

# Norfolk Public Library Service Policy Statement

## COMMUNITY AND LIBRARY DESCRIPTION:

Norfolk is a residential community that continues to experience growth, but retains characteristics of a small New England town. The town encompasses 15 square miles and has 9,396 residents as of 2009. The public library has made every effort to keep pace with the growth (265% increase in 40 years) of the community.

The library's highest service priorities, as determined by a recent community-wide survey are as follows:

- provision of current topics and titles including popular materials/recreational reading
- formal learning support services to the student population.
- lifelong learning support
- providing a “commons” environment for community interaction
- providing business and career information

It is the mission of the Norfolk Public Library to serve the educational, informational, and recreational needs of the community. In the area of educational services the Norfolk Library plays a significant role in delivering library services to young children, students, adults, and retired persons. As an informational resource, the library and its staff seek to enhance access to large amounts of materials through active links with other libraries and the regional library system, through the use of electronic resources, and through the development of Norfolk Library's own circulating and reference collections.

A significant part of the library's active circulation is in the area of recreational materials and the library continues to make available popular materials in all relevant media.

In order to meet the needs of these groups, collection development focuses on current topics and titles, curriculum related non-fiction materials for school age children and young adults, and early literacy materials for preschool children. Audio, video, and electronic resources will continue to be developed.

## MASSACHUSETTS BOARD OF LIBRARY COMMISSIONERS (MBLC):

The Norfolk Public Library participates in the LIG/MEG<sup>1</sup> and Non-Resident Offset programs offered through the MBLC and maintains standards required by the MBLC in order to provide the best possible service to Norfolk residents.

## MASSACHUSETTS LIBRARY SYSTEM (MLS):

The Norfolk Public Library is a member of the Massachusetts Library System and utilizes its support services as a means of enhancing services to the residents of Norfolk.

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<sup>1</sup>Library Incentive Grant and Massachusetts Equalization Grant

SAILS Library Network:

The library is a participant in the SAILS Library Network. The SAILS consortium which serves 73 public, school, and academic libraries and their satellites in Southeastern Massachusetts, provides resource sharing for patrons on a walk-in basis and through direct inter-library transfers.

LIBRARY SERVICE:

The Norfolk Public Library is open to all residents of the Commonwealth. Borrowing privileges are extended to holders of cards issued by other public libraries which comply with minimum service requirements as set forth by the Massachusetts Board of Library Commissioners.

Hours:

The library is open according to the following schedule:

Regular Hours

Monday	2:00 - 8:00
Tuesday - Wednesday	11:00 - 8:00
Thursday - Friday	11:00 - 5:00
Saturday	11:00 - 4:00

Summer Hours (July – Labor Day)

Monday	2:00 – 7:00
Tuesday - Wednesday	10:00 – 7:00
Thursday - Friday	10:00 - 5:00
Saturday	10:00 – 2:00*

\*Saturday hours effective Memorial Day

This schedule may be changed at any time by the Board of Trustees. The library is closed on the following holidays: New Year's Day, Martin Luther King Day, Presidents' Day, Patriot's Day, Memorial Day, Independence Day, Labor Day, Columbus Day, Veteran's Day, Thanksgiving, and Christmas. The Director is authorized to close the library in the event of severe weather or other emergencies which make travel difficult or occupancy of the building uncomfortable or inappropriate.

CIRCULATION AND RELATED ACTIVITIES:

Registration:

All borrowers must complete and sign borrower registration forms on which is recorded name, residence, mailing address, and telephone number. Proof of identification is required. The following are acceptable forms of identification: a driver's license showing current address or a state issued photo-identification showing current address. Should the driver's license not reflect the correct address, official mail (i.e. utility bill, mortgage payment, etc.) with the current address will be acceptable, or a checkbook with correct address imprinted. A school issued photo i.d. is an acceptable form of identification for high school students

In order for children under sixteen years of age to obtain a borrower's card a parent's or legal guardian's signature and identification is required.

Norfolk Senior Citizens (those persons 60 years of age or older) will be extended fine-free privileges by showing either their Norfolk Senior Citizen Card or their driver's license.

Borrowers **must** present their SAILS card in order to charge out materials and must use their own borrower's card. (Exception: a one-time only exception will be made for borrowers who have forgotten their library card. In this case, they may borrow 1 item only upon presentation of their driver's license.) Should the borrower misplace his/her card, items will be held at the desk for 24 hours. A \$5.00 fee will be charged for replacement of a lost card.

Circulation:

Reference materials, Local History materials, and current issues of magazines may not circulate. All other materials circulate according to the following schedule:

Books	4 weeks		New DVDs	3 days
New books	2 weeks		DVDs	2 weeks
Summer reading books	2 weeks		Christamas videos/DVDs	3 days
Juv. Holiday books	2 weeks		Juv. Book w/cassettes or CDs	2 weeks
Magazines	2 weeks		Juv. Kits	2 weeks
Music CDs	2 weeks		Circulating encyclopedias	2 weeks
Audio books on Cas.	2 weeks		Curriculum kits	4 weeks
Audio books on CD	4 weeks		Museum passes	Overnight
Video tapes	2 weeks			

Renewals:

Books, audio tapes, and CD's may be renewed for an additional 2/4 week period unless the item is needed for reserve. Other items may not be renewed. Renewals may be made in person, by telephone, or via the On-Line Catalog. Overdue materials that have reached the maximum fine are not eligible for renewal.

Reserves:

Reserves will be taken for all circulating materials.

Limits & Restrictions:

Patrons (adults, young adults, and juveniles) may borrow up to a maximum of 30 items within the guidelines stated below. Preschool card holders are limited to a maximum of 5 items. Additional limits may be imposed at the discretion of the Director.

- 3 books per subject (except only 2 for school projects)
- 3 issues of a single magazine title
- 6 video tapes

- 6 CD's (except only 2 Christmas theme CD's)
- 6 Audio books on cassette
- 2 Audio books on CD
- 6 juvenile audio books
- 2 multi-media kits
- 2 adult DVDs and 2 juvenile DVDs *per household*

1 museum pass per household per day. **Norfolk residents only.** An individual museum pass may not be borrowed more than once per week. During school vacation weeks, the limit is not to exceed 2 passes per family per week.

Audio-Visual Materials: The Norfolk Public Library assumes no responsibility for damage caused by library a-v materials to any audio, video, or other electronic equipment.

Returning Materials:

Materials may be returned during regular operating hours. A 24-hour materials drop is located near the front entrance of the library for the convenience of library patrons.

Overdue Materials:

A notice is generated from SAILS when materials are 21 days past due, a 2nd notice at 42 days, and a 3<sup>rd</sup> (final) notice at 63 days. The patron will be notified by telephone subsequent to the 3<sup>rd</sup> notice. At 3 months past due the items status will become Aassumed-lost@ and the patron will be billed for the full replacement cost of the item plus a processing fee.

Fines and Charges:

Materials kept past the due date are subject to fines according to the following schedule:

Books (adult & YA)	5c/day	- maximum \$4.00
Juv. Books	5c/day	- maximum \$2.00
Paperbacks (mass market)	5c/day	- maximum \$2.00
Magazines	5c/day	- maximum \$2.00
Music CDs	5c/day	- maximum \$4.00
Audio Books on cassette	5c/day	- maximum \$4.00
Media kits	5c/day	- maximum \$4.00
Video tapes	50c/day	- maximum \$5.00
Audio books on CD	50c/day	- maximum \$5.00
Curriculum kits	50c/day	- maximum \$10.00
DVDs	\$1.00/day	- maximum \$10.00
Juv. DVDs	50c/day	- maximum \$10.00
Museum passes	\$5.00/day	- maximum \$15.00

Lost or Damaged Materials:

Full replacement cost of an Aassumed- lost@ item will be charged in addition to the processing fee of \$5.00 per item. If an item is Aclaimed-lost@ prior to the 90-day period, the patron will be responsible for paying the full replacement cost plus the accrued fine. Refunds for a lost item will be issued if the lost item is returned within 4 months and is in useable condition. (Processing fee is not refundable.) If an item is returned in damaged condition and can be repaired, a repair fee of \$5.00 will be charged.

If the item cannot be repaired, the full replacement cost plus processing fee will be charged.

#### Suspension of Privileges:

Borrowing privileges for library patrons who owe \$10.00 or more in past due fines and/or lost or damaged materials will be suspended until such fines and fees are paid **in full** or satisfactory payment arrangements are made with the Director. Borrowing privileges will also be suspended for patrons who have 5 or more unreturned items that are 4 or more weeks overdue. **Borrowing privileges will be revoked for an entire family in the case when an individual's account is blocked due to unreturned items that are more than 90 days past due and have been billed. No new cards will be issued to additional family members until all accounts are cleared.**

#### PRIVACY

In accordance with Chapter 78, Section 7 of MGL, borrower records which reveal *the identity and intellectual pursuits of a person using a library* shall be kept confidential and not released as a public record to law enforcement or other agencies and individuals. The Library retains only as much information as required to provide services. The Library keeps no permanent record of books or materials that have been borrowed and returned, Internet use, Internet sites visited, electronic databases used, or searches performed by patrons.

The U.S. Patriot Act allows federal authorities to apply for warrants to seize records of all types, including those from libraries. Library officials are prohibited from disclosing to any person that such records have been requested. The federal law supercedes local library policy and Massachusetts state law. Therefore, if a valid request is received from federal authorities, the Norfolk Public Library must comply.

Registration information provided by individuals for a library card will not be shared with third parties. This includes name, address, telephone number, birth date, and e-mail addresses. Annually, the library will generate mail labels for the sole purpose of the Friends of the Norfolk Public Library membership drive.

Patron e-mail addresses are used for the purpose of SAILS notifications, including reserve, courtesy and overdue notices; and for library newsletters and announcements. E-mail addresses will not be shared with any business, organization or individual, nor will e-mail be sent on behalf of any business, organization, or individual except the Friends of the Norfolk Public Library. Patrons may opt out of either SAILS or NPL notices by informing the library.

#### VIDEO SURVEILLANCE:

The Norfolk Public Library strives to maintain a safe and secure environment for its staff and patrons. In pursuit of this objective, selected public areas of the library premises are under continuous video surveillance and recording. Signage is posted throughout the library disclosing this activity.

Images from the Library surveillance system are stored digitally on hardware in the Library. It is the intent of the Library to retain all recorded images for a minimum of 30 days, or until image capacity of the system is reached. Then, the oldest stored images will be automatically deleted by system software to make room for new images. Images may be monitored in real-time and may be reviewed by library management when an incident has been reported.

When an incident occurs on Library premises:

- Video image recordings will be used to identify the person or persons responsible for Library policy violations, criminal activity, or actions considered disruptive to normal Library operations.
- Video records may be used to assist law enforcement agencies in accordance with applicable state and federal laws.
- Video recordings of incidents can be retained and reviewed as long as considered necessary by the Library Director.
- Images may be shared with other Library staff to identify person(s) suspended from Library property and to maintain a safe and secure environment.
- While it is recognized that video surveillance will not prevent all incidents, its potential deterrent effect, and resource as a means of identifying and prosecuting offenders is considered worthwhile.

#### PUBLIC ACCESS TO SURVEILLANCE RECORDS:

Pursuant to the Massachusetts Public Records Law, the Board of Trustees will provide public access to all video images that are recorded within any buildings and properties which are under their control and which remain retrievable at the time when the request for access is submitted. The procedure for obtaining said records is appended to this document.

#### PATRON CONDUCT:

The Norfolk Public Library is an active information and cultural center. It is appropriate and necessary to maintain an atmosphere which promotes the use and enjoyment of the resources and services of the library and which protects the safety and well-being of the general public, library staff, and the equipment and materials of the library.

Patrons must use only the authorized entrances and exits of the library. There is no loitering near, or blocking of public entrances.

Bicycles must be parked in the bicycle rack adjacent to the parking lot. They may not be left on the sidewalk or near the main entrance.

Shirts and shoes must be worn inside the library building.

Smoking in the building or within 50' of the building is prohibited by law.

Eating and drinking is limited to the lounge. Bottled water is permitted in the library.

Cell phone use is limited to the lobby and lounge.

Canvassing, selling, and soliciting or distribution of circulars or other articles is prohibited without the express permission of the Board of Library Trustees.

No person shall bring any animal, other than a seeing-eye dog or disabled assistance animal, into the library without the authorization of the Director.

No person shall threaten the safety or rights of another person while on the premises of the library by threatening, violent, riotous, or disorderly behavior or by abusive, obscene, or profane language.

Any noisy or disruptive behavior on library property which is likely to disturb the orderly use of library materials or facilities is prohibited.

Running, pushing, shoving, or rambunctious activity is not permitted.

Use of library materials or facilities in a manner, that in the opinion of any member of the library staff, is likely to result in damage or harm to materials is prohibited.

Destruction or defacement of library building, property, or library materials is punishable by law under the criminal statutes.

The restroom in the preschool area is solely for the use of young children and their caregivers. All others must use the main restrooms in the lobby.

All persons are expected to comply with the reasonable requests of any member of the library staff.

#### UNATTENDED CHILDREN:

It is the responsibility of parents to insure the appropriate behavior of their children in the library. Library staff are not responsible for the supervision of children left unattended by their parents. Disruptive children will be required to leave after receiving two verbal warnings. Library staff will notify the appropriate authorities if they have reason to suspect that there is significant evidence of child abuse or neglect.

Children six years of age or younger shall, at all times, be attended and adequately supervised by a responsible person, (adult or mature adolescent) and not library personnel. Children who exceed six years in age and who are less than nine years in age may be left unattended for up to one half hour in the library. (Exceptions may be made during scheduled children's library programs at which time that person responsible for the supervision of said child or children may elect to be absent for the duration of the program.)

Children age nine years and older may use the library unattended, subject to other rules and regulations in effect at the Norfolk Public Library. See section Patron Conduct.

The Norfolk Public Library assumes no responsibility for children of any age left unattended at the library. Parents assume all liability for damage done by their children to the library facility.

If a problem arises with a child of any age and staff are unable to locate the parent(s) the police may be called at the discretion of the staff. In the case of medical emergency, Emergency Medical Technicians will be notified, and then the parents will be contacted, in that order.

If a child age twelve years or younger is alone at library closing time, library staff will attempt to call the parent(s). If staff cannot reach a parent on the first attempt, the person in charge will call police to assume responsibility for the child. A staff member will remain with the child inside the library entrance until a parent or the police arrive. Library policy will be explained and a copy of the written policy given to the parent. An on-going problem with a family may require police or Office for Children intervention. **Under no circumstances will library staff transport or take the child away from the library building.**

#### SERVICES:

##### Children:

Programs for preschool age children are conducted on a weekly basis throughout the school year. A summer reading program is offered for school age children during July and August. Children's services are available during all hours the library is open. Staff shall not restrict materials used or borrowed by children. Responsibility for materials borrowed or used by children for their reading, listening and viewing shall rest with the parents.

Age Restriction:

All services and materials are available to all users regardless of age.

Photocopier & Printing Services:

A self-service photo-copier is available for public use at a charge of 20c per page. A laser jet printer is available for computer users as a charge of 10c per page.

Telephone Use By Public:

The library does not have a telephone available for patron use. Should an urgent situation arise, patrons may make a *brief*, local telephone call from the reference desk.

Public Access Fax Service:

Fax service is available for public use to locations within the *continental* United States according to the following schedule:

Send:           \$2.50 1st page \* / 50c per page thereafter  
                  to send to a toll-free number there is a flat charge of \$1.00 per transmission

Receive:       \$1.00 1st page / 50c per page thereafter.

\*(Includes cover page)

Reference Service:

Reference service is provided during all hours the library is open and is available on an equal basis to users of all ages regardless of place of residence. Service is provided on-site, by telephone, by fax, and by mail or e-mail.

All reference transactions will be considered confidential and will not be discussed, except as necessary with other staff members to answer the reference question. Medical, legal and tax data contained in reference sources will be provided as information, but no advice or interpretation of the information will be offered by staff.

Library staff will assist students with school assignments by helping the student to locate and properly use needed materials. Use of the telephone to answer reference questions shall not exceed five minutes.

The Norfolk Public Library supports the "Guidelines for Reference Service in Libraries" which has been developed by the Massachusetts Reference Services Committee. (Appended.)

INTERLIBRARY LOAN (ILL):

Interlibrary loan will be offered to all users regardless of age whenever a staff member is unable to provide needed material or information through the resources of the Norfolk Public Library, the SAILS Network, Virtual Catalog, or Point-to-Point ILL. Requests will be submitted to MLS and must conform to the MLS interlibrary loan code. (Appended.) Up to 3 titles at a time may be

requested by a patron:

- if the material is not within the scope of the library's collection
- if the material is missing from the collection
- if the material is out-of-print

Borrowers who receive materials through interlibrary loan will be notified by telephone on the same day the material is received. Materials not called for within 5 working days will be returned to the lending library. The library reserves the right to refuse ILL service to borrowers who repeatedly fail to pick-up requested ILL materials or who fail to return any ILL materials.

Materials (excluding museum passes, reference and local history) will be lent to other libraries through Regional ILL.

#### BULLETIN BOARD USE:

The Norfolk Public Library will post notices on the foyer bulletin board for the following:

Non-profit & community organizations (meetings, announcements, events, services)

Town of Norfolk notices

Norfolk Public Library events and information

Notices of a partisan or commercial nature are prohibited.

Notices will be disposed of when the information is no longer current , or at the discretion of the library director or her designee, due to space constraints.

Posting of material does not imply endorsement of the organization or content.

Other bulleting boards throughout the library are for library use only.

#### MEETING ROOM USE AND EXHIBIT SPACE:

The Norfolk Public Library encourages the use of its meeting rooms and exhibit spaces by charitable, non-profit and community groups to help meet the educational, recreational, and informational needs of the community. The Meeting Rooms are available to the public provided that such meetings/programs do not conflict with regular library service and programs, as library programs are the top level priority. The next level of priority for meeting room use is given to Town boards and commissions.

Based on the democratic philosophy expressed in the Library Bills of Rights, the Library shall not discriminate in permitting use of its meeting room or exhibit spaces based on the content of the program or exhibit. The Library shall endeavor to make its facilities equally available to groups with different or opposing viewpoints.

Groups which reserve and use the meeting room and exhibit spaces are responsible for any damage or misuse of Library property, shall indemnify the Library against damage or injury, and must provide proper supervision at all times. Groups shall comply with the established *Rules for Library Meeting Room and Exhibit Spaces* (appended) and may be restricted or denied future use of Library facilities upon failure to fully comply.

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