

PEABODY INSTITUTE LIBRARY
POLICY AND PROCEDURES MANUAL 10.2021

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LIBRARY PUBLIC SERVICE STATEMENT

The Peabody Institute Library attempts to provide quality library services to all. It is important that the Library Staff provide accurate, efficient and friendly service at all times.

All staff interactions with the general public should be guided by the philosophy of the statement. Other Library policies should be interpreted using the following principles:

1. The library staff will offer the same quality of service to all regardless of age, race, sex, nationality, educational background, physical limitations, or any other criteria that may be a source of discrimination.
2. Patrons will be treated with dignity and respect.
3. Judgment calls will always be made to the patron's favor.
4. Patrons will never be left without an alternative if a staff member is unable to comply with their request.
5. Staff members will be familiar with and able to articulate Library policies as well as explain the rationale behind them.

As approved by the Board of Library Trustees the 3rd day of November, 2003.

MATERIALS CIRCULATION POLICY AND PROCEDURES

I. Policy. The following borrowing limits are established to ensure optimal access to materials for all borrowers. As always, Library staff can use their discretion under certain circumstances to allow exceptions to these limits. However, the intent of this policy is to insure access to resources for the greatest number of patrons.

II. Procedures.

Adult/Teen/Children's Collections:

Audio Books	Six (6) with loan period of three (3) weeks, two (2) renewals if no holds
DVDs	Four (4)* per card at Main, three (3) per card at Branches, one week loan period, one (1) renewal if no holds
Music CDs	Unlimited with loan period of one (1) week, one (1) renewal if no holds
NEW Books	Five (5) with loan period of two (2) weeks, no renewals for first three (3) months
*Similar topic books *Books on same subject (non-fiction) (subject is defined as same class number, <i>i.e.</i> , HQ3554 or RC 123).	Five (5) with loan period of three (3) weeks, two (2) renewals if no holds

Note: There are no limits on fiction or paperbacks books.

Fines Policy:

No late materials of any kind from Peabody collections will be charged overdue fines, regardless of location of checkout or return.

Lost or damaged items must be paid in full, with a receipt issued at the time of payment. Upon presentation of the receipt within three (3) months of payment, a refund will be issued for materials found and returned in good condition.

Overdue items borrowed from other libraries will be charged according to each library's policy.

Payment of Fines:

Circulation privileges will be suspended on library cards that have billed items, or fines at or above \$50.00, in accordance with NOBLE policies. To resume circulation privileges, billed items must be resolved, and fines must be paid down below \$50.

Personal checks may be accepted for *billed* items over fifty dollars (\$50.00) provided:

- The patron can produce a valid license or photo ID.
- The address on the check and the license are current.

Business checks are not acceptable. Checks should be payable to the Peabody Institute Library.

If any check is returned as unpaid, any and all costs associated with the returned check including the cost of billed items and fines for returned checks shall be attributed to the patron's library card.

When accepting personal checks, staff should indicate the following on the check:

- The form of ID shown.
- The barcode number(s) for the billed item(s).

Patrons shall pay overdue fines and lost item fees with cash, or via Credit Card by logging into their NOBLE account online. Patrons may either defer or make partial payment of overdue fines.

As approved by the Board of Library Trustees the 4th day of October, 2021.

HOME DELIVERY SERVICE POLICY AND PROCEDURES

I. Policy. It is the policy of the Library to circulate Peabody-owned materials, free-of-charge, to Peabody residents who are physically unable to visit the library.

II. Procedures.

1. Persons interested in the Home Delivery Service will register for the service with the Public Services Librarian.
2. Circulating materials available for Home Delivery Service include Peabody-owned Regular and Large Print Books, Paperbacks, Audio CDs, Mp3 CDs and Magazines. Items not available for Home Delivery Service are New Fiction and Non-fiction, current best sellers, short-term loan items and non-circulating materials. Holds service is not available for Home Delivery.
3. Library staff deliver and retrieve materials on the last Friday of the month. The loan period is six (6) weeks, with one renewal for an additional six (6) week period, if there are no Holds pending.
4. Patron must have returning materials ready for pick-up before Library staff arrives.
5. If patron will not be home on delivery day, or does not want materials on a scheduled Friday, they must contact the Public Services Librarian before delivery.
6. If patron requires physical assistance to complete transactions with Library staff, they must arrange to have someone available to assist on delivery day.
7. Library staff are not permitted to enter residences. If Library staff do not get a response within five (5) minutes of their arrival at the residence, they will proceed to the next stop without leaving books.
8. Library staff reserve the right to suspend services if they judge conditions to be unsafe.

As approved by the Board of Library Trustees the 6th day of May, 2019.

INTER-LIBRARY LOAN POLICY AND PROCEDURES

I. Policy. The Peabody Institute Library is happy to obtain loans of materials for its patrons from other libraries through Inter-Library Loan. If borrowing fees and/or shipping costs are incurred with such loans, the Peabody Institute Library will cover the cost up to ten dollars (\$10.00) per loan. The borrowing patron is responsible for any costs in excess of ten dollars (“\$10.00”). In the event that the staff of the Peabody Institute Inter-Loan Library Department is notified by the Inter-Library Loan Facility that the cost of borrowing an item from another institution will be greater than ten dollars (\$10.00), the following procedure will be followed.

II. Procedures.

1. Staff will notify patron that there is a cost associated with the loan of the material, inform the patron of the amount for which he/she will be responsible, and provide an estimated reasonable delivery date.
2. The patron will have the option of paying the balance of the interlibrary loan cost over ten dollars (\$10.00), or canceling the request.
3. If the patron agrees to pay the cost of the inter-library loan over ten dollars (\$10.00), upon receipt of balance from patron, staff will forward request for materials to the Inter-Library Loan Facility.
4. The Peabody Institute Library will cover the first ten dollars (\$10.00) of the inter-library loan charge.
5. The patron’s portion of the interlibrary loan charge is non-refundable, except in instances when the requested material does not arrive, or arrives beyond a reasonable time frame.

As approved by the Board of Library Trustees the 13 day of September, 2010.

NON-CERTIFIED COMMUNITIES POLICY

The staff of the Peabody Institute Library reserves the right, at the discretion of the Library Director, to refuse to circulate items to residents of communities not certified by the Massachusetts Board of Library Commissioners for the period of non-compliance. Full service will resume upon written notification from the Massachusetts Board of Library Commissioners that the non-compliant community has met at least the minimum standards for public library certification.

As approved by the Board of Library Trustees the 3rd day of November, 2003.

AFTER-HOURS DROP-OFF CONTAINER POLICY AND PROCEDURES

I. Policy. To facilitate return of Library materials, the Library provides after-hours drop-off containers at all locations.

II. Procedures.

1. The after-hours drop-off containers at all buildings are open 24 hours/day, 7 days/week for the convenience of patrons. Containers are emptied approximately one-half hour before closing on days that the library is open. Patrons are not to leave library materials outside the containers in the event that they are full.
2. At the South and West Branch, patrons are encouraged to return media materials, as well as any material that may be easily damaged, to the Circulation Desk rather than a drop-off container. At the Main Library, patrons are to return media items in the designated section of the container. Patrons are to return fragile or damaged items to the circulation desk.
3. Patrons are responsible for materials damaged prior to the point of check-in, including damage caused by crushing or falling in after-hours drop-off containers, and damage caused by leaving materials exposed to the elements when containers are filled to capacity.

As approved by the Board of Library Trustees the 4th day of April, 2016.

GED BOOK POLICY AND PROCEDURES

I. Policy. The following procedure for borrowing GED books is established to ensure optimal access to GED books for all patrons.

II. Procedures.

1. GED books are kept at the Circulation Desk and will only be loaned with a ten dollar (\$10.00) deposit.
2. GED books may be renewed twice; fines will accumulate. When book is returned, if it is not overdue, patron will receive the deposit. If book is overdue, fines will be deducted from the deposit.
3. The Peabody Institute Library will not fill Inter-Library Loan requests with these GED books, nor will we send for GED books from other libraries. Staff will let patrons know that they may go themselves to check out a book from another library.

As approved by the Board of Library Trustees the 3rd day of November, 2003.

MUSEUM PASS POLICY AND PROCEDURES

I. Policy. The Main Library loans free or discounted admission passes to educational, cultural or recreational organizations to any Library patron in good standing. A complete list of passes is available at the Public Services Desk or on the Library's web site. The loan period for all passes is one day; one pass per day per family is the maximum allowed.

The Peabody Institute Library is obliged to comply with the admissions terms and conditions that each museum sets for its Library Pass Program. The Library's Museum Pass holdings are subject to change at any time.

The Library's loaning of museum passes is a privilege and not a right the Library confers on its patrons. Accordingly, the Library is not financially responsible for errors or a museum's refusal to honor a museum pass.

II. Procedures.

A. Guidelines. Passes are available through an advance reservation system. Printed passes may be picked up at the Main Library only, prior to the day of use and no later than 10 a.m. on the day of use. In the event the Library is closed on the day of use, the pass must be picked by 10 a.m. on the last day immediately preceding that the Library is open. Passes not picked up by this deadline become immediately available to other patrons on a first-come, first-serve basis. The Library reserves the right to specify the pick-up day for multiuse passes. Patron's library card must be in good standing to borrow a pass (no outstanding NOBLE balance over \$50.00).

B. Reservation and Borrowing Procedures. Patrons may call the Library or visit the Library website to reserve passes. Patrons are expected to have their Library card available at the time of pick up for ease of processing the reservation. Patrons may be asked to sign a slip acknowledging that they understand the terms of the Museum Pass Policy. Library staff will make every effort to resolve any scheduling conflicts that may arise in the event of a scheduling error. The Library is not financially responsible for errors made in the Reservation procedure.

C. Borrowing Limits Policy. Patrons may reserve up to 10 passes per month. During school vacations and school holidays patrons may be restricted to 2 passes per week.

D. No Show Policy. Patrons will be blocked from making advance reservations for 45 days when they have failed to pick up 2 passes. The Library will clearly advise patrons of this policy in its promotional materials.

E. Return Procedures. Multiuse passes must be returned to the Main Library by 9.a.m. the next business day. For patrons' convenience after hours, museum passes may be returned in the Pass Return Box located outside of the Children's Room entrance at the Main Library. Emailed passes are checked out to the patron immediately, and **do not** need to be returned.

As approved by the Board of Library Trustees the 4th day of October, 2021.

CHROMEBOOK LENDING POLICY- OUTSIDE USE

A valid NOBLE library card with no lost or billed items and/or fines over \$50.00, is required to borrow a Chromebook. Borrowers must be 13 years or older.

Borrowers must sign the [Lending Agreement](#) for each time they borrow a Chromebook.

General policies:

- The Library is not responsible for any information accessed or action taken by a patron while using a Chromebook.
- Chromebook use is subject to the Library's Internet Access Policy.
- The borrower agrees to protect, save and keep the City of Peabody, the Library Board of Trustees, the Library Director, their agents and employees forever free and harmless, and indemnified against any and all costs or expense arising out of any accident or other occurrence causing injury to any persons or property as a result of using library-owned technology.
- Peabody Institute Library and the Library Board of Trustees are not responsible for the loss of any data while using a Chromebook.

Circulating policies:

- Circulating laptops are checked out for 2 weeks and are not renewable.
- Chromebooks are reserved and checked out using our usual catalog, Evergreen. Devices must be checked out to the patron's library card.
- In accordance with our fine-free policy, Chromebooks will not be fined if returned late. They will be marked and charged as lost if they are returned more than 2 weeks late.
- Patrons will be assessed the replacement price for Chromebooks not returned within 2 weeks of their due date, or if Chromebooks are returned damaged or parts are lost.
- Circulating Chromebooks must be checked out and returned to the Main Library Public Services Desk. They must be returned with the chargers and cases.
- Chromebooks must be kept in a temperate environment (not left in vehicles or in extreme temperatures).
- If any technical problems are encountered, the patron should notify the library immediately and return the device. For basic assistance in the operation of the library's Chromebooks, borrowers may call the library during normal business hours, 978-531-0100.
- Librarians cannot give detailed instructions or assistance over the phone. Please bring the Chromebook into the library and make an appointment with our technology staff for help.

As approved by the Board of Library Trustees the 4th day of October, 2021.

CHROMEBOOK LENDING POLICY- IN-LIBRARY USE

A valid NOBLE library card with no lost or billed items and/or overdue fines over \$50.00, is required to borrow a Chromebook. Borrowers must be 13 years or older.

Borrowers must sign the [Lending Agreement](#) each time they borrow a Chromebook.

General policies:

- The Library is not responsible for any information accessed or action taken by a patron while using a Chromebook.
- Chromebook use is subject to the Library's Internet Access Policy.
- The borrower agrees to protect, save and keep the City of Peabody, the Library Board of Trustees, the Library Director, their agents and employees forever free and harmless, and indemnified against any and all costs or expense arising out of any accident or other occurrence causing injury to any persons or property as a result of using library-owned technology.
- Peabody Institute Library and the Library Board of Trustees are not responsible for the loss of any data while using a Chromebook.

In-library use policies:

- In-library Chromebooks are checked out for 3 hours, and may not leave the library.
- Chromebooks are checked out with a case, charger, and an optional mouse, and must be returned with all of these items.
- Chromebooks will be checked out to the patron's library card, and we will hold their ID while they are using the Chromebook. If a patron doesn't have a library card, we'll offer them one. If they are a non-resident, they can leave an ID, keys, or other collateral, and leave their contact information.
- Chromebooks will be stored in a cabinet with their chargers; they must be checked out and in at the Public Services Desk.
- The Library is not responsible for any information accessed or action taken by a patron while using a Chromebook.
- Chromebook use is subject to the Library's Internet Access Policy.
- If any technical problems are encountered, the patron should notify the Public Services Desk immediately and return the device.
- Librarians are not always able to help with longer, detailed technology questions. Patrons should make an appointment with technology staff to come back for help.

As approved by the Board of Library Trustees the 4th day of October, 2021.

CHROMEBOOK LENDING AGREEMENT

My signature below indicates that I have read the following statement and that I agree to abide by these conditions of use when checking out equipment from the Peabody Institute Library.

The loan consists of the Chromebook, charger, and case. When a patron borrows a Chromebook, the patron's use of the equipment is available under the following terms and conditions. These terms and conditions are in addition to the standard library policies and the Library of Things policy.

- I agree to accept full responsibility for the material while it is checked out to me.
- I agree to keep the Chromebook in a temperate, clean, and dry environment while it is in my possession.
- The Library is not responsible for any information accessed or action taken by a patron while using a Chromebook
- I accept full financial liability for the Chromebook and accessories while in my possession.
- I agree to return the Chromebook, charger, case and mouse (if applicable) to a staff member at the Public Services Desk during regular Library hours.

Patron Name: _____

Library Card Number _____

Signature _____

FACILITIES CLOSING POLICY AND PROCEDURES

I. Policy. The closing procedure is meant to assure an orderly closing of the building and for Library Staff to end their shift on time. Patrons must be treated in a courteous manner.

II. Procedures.

A. General Closing Procedures.

1. At 8:45 PM (or fifteen minutes before closing), Circulation desk staff will remind patrons of library's closing over intercom. Circulation staff will announce, "The Library will be closing in 15 minutes. Any materials to be checked out should be brought to the circulation desk at this time. Library computers will shut down in five minutes."
2. At 8:45PM (or fifteen minutes before closing), the evening custodian will visit the third floor, walk the entire floor and check for patrons who are still in the building; the same routine shall be followed on the second floor. The custodian will let the librarian at the Information Desk know of anyone who is on the upper floors. It is the responsibility of the librarian in charge to approach any patron who may need a reminder. If the librarian needs assistance in asking a patron to leave, he/she will ask the custodian.
3. Library staff will pick up books on the floor or on tables and bring them to the circulation desk. Papers and other debris should be picked up.
4. If there is a meeting in the lower level, the custodian will check that level, including the restrooms, to insure that everyone has left or is in the process of leaving, and will inform the librarian in charge.
5. The custodian will report to the Information Desk and wait by the building exit to insure that all patrons have left the building, especially patrons that were observed in the second and third floor stacks.
6. The front door may be locked no earlier than 8:55 PM (or five minutes before closing), and no new patrons will be let in. The librarian in charge will ask the custodian to lock the door when the librarian determines that it is appropriate.
7. Desk staff should discourage patrons from going into the stacks after 8:50 PM. (or ten minutes before closing). In the event that a patron is allowed to enter after this time, the librarian in charge must be notified. The circulation desk staff should intercept patrons near closing time to determine their need, and expedite a solution if possible.
8. After all patrons have left the building, and staff have left the 1st Floor, the custodian may turn off the lights on the 1st Floor.
9. The closing procedure is meant to assure an orderly closing of the building and for library staff to end their shift on time. Patrons must be treated in a courteous

manner. In all cases, the librarian in charge has the authority to oversee closing procedures in accordance with this policy. Branch staff will observe same guidelines regarding courtesy to patrons, timing of announcement, shutting down computers and equipment, and locking front door.

B. Emergency Closing Procedures.

1. The Library is a public service institution and every effort is made to maintain regular hours for the public. The Library will be closed only when weather conditions deteriorate to the point where emergency situations prevail, or when there are insufficient staff to maintain minimum public service functions. The President of the Board of Trustees will determine when the Library should close.
2. Staff members are expected to leave home early enough to compensate for poor weather conditions so that they may reach work at their scheduled time. Staff members unable to reach the Library due to bad weather should notify their supervisor as early as possible. Staff may either elect and be granted the opportunity to make up time lost within one month or, may elect to use personal time, vacation time, or unpaid leave for their lost time. Staff must complete a Release Time Form and submit it to the Assistant Library Director when they return to work.
3. Staff members (excluding Pages) shall suffer no loss of pay or leave time if the Library is closed because of weather or emergency conditions. Pages may make up their lost hours. Should the Library open late or close early, staff who could not make it to work will owe only those hours missed while the Library was open, according to their schedule.
4. A staff member wishing to leave early due to weather conditions must have permission from the supervisor. Lost time will be handled as indicated above.
5. A minimum of two (2) adult staff members are required to keep the Main Branch Library open and a minimum of two (2) staff members are required to keep the South Branch Library and the West Branch Library open.
6. Snow removal in each of the three Library branches' parking lots and streets is the responsibility of the Peabody Department of Public Service.
7. Sidewalk snow removal at each of the three Library branches is the responsibility of the Library Custodians.

As approved by the Board of Library Trustees the 14th day of January, 2008.

INCIDENT/ACCIDENT POLICY AND PROCEDURES

I. Policy. To maintain the Library premises and follow procedures to promote safe access to the Library's facilities and resources.

II. Procedures.

- 1. Report.** Staff who witness any incident, regardless of severity, that causes or evidences a disruption of the safe access to the Library's facilities to any person shall prepare a Peabody Institute Library Incident Report on Standard Form ("Library Incident Report") (Attachment A). The Incident Report will detail the specifics of the event, identify witnesses to the event, and describe the response of Staff on duty when the event occurred. If injured party ("Claimant") wishes to make a claim to the City for damages, Staff will provide the standard City of Peabody Incident Report (Attachment B). Staff may not fill out the standard City of Peabody Incident Report for the Claimant. It is the Claimant's duty to complete the standard City of Peabody Incident Report and submit it to the Office of the City Clerk. Staff will provide Director with his/her original Library Incident Report (complete with names and phone numbers) for the Director's review.
- 2. Review.** Director will review all Library Incident Reports and speak directly with Staff that witnessed the incident. If necessary, City Treasurer's Office will be notified and provided with a copy of Library Incident Report. Director will take appropriate steps to follow up with patron and make changes if necessary to prevent similar occurrence. Director will review Staff response to determine need for Staff training, support and/or recognition.

As approved by the Board of Library Trustees the 12th day of January, 2004.

Peabody Institute Library
82 Main Street
Peabody, Massachusetts 01960
Education • Information • Recreation
978-531-0100

INCIDENT REPORT

Date of Incident: _____ Time of Incident: _____

Names/Addresses/Phone Numbers of Persons

Involved: _____

Circumstances: _____

Injury/Damage? Yes or No
(circle one)

Please

Describe: _____

Action

Taken: _____

Police Notified? Yes or No
(circle one)

Comments: _____

Staff Member Reporting Incident: _____

Date of Report: _____ Time of Report: _____

POLICY AND PROCEDURES CONCERNING REASONABLE LIBRARY BEHAVIOR

- I. Policy.** Many patrons use the library as a place for quiet study. All patrons, regardless of age or circumstance, are expected to respect the rights of others and conform to reasonable standards of behavior. Staff and patrons are expected to follow the guidelines below:
- a.** Shirts and shoes must be worn in the library.
 - b.** Pets are to be on a leash or carried, limited to brief visits, and kept quiet. Owners are responsible for harm or damage caused by pets and are expected to clean up any mess left by a pet. Animals with a history of aggression or damage to premises will not be allowed to return to the building.
 - c.** Loud conversations or noisy activities are not allowed in designated quiet study areas, or when noise is disruptive or excessive, as determined by responsible staff.
 - d.** Cellular telephone ringers should be turned off while in the building, and outgoing calls must be placed from one of the lobby areas. Computer speakers must be used with earphones that are to be adjusted so that sound is audible to the user only.
 - e.** Patrons are responsible for their personal property. The Library is not responsible for stolen, lost, damaged or destroyed items.
 - f.** Outdoor recreational equipment may not be used in the building or the parking lots. Bicycles should be left in the racks outside the building.
 - g.** Patrons are not allowed to carry firearms and dangerous weapons of any type (except by on-duty law enforcement officers) on Library property.
 - h.** Being under the influence of illegal drugs and selling, using, or possessing illegal drugs or selling alcohol, cigarettes or marijuana is not allowed on Library property.

Patrons are expected to cooperate with the library staff, who are responsible for interpreting and applying these rules. These rules are in effect to help promote excellent standards of service for everyone.

II. Procedures.

1. Staff may request that a patron who does not conform to reasonable standards of behavior leave the Library. In all cases, senior Library staff (director, assistant director, department heads, or senior person present) shall exercise authority in these matters.
2. If circumstances warrant, Library staff will call **911**.
3. Rude or inappropriate behavior, threats and/or verbal abuse of patrons or Library staff will not be tolerated, and patrons will be required to leave Library grounds for such behavior.

4. Patrons who are required to leave will not be allowed back into the Library until said patron has met with the Library Director and all appropriate responsible parties to establish a clear list of the Library staff's expectation of the patron's future conduct.
5. When appropriate because of history of unlawful behavior in the Library, or when administration determines that the presence of a person in the Library is a threat to the safety and security of the Library and its occupants, Library administration will work with the Peabody Police Department to determine whether a Notice of Trespass will be issued. Such Notice will be issued in compliance with the guidelines of the Peabody Police Department and in compliance with applicable federal and state law.

As approved by the Board of Library Trustees the 6th day of May, 2019.

SAFE CHILDREN POLICY

In an effort to provide a Library environment that allows all patrons access to Library materials and information sources, the Library Board of Trustees has adopted a policy statement concerning unattended children or children exhibiting behavior inappropriate to a library setting.

While the staff of the Peabody Institute Library strives to make the Library safe and secure, it is a facility where all patrons have an equal right to quality Library services. Library staff members have many duties and cannot supervise children nor act as a substitute for child care. The responsibility for the care, safety and behavior of children using the Library rests with the child's parent/guardian or caregiver. If any staff encounters unsupervised child(ren) who in their opinion, may be at risk, on Library premises, the appropriate governmental authorities will be notified.

Signs shall be posted throughout the Children's Room, reminding parents/guardians or caregivers that they are not to leave their children unattended anywhere in the Library.

Library customers including minors, who engage in unacceptable behavior as defined in the Policy and Procedure Concerning Reasonable Library Behavior shall be subject to action as specified in the policy.

If Library staff determines that a child is at the library without a ride or assistance home 15 minutes before library closing, every attempt will be made to contact an adult or a family member via work, home and cellular phone. If a parent/guardian does not arrive by library closing, two staff members are authorized to stay with the child until someone arrives to pick him/her up. If a parent/guardian has not arrived 15 minutes after closing, the Peabody Police Department will be called and alerted that a child has been left at the library. Under no circumstance should a staff member give a ride home to a child left at the Library. The incident will be reported to the Library Director.

Adults unaccompanied by children are asked to use adult areas of the library unless they are actively using collections in the Children's Room. Adults who wish to use Children's Room collections in the library should notify Children's Room staff on arrival. Any adult who is not accompanied by a child and who is observed by staff as spending an unnecessary or unusual amount of time in the Children's Room shall be asked to move to adult areas of the library.

Nothing in this Policy creates any legal duty owed to any child or any legal duty owed to any parent, guardian, custodian or caregiver of any child.

As approved by the Board of Library Trustees the 3rd day of December, 2012.

TELEPHONE USE POLICY AND PROCEDURES

Staff Use of Telephones

I. Policy. Whereas Library telephone system has a limited number of lines available for both fax and voice telephone service, and the use of cellular phones in public areas can be disruptive and are counter to the Library's Public Service Statement, the following procedures are implemented.

Procedures. Library staff is expected to use Library telephones for Library business only. Library management recognizes the need for staff to make personal calls on occasion during the business day and expects that these calls will be made from personal cellular telephones. Staff should turn off cellular phone ringers when entering the Library, and personal calls should be conducted in designated "staff-only" areas.

II. Policy. Whereas Library and custodial staff are expected to drive motor vehicles on occasion in the course of completing their responsibilities, the following procedures are implemented.

Procedures. Library and custodial staff should make driving their primary responsibility while operating a motor vehicle on Library business and will refrain from the use of cellular telephones or other personal digital devices while driving a vehicle in the completion of work-related activity. Staff is expected to pull off the road prior to engaging in any form of digital communication.

Patron Use of Telephones

I. Policy. Whereas use of cellular telephones can be disruptive to Library staff and other patrons, the following procedures are implemented.

Procedures. As a courtesy to others, patrons are expected to observe the following procedures:

1. Turn off cellular phone ringer when entering Library.
2. Conduct telephone conversations in foyers or periodical areas only.

II. Policy. Whereas Library telephones are intended for Library business only, the following procedures are implemented.

Procedures. Staff will decline patron requests to use Library telephones for personal use. Should a patron need to arrange for transportation from Library premises, the Library staff will make the call on behalf of the patron.

As approved by the Board of Library Trustees the 6th day of July, 2009.

INTERNET USE POLICY AND PROCEDURES

I. Policy. The Peabody Institute Library provides access to the Internet in support of the Library's role as a provider of resources for information and learning to the community.

As a world-wide network of information resources, the Internet offers access to information and collections of materials previously inaccessible from inside the Library's walls. As such, it is a potentially invaluable resource for researchers and serves to supplement the Library's collection.

Because the Internet is a vast and unregulated information network, the Library cannot guarantee the accuracy or authenticity of information gathered from it. As with other Library materials, researchers must utilize good research techniques and judgment when seeking information on the Internet. The Library will attempt to identify on its home page resources and starting points for research on the Internet that are consistent with the Library's mission and collection policies.

Some information, images, and ideas available on the Internet may be offensive, disturbing, and/or illegal. Some content and images may not be appropriate for certain age groups (see *Child Safety on the Internet* below). As the Internet is in a constant state of unpredictable change, the Library cannot protect users from or take responsibility for offensive or disturbing material accessed through public workstations. The Library reserves the right to ask users to refrain from displaying computer images which are inappropriate for public viewing.

In accordance with the American Library Association's Library Bill of Rights and Access to Electronic Information Services and Networks, the Peabody Institute Library does not control, limit, or monitor Internet use.

Child Safety on the Internet. The Peabody Institute Library has taken all the precautions that the law allows to insure the intended use of this electronic resource. Nevertheless, parents or legal guardians are responsible for monitoring their minor children's use of all Library materials, including the Internet. The Library supports parents and guardians in guiding their children's access to print, non-print, and electronic information. Children using the Internet unsupervised may be exposed to inappropriate or disturbing content. Parents are advised to discuss appropriate use of this resource with their children, establishing guidelines and boundaries. The following rules and regulations apply to all users (including minors) of Internet resources in the Peabody Institute Library.

II. Procedures.

A. Rules and Regulations:

1. Any person who damages equipment belonging to the Library will be responsible for the cost of repair or replacement of that equipment.
2. Computer files may not be saved on the Library's computers. No software other than that which is already present may be installed on the Library's computers. Users who wish to download files from the Internet may do so

onto 3.5" floppy disks. These disks will be available for purchase at the Library for .50 cents.

3. It is prohibited to use a public Internet workstation for illegal, actionable, or criminal purposes or to infringe copyright.
4. It is prohibited to use a public Internet workstation to modify or gain access to files, passwords, or data belonging to others, or to seek disallowed access to any computer system via the Internet.
5. Any unauthorized disclosure, use or dissemination of personal identification regarding minors is prohibited.
6. Violation of the policies and guidelines governing the use of the Library's Internet resources may result in a suspension or loss of the privilege to use these resources.

B. Staff Assistance

1. Users are instructed to consult a staff member if a technical problem arises.
2. Searching assistance will be given as time and knowledge permits. Please be aware that Internet trained staff may not always be available, and that finding information on the Internet can be an involved process. Internet workshops will continue to be provided on a regular basis.
3. Complaints must be made in writing to the Library Director.

As approved by the Board of Library Trustees the 8th day of September, 2008.

WIRELESS NETWORK ACCESS POLICY

The Peabody Institute Library ("Library") offers FREE wireless access (aka "hot spots" and "WiFi") at specific locations in the Main Library for patrons to use with their own personal notebooks, laptops and other mobile devices. These access points are unsecure, and are accessible only during normal Library hours. The Library's Internet Use Policy and Procedures govern the use of our wireless access. Access is limited to authorized areas on the first floor of the Main Library.

- Anti-virus and security protection are the responsibility of the patron.
- The Library is not responsible for any information (i.e. credit card) that is compromised, or for any damage caused to your hardware or software due to electric surges, security issues or consequences caused by viruses or hacking.
- Library staff can provide general information or handouts for connecting your device to the wireless network, but cannot troubleshoot problems related to your wireless device or assist in making changes to your device's network settings and/or hardware configuration. The Library cannot guarantee that your device will work with the Library's wireless access points.
- Printing access is not available via the wireless connection. If you need to print, please save your work to a floppy disk or email files to yourself, then login to a wired library workstation and send jobs to the public printer.
- As with most public wireless "hot spots," the Library's wireless connection is not secure. Any information being transmitted could potentially be intercepted by another wireless user. Cautious and informed wireless users should not transmit personal information (credit card numbers, passwords and any other sensitive information) while using any wireless "hot spot." Please take appropriate precautions when using this service.
- Patrons shall defend, indemnify, and hold harmless the Library, its officers, employees, and agents against all claims, actions, and judgments based upon or arising out of the patron's use of the Library's wireless connections.
- All users must use the Library's wireless access in a legal and responsible manner, consistent with the educational and informational purposes for which it is provided. Violations may result in a loss of access. Unlawful activity will be dealt with in an appropriate manner.

Use of the Library's wireless network is entirely at the risk of the user. The Library disclaims all liability for loss of confidential information or damages resulting from that loss.

As approved by the Board of Library Trustees the 3rd day of October, 2005.

EATING AND DRINKING POLICY AND PROCEDURES

- I. **Policy.** Whereas consumption of food and drinks may cause damage to Library property and disrupt other patrons' use of the Library, the following procedures are implemented
- II. **Procedures.** To limit damage to Library property and as a courtesy to Library staff and other patrons, consumption of light snacks and beverages is only in designated staff areas and in the YA/Periodical Area of the Main Branch Library.

As approved by the Board of Library Trustees the 3rd day of November, 2003.

MEETING ROOM USE POLICY AND PROCEDURES

I. Policy. Use of the Library's facilities for meetings is guided by the democratic principles and philosophies expressed in the Library Bill of Rights, with the philosophy of the Library's founder, George Peabody, and with the Library's mission of meeting the educational, recreational, and informational needs of all community members regardless of personal beliefs and/or affiliations.

II. Procedures.

1. All meetings held in the Library's facilities shall be, in accordance with the spirit of the open meeting laws of the Commonwealth and be open to the public.
2. All applicants for use of meeting rooms ("Users") shall complete a one-time organizational profile card to be kept on file at the Library. Commercial use of meeting rooms is strictly prohibited. The Board of Library Trustees has authority to deny the use of Library facilities to any individuals or groups that fail to comply with the intent of this policy.
3. Meeting room facilities, except for the Trustees Room, will be reserved in accordance with established reservation procedures. The Trustees Room shall not be used for meetings without the express consent of the Board of Library Trustees. Library staff shall have the right to cancel, reschedule, or transfer meeting room locations or dates that conflict with Library sponsored programs and/or special events.
4. Neither a Library Trustee nor Library staff shall censor, change, or limit in any way the content of meetings. However, a Library Trustee and/or Library staff shall have the right to monitor meetings for compliance with this policy with or without cause.
5. Users shall schedule meetings to end at least fifteen (15) minutes before the Library closes. If a User expects its meeting to extend past the 8:45 p.m., the User may, at the discretion of the Library Director, make arrangements with the Library staff to ensure compliance with Library closing procedures. In such event, the Library shall charge the User a fee of \$20.00 per half hour and \$40.00 per hour for all meetings that extend past the 8:45 p.m. deadline.
6. No meetings shall be scheduled on days that the Library is closed. If the Library is closed due to inclement weather or unforeseen events, it is the responsibility of the User to re-schedule the meeting.
7. The Library assumes no responsibility for guaranteeing parking facilities for Users, nor for ensuring that parking spaces are plowed during the winter months.
8. Smoking and consumption of alcoholic beverages are prohibited in all meeting room facilities and on Library premises.
9. Users are responsible for complying with posted room capacity limits. Users may be required to provide a police detail for large groups (25 or more

participants) or for meetings that might cause concern for public safety. Users are responsible for all costs relate to compliance with the above, or violation thereof.

10. Users are responsible for ensuring that meeting room functions do not interfere with the normal operation of the Library nor in any way block or limit access of patrons to Library facilities.
11. Users are responsible for the cleaning up of the meeting room facilities and are financially responsible for any damages to Library property.
12. The Library is not responsible for lost or stolen personal items.
13. Library audio-visual equipment is not available to Users; it is the responsibility of the Users to supply their own equipment.
14. Library staff has the responsibility of informing Users in writing, of any changes to the Meeting Room Policy, 30 days in advance of the changes, along with an explanation of those changes.
15. Requests by Users for an exception from the Meeting Room Policy should be made by the User in writing and submitted to the Board of Library Trustees for consideration.

As approved by the Board of Library Trustees the 1st day of May, 2010.

SUTTON ROOM USE POLICY AND PROCEDURES

I. Policy. Whereas the Sutton Room and the Research Room contain significant original resources, it is the Library's intent to permit the resources to be made available for public use, but not at the expense of any reduction in value of those original resources by, among other things, defacement, mutilation and/or loss.

II. Procedures.

1. Hours. Sutton Room hours are posted on the Library's website at <http://www.peabodylibrary.org/history/index.html> or can be obtained by calling the Library at (978) 531-0100, extension 24. Researchers should schedule appointments in advance. Hours are subject to change without notice.
2. Researchers must leave valid driver's license or other photo identification at Reference Desk or with the archivist and leave outer garments, briefcases, bags, books, newspapers and all personal belongings in a locker near the Research Room. Only a researcher's notepaper and materials needed for research may be brought into the Research Room. Pencils are the only approved writing instrument that may be brought to the Research Room. Laptop computers, cameras and other recording devices may be used provided that their use does not disturb other users; infringe on copyright; or in the judgment of the archivist, threaten materials. Personal photocopying machines are prohibited.
3. Library staff reserve the right to search any materials brought in or taken from the Research Room.
4. Researchers must fill out a registration form describing the project they will be working on. Researchers starting new projects will be required to fill out a new research registration form. This registration is for identification purposes and to better assist the archivist. The form shall be kept for one calendar year.
5. Researchers must fill out request slips for each collection or item requested. The archivist will retrieve the researcher's materials. The Library will retain the request slip for security purposes.
6. Researcher may inspect one item at a time. Only one folder within a box may be removed at a time. Objects must be replaced in the order removed and must remain flat. The archivist will provide cards for place keeping within boxes and folders, and will replace materials in folder or box if researcher is unsure of order.
7. Researchers are to keep items in the same order in which they are provided by the archivist. If the contents of a folder, and, or folders in a box appear to be out of order, the researcher must inform the archivist.
8. Researchers must place books and materials used in the Research Room on the book cart provided for that use. The archivist will reshelv the materials.
9. Archivist will provide gloves that must be worn for handling sensitive materials. All photographic images must be handled with gloves and must be held by the edges. Pillows or other supporting materials will be provided for fragile bound materials

10. Marking of materials and tracing of materials is prohibited. Researchers are not to lean on, or rest books on, surface of items used.
11. Materials from the Sutton Room may not be removed beyond the Sutton or Research Room.
12. Any person found stealing, defacing, mutilating, or in any way damaging materials will be prosecuted to the full extent of the law.

As approved by the Board of Library Trustees the 4th day of April, 2016

BULLETIN BOARD USE POLICY AND PROCEDURES

I. Policy. The bulletin boards in the Library are to be used for useful public information with a preference for listing of information on public events hosted at or by the Library.

II. Procedures.

1. The Circulation Department is in charge of posting items on, and removing items from the bulletin boards in the Libraries except for bulletin boards in the foyer's in or near the Children's Room, which boards will be the responsibility of Children's Room Librarian and staff.
2. The public may leave items they wish to have posted at the Circulation Desk for review by the Assistant Library Director.
3. Postings must be timely and non-profit. They should be from official organizations.
4. No personal messages should be posted.

As approved by the Board of Library Trustees the 3rd day of November, 2003.

ALCOHOL USE POLICY

It is the policy of the Peabody Institute Library that no alcohol shall be served on the Library premises with the exception that alcohol may be served at Library fund raisers or Board-sponsored events. Prior to any event that includes the serving of alcohol, the sponsor must obtain the approval of the Board of Trustees of the Peabody Institute Library. The Board of Trustees may require proof of appropriate insurance coverage. In all instances, the sponsor of the event will comply with all applicable local ordinance and statute.

As approved by the Board of Library Trustees the 2nd day of May, 2011.

LIBRARY USE OF VIDEO SURVEILLANCE EQUIPMENT

For the purpose of the safety and security of the library building and all who enter, video surveillance cameras are installed in selected areas of the library. These areas may include, but are not limited to main entrances, public desks and isolated areas of the building. Barring any technical issues, video surveillance will be in effect 24 hours per day/ seven days per week.

Video surveillance will be focused in designated areas that:

1. May be unsupervised and beyond the normal sightlines of library staff.
2. May be more likely to experience conflicts or acts of aggression (e.g. public desk areas).
3. May contain valuable or sensitive materials or art.

This policy is in force to deter vandalism, theft and mischief in unsupervised or under-supervised areas and to identify those individuals involved in such activity for law enforcement purposes. Equipment may not be used to monitor or track individuals in their normal course of library business.

At all 3 main public entrances a sign will indicate the following:

“The Peabody Institute Library uses video surveillance equipment to gather information that may be used to prosecute, or investigate instances of theft, vandalism, or public endangerment. If you have any questions regarding this activity, please contact the Library Director at 978-531-0100x16.”

Use of Video Surveillance Equipment:

1. System server is located in a Server Room; access is limited to members of the Library’s Management Team and others only as authorized by the Library Director or designated staff. The video surveillance equipment will be dedicated to safety/security use only, and under no circumstances will be used for any other activities unless otherwise required by law.
2. The Library Director and other members of Management Team are authorized to monitor and operate the video surveillance equipment. The Library Director and Assistant Director have remote access to server at their desktop. Other staff members may be given authorization to access this equipment on an “as needed” basis. Access may be given by authorized staff to any agency or individual, e.g. police, retained by the Library to use the information gathered for investigative purposes in order to perform duties related to their job.
3. Governmental requests for access will be handled in compliance with local, state and federal law, and as directed by Library policy/procedure concerning patron confidentiality. No private or individual requests for access will be honored.

Use of Recorded Data:

1. Recorded data is stored on a hard drive located in the Server Room.

2. Access to the recorded data is limited to the people listed above who require the information in the performance of their professional duties, and for no other reason.
3. Logs will be kept of all instances of access to, and use of, recorded data to enable a proper audit trail.
4. The information recorded on the equipment may be used only to document police reportable events e.g. break-ins, theft, or vandalism; and/or for administrative viewing of incidents that may lead to further disciplinary action due to cases of public endangerment, vandalism, theft, or violation of the Library's policies regarding conduct.
5. Records will be viewed only to investigate a pre-defined occurrence. Records will be reviewed first by 2 members of authorized Library staff to ensure that the incident is appropriately dealt with by administration. If the incident is determined to be criminal, appropriate legal or governmental authorities will be notified. The information viewed will remain the property of the Peabody Institute Library and will be treated as confidential to the extent of Library policy and applicable law and statute.
6. Recorded information is stored in the server until the hard drive reaches capacity, at which time data is over-written. This period of time is variable depending on disk space. The photo quality of recorded material is not guaranteed by the Library.
7. The Library Director will be responsible for the Library's privacy obligations with regard to recorded and stored data.

Breach of Privacy

In the event that a privacy breach is discovered (loss or theft of footage, or inadvertent disclosure of personal information) immediate action will be taken by the Library Director or Assistant Director to control the situation, as follows.

1. Identify the scope of the breach and take steps to contain the damage, (e.g. retrieve copies of recorded information, determine if unauthorized access to an electronic system has occurred, etc).
2. Insure that Library administration and appropriate staff are notified immediately of the breach.
3. If so advised by legal counsel, notify individuals whose personal information has been disclosed and if appropriate, notify legal authorities.
4. Conduct an internal investigation into the matter, report on the findings and quickly implement any recommendation. The objectives of this investigation should include: A review of the circumstances surrounding the event as well as the adequacy of existing policies and procedures in protecting personal information.

As approved by the Board of Library Trustees the 3rd day of December, 2012.

NO SMOKING POLICY AND PROCEDURES

I. Policy. Whereas smoking may cause damage to Library property and disrupt other patrons' healthful Library experience, the following procedures are implemented:

II. Procedures. To ensure a comfortable and healthful Library experience for all, smoking of tobacco and marijuana are prohibited in Library buildings and on Library grounds, including grass areas, sidewalks on Library property and Library parking lots. The smoking of electronic cigarettes, and use of all vaping products, is prohibited inside Library buildings.

As approved by the Board of Library Trustees the 4th day of October, 2021.

CREATIVITY LAB MAKER POLICIES

The Peabody Institute Library’s Creativity Lab provides all community members with the place, tools and learning opportunities to become inspired creators and explorers of science, art, technology and fabrication. The Peabody Institute Library will make every attempt to ensure the safe operation of the equipment and the space, and assumes no liability for injury or theft. Users agree to follow policies and procedures as established for the purpose of safety and fair use of the equipment and the space.

“Maker” refers to the person using Peabody Institute Library Creativity Lab equipment. In the case of a minor under age 18, the parent or guardian assumes responsibility for the terms of this agreement.

1. Maker agrees to refrain from engaging in any behavior that may create an unsafe environment for him/herself, other users, and/or library staff.
2. Prior to using the Creativity Lab for the first time, makers must (a) complete maker registration and liability forms, and (b) verify his/her identity with a valid photo ID. A minor’s identity must be verified by a parent or guardian with a valid photo ID. Valid photo IDs are valid state-issued driver’s licenses, state-issued identification cards, or a valid passport.
3. Makers must “check in” with the staff member on duty and sign the guest book each time they use the Peabody Institute Library Creativity Lab. Library staff, at their discretion, reserve the right to require a photo I.D. or proof of identification.
4. Open Lab hours are provided for independent work under staff supervision. These hours will be determined by the Programming Librarian and may change from time to time. Open Lab participants must be age 13 or older. Makers between the ages of 9 and 12 may attend Open Labs with a parent/ guardian. During Open Lab time, certain pieces of equipment may be restricted by age and may require safety and/or instructional training.
5. Makers must participate in mandatory training in order to use selected equipment and may not use these tools until training has been completed. Makers must attend trainings in person. When using a tool that does not require training, the maker is certifying that he/she is capable of using that item in a safe and proper manner. Peabody Institute Library Creativity Lab staff will be available to assist in explaining operation of tools and equipment as time allows and will provide manuals and/or documentation, if available, upon request.
6. The Peabody Institute Library provides the maker with access to safety supplies in the Lab, including safety goggles, masks, gloves, first aid kits, and fire extinguishers. Safety equipment must be used as posted.
7. The maker agrees that the Peabody Institute Library is not responsible for the quality of, or manufacturing defects in, tools or equipment.
8. The maker agrees that if any tool or piece of equipment becomes unsafe, or is in a state of disrepair, he/she will immediately discontinue use of the tool and notify the Peabody

Institute Library Creativity Lab staff.

9. The maker must report to staff on duty any accident or incident that occurs on the Peabody Institute Library Creativity Lab premises.
10. Most tools and equipment are available to makers on a first- come, first-served basis, for use in the Creativity Lab space only. Selected equipment/tools may be reserved in advance. Time limits may apply during periods of heavy use.
11. Items used in the Lab must be returned by the maker to their original location. Storage units and spaces are labeled in order to facilitate the proper return of tools. Users are to return tools to staff if unsure of proper storage space.
12. Items used in the Lab are to be returned in the same condition as they were issued, barring normal wear and tear. All items must be returned clean. The maker agrees to pay for the loss of or damage to any items and further agrees to accept the Library staff's assessment of fair restitution for damage, dirtiness, delinquency and/or loss of items in part or total. This restitution amount could equal as much as the replacement cost of the item.
13. The maker agrees to take precautions to avoid causing unnecessary mess or damage in the Peabody Institute Library Creativity Lab. The maker agrees to clean up his/her workspace in the Peabody Institute Library Creativity Lab following use, returning the workspace to its original state. The maker agrees to inform the Staff member in the case that he/she is unable to return a work surface, tool or equipment to its original state.
14. With the exception of beverages in closed containers, food and drink are not allowed in the Creativity Lab. However, library staff reserve the right to exercise discretion at events or programs to allow for food and drink when deemed appropriate.
15. The maker acknowledges that the library is able to provide free consumable materials on a limited basis. The maker agrees to avoid wasting consumable supplies and materials. Selected materials may be available for purchase. Library staff reserves the right to limit or prohibit the use of consumables and/or tools not provided by the Peabody Institute Library Creativity Lab.
16. If the staff in charge is of the opinion that a maker is not qualified to use equipment, staff may limit further use of equipment until adequate training is provided.
17. Library staff is not responsible for lost or stolen material, whether physical, intellectual, or digital. Makers agree to comply with all applicable local, state and federal regulations, including copyright law.
18. In all cases, library staff reserves the right to exercise discretion to ensure safety and fair use of the Creativity Lab.
19. Library staff reserve the right to change policies at any time. Policies currently in effect are posted on the Creativity Lab website and are available upon request.

As approved by the Board of Library Trustees the 5th day of December, 2016

PEABODY INSTITUTE LIBRARY
CREATIVITY LAB

LIABILITY WAIVER

I agree that I am voluntarily participating in Creativity Lab with knowledge of the risks of doing so, such as the risks of injury, property damage, or death resulting from the use or misuse of potentially dangerous tools or materials.

I, _____ (print name), affirm that the information I have provided on the Maker Registration Form is current, true, and correct. I understand that this information may be subject to verification or update as needed.

I, _____ (print name), do hereby for myself, on behalf of my heirs, successors, and assigns, in consideration of being permitted to use tools and equipment, waive any and all claims against the City of Peabody/Peabody Institute Library for any personal injury, illness, death, or liability resulting from or arising out of the carelessness, recklessness, negligence and/or fault of the Peabody Institute Library.

I, _____ (print name), hereby for myself, on behalf of my heirs, successors, and assigns, in consideration of being permitted to use tools and equipment, agree to release and indemnify and hold harmless and defend the City of Peabody/Peabody Institute Library, their offices, agents, volunteers, Board of Trustees and employees from any and all liability, loss, claims, and demands, actions, or cause of action for the death or injury to any persons and for any property damage suffered or incurred by any person which arises or may arise or be occasioned in any way from the maker or possession of tools, technology, equipment or supplies I am using in the Peabody Institute Library Creativity Lab. Any available insurance of the maker's shall be primary and the City of Peabody/Peabody Institute Library's be non-contributory.

The parties intend each provision to be severable and separate and apart from one another.

The parties agree that any and all disputes resulting in litigation will be commenced, litigated, and adjudicated only in the County of Essex, State of Massachusetts.

If a court of law construes that any part of this release is invalid, such construction shall not invalidate the remainder of this release.

LIABILITY WAIVER PAGE 2

PHOTOGRAPHY/PUBLIC RELATIONS RELEASE

I acknowledge that Creativity Lab events may be recorded in audio, visual, and/or audiovisual media and I consent to the making and use of such recordings by the Peabody Institute Library and/or its licensees for any purpose. I release the City of Peabody /Peabody Institute Library and its licensees from and waive any claims related to or arising by reason of the making and/or use of any such recordings. I grant to the Peabody Institute Library the right to use my likeness in connection with the use of the recordings.

ACKNOWLEDGEMENT

I have read and understand the Peabody Institute Library Creativity Lab policies and guidelines for tool usage and agree to abide by these, have no questions about their intent and voluntarily accept the terms of the waiver by signing my name below.

Signature _____ Date _____

Printed Name _____

Any maker under eighteen years of age must also obtain the following consent and release before using the Peabody Institute Library Creativity Lab.

I, _____ (print name), am the parent or guardian of _____ (print name).

I consent to this on behalf of minor child, and state that I have read the above waiver, have no questions about its meaning and voluntarily accept the terms of this release by signing my name below.

Parent/Guardian

Signature _____ Date _____

As approved by the Board of Library Trustees the 5th day of October, 2015.



Maker Registration Form

Name: _____ Date of Birth: _____

Phone #: _____ E-mail: _____

Please check here if you would like to be added to the Creativity Lab's e-mail newsletter list to receive updates on Creativity Lab programs, hours, tools and services.

Street Address: _____

Emergency Contacts Information

If under 18 please list a parent/guardian as your first contact.

#1

Name: _____

Relationship: _____

Telephone #: _____

#2

Name: _____

Relationship: _____

Telephone #: _____

What are you most interested in learning or making in the Creativity Lab?

Share your skills and passions

Are you interested in helping with classes or programs in the Creativity Lab?

Yes

Maybe

Not right now

If so, what would you like to teach? _____

Staff use only:

Maker name: _____

Liability Waiver signed

Identification type: _____

Staff initials: _____

Trainings completed

3D printer. Date: _____

Laser cutter. Date: _____

CNC milling. Date: _____

Embroidery machine. Date: _____

Notes: _____

As approved by the Board of Library Trustees the 8th day of September, 2014.

PHOTOGRAPHY AND VIDEOGRAPHY POLICY

- I. **Policy:** As a public building, photography and videography under the conditions described herein are permitted to the extent that they do not interfere with the operations, programs and activities of the library. In all instances, the privacy of patrons' choice of reading and viewing materials will be respected.

The Board hereby authorizes photography and videography in library facilities as follows:

1. Casual amateur photography and videography is permitted in lobby, study and program areas of library facilities for patrons and visitors wanting a remembrance of their visit. Any such photographers and videographers are responsible for obtaining all necessary releases and permissions from persons who are photographed or captured on video.
 2. No commercial photography or videography may occur in library facilities without the prior written permission and approval of the director, or designee. Such approval shall contain the conditions under which the commercial photography or videography will take place and address the rights to ownership of the photos/videos.
 3. As necessary for the positive promotion of the library in its community and to supporters, the library may use photographic or video images of its patrons in publications, productions, presentations/displays and Web content.
- II. **Procedure:** Library staff will make every effort to inform attendees at the beginning of relevant events of the intention to document the event through the use of photography or videography. Program attendees who prefer to opt out of participating in photographic or video images at library events shall make their preferences known to Library staff. Any consent granted pursuant to this policy to permit photography or videography may be revoked at any time upon failure to comply with terms of the policy or other rules and regulations of the library.

As approved by the Board of Library Trustees the 6th day of March, 2017.

PRINCIPLES OF MATERIALS SELECTION AND USE

It is a long established principle that, in a democracy, there must be a free interchange of ideas and information. This principle is recognized in both the Massachusetts and United States Constitutions. Public libraries are agents of the public and any action which overtly or covertly labels, restricts or removes materials from public access because of partisan or doctrinal disapproval is alien to the democratic system and to a public library's role as a source of information and education representing all views. The following procedures for materials selection have been established to reaffirm these principles.

1. Material selection is the responsibility of the professional Library staff.
2. Materials will be selected on the basis of reviews in accepted review media and on the professional judgment of the Library staff. Selection will be guided by the following goals:
 - a) to provide as wide a range of views on various issues as possible, and
 - b) to provide a well developed collection in all areas of human knowledge.
3. No material shall be removed, labeled or restricted because of partisan or doctrinal disapproval of content. The Library rejects attempts by one or more citizens to determine what is suitable for the general public. No challenged Library material shall be removed from the Library under any legal or extra-legal pressure, save an independent determination by a judicial officer in a court of competent jurisdiction and only after an adversary hearing, in accordance with well established principles of law.
4. It is the responsibility of each individual to determine for himself what he considers appropriate material for himself. Parents or guardians should assume that responsibility for their children.
5. The rights of an individual to the use of the Library should not be denied or abridged because of his age, race, religion, national origins or social or political views.

As approved by the Board of Library Trustees the 3rd day of November, 2003.

ADULT SERVICES DEPARTMENT'S COLLECTION DEVELOPMENT AND MANAGEMENT POLICY AND PROCEDURES

I. Policy. The Peabody Institute Library is a medium-sized public library. The main library is located in the busy downtown area. There are two branch libraries, one located in South Peabody and one located in West Peabody. The main library has an adult collection of approximately 150,000 items in print and non-print formats and circulates approximately 48,000 items from the adult collection in the main library annually, to a culturally and economically diverse population. Appendix A to this policy includes the 2000 Census Table DP-1: Profile of Demographic Characteristics for Peabody, MA

The Peabody Institute Library provides free library services for the adult residents of the City of Peabody and surrounding communities. These services are provided chiefly through the development and effective use of its collection of books and other materials, specifically selected to satisfy the informational, recreational, educational, and cultural needs of area residents. As a basis of this policy, the Board endorses The Freedom to Read Statement of the American Library Association and the Association for American Publishers, and The Library Bill of Rights adopted by the American Library Association. Both these documents are located in the Appendix to this policy.

The purpose of the Collection Development and Management Policy is to guide the Library staff and to inform the public about the principles upon which the Library's collection is built and maintained. The intent is to provide a basis for building and managing the Library's information resources in a manner that is both cost effective and relevant to library users.

II. Collection Development and Management Procedures.

A. Collection Selection.

1. Responsibility. Ultimate responsibility for materials selection policy lies with the Board of Library Trustees. The Board delegates to the Director of the Library the selection of library materials and the development of the collection. The Adult Services Librarian manages this selection and management process on a daily basis. The general public and non-professional staff members may recommend materials for consideration.

2. Selection. "Selection" refers to the decision that is made either to add a given item to the collection or to retain one already in the collection. The Adult Services Librarian consults several evaluation/review sources (e.g., professional book reviews, journals) as an aid in selection. Some of the resources used in the selection process are:

- *Library Journal*
- *School Library Journal*
- *Publisher's Weekly*
- *Booklist*
- *Kirkus Reviews*
- *New York Times Book Review*
- *The Boston Globe*

- *Criticas*
- *Video Librarian*
- *The Public Library Catalog*
- *The Fiction Catalog*
- *Baker & Taylor Forecasts*
- *Ingram Advance*
- *Facets Online Newsletter* (multimedia)

The following factors influence the selection process:

a. *The community's interests and needs*

Recognizing that any community contains people with different backgrounds, sensibilities, personalities, interests, and needs, the Library must strive to provide materials that balance all elements. A conscious effort will be made to create an unbiased collection of a wide range of views on a variety of religious, political, and moral issues thereby promoting balance among the Library's collection.

b. *The merits of each item*

Non-fiction will be selected on the basis of its timeliness, accuracy, authoritativeness, clarity, importance to the collection, and relevance to the needs of the community. Fiction works will be considered on the basis of the quality of the writing, significance of the author, popular appeal, and likely longevity of theme relevance.

Materials are selected on the basis of the content as a whole, rather than focusing on isolated passages, and without regard to the personal history of the author. In no case is any book included or excluded merely because of the race, nationality, ethnicity, sexual orientation or the political or religious views of the author. In the case of controversial issues, variety, diversity, and balance of opinion are represented whenever available. Serious works, which present an honest aspect of life, will not be excluded because of frankness of expression.

c. *Constraints*

Duplication of titles is determined by popularity and importance of the book. The materials budget, the existing collection, the limits of shelf space, and the availability of the work elsewhere will be considered in the selection of materials. The Library seeks to draw upon the collection and resources of neighboring libraries, members of Noble, and the Northeast Massachusetts Regional Library System to provide effective use of the budget, and to reduce unnecessary duplication of resources. Appendix B to this policy provides standards and guidelines for selection of items in all formats.

3. Patron Challenges.

Patrons are able to voice their objections to any items in the collection. Appendix C to this policy contains the procedure for Requests for Reconsideration, as well as the ALA's Request for Reconsideration Form.

4. Gifts and Donations

Gifts and donations of materials accepted by the Library are subject to the same process as purchased materials. They are considered with the explicit understanding that such factors as duplication, merit, lack of community interest, processing costs, physical condition of the materials, or inadequate shelf space may prevent their addition to the collection or permanent retention on the shelves. Gifts and donations are accepted with the understanding that the Library may, at any time, discard them or offer them for sale through the Friends of the Library Book Sale.

Guidelines for gifts and donated materials that will be accepted for consideration are located in Appendix D to this policy. Those are guidelines only and the Donation Policy and Procedure must be complied with.

B. Collection Management

1. Goals.

The goals of Collection Management are to evaluate and preserve the materials where possible for users now and in the future; to replace materials of importance to the collection; and to weed out materials that are no longer of value to the area residents.

2. Criteria for Collection Evaluation.

Circulating collections undergo periodic reassessment to determine their appropriateness and suitability to current needs, to make space for current materials, to make the collections more attractive, to facilitate the ease of use of the collections by patrons and staff, and to reduce the damage to books caused by overcrowding and space limitations. The collections management librarian uses circulation statistics in conjunction with the appropriate professional reference tools (e.g., *The Public Library Catalog* for nonfiction titles and *The Fiction Catalog* for fiction) to evaluate the importance of any given title to the collection. Items may be returned to the shelves, replaced with newer editions, or weeded from the collection.

The Collection Management Librarian is also concerned with ensuring a balance across the various media formats available in a circulating collection, in light of ever increasing and changing electronic resource formats. This is done, in part, by establishing links among various formats; and the need to maximize the availability of special resources by researching, establishing and maintaining collaborative programs and grant opportunities.

3. Replacements.

Circulating collections frequently require replacement of missing or worn out copies. The replacement lists allow for coordinated ordering of "in print" titles. Since the Library is a recipient of gift books, the staff continuously evaluates donations as a source

of replacement copies. Appendix B to this policy includes a list of criteria used in Replacements Selection.

4. Weeding.

In order to maintain a relevant collection of resources, the collections management librarian continuously evaluates the collection and weeds items no longer relevant to patrons of the library. The weeding of outdated or superceded materials is as crucial to the maintenance of a useful and viable collection as is the selection process.

Frequency of circulation, community interests, and availability of newer and more valid materials are of prime consideration. Local history is an exception. Once popular fiction is no longer in demand it is discarded, as are nonfiction materials that are determined to be no longer accurate or current.

Titles that are discarded in the weeding process may be offered as appropriate to research libraries, other public libraries or are disposed through library book sales or recycling.

Appendix E to this policy provides standards and guidelines for weeding items in all formats.

Appendices

- Appendix A: Most Recent Census Table DP-1: Profile of Demographic Characteristics for Peabody, MA
- Appendix B: Selection Guidelines and Standards
- Appendix C: Procedures for Requests for Reconsideration and ALA Request for Reconsideration Form
- Appendix D: Guidelines for Gifts and Donations
- Appendix E: Guidelines for Weeding (based on CREW)
- Appendix F: ALA's Library Bill of Rights
- Appendix G: ALA's Evaluating Library Collections: An Interpretation of the Library Bill of Rights
- Appendix H: ALA's Guidelines for the Development and Implementation of Policies, Regulations and Procedures Affecting Access to Library Materials, Services and Facilities

As approved by the Board of Library Trustees the 3rd day of November, 2003.

Appendix A:
DP-1 Peabody, MA: Profile of General Population and Housing Characteristics: 2010

Subject	Number	Percent
SEX AND AGE		
Total population	51,251	100.0
Under 5 years	2,493	4.9
5 to 9 years	2,518	4.9
Median age (years)	44.6	(X)
18 years and over	41,469	80.9
65 years and over	10,520	20.5
Male population		
Under 5 years	1,262	2.5
Median age (years)	42.5	(X)
16 years and over	19,991	39.0
Female population		
	26,928	52.5
RACE		
Total population	51,251	100.0
One Race		
White	46,318	90.4
Black or African American	1,206	2.4
American Indian and Alaska Native	91	0.2
Asian		
Asian Indian	204	0.4
Chinese	197	0.4
Filipino	133	0.3
Japanese	38	0.1
Korean	77	0.2
Vietnamese	104	0.2
Other Asian	203	0.4
Native Hawaiian and Other Pacific Islander	5	0.0
Some Other Race	1,853	3.6
Two or More Races		
White; American Indian and Alaska Native [3]	67	0.1
HISPANIC OR LATINO		
Total population	51,251	100.0
Hispanic or Latino (of any race)		
Mexican	147	0.3
Puerto Rican	686	1.3
Cuban	61	0.1
Other Hispanic or Latino	2,318	4.5
Not Hispanic or Latino		
	48,039	93.7
RELATIONSHIP		
Total population	51,251	100.0
In households		
In households	50,731	99.0
In group quarters		
In group quarters	520	1.0
Institutionalized population		
	397	0.8
HOUSEHOLDS BY TYPE		
Total households	21,313	100.0
Family households (families)		
Family households (families)	13,396	62.9
With own children under 18 years		
	5,192	24.4

Nonfamily households	7,917	37.1
Householder living alone	6,682	31.4
Average household size	2.38	(X)
Average family size	3.02	(X)
HOUSING OCCUPANCY		
Total housing units	22,220	100.0
Occupied housing units	21,313	95.9
HOUSING TENURE		
Occupied housing units	21,313	100.0
Owner-occupied housing units	13,988	65.6
Population in owner-occupied housing units	36,266	(X)
Average household size of owner-occupied units	2.59	(X)
Renter-occupied housing units	7,325	34.4
Population in renter-occupied housing units	14,465	(X)

Appendix B: Selection Guidelines and Standards

Goals of Collection Development

- To support the Library's mission by identifying, evaluating, and acquiring circulating materials which support:
 - The information needs and public research of the residents of the City of Peabody and the surrounding communities; and
 - The recreational and educational needs of the City of Peabody
- To make materials accessible;
- To build on existing collections;
- To develop collections in response to technological advances, current events and information needs;
- To make materials available in a variety of formats;
- To make the best use of existing financial resources;
- To make informed decisions in terms of format choices.

Materials Selection/Evaluation Criteria

1. Fiction Criteria. Factors for selection include genre, expected demand, and community interests.

- Readability, or ability to sustain interest.
- Plot development.
- Effective characterization.
- Authenticity of setting.
- Representation of important movements, genres, trends, or national cultures.
- Insight into human and social conditions.
- Artistic presentation and experimentation.

2. Non-Fiction Criteria. For non-fiction, criteria include accuracy, currency, indices, and other reference tools. Availability of other titles in the field is also considered. Not all criteria apply to all acquisitions in this area.

- Reputation or qualifications of the author, artist or publisher.
- Appearance of the title or author in special lists and bibliographies.
- Timeliness or permanence of the work.
- Clarity, accuracy, logic of presentation and/or ease of use.
- Contribution to the field of knowledge.
- Relationship to the existing collection and to other titles and authors dealing with the same subject.
- Availability of the material in the system, in other libraries or in print.
- Present and potential relevance to community interests and needs.
- Reader demand.
- Value of resource in relation to its cost.
- Suitability of format for library use.

- Technical characteristics, i.e. quality of paper, typography, binding.
- Space considerations.
- Suitability of subject and style for intended audience.
- Level of difficulty.
- Comprehensiveness and depth of treatment.
- Attention of critics and reviewers.
- Quality of illustrations.
- Literary quality.
- Representation of opposing views.
- Professional judgment.

3. Video/DVD Criteria. The Library offers videocassettes and DVDs for recreational (feature films) and information (i.e., educational series, documentaries, instructional) needs. The guidelines used in the selection of these items include literature tie-in (film based on novel or book); critical acclaim (major award-winning films); contemporary, general appeal; classic films; and value or importance to area residents (nonfiction items in art/history/educational/instructional areas).

4. Paperbacks. Mass market paperbacks, mostly but not exclusively fiction titles, are collected on a popular or recreational level to supplement the hardbound fiction and nonfiction collections, and to support library programming. Paperback format may also be selected for titles in the permanent fiction and nonfiction collections when the hardbound format is not available or out of print.

5. Large Print Books. The Library offers fiction and nonfiction in large print formats on a popular or recreational level to supplement the hardbound fiction and nonfiction collections.

6. Foreign Language Selection. Foreign language titles in fiction and nonfiction are ordered on a limited basis to serve the larger ethnic populations of Peabody residents, primarily including Spanish, Portuguese and Greek.

7. Multimedia Selection. The Library offers a small collection of multimedia items in fiction and nonfiction formats, intended to aid residents in areas such as college/career materials, GED and other test preparation, arts and crafts, and ESL and adult literacy.

8. Replacements. Special lists of needed replacements are compiled by staff on classic, reference, topical interest titles throughout the year.

Replacement selection is based on the following criteria:

- Is the item still in demand?
- Is it considered basic or a classic work in its field?
- Is the subject better covered in other works in the collection?
- Is it a duplicate of materials in the collection, and is duplication still needed?
- Is it a last copy of a work in the whole system?

- Is there enough material on this subject in the collection?
- Is the item in print at a reasonable cost?

Appendix C: Procedures for Requests for Reconsideration

The Peabody Institute Library is willing to re-examine its position on any item in the library's collections. These procedures have been established to deal with objections to materials owned by the Library. No item shall be removed or restricted because of a complaint except in accordance with these procedures.

Any Peabody resident may file a Request for Reconsideration. If the Library has been previously presented with a Request for Reconsideration of a specific title and determines, according to policy, that the item will remain in the Library's collection, that item shall not be requested to be reconsidered again for 1 year from the date of the Library's final decision regarding said title.

1. Initial Complaint. Complainants who come in person, or submit complaints by telephone or by letter should be offered a copy of the REQUEST FOR RECONSIDERATION OF LIBRARY MATERIALS form (attached) on which their formal complaint may be submitted. To activate the reconsideration procedures, a complaint must be in writing on the approved forms. Anonymous telephone calls, rumors and voiced concerns are not sufficient to initiate action. Action occurs only when the REQUEST FOR RECONSIDERATION form is returned. Complainants should also be offered a copy of the Peabody Institute Library Collection Development & Maintenance Policy to review.

2. Preliminary Review. As soon as a complaint is filed, the objections should be reviewed by a committee of professional staff appointed by the Director. The item should be read, viewed or listened to in its entirety by the committee, the original reasons for purchase should be evaluated, and objections should be considered in terms of the Library's materials selection policy, the principles of the LIBRARY BILL OF RIGHTS, and the opinions of the various reviewing sources used in materials selection.

3. Preliminary Response. The objections and the preliminary response should be forwarded to the Library Director, who should review the response and either add relevant comments or return the response to the committee for further clarification, following which the selector should make a written response to the complainant.

It is critical that the review process be as objective as possible. If the challenged item does not meet the Library's selection criteria, then the Library should be ready to acknowledge that the material is unsuitable and withdraw it from the collection. If, on the other hand, the material does meet the selection criteria and is deemed suitable for the collection, the Library should respond to the complainant clearly and precisely. The response should also inform the complainant how to pursue the matter further.

4. Alert the Trustees. Simultaneous with the preliminary review and the formulation of a preliminary response, the Library Director should routinely notify the Trustees that a

formal complaint has been made.

5. First Appeal. If the complainant is not satisfied with the preliminary response, the Library Director is the person to whom an initial appeal is made. The complainant should be contacted promptly by the Director, the library's decision should be explained, and further discussions welcomed.

6. Second Appeal. If the complainant still feels that the problem has been dealt with inadequately, a final appeal to the Trustees of the Peabody Institute Library can be made. The appeal should be submitted in writing and will be placed on the agenda of the next regularly scheduled Trustees meeting, at which time the Board will conduct a challenge hearing to provide the forum for the complainant to air objections to the title in the collection and the recommendation of the Library Director. It should be announced at the beginning of the hearing that the Board will issue its decision at the following regularly scheduled meeting, and that the hearing is simply to hear all sides of the issue.

As approved by the Board of Library Trustees the 8th day of June, 2022.

REQUEST FOR RECONSIDERATION OF LIBRARY MATERIALS

Date: _____

Name: _____

Address: _____

Phone: _____ Email: _____

1. Resource on which you are commenting:

Book Magazine Newspaper

Audiovisual Content of Other
resources Library program

Title: _____

Author/producer: _____

Publisher: _____ Publication Date: _____

Location:

Main Library South Branch West Branch

Type of Book/Item: Adult Young Adult Children's

2. Complaint represents:

Individual Organization or group (name) _____

3. Why do you object to this material?

4. To what specifically? (cite pages or parts)

5. Did you read the entire item? _____ if not, what parts?
6. What do you feel might be the result of reading, listening, or viewing this material?
7. What do you believe to be the theme of this work?
8. Are you aware of the judgment of this material by professional critics? _____
What reviews have you seen?
9. What would you like the library to do about this material?
10. Would you recommend this material to anyone?
11. In its place, what material of equal literary quality would you recommend that would convey as valuable a picture and perspective of the subject treated?

Or, what book do you believe should be added to this collection to counter-balance the viewpoints in this book?

Please return this form to:
Cate Merlin, Library Director
Peabody Institute Library
82 Main Street, Peabody MA 01960
merlin@noblenet.org

The Library Director will respond to your request within 30 days.

Appendix D: Guidelines for Gifts and Donations

Donations of material can contribute to the Library's resources over time as they supplement and enhance existing collections that support the recreational and educational needs of staff and patrons. Hardcover trade titles, paperbacks, compact discs, and videos are the formats normally brought in by donation.

The Library accepts donations according to the following guidelines:

- All donations become the property of the Peabody Institute Library and are subject to its policies and procedures.
- Due to internal priorities, it is not possible to have individual donations cataloged and processed within defined periods of time.
- Donors who want an appraisal of their material for income tax purposes should make such arrangements prior to donation. The Library does not perform appraisals.
- Some categories of material cannot be used by the Library such as textbooks, Reader's Digest condensed books, and back issues periodicals. Potential donors are urged to contact the librarian for more information.
- Materials in poor physical condition cannot be cost effectively added to the Library's collections.
- Materials that cannot be used by the Library will be forwarded to The Friends of the Library as donations for their book sale.

Appendix E: Weeding Policy and Procedure

Listed below are the general standards and guidelines for weeding items in all formats.

1. To identify and withdraw incorrect or outdated materials. Patrons expect up-to-date information. Outdated medical, legal, travel, tax and educational information especially can cause serious problems for patrons.

2. To remove from the collection those materials that are no longer of use. Space constraints require regular weeding of unused items. If the collection is full of materials that are not being used, patrons cannot find the materials that they do want. Since we add approximately 3500 items each year, we should be weeding somewhat less than that (taking into account attrition from other sources). Optimally, shelves should not be more than 3/4 full.

3. To remove worn or damaged materials. Attractive, clean materials are preferred by patrons and give the message that the library is a modern, up-to-date source of information. A well-maintained collection sends the message that we expect patrons to treat our materials with respect and return them in the good condition in which they were borrowed. Patrons appreciate a well-maintained collection and are more likely to support it with their tax dollars than they would support a library collection that looks like someone's old attic. Popular worn titles should be withdrawn and replaced with attractive newer editions. Classics will circulate heavily if they are clean and inviting.

4. To increase circulation. Paradoxically, decreasing the size of the collection often results in increasing circulation. Patrons find it difficult to find useful materials when the collection is overcrowded with outdated, unattractive, irrelevant materials. Weeding makes the "good stuff" more accessible. Death from overcrowding is a common result of collections that are not properly and regularly weeded

5. Weeding policies for specific collections.

a. Fiction

1. The book has not circulated in two years.
2. The book is in poor physical condition.
3. There are multiple copies of the book.
4. The book is not listed in the *Fiction Catalog*.

Excess multiple copies of books, which would otherwise be kept, should be discarded or moved to the "Reading Group" collection two years after

acquisition; the maximum number of copies to be retained in the Fiction Collection is two copies.

Items to be discarded will be loaded onto book trucks and taken to Technical Services for deletion from the Noble database. Books in good physical condition should be kept for sale by The Friends of the Library; those in poor condition should be discarded. The library will follow City and State regulations with regard to de-acquisition of library materials as City property.

The last system copies of any item should not be discarded unless the librarian so determines. The primary responsibility for weeding is that of the collection librarian.

b. Nonfiction

1. Use the CREW guidelines (attached) to determine subject-specific time guidelines for dated or obsolete materials. Areas of greatest importance are titles in Technology, Career/Education, Local History and Interest, Medicine/Health, Business/Investments, Travel, and the Natural Sciences.
2. Books in poor physical condition.
3. Multiple copies.
4. The item is not listed in the *Public Library Catalog*.
5. Lesser important items in subject areas that are oversubscribed.

c. Paperbacks and Large Print Collections (secondary print collections)

1. Poor physical condition
2. Multiple copies
3. Rarely used (poor circulation)

d. Multimedia materials (e.g., videocassettes, DVDs, Music CDs, Audio-books (audiocassettes or CD format) and other non-print materials)

1. Worn out
2. Out of date
3. Rarely used (poor circulation)

6. Weeding Process

- a. Identify items that are candidates for weeding:
 - Train staff to remove shabby, outdated materials for consideration by the Librarian.
 - Train menders to set aside poor candidates for mending for consideration by the Librarian (replace if appropriate).

- Train staff to use printouts of items not circulated in a certain amount of time (generally 3 years) to remove items for consideration by the Librarian. Where appropriate, staff will note if there are other copies of the book, or other books on the subject on the shelf.
 - Examine specific date- sensitive areas (business, investment, science, medicine, law, technology, etc. and weed those items whose information is not current.
 - Weed subject areas where currency is less urgent, less often, but still on a regular basis, based on computer generated usage statistics and condition.
 - Encourage all staff to be on the alert for dated and superfluous materials.
 - Expect staff to make suggestions for weeding and replacement on a continuing basis, for all areas of the collection, including print and other media formats.
- b. Physically prepare items to be withdrawn
- c. Remove items from the database.
- d. Order new and replacement titles as necessary.

Appendix F: ALA's Library Bill of Rights

The American Library Association affirms that all libraries are forums for information and ideas, and that the following basic policies should guide their services.

I. Books and other library resources should be provided for the interest, information, and enlightenment of all people of the community the library serves. Materials should not be excluded because of the origin, background, or views of those contributing to their creation.

II. Libraries should provide materials and information presenting all points of view on current and historical issues. Materials should not be proscribed or removed because of partisan or doctrinal disapproval.

III. Libraries should challenge censorship in the fulfillment of their responsibility to provide information and enlightenment.

IV. Libraries should cooperate with all persons and groups concerned with resisting abridgment of free expression and free access to ideas.

V. A person's right to use a library should not be denied or abridged because of origin, age, background, or views.

VI. Libraries which make exhibit spaces and meeting rooms available to the public they serve should make such facilities available on an equitable basis, regardless of the beliefs or affiliations of individuals or groups requesting their use.

VII. All people, regardless of origin, age, background, or views, possess a right to privacy and confidentiality in their library use. Libraries should advocate for, educate about, and protect people's privacy, safeguarding all library use data, including personally identifiable information.

Adopted June 19, 1939, by the ALA Council; amended October 14, 1944; June 18, 1948; February 2, 1961; June 27, 1967; January 23, 1980; January 29, 2019.

Inclusion of "age" reaffirmed January 23, 1996.

Appendix G: ALA's Evaluating Library Collections: An Interpretation of the Library Bill of Rights

Libraries continually develop their collections by adding and removing resources to maintain collections of current interest and usefulness to their communities. Libraries should adopt collection development and maintenance policies that include criteria for evaluating materials. Reasons for inclusion or removal of materials may include but are not limited to accuracy, currency, budgetary constraints, relevancy, content, usage, and community interest. The collection-development process is not to be used as a means to remove materials or deny access to resources on the grounds of personal bias or prejudice or because the materials may be viewed as controversial or objectionable. Doing so violates the principles of intellectual freedom and is in opposition to the *Library Bill of Rights*.

Some resources may contain views, opinions, and concepts that were popular or widely held at one time but are now considered outdated, offensive, or harmful. Content creators may also come to be considered offensive or controversial. These resources should be subject to evaluation in accordance with collection-development and collection-maintenance policies. The evaluation criteria and process may vary depending on the type of library. While weeding is essential to the collection-development process, the controversial nature of an item or its creator should not be the sole reason to remove any item from a library's collection. Rather than removing these resources, libraries should consider ways to educate users and create context for how those views, opinions, and concepts have changed over time.

Failure to select resources merely because they may be potentially controversial is censorship, as is withdrawing resources for the same reason. Library workers should consider the cataloging, classification, and display of resources to ensure that they are discoverable and readily available to the populations they are meant to serve.

The American Library Association opposes censorship from any source, including library workers, faculty, administration, trustees, and elected officials. Libraries have a profound responsibility to encourage and support intellectual freedom by making it possible for the user to choose freely from a variety of offerings.

Adopted February 2, 1973, by the ALA Council; amended July 1, 1981; June 2, 2008; and June 25, 2019.

Appendix H: ALA’s Guidelines for the Development and Implementation of Policies, Regulations, and Procedures Affecting Access to Library Materials, Services, and Facilities

The American Library Association has adopted the *Library Bill of Rights* and interpretations of the *Library Bill of Rights* to provide library governing authorities, library workers, and library users with guidelines on how constitutional principles apply to U.S. libraries.

Publicly supported libraries exist within the context of a body of law derived from the U.S. Constitution, defined by federal, state, local, and tribal law, and implemented by regulations, policies, and procedures established by their governing bodies and administrations. These regulations, policies, and procedures establish the mission of the library; define its functions, services, and operations; and help ascertain the rights and responsibilities of the individuals served by the library.

Publicly supported library service is based upon the First Amendment right of free expression. The publicly supported library is a government entity that provides free, equal, and equitable access to information for all people of the community it serves. When this purpose is confirmed in policies and practices, the library is a designated limited public forum for access to information. When library policies or practices make meeting rooms, exhibit spaces, or bulletin boards available for public use, these spaces are designated as limited public forums for the exchange of information.

Because the *Library Bill of Rights* “affirms that all libraries are forums for information and ideas,” libraries that are not publicly supported also are encouraged to observe these guidelines as they develop policies, regulations, and procedures.

Libraries adopt administrative policies and procedures to regulate the organization and use of library materials, services, and facilities. These policies and procedures may have the effect of restricting, denying, or creating barriers to access to the library as a public forum, including the library’s resources, facilities, and services. Library policies and procedures that impinge upon First Amendment rights are subject to a higher standard of review than may be required in the policies of other public services and facilities.

Public libraries function as limited public forums for access to information. Article V of the *Library Bill of Rights* states: “A person’s right to use a library should not be denied or abridged because of origin, age, background, or views.” Thus, policies, procedures, or regulations that may result in denying, restricting, or creating physical or economic barriers to access to the library’s public forum must be based on a compelling government interest. However, publicly supported libraries’ governing authorities may place reasonable and narrowly drawn restrictions on the time, place, or manner of access to library resources, services, or facilities, provided that such restrictions are content neutral and are not based upon arbitrary distinctions between individuals or classes of individuals. Some examples of such distinctions would be restricting access based on

citizenship or immigration status, restricting access for minors to resources routinely provided to adults, restricting access based on financial means or housing status, or restricting access based on partisan or doctrinal disapproval of the user's views or of the information the user seeks.

Libraries should develop ongoing training programs to foster understanding of the legal framework and principles underlying library policies. Training should also help library workers gain the skills and ability to respond to potentially difficult circumstances in a timely, direct, and open manner. This program should include training to help develop empathy and understanding of the barriers facing some library users.

All library policies, regulations, and procedures should be carefully examined to avoid denying or restricting access or creating barriers to access. All policies should

1. be developed and implemented within the legal framework that applies to the library (including the U.S. Constitution, especially the First Amendment, and those provisions addressing due process and equal and equitable treatment under the law as provided in the amendments to the U.S. Constitution and all other applicable federal, state, local, and tribal law);
2. cite statutes or ordinances upon which the authority to make that policy is based, when appropriate;
3. be developed and implemented within the framework of the Library Bill of Rights and its interpretations;
4. be based upon the library's mission and objectives;
5. avoid restrictions on the access to or use of library resources, services, or facilities unless those restrictions are necessary to achieve the library's mission and objectives;
6. tailor prohibitions or restrictions narrowly, in the rare instances when they are required, so they are not more restrictive than necessary to serve their objectives;
7. balance competing interests and avoid favoring the majority at the expense of individual rights;
8. avoid arbitrary distinctions between individuals or classes of users and denying or abridging a person's right to use library resources, services, or facilities based upon arbitrary distinctions such as origin, age, background, or views¹;
9. not target specific users or groups of users based upon an assumption or expectation that such users might engage in behavior that will materially interfere with the achievement of substantial library objectives;
10. be clearly stated so that a reasonable person will have fair warning of what is expected;
11. provide a means of appeal;
12. be reviewed regularly by the library's governing authority and legal counsel;
13. be communicated clearly and made available to all library users in an effective manner; and
14. be enforced evenhandedly and not in a manner intended to benefit or disfavor any person or group in an arbitrary manner.

ALA's Intellectual Freedom Committee recommends that publicly supported libraries use the above guidelines, based on constitutional principles, to develop policies, regulations, and procedures.

¹ In the *Library Bill of Rights* and all its interpretations, it is intended that “origin” encompasses all the characteristics of individuals that are inherent in the circumstances of their birth; “age” encompasses all the characteristics of individuals that are inherent in their levels of development and maturity; “background” encompasses all the characteristics of individuals that are a result of their life experiences; and “views” encompasses all the opinions and beliefs held and expressed by individuals.

Adopted by the ALA Intellectual Freedom Committee June 28, 1994; revised January 19, 2005; March 29, 2014; and June 24, 2019.

CHILDREN’S DEPARTMENT COLLECTION DEVELOPMENT AND MANAGEMENT POLICY AND PROCEDURES

I. Policy. The Peabody Institute Library’s mission is to provide materials that serve the educational and recreational needs of the community. In keeping with this goal, the Peabody Institute Library’s Children’s Department strives to meet the educational and recreational needs of Peabody’s children and their parents.

The Library subscribes to the American Library Association’s Bill of Rights (Adopted June 18, 1948 and amended February 2, 1961, June 27, 1967 and January 23, 1980 by the ALA Council.) The Library further subscribes to the document “Free Access to Libraries for Minors: an Interpretation of the Library Bill of Rights.”

Article V of the Library Bill of Rights states, “A person’s right to use a library should not be denied or abridged because of origin, age, background, or views.” The “right to use a library includes free access to, and unrestricted use of, all the services, materials, and facilities the library has to offer.”

In acknowledgment of those rights, the Peabody Institute Library allows for open access to all Library materials to children. Although a children’s department has been designated, this in no way implies that children’s use of the library is restricted to that area. Children are allowed access to all print and non-print materials in the Library and all technology available, except where access is denied to all library users.

The Library does not take on the role of parent and will not deny or abridge any individual’s rights to free access. It is the parents’ role and the parents’ role alone to decide what materials are proper for their child. The Library will not remove materials from its collection based on what an individual feels is appropriate or inappropriate for others. However, the Library will make “Request for Reconsideration of Library Materials” forms available to patrons who have complaints about Library materials (See Attachment A) and will give consideration to all such requests.

At the Peabody Institute Library, children are awarded the same confidentiality rights as adult patrons. The circulation records and inquiries of children are awarded the same privacy status as those of adult users.

II. Procedures.

A. Selection. Children’s Services refer to services provided for children from infancy through primary school. Materials purchased for the Children’s Collection will be designed for children from birth to age 11. In addition, the collection will include parenting materials to suit the needs of the community’s parents.

The Children’s Collection includes fiction, non-fiction, picture books, magazines, DVDs and videos, music CDs, CD-ROMs, parenting materials, and a small reference collection.

The Head of Children's Services is responsible for the selection and placement of all children's materials. Any selections made by children's librarians are subject to review by the Head of Children's Services. Standard selection tools are used to aid the Children's Librarian in selection of materials. In addition, patron requests, award winners and materials very popular with children will be considered for purchase.

B. Description. The following categories describe the Children's Collection at the Peabody Institute Library and give further criteria in the selection of materials for each field.

1. Fiction. The Fiction Collection is primarily comprised of chapter books written for children ages 8-12. The books in this collection represent many genres including mystery, fantasy, horror, science fiction, historical fiction, realistic fiction and award winners.

Fiction Collection selections will primarily be chosen from standard selection tools such as School Library Journal, Horn Book and Publishers Weekly. The fact that some titles are not reviewed in those reference tools will not disqualify them from purchase. In such instances, materials will be chosen for their apparent appeal to children and their parents. Customer requests and suggestions will be gladly considered.

Some fiction titles, and most series titles, will be purchased in paperback. The paperback collection will include some titles also available in hardcover, and will also include books not available in hardcover. Series books will be purchased in paperback format when available.

3. Non-Fiction. The Children's Collection includes a non-fiction section designed specifically to serve the needs of our young patrons. Non-fiction titles will address the educational and recreational needs of the community's children. The Library will strive to offer a wide range of opposing viewpoints in all areas of controversial issues. Selections will generally be based on reviews in standard selection tools. Titles in the non-fiction collection will include, but may not be limited to the following subject areas:

- Biography
- History
- Science
- Mathematics
- Geography
- Sports
- Music
- Fads and Hobbies
- Religion
- Literature and Fairy Tales
- Reference Resources

- 3. Picture Books.** The Children's Collection will include a wide variety of picture books for younger readers approximately ages birth to eight (8) years. These books will primarily be chosen through use of standard selection tools such as Horn Book, School Library Journal and Publishers Weekly. The fact that some titles are not reviewed in those reference tools will not disqualify them from purchase. Customer requests will be gladly considered. Picture books will be purchased in hardcover whenever possible, and we will order multiple copies of award winners and popular titles.

The picture book collection will cover a variety of genres including:

- Alphabet books
 - Board books
 - Easy Readers
 - Fairy Tales
 - Poetry
 - Holiday
- 4. Magazines.** Magazines chosen for the Children's Collection will be selected for their appeal to the interests of children and their parents. Selection will be based primarily on patron suggestions and the Head of Children's Services' knowledge of customer needs and interests. All issues will be available for circulation and we will retain one year of back issues for each magazine.
 - 5. Music CDs.** The Children's Collection will include CDs, which appeal to the recreational interests of children. Music selection will be based on reviews from standard selection tools and popularity of the artist of the CD. Customer suggestions will be gladly considered.
 - 6. DVDs and Videos.** The Children's Collection will include DVDs and videos of recreational and educational interest to children and their parents. DVDs and videos will be selected using standard selection tools, patron requests, and the librarian's knowledge of items that have popular appeal to children's audiences.

Whereas the DVD collection is relatively new, the Library will focus primarily on popular feature titles and classics. Over time, the Head of Children's Services will incorporate educational and TV series DVDs as the Library has done with the video collection.

- 7. CD ROMs.** The Children's Collection will include CD-ROMs of both educational and recreational interest to children. These CD-ROMs will primarily be chosen using standard selection tools such as Publishers Weekly and School Library Journal.

JumpStart CD-ROMs will be available for customers to use on a PC in the Children's Room. All other CD-ROMs will be for at-home use only.

8. Parenting. Parenting materials will be available in the Children's Collection to meet the needs of the patrons of the Library. This portion of the collection will be made up of both books and videos. Topics addressed by parenting materials may include, but will not be limited to:

- Pregnancy
- Adoption
- Child Development
- Potty Training
- Puberty
- Divorce
- Activities for parents and children
- Children with Disabilities
- Health and Nutrition
- Education

9. Donations. The Children's Room is happy to accept picture book, fiction, nonfiction, video, DVD, and CD donations. Donations must be current and in good physical condition. The library is not able to accept encyclopedias and magazines. If a donation will be useful in the library collection, we may catalog the item for library use. All other donated items will become part of our book sale selection. All book sale profits are donated to the Friends of the Peabody Institute Libraries for the benefit of the library.

If a customer would like a receipt of donated items for tax purposes, the Library will supply a written record of the donation, which record lists items but does not provide a valuation.

As approved by the Board of Library Trustees the 3rd day of November, 2003.

DONATION POLICY AND PROCEDURES

I. Policy.

1. All donated books must be in good condition, i.e., no torn pages, pencil marks, underlines, yellowing, or musty odor.
2. Fiction books must be in good condition, popular author, classic titles, genre favorites, e.g., mysteries and science fiction.
3. Non-Fiction books must be timely and relevant and preferably concerning such subjects as history, cookbooks, craft books, how-to books, gardening books, financial advice (current), and, in general, domestic arts.
4. Children's books can be accepted as long as in good condition.
5. Textbooks, encyclopedia sets and magazines cannot be accepted.
6. Paperbacks only accepted if timely and in good condition.

II. Procedures.

1. Patrons may donate items to the Library according to the guidelines listed below. If a patron asks for a receipt, staff will fill out a receipt from the receipt book which receipt will be stamped with the Peabody Library stamp and will include the number and type of donated items, but will not include a dollar value.
2. All donations will be either accessioned, put on the Donations Book Shelves/Table or given to the Friends of the Library at the discretion of the Assistant Library Director with the exception of donated children items which decision will be at the discretion of the Children's Librarian.
3. Donated books selected for the Donations Shelves/Table will be primarily popular fiction, how-to's and paperbacks. Library Staff is responsible for keeping the Donation Shelves/Table in order. Custodians will bring up boxes of used books kept in the basement, as needed.
4. Occasionally, donated items are put online for the Library Collection. If Library Staff notes potential donated items that may be appropriate for the Library's collection, they are to direct those donated items to the Head of Adult Services, who will make the final decision on whether to accession those items.

As approved by the Board of Library Trustees the 3rd day of November, 2003.

GIFT SUBSCRIPTIONS POLICY AND PROCEDURES

I. Policy. The Library welcomes gift subscriptions.

II. Procedures. Titles offered should meet the following criteria:

1. A title that the Library would wish to have in the Library's collection;
2. A title that the Library would consider for purchase given the availability of funds;
3. A title that clearly meets the needs and interests of the patrons of the Library (what is necessarily true of the Main library is not necessarily true of the South Branch, etc.), and
4. A title that the Library has researched (e.g., Katz's *Magazines for Libraries*; *Gale Directory of Publications*, etcetera) and found acceptable.

If title meets above guidelines, Assistant Library Director or Adult Services Librarian will request a **three-year gift subscription**. After the third year, the Library will pick up the subscription at the discretion of the Adult Services Librarian.

As approved by the Board of Library Trustees the 3rd day of November, 2003.

**PATRON AND STAFF CONFIDENTIALITY
POLICY AND PROCEDURES**

I. Policy. Maintaining confidentiality is one of the cardinal rules of any public library.

II. Procedures.

- 1. Patron Information.** Patron records are strictly confidential. Confidential information concerning patrons include, without limitation, a patron's name, phone number, and address, the titles of items checked out by that patron as well as information about said patron's family members.

Staff will request of patrons only information that is absolutely necessary to perform a requested library service. Library staff will maintain said information only as long as it is absolutely necessary to provide requested service to said patron. Any information no longer necessary to provide requested library services will be immediately discarded or deleted.

When calling to let a patron know an item is in, Library staff will not give out the title to anyone but requesting patron.

- 2. Staff Information.** Staff information is also strictly confidential. Confidential information includes, without limitation, staff's phone, address, reading and preferences. There will be no casual conversation with the public about any member of the staff. Nor will Staff discuss personal matters at Library desks.

As approved by the Board of Library Trustees the 3rd day of November, 2003.

**HOLIDAY POLICY AND PROCEDURES
FOR ALL NON-UNION PERSONNEL**

This policy covers all non-union staff members who work nineteen (19) or less hours per week and have “No Benefit Status” from the City for selected major holidays.

Part-time Non-Union Employees will not suffer any loss of pay for the following holidays if they are normally scheduled to work that day:

New Year’s Eve
New Year’s Day
Martin Luther King Day
President’s Day
Patriot’s Day
Good Friday
Memorial Day
Independence Day (4th of July)
Labor Day
Columbus Day
Veterans Day
Thanksgiving Day
Day after Thanksgiving
Christmas Eve
Christmas

These benefits will remain in effect as long as City funding is available.

Days and/or time lost because of an uncompensated holiday or for any other reason - such as sick day, time off without pay for vacation time or personal time - may be made up at the employee’s convenience but with the time approved by the Supervisor.

Pages are not eligible for paid compensation for holidays. Pages are permitted to make up lost hours with a schedule approved by the Supervisor.

As approved by the Board of Library Trustees the 5th day of December, 2005.

VOLUNTEER/COMMUNITY SERVICE PROGRAM POLICY AND GUIDELINES

The Peabody Institute Library Volunteer Program is designed to expand and enhance public service to the community. Volunteers generally provide support services to paid staff or work on special projects. Volunteers are expected to act in accordance with Library policies and to reflect positive customer service attitudes to all Library patrons.

Selection of Volunteers

Volunteers are selected based on their qualifications in relation to the needs of the Library at any given time, and based on their ability to commit to a consistent schedule of volunteer hours set by the Library. Selection of in-house volunteers is the responsibility of the Director and/or Assistant Director.

Prospective volunteers are expected to fill out an application form and a CORI authorization form, and will be interviewed by one of the above individuals. If there are no suitable volunteer opportunities, application forms will be kept on file for a period of six months. Applicants will be called if a project is identified which matches their interests or qualifications.

In-House Volunteers

Roles and Responsibilities

- The Library depends on its volunteers for a wide variety of tasks. We therefore ask volunteers to be reliable in their commitment to the Library and to notify the Library in advance if they are unable to work their regularly scheduled time slot. In turn, volunteers will be notified immediately on any given day when the Library opens late or closes early for any reason.
- Volunteers are asked to sign in on arrival and sign out on departure in order for the Library staff to keep an accurate record of the hours they work. Volunteers are asked to present a neat and clean appearance and to wear a name badge that identifies them as a volunteer while they are working at the Library.
- Volunteers are expected to refer all patron requests for information to the Information Desk, other than purely directional questions (e.g. where is the bathroom; where is the Children's Room, etc.).
- Volunteers are expected to perform their tasks in public areas unless otherwise specified; should a volunteer perform tasks in Staff Authorized areas, they should be in the continuous supervision of Library staff.
- At no time will the volunteer represent the Library or perform any tasks at any of its public desks. Volunteer shall not be granted access to the Library's circulation databases under any circumstances.

Training and Supervision

- The Assistant Director coordinates the in-house volunteer program. Volunteers will receive specific training in their assigned duties from the Library staff member who directly supervises their work. All reasonable care will be taken to ensure the safety of volunteers.

Work Schedules

- Volunteers shall only work during hours when adequate supervision is available. Typically, a volunteer works a 2-3 hour time slot each week. Individual work schedules and specific time commitments will be mutually arranged in advance by the volunteer and the Assistant Director or immediate supervisor.

Community Service

Persons who seek volunteer assignments at the Peabody Institute Library to meet a requirement set by an outside agency for the performance of community service shall be subject to the above selection process and all other provisions of this policy.

Employment of Volunteers in the Library

Volunteers should follow the City of Peabody employment process in order to seek paid employment in the Library.

Leaving Volunteer Service

A volunteer selected for work on a special project will discontinue service when that project is completed or terminated, unless other arrangements have been made. Whenever possible, the Library will make an effort to reassign the volunteer. However, if no other mutually suitable volunteer position exists at the time, the volunteer will be asked to discontinue service and his or her application will be kept on file for six months, subject to review should a suitable position become available during that time. In the event that a volunteer is unable to adequately perform the duties assigned to him or her, and no other appropriate positions are available, the volunteer may be removed from service.

As approved by the Board of Library Trustees the __ day of May, 2008

SOCIAL MEDIA POLICY

I. Policy: The Peabody Institute Library provides innovative services, resources, programs, and spaces to empower all community members to imagine, learn, create and explore. To help achieve this goal, the Library uses social media to foster communication with library users and publicize library programs, services and events.

II. Definition: *Social media* is any website or application which allows users to generate and share content. The library uses several social media tools. Examples include Facebook, Instagram, Flickr, Pinterest and blogs.

III. Procedures.

1. User feedback posted on a library social networking site or blog is welcome. Such postings will be monitored regularly by library staff for content and relevancy. Any postings containing inappropriate content will be removed at the discretion of the director. Examples of inappropriate content include:
 - Offensive language or hate speech
 - Personal attacks, insults or threatening or defamatory language
 - Plagiarized material
 - Commercial advertisements, comments or links not related to the discussion or spam
2. The Peabody Institute Library assumes no liability regarding any event or interaction that may arise out of posted content.
3. Users should be aware that third party websites have their own policies, including privacy policies, and should proceed accordingly.
4. The library cannot guarantee a response to questions, comments or concerns left on the library's social media pages; the best way to reach a staff member is by phone or email.
5. The library maintains a series of blogs. Many blog posts feature informal reviews of books, music and movies. The opinions expressed in these blogs do not represent the opinions of the library as an organization; they are the opinions of the individual library staff bloggers.
6. The library reserves the right to follow the social media content of other libraries or community organizations; we do not follow the social media content of individual users.
7. The Library evaluates information that it posts online, but sharing or linking to content online does not mean that the Library endorses or is affiliated with the content or content creator.

8. Any library employee may be given the authority to post content to library social media under the supervision of the department head.

As approved by the Board of Library Trustees the 6th day of March, 2017.