood that volunteer services are donated. Volunteers are not entitled to, nor should they expect, any present or future salary, wages or other benefits for their voluntary service.

15.11 Nothing in these guidelines shall be deemed to create a contract between the volunteer and the George Holmes Bixby Memorial Library or the Town of Frankestown.

15.12 Both the volunteer and the Library have the right to terminate the volunteer's association with the Library at any time and for any reason, with or without cause.

Friends of the Library

16.1 The Board of Trustees endorses the organization of a group of Friends of the Frankestown Library who will augment programs and projects proposed by the Library staff and Trustees. The Trustees concur with the policy of a Friends organization set forth in New Hampshire Library Trustees Handbook which states: "Friends of the Library working in cooperation with the Trustees and Director provide valuable support and assistance in the local Library Program. Friends are volunteers who form an organization to bring about public awareness of the Library, its resources, service to the community, and needs. They advocate and support programs to improve and expand good Library service in the community. The Trustees, Director and Friends working together constitute a strong Library team so long as each entity clearly understands its role."

16.2 Friends' activities may include, but are not limited to:
- Raising funds for Library enrichment programs/services

- Sponsoring children and adult cultural and educational programs
- Supporting Library building and improvement incentives
- Running book sales
- Publishing news about the Library
- Encouraging Library support by others
- Providing equipment or furniture

16.3 The Director or a member of the Board of Trustees shall attend meetings of the Friends.

16.4 The Friends shall report to the Board of Trustees annually in January in order to be included in the Library's Annual Report to the Town Meeting.

LIBRARY PROCEDURES

Hours of Operation

The Library is open on:

Tuesday 10:00 a.m. - 5:00 p.m.

Wednesday 1:00 p.m. - 6:00 p.m.

Thursday 1:00 p.m. - 6:00 p.m.

Friday 10:00 a.m. - 5:00 p.m.

Saturday 9:00 a.m. – 12:00 p.m.

The Library is closed on Sunday and Monday as well as all holidays designated by the Town of Francestown as staff holidays.

Unscheduled closings due to weather will follow the Conval school schedule, but the Director may choose to delay opening as conditions permit. Such closings due to weather on Saturdays will be determined by the Library Director (Director). Unscheduled closings due to plant breakdown or sudden illness will be determined by the Director. Such closings will be announced by a note on the door and will be posted on the Town website. The Chair of the Board of Trustees will be notified of unscheduled closings.

Library Cards

General Information

Current identification and proof of address must be provided to complete the application for a Library card. Patrons can apply through the Library's catalog at francestown.biblionix.com, or on paper at the library. Patrons must notify the Library of any changes in address, phone number or e-mail address.

All Library cards are non-transferable.

Borrowers are responsible for all Library materials checked out on their cards, and for fees and replacement charges for lost or damaged items.

Resident Cards

Individuals who live or own property in Francestown, may receive a free Library card. A current and proper form of identification should be presented and reflect the cardholder's current Francestown address. If the cardholder's identification does not have the current address, a bill received within the last 30 days, which states the current address, must accompany the identification. Other forms of identification such as personal or payroll checks, car registration, a

lease or mortgage agreement with the address, or a rent receipt with the name and address of the establishment printed on it may also be presented.

Children ages 6 and above whose parent or guardian resides in Francestown may receive a library card upon proper registration. If a borrower's fees for lost or damaged items exceed \$25.00, borrowing privileges may be suspended until the items are paid for. Charges for non-returned or damaged library materials will be computed by using current and documented price information, or, if that is not available, at list price.

Staff will assist people who are unable to complete the application themselves. If applicable, legal guardians must sign staff assisted application cards.

Non-Resident Cards

Non-resident cards may be issued to individuals who do not reside or own property in Francestown.

The annual cost of a non-resident card is \$35.00 which includes access to digital services.

Temporary Cards

A 3-month courtesy card is available for temporary residents.

Responsibilities

Cardholders must present their own card to borrow material and are responsible for all material borrowed on their cards. Cardholders are required to review and verify information on their original application every 3 years or their account will be suspended. Patrons understand that it is their responsibility, and not that of the Library staff, to monitor content and access to Library materials.

Materials Circulation

The Library lends books, magazines, audiobooks, DVDs, games, puzzles, and other items from our Library of Things.

Loan and Renewal Periods are as follows:

Type of Material	Loan Period	Renewal Period
Books, Magazines, CDs, Audiobooks, DVDs , Games, Puzzles, Experience Boxes	21 days	21 days; subject to recall by patron request
Library of Things	7 days	7 days

Materials which have a renewal period and which are not requested by another cardholder may be renewed once, either in person, online through the patron's account, by e-mail, or by telephone (603-547-2730). Materials that a cardholder may no longer renew, because the maximum number of renewals has been reached, must be returned to the Library.

Loan Limits (Per Card)

Type of Material	Adults	Children	New Items	Limitations
Books (new)	2	unlimited	current month	
Books				
Videos (new)	1	1	dated current month	
Periodicals	10	unlimited		
Library of Things				1 renewal if no one is waiting

Overdue Fines

The George H. Bixby Memorial Library endorses the ALA resolution passed at the 2019 Midwinter Meeting that “the imposition of monetary library fines is discriminatory in publicly-supported institutions providing library and information services.” Fines will no longer be assessed, but patrons are always welcome to contribute to the “Conscience Jar.” Proceeds will fund collection development and programming.

Damaged and/or lost items will be charged at replacement value. Cardholders with lost/damaged items on their cards whose total value exceeds \$25.00 may have borrowing privileges suspended until the item is either returned or its replacement value paid. They will also lose access to digital services.

Book Drop / Media Drop

All items may be returned through the book drop. It is located on the library porch.

Damaged Items

Cardholders who return Library material that cannot be easily repaired or cleaned must pay the full list price of the item borrowed. Once paid, the cardholder may keep the damaged item.

Lost items

Cardholders have 1 month from due date to find or replace any lost item at which time a replacement cost will be assessed.

Suspensions

Upon approval of the Board of Trustees, the Director has the authority to revoke the borrowing privileges of any cardholder who repeatedly abuses Library policies.

Interlibrary Loan

The Library may request books and other Library materials for cardholders through Interlibrary Loan services. An Interlibrary Loan is a transaction in which books, other library materials, or a photocopy of the material is made available by one Library to another upon request or through a vendor. A cardholder can request up to 3 items at one time. A cardholder’s Library card must be in good standing, up to date and with no fees attached. Many Libraries place limits on what they will loan; as a result, restrictions may apply.

The cardholder will be responsible for reimbursing the Library for any charges levied by the lending Library or vendor.

Confidentiality of Library Records

The Library's circulation records and other records identifying the names of Library users are confidential. (RSA 201-D: 11)

The Trustees, Director or staff shall not make these records available to any agency of the state, federal or local government without consent of the affected person or by subpoena, court order, or where otherwise required by statute.

Additional information is available at the Circulation Desk or on the Library's website.

Public Access Computer and Internet Access Policy

The Library makes public access computers available to patrons under the following conditions:

Patrons wishing to use the public access computer must agree to and sign Appendix VI: Public Access Computer and Internet Access.

Public access computers are available on a first-come, first-served basis. Use of a public computer signifies acceptance of this policy.

Use of public access computers is limited to 30 minutes. If no other patron is waiting to use the computer, the Director may, at his or her discretion, grant additional time.

Users may not store information or install software, including applications accessed on the Internet, on public access computers. The Library reserves the right to examine any and all information stored on public access computers, including but not limited to file folders, email, web browser histories, and system folders to ensure compliance with this policy, to maintain system integrity, and to ensure patrons use the system responsibly.

Users may not use public access computers to do anything illegal, including but not limited to viewing or sharing illegal material, violating copyright laws, hacking or violating the security of other networks or computers, harassing others, or stealing software.

Public access computers are provided for research and information gathering purposes and for entertainment such as games. Using them for commercial purposes (with the exception of researching employment opportunities and information) is prohibited.

No food or beverages are permitted in proximity to public access computers.

Patrons may access the public wireless network provided by the Library using their own computers. Please note that the public wireless network is an "open" network and is not secure or encrypted. The Library staff cannot provide technical support to users with their own computers.

The Library makes no warranties with respect to the network services or the content or any advice or information received from the networked computer system.

Use of the Library's public access computers is at your own risk. The Library is not responsible for any damages occurring as a result of using the Library's electronic resources, or for unauthorized costs incurred by patrons while using the Library's computers or network. Any damages caused to the Library's computers are the responsibility of the user.

If viewing or listening to content with sound, patrons must use headphones so as not to disturb other patrons.

Use of the Library's public access computers and network is a privilege, which may be revoked at the discretion of the Director.

The Library staff reserves the right to address inappropriate behavior or inappropriate use of the Internet by requiring a patron to terminate his or her session.

Emergency Procedures

Patron safety is the first concern in all emergencies.

An Emergency Response Kit shall be established, labeled, maintained and stored in a readily accessible location at the circulation desk. At a minimum, the kit shall include a first aid kit, a blanket and a flashlight.

The following procedures shall be followed:

a. In case of emergency (fire, flood, medical), the Director or staff member in charge shall dial 911.

b. An Emergency Response Kit is available at the Circulation Desk. The contents of the Kit shall be reviewed semi-annually by the Director.

c. In case of hurricane, tornado or attack, the Director shall move all patrons to the basement and remain there until the danger has passed.

d. In case a person suffers sudden serious illness or injury, the Director shall immediately dial 911. The Library has an AED. Staff should start lifesaving procedures according to the AED located in the stairwell leading to the second floor in the lobby.

e. In case of fire or flood, the Director shall call 911 and proceed to evacuate the patrons and staff from the building. Occupants will find marked exits at the front of the main building and in the annex of the first floor. There are two marked exits from basement rooms.

Emergency lights will indicate the location of stairways from the second floor. Occupants shall be instructed not to use the elevator. There are fire extinguishers on each floor.

f. When exiting the building, lights shall be turned off and exterior doors closed. The Director shall wait outside the building for emergency services to arrive.

Alarm Systems

Fire and Security Alarms are provided and maintained by Capitol Alarm Systems. If an alarm is activated, that information is sent to the Director's home phone and cell phone numbers as well as to their e-mail address. If it is necessary to contact Capitol Alarm, their Central Station monitors the system and can be reached at 1-800-639-2066.

The elevator has a separate alarm. If the alarm is activated, the Director shall call the individual identified on the Emergency Contact card posted at the Circulation Desk.

The names of the alarm companies and phone numbers shall be included in the Emergency Response Plan which shall be posted on all three floors of the Library.

Loss of Power

If the loss of power is general in the town, the Director shall call Eversource at 1-800-662-7764. If the loss of power is specific to the Library, the Director shall call the Town Administrator. If the Town Administrator is not available, the Director shall call Eversource.

Loss of Heat/Air Conditioning

If there is a loss of heat or air conditioning, the Director shall call the individual identified on the Emergency Contact card posted at the Circulation Desk. If the temperature falls below 50 degrees, the Library shall be closed.

All Other Building Issues

In response to issues which arise with the Library Building and/or its systems, the first call shall be made to the individual identified on the Emergency Contact card posted at the Circulation Desk. If they are not available, a call shall be made to the Town Administrator at 547-3469. If they too are not available or the issue has occurred outside of the Town Administrator's normal work hours, a call shall be made to their cell phone. That number is posted at the Circulation Desk.

Keys

Extra keys are located at the Selectmen's Office. The Police Chief, Fire Chief, all Library staff and Chairman of the Board of Trustees also hold keys.

PERSONNEL POLICIES

Conduct of the Staff

Rules and regulations regarding employee conduct are necessary for the efficient operation of the Library and for the benefit and safety of all employees. Conduct that interferes with operations, discredits the Library and/or is offensive to patrons or co-workers will not be tolerated.

Employees are expected to conduct themselves in a professional and positive manner at all times so as to promote the best interests of the Library in its role of providing services to the Town.

Expectations of employee conduct include:

- a. Staff shall report to work punctually as scheduled, ready to work at the assigned starting time.
- b. Staff shall give proper advance notice whenever unable to work or report on time.
- c. Staff shall comply with all safety and security procedures and regulations including the Occupational Safety and Health Act of 1970 as amended. The Library Director (Director) will inform all employees and volunteers of the safety and health requirements that relate to their work. The Director shall ensure these requirements are met.
- d. Staff shall prevent accidents by eliminating procedures or conditions that may result in injury, work interruption, or damage or destruction of equipment, material or property. Each employee is responsible for reporting as soon as possible any conditions or procedures perceived as unsafe.
- e. As soon as possible, the staff members shall report any work-related accident, injury or illness to their supervisor who will promptly inform the Town Administrator. The Director shall ensure that all applicable forms are completed in a timely manner and submitted to the Town Administrator.
- f. Smoking is prohibited inside the Library and anywhere on Library property.
- g. Staff shall wear clothing appropriate to a public workplace and the work being performed as determined by the Director or the Trustees.
- h. Staff shall maintain a clean and orderly workplace.
- i. Staff shall treat all patrons and coworkers in a welcoming and courteous manner.
- j. When in charge of the Circulation Desk, a staff member should remain in its vicinity during Library hours.

- k. Staff shall refrain from behavior or conduct deemed offensive or undesirable, or which is contrary to the best interests of Library patrons and employees.
- l. Staff shall perform assigned tasks efficiently, in a timely manner and in accordance with the directives of their supervisor.
- m. Staff shall report to the Director, a Trustee or Town Administrator, suspicious, unethical, or illegal conduct by co-workers, patrons or suppliers.
- n. Staff shall cooperate with any internal Library or Town investigations to the extent permitted by law or Court order.

Process for Hiring of Library Staff

2.1 To fill a vacancy in the position of Library Director:

- a. After reviewing and, if necessary, updating the Job Description, a vacancy in the position of LD shall be advertised by the Board of Trustees in as many public and professional library-specific options as reasonable.
- b. Applicants shall apply by submitting a letter of introduction, a resume and references to the Chair of the Board of Trustees. An Interview Committee (IC) composed of at least two Board members shall review the documents and shall determine which applicants will be interviewed.
- c. Copies of the applications of those who will be interviewed will be shared with all Trustees before the interviews occur.
- d. The IC shall make arrangements with the applicant(s) for an interview, determine the questions to be posed and conduct the interview. Within three days after the interview, members of the IC shall contact the references of viable candidates.
- e. In a non-public meeting, the IC shall present the outcomes of the interviews and reference checks to the remaining members of the Board and make a recommendation for selection. The Board shall vote on a selection or determine the next course of action if no selection is made.
- f. If a selection is not made, the process shall begin again.
- g. If a selection is made, the applicant will be offered the position of Library Director subject to satisfactory results of background checks, including but not limited to criminal records checks and Central Registry checks and final approval of the Board. If the applicant accepts the offer and the results of background checks are satisfactory, the applicant will be processed for employment. If the applicant does not accept the offer, others from the current applicant pool shall be considered. If there are no other viable candidates, the process shall begin again.

h. If the results of any background checks are not satisfactory, the Board shall meet to determine how to proceed.

i. A member of the IC shall inform all other interviewed candidates that a selection has been made.

2.2 To fill a vacancy in a staff position (Children’s Librarian or Library Assistant):

a. After reviewing and, if necessary, updating the Job Description, a vacancy in the staff position shall be advertised by the DIRECTOR in as many public and professional library-specific options as reasonable.

b. Applicants shall apply by submitting a letter of introduction, a resume and references to DIRECTOR. An Interview Committee (IC) composed of the Director and two Board members shall review the documents and shall determine which applicants will be interviewed.

c. The DIRECTOR will make arrangements with the applicant(s) for an interview. Each member of the IC shall bring questions to be posed and will conduct the interview. Within three days after the interview, members of the IC shall contact the references of viable candidates.

d. Copies of the applications of those who will be interviewed will be shared with all Trustees before the interviews occur.

e. In a non-public meeting, the IC shall present the outcomes of the interviews and reference checks to the remaining members of the Board. The DIRECTOR shall make a recommendation for selection. The Board shall vote on a selection or determine the next course of action if no selection is made.

f. If a selection is not made, the process shall begin again.

g. If a selection is made, the applicant will be offered the position of Children’s Librarian or Library Assistant subject to satisfactory results of background checks, including but not limited to criminal records checks and Central Registry checks and final approval of the Board.

h. If the applicant accepts the offer and the results of the background check are satisfactory, the applicant will be processed for employment. If the applicant does not accept the offer, others from the current applicant pool shall be considered. If there are no other viable candidates, the process shall begin again.

i. If the results of any background checks are not satisfactory, the Board shall meet to determine how to proceed.

- j. The DIRECTOR shall inform all other interviewed candidates that a selection has been made.

Terms of Employment

Unless voted to the contrary by the Board of Trustees, the Library will follow the Town's Personnel Policy regarding terms of employment.

3.1 Compensation of the Staff

The Trustees set the salary scale and scale of raises for the entire Library staff. The Director is responsible for scheduling each staff member's work hours and for assigning each staff member's specific duties.

3.2 Leaves and Vacations

- a. The Director and the Children's Librarian are entitled to Paid Time off (PTO) for personal use (vacation or sick days). The Director is entitled to a maximum of 95 hours per calendar year and the Children's Librarian to a maximum of 77 hours per calendar year. PTO shall be utilized in the year it is earned and shall not be carried over to another calendar year. All new employees must complete one month's employment with the Library before being entitled to accrue or use PTO. After the waiting period employees accrue PTO time at the rate of 10% of their maximum PTO per month until they reach their maximum for any calendar year.
- b. Employees shall submit scheduled PTO requests to their supervisor (Board of Trustees or Director) in a timely manner, preferably with one week's advance notice. Time off shall be taken without undue disruption of library operations. The employee must use their PTO hours according to their normal workday. For example, if they work a six-hour day and need to take off a full day, they must request six hours of PTO. PTO is paid at your regular pay rate and is not subject to overtime.
- c. PTO shall not be utilized to routinely reduce the normal number of hours worked in a week.
- d. In case of an employee resignation or termination, the Board of Trustees reserves the right to determine the terms by which the employee utilizes any remaining PTO compensation.
- e. An employee may be placed on administrative leave with pay for an indefinite period, as determined by the Board of Trustees to be in the best interest of the Library or the town pending or during an investigation, or other administrative proceeding. During any period of administrative leave or unpaid absence the employee will not accrue PTO time.

- f. PTO may vary for full time employees having a contract with the Library, as negotiated in the terms of the contract.
- g. All staff members may apply for personal leave of absence of a reasonable nature. Applications for such leaves should be made to the Trustees with ample notice.
- h. The Director is responsible for arranging for substitutes for staff members taking vacations, leaves, or sick days. Substitutes must receive detailed instructions covering procedures for normal operations as well as for emergencies.
- i. George Holmes Bixby Memorial Library (GHBML) will take actionable steps to maintain a safe and healthy work environment and to lower the risk of exposing its staff and patrons to pandemic-related illnesses. GHBML employees will self-monitor and complete a self-assessment for pandemic-related symptoms. GHBML will not allow employees who have tested positive for pandemic-related illnesses to return to work in person until they have completed isolation as recommended by the State of New Hampshire Department of Health and Human Services.

EMPLOYEE ABSENCES

If an employee is ill with pandemic-related symptoms, they will be asked to stay home, self-isolate and get tested. Employees who test positive for a pandemic-related illness will be required to remain away from the library until they have completed the recommended isolation period per the State of New Hampshire’s recommendations.

Employees will be paid for shifts they were scheduled to work within the 5-day period following a positive test result or initial symptoms, whichever comes first. The director and children’s librarian are allowed to work from home during this time, if possible.

Employees may only utilize paid pandemic leave twice per fiscal year.

GHBML is not responsible for any pandemic-related health-care cost, including patient co-pays and lab fees.

RETURNING TO WORK

For the health and safety of our employees and patrons, GHBML will require those employees who test positive for a pandemic-related illness to complete one of the following options before returning to work:

1. Isolate for 5 days as per the State of New Hampshire recommendations. When returning to work wear a well-fitting mask for 10 days.

2. Isolate for 10 days. If the director or children’s librarian chooses not to return to work and wear a well-fitting mask in the library after the initial 5-day isolation period, they will be expected to work from home during this time or will be required to utilize accrued PTO. All other library staff who choose this option will not be paid for missed work.

EMPLOYEE RESPONSIBILITIES

If a library employee tests positive for a pandemic-related illness, the employee must contact the library director as soon as possible. Employees who have had direct contact with a positive-testing individual will be expected to wear a well-fitting mask for 10 days and get tested on day 5 as recommended by the State of New Hampshire.

If additional employees test positive during this period, the library director may decide to close the library and suspend library programs and services until further notice. Curb-side service may also be provided under these circumstances.

Staff members who normally work 20 or more hours per week will be paid for holidays that fall on a day when the Library is normally open and they are scheduled to work. Paid holidays are those designated by the Town of Frankestown as staff holidays.

Staff members who normally work 20 or more hours per week will be paid for days the Library is closed due to inclement weather in accordance with ConVal School District closures. The staff may work at the Library, but it shall not be open to the public.

Civil Leave

An employee must notify his/her Supervisor and the Board of Trustees within three days after receipt of jury duty summons. The Board of Trustees will be notified of such absences.

Bereavement Leave

Any employee of the library who works a minimum of 25 hours per week is entitled to bereavement leave per the following schedule:

5 Days—Spouse or partner, parent or child

3 Days--Sibling, parent-in-law, grandparent

1 Day—Aunt, uncle, cousin, niece, nephew

Bereavement days may be taken against any scheduled workday with notice given to the employee’s supervisor.

Performance Review Procedures

4.1 The objectives of performance reviews are:

- to document, evaluate and improve performance
- to support any wage/salary adjustments that may be recommended
- to provide the vehicle for employees, the Board of Trustees and the Director to set performance standards and goals
- to give employees an opportunity to discuss job aspirations, concerns and interests with the Trustees or Director

4.2 Semi-Annual Review of the Director

a. A quorum of the Trustees will meet once a year in a non-public meeting for a formal discussion about the Director's performance. The performance will be reviewed in terms of the particulars set forth in the job description, those laid out in the policy pertaining to Conduct of the Staff, goals set during the previous year's evaluation and the previous year's quarterly review.

b. The chairperson and one other Trustee selected by the chairperson (the "review committee") will use the input from the non-public meeting to develop the Director's review utilizing the template contained in the Appendix. The draft review will be circulated to the full Board for final comments within four weeks of the non-public meeting. After considering any further input from the Board, the review committee will finalize the draft. The review committee will then meet with the Director to perform the review and receive feedback from the Director including goals for the next year. The final review along with the Director's self-evaluation, any rebuttals, and goals will be reviewed with the full Board at the next scheduled meeting during a non-public session and placed in the Director's personnel file.

c. The review committee will meet with the Director approximately six months after the initial review to discuss progress on goals and to provide any further feedback as necessary.

4.3 Performance Review of Staff

a. The Director shall review the performance of the Children's Librarian and the Library Assistants. The Director will meet once a year with each staff member separately and privately for a formal discussion about the staff member's performance. The performance will be reviewed in terms of the particulars laid out in the job description, goals set during the previous annual review and the particulars laid out in the policy pertaining to the Conduct of the Staff.

b. The discussion will be followed up within one week with a written report comprised of all pertinent points made during the conversation. A copy of the report is to be given to the staff member under review.

c. More informally, the Director shall monitor performance and coach staff, providing ongoing feedback.

4.4 All Library Employees

a. All staff will have the opportunity to provide written comment on, or rebuttal to, the evaluation. The evaluation will then be forwarded to the appropriate supervisor for review and final acceptance.

b. Any employee under the Director's supervision may discuss his/her evaluation with the Trustees within ten working days of the review completed by the Director.

c. All written reports pertaining to the performance of staff members are to be kept in the locked files of the Director and shall be made available to the Board of Trustees upon request.

Disciplinary Procedures and Actions

Disciplinary action will normally be taken in the order of the steps noted below, except when the act is so egregious as to warrant immediate discharge. In the event that action is required against the Director, the Board of Trustees shall initiate it. In the event that action is required against a subordinate staff member, the Director shall initiate it.

5.1 Verbal Warning: The employee shall receive a verbal warning of the area that needs improvement with remedial plan(s) of correction required by the supervisor. Date, time, nature of the warning and remedial recommendation(s) must be documented and entered into the employee's personnel file. Generally, a warning should be issued within one workday of knowledge of the offense or concern. [L]
[SEP]

5.2 Written Warning: The employee shall be given a written warning by his/her supervisor for a repeat of the offense that was the source of the verbal warning or for an offense the seriousness of which dictates more than a verbal warning. Warning will include nature of offense, remedial plan(s) of correction, date, time of offense and possibility of future disciplinary action. Generally, a written warning should be issued to the employee within three (3) workdays of knowledge of the offense, with a copy reviewed with the employee and placed in his/her personnel file. The Board of Trustees will be notified of written warnings given by the Director.

5.3 Suspension: The employee shall be suspended without pay for a recurring offense or an offense that merits suspension. The Director will notify the Board of Trustees of this recommended action before the suspension is imposed by the Trustees. Length of suspension is based on the seriousness of the offense. The employee will receive confirmation of suspension in writing with date, time, nature of offense, and remedial plan(s) of correction and the possibility of future disciplinary action, if applicable. A copy of this letter of suspension will be placed in the employee's personnel file. [L]
[SEP]

5.4 Discharge: Director submits a written recommendation for termination, which includes the grounds and reasons, and previously attempted remedial action(s) if applicable, to the Trustees. After compiling and reviewing the pertinent facts and discussing the situation with the Director, if a majority of the Board of Trustees deems appropriate, the employee will be discharged.

Notice of discharge shall be given to the employee not less than fifteen days and not more than 30 days prior to the effective date of discharge. The discharge letter to the employee will include the time, date, and nature of the offense. A copy of this letter will be placed in the employee's personnel file.

5.5 Review:

a. In the case of a verbal or written warning, an employee may request a review, in writing, with the Director within three workdays of the action. The Director shall respond, in writing, within three workdays of receiving the request for review. If not satisfied with the Director's decision, the employee may request a review, in writing, to the Trustees within five (5) workdays of the decision. The Trustees shall respond, in writing, within ten (10) workdays of receiving an appeal request. The Trustees' decision shall be final. ^[]_[SEP]

b. In cases of discharge, upon receipt of the notice and within thirty days thereafter, an employee may request a public hearing on such discharge. The Trustees shall hold the public hearing not more than thirty days after the receipt of the request, and if the Trustees, upon due hearing, shall find good cause for discharge, they shall order the employee's discharge. There shall be no change in wages or salary of the employee during the proceedings for discharge until the final effective date of the order. ^[]_[SEP]

Grievance Procedures

When people work together in an organization, differences of approach and outlook naturally occur. In the ordinary course of professional life, people are expected to, and do, resolve their disagreements amicably and subordinate their own interests to the larger interests of cooperation and of the organization itself.

Occasionally disagreements are not resolved amicably and lead to grievances. At such times, the following grievance procedures shall be utilized:

6.1 When a staff member has a grievance against another staff member, the Director, or Trustee, that staff member should address the matter in person and without delay to the Director. The staff member may follow up the private conversation with a written letter addressed to the Director. The Director is responsible for resolving the matter in accordance with the best interests of the Library.

6.2 When the Director has a grievance against a staff member, the Director should address the matter in person and without delay with that staff member. The Director may follow up the private conversation with a written letter addressed to the staff member. The Director is responsible for resolving the matter in accordance with the best interests of the Library.

6.3 When the Director has a grievance against a Trustee, the Director should address the matter in person and without delay with the Chairman of the Board of Trustees. The Director may follow up the private conversation with a letter addressed to the Chairman of the Board of Trustees. The Chairman is responsible for resolving the matter in accordance with the best

interests of the Library.

6.4 When the Director has a grievance against the Chairman of the Trustees, the Director should address the matter with either the Secretary or Treasurer of the Board of Trustees. The Secretary or Treasurer is responsible for resolving the matter in accordance with the best interests of the Library.

6.5 When the Director has a grievance against a staff member and all efforts at resolution have failed, the Director should address the matter in person with the Chairman of the Board of Trustees. The Chairman is responsible for resolving the matter in accordance with the best interests of the Library.

Sexual Harassment

It is the policy of the Library to provide an environment for Library staff members and patrons that is free from discrimination and intimidation. The Library will not tolerate any form of sexual harassment. Prompt disciplinary action will be taken against anyone who commits any form of sexual harassment.

Sexual harassment is defined as unwanted, uninvited and unwelcome sexual advances, requests for sexual favors, and other verbal or physical conduct which has the effect of creating an offensive, intimidating, degrading, or hostile environment or adversely interferes with or affects a staff member's work or a patron's stay in the Library.

7.2 Reporting: Any staff member or patron who believes he or she is being sexually harassed should immediately notify the Director, the Chairman of the Board of Trustees or the Town Administrator.

7.3 Harassment/Discrimination Investigation: When the Director, Trustees or Town Administrator receive a complaint of harassment or discrimination, the allegation shall be investigated promptly. Complaints shall be kept confidential to the extent consistent with the obligation to look into and remedy any harassment. The Chairman of the Board of Trustees shall appoint a committee to conduct the investigation. For most matters, the investigation shall include an interview with the person filing the complaint, an interview with the person alleged to have committed the harassment, and to the extent necessary, interviews with coworkers or other witnesses. All employees are expected to be truthful, forthcoming, and cooperative in connection with a complaint investigation.

Once the investigation is complete, the Director and/or the Trustees shall inform the person filing the complaint and the person alleged to have committed the conduct of the results of the investigation. If it is determined that inappropriate conduct occurred, the Director and the Trustees shall act promptly to eliminate the offending conduct, and where it is appropriate, impose disciplinary action. There may be instances when, depending upon the nature of the allegations of harassment, an alleged wrongdoer will be suspended, with pay, pending investigation. Such a suspension pending investigation should not be considered as a conclusion

of wrongdoing.

7.4 Disciplinary Action: Any employee who is found to have engaged in behavior contrary to this policy shall be subject to disciplinary action, up to and including suspension or termination, depending on the nature of the conduct. As stated previously, this anti-harassment policy is not designed or intended to limit the Trustees' authority to discipline or take remedial action for workplace conduct which they deem unacceptable, regardless of whether that conduct satisfies the definition of illegal harassment.

7.5 Retaliation: The Trustees also prohibit any form of retaliation against any employee for filing a good faith complaint under this policy or for assisting in a complaint investigation. Anyone found to have engaged in such retaliation against a person who has registered a complaint under this policy or to have retaliated against anyone for assisting in the investigation of a complaint shall be subject to disciplinary action up to and including suspension or termination. Any employee who believes that s/he is being retaliated against should bring it to the attention of the Director or the Trustees, so that appropriate action may be taken.

Job Descriptions

Library Director Job Description

Summary

Under the direction of the Library Board of Trustees, the Library Director manages available resources to fulfill the organization's mission, values, and strategic priorities. The Library Director oversees daily operations, manages the team, curates collections, and engages with the community to provide enriching programs and services. Serving as a bridge between the library and residents, this role contributes to the cultural and educational experiences of the community.

Educational/Professional Requirements

- A degree in library science or a related field (preferred).
- A minimum of 3 years' experience working in a library setting.
- Previous supervisory or managerial experience, demonstrating leadership skills.
- Familiarity with small community library operations and needs.
- Strong knowledge of library systems, cataloging, and information retrieval.
- Excellent communication and interpersonal skills.
- Proficiency in technology use, including library management systems and digital resources.

Duties/Responsibilities

- Oversee day-to-day operations, including staff management.
- Assure the maintenance of Library buildings, equipment, and facilities.
- Curate and maintain the library collection.
- Engage with community members to understand their needs and interests.
- Plan, implement, and promote educational programs and events.

- Manage the library budget efficiently and allocate resources judiciously. Including management of financial transactions as required (invoices, payroll, service contracts, orders, etc.)
- Supervise, maintain, and support library staff, fostering a positive and collaborative work environment.
- Utilize technology for library management, assist patrons with digital resources, and stay updated on trends.
- Enforce library policies and work with Trustees to address any issues or challenges that may arise.
- Collaborate with local organizations to enhance community partnerships.
- Maintain a welcoming atmosphere, providing excellent customer service.
- Stay informed about library science and implement best practices.
- Prepare and present all required reports.
- Work closely with Library Trustees, attending meetings and providing suggestions, reports, and updates as needed.

Required Skills/Abilities

- Organizational skills for efficient library management.
- Strong customer service and communication skills.
- Proficiency in technology and team leadership.
- Community engagement and adaptability.
- Problem-solving and collection development expertise.
- Promotion and outreach skills.
- Policy management and financial acumen.
- Use of library management systems and technology.
- Education and programming planning.

Working Conditions/ Physical Demands

- Quiet and organized library environment.
- Courteous interaction with patrons and staff.
- 28 hours/week, including some evenings and weekends.
- Mobility for assisting patrons and managing resources.
- Lifting and organizing of books, equipment, and materials.
- Good eyesight for reading and computer use.
- Clear communication skills and fine motor abilities.
- Stamina for periods of concentration and busy patron flow.

Accommodation may be possible based on individual needs and circumstances.

Children's Librarian Job Description

George Holmes Bixby Memorial Library

SUMMARY:

Under the supervision of the Library Director, the Children's Librarian is responsible for planning, organizing, directing, and managing all aspects of the Children's and Youth's department of the Library, keeping in conformity with the policies established by the Board of Trustees, with other town policies, and with state and municipal laws and regulations.

Educational/Professional Requirements

1. A bachelor's degree or any equivalent combination of experience and training that provides the required knowledge, skills, and abilities. Library experience working with children preferred.
2. Knowledge of youth literature and popular culture.
2. Strong proficiency with computers, library technology, internet, and social media.
3. At least 3 years' experience in the field or relevant experience as judged by the Trustees to be commensurate for this position.
4. Comprehensive knowledge of library services, principles, practices, and procedures.

Duties/Responsibilities of the Children's Librarian

Administration:

1. Is responsible for developing and implementing a yearly activities schedule for the children and youth of Frankestown.
2. Directs and participates in the development and implementation for the long- term goals, policies, and procedures of the Children's and Youth Library.
3. Evaluates and recommends developments in library science and technology to the Trustees.
4. The Children's Librarian is responsible for keeping the Library Director informed of issues and problems relating to the Children's and Youth Library.

Financial Administration:

1. Works with the Library Director to prepare the annual budget.
2. Monitors the budget of the Children's and Youth Library and ensures that it is managed effectively.
3. Pursues appropriate grants or donations for Children's and Youth Library services.
4. The Children's Librarian will perform other related duties as required.

General Administration:

1. Develops and maintains the collection, suitable for the needs of the children, and the corresponding automated records.
2. The Children's Librarian oversees the lending of a wide variety of materials to children and youth, reference and information services, Makerspace crafts, public programming, and access to electronic information.
3. Procures materials and supplies.
4. Develops and implements programs of interest by planning, coordinating, advertising, implementing and supervising children's programs, including story time, baby lap time, visits

- and other services for children at the local school and the Summer Reading Program.
5. Is responsible for the general neatness and attractiveness of the children's department.
 6. May attend monthly Board of Trustee meetings.
 7. Attends professional and educational conferences and meetings as required.
 8. Promotes and maintains good public relations with the patrons, the Friends of the Library, and the community by initiating publicity and contributing to the monthly Francestown News, and local newspapers.
 9. Other related duties as required.

Personnel Administration:

1. The Children's Librarian will operate the Children's Department under a philosophy of service that puts the needs of Library users first and ensures that all staff members respond to those needs in a positive, helpful, and friendly manner.
2. Assists the Library Director in general Library business, programs and functions.
3. Maintains all records, enforces Code of Conduct and directs major grievances to the Director.

Required Skills and Abilities:

1. Comprehensive knowledge of Library principles, practices, procedures, and tools.
2. Knowledge of a Children's and Youth Library collection and computer technology.
3. Knowledge of resources, programs, and services available to children's libraries.
4. Interpersonal skills in working with staff, patrons, Trustees, community organizations, and other local town departments.
5. Other physical skills necessary to perform the job.

Working Conditions / Physical Demands

1. Normal office environment, not subject to extremes in temperature, noise, odors, etc.
2. Will use computer keyboards requiring eye-hand coordination and finger dexterity.
3. Involves travel to meetings and conferences; and attendance at evening meetings.

Library Assistant Job Description

George Holmes Bixby Memorial Library

SUMMARY:

Under the supervision of the Library Director, the Library Assistant will operate the Library, often in the absence of the Library Director, following the directives from the Library Director and working in conformity with the policies established by the Board of Trustees, with other town policies, and with state and municipal laws and regulations.

Educational/Professional Requirements

1. High school diploma or GED required. College degree preferred.
2. Computer proficiency.
3. At least 2 years' experience in the field or relevant experience as judged by the Trustees to be commensurate for this position.
4. Comprehensive knowledge of library services, principles, practices, and procedures.

Duties/Responsibilities of the Library Assistant

1. Opens and closes the Library as needed.
2. *As desk attendant will:*
 - a. check materials in and out and maintain the corresponding automated records.
 - b. reserve books and materials; and arrange and maintain Interlibrary loans.
 - c. answer telephone inquiries.
3. *As advisor and reference assistant will:*
 - a. assist with simple reference questions regarding all collections.
 - b. help patrons use the automated cataloging system.
 - c. refer complex matters to the Library Director.
4. *As clerical assistant will:*
 - a. register new patrons.
 - b. prepare and send out overdue notices and bills.
 - c. maintain collection of new magazines and newspapers.
 - d. contact patrons regarding reserved and overdue books.
5. The Library Assistant will perform other related duties as required.
6. The Library Assistant is responsible for keeping the Library Director informed of issues and problems relating to the Library.

Required Skills and Abilities:

1. Comprehensive knowledge of Library principles, practices, procedures, and tools.
2. Knowledge of Library collection and computer technology.
3. Knowledge of resources, programs, and services available to the Library.

4. Interpersonal skills in working with staff, patrons, Trustees, community organizations, and other local town departments.
5. Other physical skills necessary to perform the job.

Working Conditions / Physical Demands

1. Normal office environment, not subject to extremes in temperature, noise, odors, etc.
2. Will use computer keyboards requiring eye-hand coordination and finger dexterity.

Appendix I: Library Card Application

Library Card Application –Patrons ages 6 and above

General information: The library will serve all residents of the Town of Frankestown. Children ages 6 and above whose parent or guardian resides in Frankestown may receive a library card upon proper registration. If a borrower's fees for lost or damaged items exceed \$25.00, borrowing privileges may be suspended until the items are paid for. Charges for non-returned or damaged library materials will be computed by using current and documented price information, or, if that is not available, at list price.

Non-residents can apply for a card. There is a \$35.00 annual fee.

Privacy: New Hampshire's library records privacy laws (RSA 201 D:11) protect the privacy of all borrowers, including children, regardless of their age. The records of children who have their own library cards are subject to the same privacy restrictions as the records of adult borrowers. The Library is not able to share those records with others unless specific written permission has been given. Parents need to know that the library will not be able to share with them information about their child's records, including titles of checkouts, holds, renewals, fees, or other library services without the specific written permission of the cardholder.

Children in the library: Children under age 6 must be accompanied and supervised by a parent/guardian at all times. The Children's Librarian is not responsible for the monitoring of unattended children and reserves the right to ask children not observing the Code of Conduct to vacate the premises. Library staff may request parent/guardian contact information from unaccompanied children.

Circulation policies: Library items circulate for 3 weeks. If no one else has reserved an item, it may be renewed for another 3 weeks. After 6 weeks, while fines will not accrue, the patron's access to digital services such Hoopla, Kanopy, and Libby, will be disabled until the overdue material is returned to the library.

Full library policies may be found at <https://tinyurl.com/BixbyLibraryPolicies>

Cardholder Information

Last name:

First name:

Street address

Address line 2

City

State

ZIP

Telephone

Email

Preferred contact for circulation information (overdue notices, reserves, interlibrary loans)

Agreement to Library terms and conditions: I agree to be responsible for materials borrowed. If fees for lost or damaged items exceed \$25.00, I understand my borrowing privileges may be suspended and/or I may lose access to digital services until the items are paid for.

Signature

Date

Barcode

Resident_____ Non-Resident_____ (\$35.00 annual fee)

Appendix II: Code of Conduct

Adopted July 7, 2016 by the George Holmes Bixby Memorial Library Board of Trustees, Frankestown, NH Effective July 31, 2016

Code of Conduct Policy

The Library strives to provide a welcoming environment for all visitors. Accordingly, in order to assure that everyone can use and enjoy the Library and the staff can carry out their duties, the following rules and regulations shall be observed.

1. Visitors are expected to treat librarians, staff, library materials and equipment with respect. Misuse, defacing or damaging Library property is prohibited.
2. The Library is not responsible for lost or stolen items. Personal property may not be left unattended. Visitors are responsible for their personal property.
3. Preschool children must be accompanied and supervised by a parent /guardian at all times. The Children's Librarian is not responsible for the monitoring of unattended children and reserves the right to ask misbehaving or unruly children to vacate the premises. Library staff may request parent/guardian information from unaccompanied children.
4. With the exception of service animals as defined by RSA 167-D, other animals are not permitted in the Library building without the approval of the Library Director. Dogs must be leashed at all times or under the direct and immediate physical control of the person bringing the animal into the Library.
5. Cell phones or other electronic devices must be set to silent or vibrate mode. Quiet talking on a cell phone or other electronic device is allowed outside only or in a designated private room, as for a virtual meeting. If needed at the computer for instruction, a cell phone may be used with a quiet voice.
6. Threatening the safety or rights of another person, including but not limited to, violent or disorderly behavior, threats of violence, use of abusive language, and unlawful possession of weapons may result in removal from Library premises by the Frankestown Police Department.
7. Disruptive behavior that negatively impacts others' enjoyment of the Library or the staff's ability to perform their duties is not allowed. Prohibited behavior may include, but is not limited to, the following: excessively loud conversations, yelling, running, jumping, obstructing doorways, obscene or vulgar language, poor personal hygiene, inappropriate public displays of affection, and the inappropriate use of bicycles, roller skates, skateboards, scooters or other such equipment on Library property.
8. All patrons, regardless of age, must wear clothing, including tops, bottoms, and shoes, while in the Library.

9. Use of alcohol and tobacco is not permitted anywhere on Library property. Alcohol use is permitted only with the approval of the Library Director.

Failure to comply with these rules may lead to immediate loss of Library privileges and removal from the building. Reinstatement of Library privileges shall be by decision of the Board of Trustees upon consultation with the Library Director.

George Holmes Bixby Memorial Library

52 Main Street • Frankestown NH 03043 • 603-547-2730 •
francetownlibrary.org

Appendix III: Exhibit Release Form

- The Library Director (Director) shall approve all exhibits and their duration in the building and on the grounds.
- Individuals may exhibit their work in spaces approved by the Library Director.
- The exhibitor and the Library Director will work collaboratively on the display of the exhibit which must conform to any constraints placed upon the exhibit space by the Library.
- The exhibit space(s) are open to the public only during the regular open hours of the Library unless by special arrangement.^[1]_[SEP]
- The exhibitor must be identified by name within the exhibit. The Library shall first approve an exhibitor's publicity sent to the media regarding the exhibition. The Library does not advocate or endorse the viewpoints of exhibits or exhibitors.^[1]_[SEP]
- No prices may be posted on the displayed work, admission charged or donations requested. A price list and contact information may be discreetly placed in the exhibit. No sales may be made on the premises.
- The exhibitor will assume full responsibility for the works exhibited in the Library or on Library grounds. Neither the Library nor the Town of Frankestown shall assume any responsibility or obligation for any loss or damage to any item or items so displayed. The Exhibit Release Form (Appendix III) shall be signed by the exhibitor before the exhibit is displayed
- In the event of damage or loss to the exhibit items, the Library staff shall immediately notify the exhibitor. Damages to the premises, equipment or furnishings as a result of the exhibit will be charged to the exhibitor
- No exhibit items may be removed prior to the close of the exhibit except by mutual consent of the exhibitor and the Library. Exhibitors are responsible for dismantling and removing their exhibit at a time agreed upon by the Director. Exhibitors are responsible for restoring the exhibit space to its condition prior to the exhibition. The Director reserves the right to dismantle those exhibits which have not been removed in a timely manner at the sole expense and risk of the exhibitor. Exhibit materials may be disposed of if not claimed within 30 days.

Exhibits of private collections of antiques or other objects of interest will be approved by the Director and will fall under the requirements set forth in section 7.

The items described below have been received by the George Holmes Bixby Memorial Library as loans under the conditions stated in the Exhibit Policy.

Exhibitor: _____

Organization: _____

Phone: _____ email: _____

Beginning and end dates of exhibit:

Items on loan: Quantity, Description & Condition:

From _____ To _____ (Date received) (Approximate date of return)

I HAVE READ AND AGREE TO ABIDE BY THE GHBML EXHIBIT POLICIES.

_____ (signature and date)

*****T

This certifies that the above items have been removed in satisfactory condition.

_____ (Date removed) _____

Exhibitor signature

Staff _____ Date: _____

George Holmes Bixby Memorial Library

52 Main Street • Frankestown NH 03043 • 603-547-2730 • francestownnh.org

Appendix IV: Meeting Room Use Application

The GHBML is pleased to offer meeting space at no charge for local town, civic or cultural groups and organizations in accordance with the following conditions:

8.1 Organizations wishing to meet at the Library must receive prior permission to do so from the Library Director. Times of such meetings must be agreeable to the Director and the organization. A Meeting Room Use Application Form (Appendix IV) must be completed and approved prior to any meeting.

8.2 Permitted programs/meetings shall not conflict with customary Library operations and may not disrupt the use of the Library for other patrons.

8.3 Use of the Library outside of normal hours of operation by groups other than official Town boards or elected officials must be in accordance with policies.

8.4 For before or after-hours usage, the contact person will be required to pick up and sign for the key while the Library is open. If there is a reason that the contact person listed on the form is not able to pick up the key, Library Staff must be notified in advance of key pickup. No meeting, function, or activity may extend beyond the hour of 10:00 p.m. unless prior approval is given by the Library Director. A sign indicating that the Library is closed for normal business must be placed on the entrance door.

8.5 The Trustees reserve the right to require that a Trustee or Library staff member be present for the duration of the meeting and for securing the building when the meeting is over.

8.6 Groups of people under age 18 may use these facilities if the meeting is booked by and the group accompanied by an adult supervisor.

8.7 An adult representative for each group using the Library must be designated as the person responsible for coordinating the meeting or program and for assuring that the program ends at the designated time.

8.8 Permission to use Library space does not imply endorsement of any group's activities.

8.9 The Library will not be used for fundraising or income-generating activities, except those sponsored by the Library.

8.10 The Library assumes no responsibility for private property brought onto the premises.

8.11 Any damages to Library property will be charged to the group using the facility. Users of the Library are responsible for the disposal of their rubbish and must leave the meeting space in the condition in which it was found.

8.12 If the Library decides to close as a result of storms or other extraordinary circumstances, the closing will be posted on the Library web page. It is each organization's responsibility to notify those who would be attending any meeting. The Library is not responsible for any cost incurred by an organization as a result of such closing.

8.13 The Library is not available as a site for court-ordered supervised visitations.

8.14 The Library does not discriminate in making its premises available on the basis of race, color, national origin, religion, sex, sexual preference, age, or physical limitations.

MEETING ROOM USE APPLICATION FORM

Today's date: _____

Name of organization:

Contact person (responsible for key, if applicable, and proper closing):

Contact person phone: _____




Date of the meeting / program: _____

Time of the meeting / program (beginning and end): _____ If the meeting is after
hours, date of key pick-up _____

Brief description of your meeting / program:

Expected number of participants: _____

 Proof of insurance (if applicable): _____

**I HAVE READ AND AGREE TO ADHERE TO THE GEORGE HOLMES BIXBY
MEMORIAL LIBRARY'S POLICY "USE OF THE LIBRARY FOR MEETINGS".**

Signature of Person reserving the room and responsible for opening / closing the building:

Signature of Library Director: _____

George Holmes Bixby Memorial Library

52 Main Street • Frankestown NH 03043 • 603-547-2730 • francestownnh.org

Appendix V: Request for Reconsideration of Library Materials

It is the belief of the Library that censorship is a purely individual matter and declares that while anyone is free to reject material of which one does not approve; one cannot exercise this right to restrict the freedom of others.

1. Requests for removal of books from the open shelves, for reconsideration of the placement and/or handling of materials, for alteration of displays or for the cancellation or alteration of a program must be written and signed prior to the consideration of the Board of Trustees. A Request for Reconsideration form is available at the circulation desk and on the library's website (francestownlibrary.org)
2. The objection will be reviewed by the Trustees in open session at their next regularly scheduled Board of Trustees meeting.
3. The objection will be reviewed to determine if the service in question conforms to this policy and others the Library has currently adopted.
4. During reconsideration, no changes will be made to the service as presented. Materials challenged will remain in circulation, programs will continue as scheduled, and displays and exhibits will remain intact.
5. A written response to the objection will be made within 30 days of the filing.

Request Form - Reconsideration of Library Materials and Programs

Format of material or Program:

___Book ___Magazine ___Audiobook ___Video ___Music ___Program ___Other

Title: _____ Program Title: _____

Author: _____ Presenter: _____

Publisher: _____

Request initiated by: _____

Address: _____

City/State/Zip: _____

Phone: (____) _____ Email: _____

Complainant represents: ___ Self ___ Organization (please identify): _____

PLEASE RESPOND TO THE FOLLOWING QUESTIONS. If sufficient space is not provided, you may use the reverse side of this sheet.

- o Did you read/view/listen to the entire book/item?
- o To what do you object in the material? Please be specific, cite pages, etc.
- o What do you feel might be the result of reading/viewing/listening to this material?
- o For what age group would you recommend this material?
- o Is there anything good about this material?
- o What do you believe is the theme of this material?
- o In its place, what material do you recommend that would provide adequate information on the subject?
- o What action do you request the library to take?

Signature of Complainant

Date

Print or Type Name

A response from the George H. Bixby Memorial Library regarding the Request for Reconsideration of Library Materials and Programs shall be available after its consideration by a Review Committee and/or the Library Board of Trustees.

Library Use Only

Office	Date	Initials	Written assessment to patron	Date	Initials of sender
Review committee formed	Date	Members	Board of Trustees meeting	Date	Vote
Review committee meeting	Date	Decision	Written assessment from Trustees	Date	

George Holmes Bixby Memorial Library

52 Main Street • Frankestown NH 03043 • 603-547-2730 •
francestownlibrary.org

Appendix VI: Public Access Computer and Internet Access

Information and resources on the Internet (World Wide Web) can enhance the materials available at the Library and often go beyond what is locally available. The Library does not monitor the Internet nor have control over the information accessed. Not all sites on the Internet provide accurate, complete or current information and access points often change rapidly and unpredictably. Some sites may carry information that a user finds controversial, inappropriate and inaccurate. The Library makes available public access computers to patrons under the conditions laid out in the **Public Access Computer and Internet Access Policy**, available online or at the circulation desk.

I have read, and will abide by, this policy:

Signature _____ Date: _____

George Holmes Bixby Memorial Library

52 Main Street • Frankestown NH 03043 • 603-547-2730 •
francestownlibrary.org

Appendix VII-A: Volunteer Application

Volunteer Service Statement & Agreement

Date: _____

I make this Statement and Agreement in order to provide, and to be authorized to perform, the following uncompensated services to the George Holmes Bixby Memorial Library:

Specify Nature and Scope of Services:

Under the direction of the Library Director (name):

Between [Time Period in Which Work to be Performed]

I HAVE READ AND AGREE TO ADHERE TO THE GEORGE HOLMES BIXBY MEMORIAL LIBRARY’S POLICY “LIBRARY VOLUNTEERS”.

In performing the specified volunteer service, I acknowledge

- that I am 18 years of age or older and know of no reason, medical or otherwise, which would prevent me from performing the tasks required;
- that I have acquainted myself with what is required to perform those tasks, and represent that I have the skill and ability to perform them;
- that I assume full responsibility for my own safety and the safety of others who might be affected by my actions or omissions.
- I hereby agree to release, defend, indemnify and hold harmless the Town of Frankestown NH, its agents, employees, and officers, from any and all claims of illness, bodily injury, personal injury, or property damage, occurring to me or to others, arising from my negligent, reckless, wanton or intentional conduct while participating in this activity
- that I will perform the volunteer service in compliance with the standards and specifications established, or approved, by the Library, and will honor the direction of the Library Director.
- that I agree to the foregoing in consideration for being permitted to perform volunteer service for and on behalf of the GHBML.

Volunteer’s name: _____

Volunteer’s signature: _____

Address: _____

Telephone: _____ E-mail: _____

Appendix VII-B: Parental Permission Form for Volunteers Under Age 18

Volunteers are important to the success of the GHBML and to the delivery of services to the Francestown community. The Library and its staff value the time and commitment of citizens who volunteer. Volunteers help, under the direction of the staff, to provide support in implementing the mission and programs of the Library. Please read the entire “**Library Volunteers**” section of the General Policy.

I, _____, give permission for my child to volunteer shelving books and/or moving furniture and books for the George Holmes Bixby Memorial Library. I will not hold the Library or the Town of Francestown liable for any injuries they may sustain while volunteering. I have read, and agree with, the “**Library Volunteers**” section of the General Policy (available online or at the circulation desk.)

Child’s Name _____

Parent’s Signature _____

Date _____

Child’s Name _____

Parent’s Signature _____

Date _____



Appendix VIII

STATE OF NEW HAMPSHIRE DEPARTMENT OF LABOR PARENTAL PERMISSION as defined in RSA 276-A:4,VIII & LAB 1002.02 FOR THE EMPLOYMENT OF YOUTH AGE 16 OR 17

(please print)

Youth's Name:

Youth's Address:

Date of Birth ____/____/____ (mm/dd/yyyy)

to be employed with

Located at

Description of work

I, _____, grant permission for my son, daughter or legal ward
(Print name of parent or legal guardian)

Signature of parent or legal guardian

Address:

For additional information regarding the requirements of RSA 276-A, the New Hampshire Youth Employment Law, please contact the New Hampshire Department of Labor at 271-6294 or 271-1492.

RSA 276-A:4^[SEP]I. No youth shall be employed or permitted to work in any hazardous occupation, except in an apprenticeship, vocational rehabilitation, or training program approved by the commissioner.

VI. No youth 16 or 17 years of age who is duly enrolled in school shall be permitted to work more than 6 consecutive days or more than 30 hours during the school calendar week, which shall be Sunday through Saturday.

VII. No youth 16 or 17 years of age who is duly enrolled in school shall work for more than 6 consecutive days or 48 hours in any one week during school vacations, including summer vacation. For purposes of this paragraph, "summer vacation" means June 1 through Labor Day.

VIII. No youth 16 or 17 years of age, except a youth 16 or 17 years of age who has graduated from high school or obtained a general equivalency diploma, shall be employed by an employer unless the employer obtains and maintains on file a signed written document from the youth's parent or legal guardian permitting the youth's employment.

RSA 276-A:11 Certain Labor. – In addition to the prohibitions listed in RSA 276-A:4, III, IV, V, VI, and VII no youth shall be employed or permitted to work at manual or mechanical labor in any manufacturing establishment more than 10 hours in any one day, or more than 48 hours in any one week. No youth shall be employed or be permitted to work at manual or mechanical labor in any other employment, except household labor and nursing, domestic, hotel and cabin including dining and restaurant service operated in connection with such service, and boarding house labor, operating in telegraph and telephone offices and farm labor, or canning of perishable vegetables and fruit, or as a laboratory technician, more than 10- 1/4 hours in any one day, or more than 54 hours in any one week.

RSA 276-A:13 Night Work. – No such youth shall be employed or permitted to work at night work more than 8 hours in any 24 hours nor more than 48 hours during the week. If any youth is employed or permitted to work more than 2 nights each week, for any time between the hours of 8 o'clock p.m. and 6 o'clock a.m. of the day following, such employment shall be considered night work.

Lab 1002.03 Hours Limitations^[SEP](c) Pursuant to RSA 276-A: 13, any youth scheduled to work more than 2 nights in a week past 8 o'clock p.m. shall not be permitted to work more than an 8-hour shift during that particular week.

Hazardous Occupations are as defined in Federal Child Labor Bulletin Requirements in Nonagricultural Occupations, "Child Labor Bulletin No. 101" Order No. 1 through Order No. 17.

This form must be on file with this employer prior to the 16- or 17-year-old youth performing any work.

Parental Permission 170725