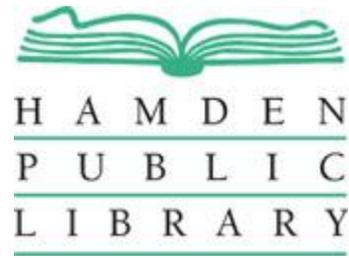


Hamden Library Board



LIBRARY BOARD POLICY MANUAL

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HAMDEN LIBRARY BOARD MANUAL

SECTION I ORGANIZATION

A. LIBRARY BOARD

There shall be a Library Board of five (5) resident electors, no more than three (3) of whom shall be members of the same political party. Initially the Mayor shall appoint one (1) member for a term of one (1) year, one (1) member shall be appointed for a term of two (2) years, one (1) member shall be appointed for a term of three (3) years, one (1) member shall be appointed for a term of four (4) years, and one (1) member shall be appointed for a term of five (5) years, all to take office February 1, 1966. Annually thereafter, during the month of January, the Mayor shall appoint subject to the provisions of Section 5-5 of this Charter one (1) member for a term of five (5) years. Such Board shall establish policies for the operation and use of all public libraries in the Town and shall exercise full supervision over all public library operations. Such Board shall appoint and may remove the Library Director and any Assistant Directors. Subject to the merit provisions of this Charter, said Board shall appoint such other personnel as are necessary to administer the library system of the Town. (Hamden Charter, Chapter XIV, Sec. 14-1)

B. BY-LAWS

ARTICLE 1: MEMBERSHIP

In accordance with the provisions of the Town Charter, Chapter XIV, Section 14-1, the Library Board of Hamden Library shall consist of five (5) resident electors, no more than three (3) of whom shall be appointed from the same political party. Appointment shall be made by the Mayor for a term of five (5) years. Should members leave the board before their term ends, they shall be replaced by appointment of the Mayor for the remainder of their term.

ARTICLE II: OFFICERS

Officers of the Board shall be chosen at the annual meeting for a term of one year and shall be as follows: Chairperson, Vice-Chairperson, and Secretary-Treasurer. The Chairperson of the Board shall preside over meetings, appoint all committees, authorize calls for any special meetings and generally perform the duties of the presiding officer.

The Vice-Chairperson of the Board shall preside in the absence of the Chairperson. The Secretary-Treasurer of the Board shall, in the absence of the Board Clerk, keep true and accurate account of all proceedings of the board meetings and shall have custody of the minutes and other records of the board, and shall have charge of the

special library funds and income outside the appropriations in charge of the Town Treasurer.

ARTICLE III: MEETINGS

The Library Board shall hold regular monthly meeting per public notice filed with the Town Clerk with the following exception: No meeting will be held in August.

The annual meeting shall be held at the time of the regular monthly meeting for the month of February.

Special meetings may be called by the Chairperson for the transaction of business stated in the Call for Meeting.

The Board Clerk shall mail notices of all meetings to all members before the meeting. A quorum for the transaction of business shall consist of a simple majority.

It is the responsibility of each member to attend all board meetings. Any member who fails to attend two consecutive meetings, or who fails to attend at least seven meetings each year, shall be considered delinquent in his responsibility. A notification to this effect will be sent to the member and to the appointing authority for such appropriate action as may be deemed necessary.

ARTICLE IV: ORDER OF BUSINESS

The order of business at regular meetings shall be as follows:

- Call to order
- Approval of minutes (either read or previously received)
- Correspondence
- Public/Media Comments on Agenda
- Personnel
- Old business
- New business
- Director's report
- Executive Session-As Necessary
- Adjournment

ARTICLE V: COMMITTEES

Special committees for the study and investigation of particular issues may be appointed by the Chairperson, such committees to serve until the completion of the work for which they were appointed.

ARTICLE VI: LIBRARY DIRECTOR

The Library Director shall have sole charge of administration of the library under the direction and review of the Board. The Director shall attend all Board meetings except those at which his/her appointment is to be discussed or decided.

ARTICLE VII: AMENDMENTS

These by-laws may be amended at any regular meeting of the board with a quorum present, by a unanimous vote of the members present, and provided the amendment was stated in the call of the meeting.

ARTICLE VIII: BOARD CLERK

The Board Clerk is appointed by the Mayor. He /she is responsible for taking minutes of all Board meetings and distributing the agenda and minutes to the Board and designated individuals and Town offices.

C. MISSION STATEMENT

The Hamden Public Library, the community's information center, provides a variety of library resources, access to innovative technology and a knowledgeable staff to improve the quality of life and meet the informational, educational and cultural interests of the entire Hamden community.

TO FULFILL ITS MISSION, THE HAMDEN LIBRARY

Aspires to serve every member of the community by

- treating all users with respect and sensitivity,
- providing open access to collections, services and programs to every individual in the community, and
- ensuring free and convenient access to the broadest range of information and ideas.

Aims for the highest quality in its services, programs, staff and facilities through

- quality, up-to-date print, audio, visual and digital materials in all subject areas, as well as popular materials which reflect the interests of the community
- services that are valued by the community and which result in library use by all groups in the community
- a highly trained, competent and motivated staff, and
- facilities which are welcoming and comfortable, physically accessible and arranged for easy and efficient use by all.

Serves the community through

- services for children which support their education, encourage a love of reading and promote lifetime library use
- expert reference and information services particularly those which provide information about the community and support the local economy
- cultural, educational, and recreational programs for all ages, and
- technology which expands, extends and enhances library services and links the library and its users to information sources throughout the nation.

Contributes to the well-being of Hamden residents by

- offering opportunities for personal growth and enrichment
- providing information to town government, schools and the business community
- fostering library partnerships with town departments and organizations serving children, businesses, students, and the elderly
- promoting literacy, and
- stimulating thoughtful participation in the affairs of the community and interest in the affairs of the country and the world.

D. ROLES

As adopted by the Library Board, the following roles define the functions carried out by the Miller Memorial Central Branch and the two neighborhood branches, Brundage Community and Whitneyville, of the Hamden Library.

1. **Collection:** Provide an extensive, up to date collection of print, audio, visual, and digital materials in all subject areas as well as popular materials which reflect the interests of a diverse population.
2. **Services and Programs:** Provide services and programs valued by the community to satisfy its recreational, cultural, and educational needs.
3. **Literacy:** Provide patrons with access to materials, services and programs that support child and adult literacy. Make referrals to partner agencies for literacy training, ESL (English as a second language) and other programs. Work closely with other town departments and local groups toward the goal of achieving literacy.
4. **Reference:** Provide support, training, and information to patrons.
5. **Technology:** Provide state of the art technology and offer training to the public to enhance their knowledge of library resources.
6. **Facility Use:** Provide a welcoming, safe building with adequate space to house the collection, programs, and services. Provide free, convenient access to both the Central Library and the Branches. Materials are arranged for easy, accessible use. Guidelines provide the terms for the use of Library space by groups.
7. **Awareness:** Reach out to provide information to the public that encourages the use and appreciation of Library services, programs and products.
8. **Branch Libraries:** Each of the branches provides a welcoming space, an opportunity to further patron awareness of Town library services, meeting space.

The branches reflect Hamden's commitment to providing library services to all. They provide pedestrian access to those in the communities served who might require it. They provide a welcoming place to enjoy books, magazines, newspapers, use computers and participate in activities and programs.

E. SCHEDULE OF SERVICES

1. The Library Board will establish the schedule of service for the central library and its branches.

SECTION II POLICIES

INTRODUCTION.

The Library Board places decision-making power in the hands of the staff directly serving the public, allowing the staff to interpret policy based on the values described in the LIBRARY CUSTOMER SERVICE POLICY (Paragraph A). Staff is given the responsibility and authority to be flexible in interpreting library policies and procedures with the ultimate goal of fostering and achieving the highest level of customer satisfaction, loyalty and safety.

The library will be a safe and harassment-free environment for all who use the facility. Every attempt will be made to ensure that library rules are fair and do not restrict the primary mission of the library (See Mission Statement, Section I, Paragraph C).

A. LIBRARY CUSTOMER SERVICE POLICY

The Hamden Public Library is committed to courteous, professional service to patrons at all times. The library offers the same quality of services to all regardless of age, race, sex, nationality, educational background, physical limitations, or any other criteria that may be the source of discrimination. In its interactions with the public, the goal of the Library is to provide to customers the information or materials they need in an accurate, courteous and effective manner. By providing exceptional customer service, staff will ensure that our patrons return frequently, become supporters and advocates, and encourage others to support the library. Library staff are committed to customer satisfaction and will treat patrons without value judgments or pre-conceived notions. Library staff will resolve issues when and where they arise, exercising judgment, will treat patrons with respect, and will grant them the benefit of the doubt in daily interactions. Library staff affirms its obligation to:

- give personal attention to every patron.
- listen carefully to patrons' questions and concerns.
- know library policies and explain them clearly.
- refer disputed policy questions to either a supervisor or the library director.
- resolve problems promptly and courteously.
- correct library mistakes to the patron's advantage.
- be familiar with library activities and events.
- continuously search for service improvements.
- evaluate patron satisfaction regularly and implement patron suggestions whenever possible.
- consider all interactions and transactions between a library patron or group of patrons and the library confidential and they will be discussed only in a professional context.
- fulfill requests in a timely manner or else offer alternatives when requests cannot be met immediately.

Adopted September 2019

THE RIGHT TO REFUSE SERVICE

The Hamden Public Library expects all library users to exercise proper and responsible use of its facilities, equipment and collections. The library reserves the right to refuse services to any library user who acts irresponsibly by disrupting the use of the facilities or by being disrespectful to other library users or to library staff. Irresponsible behavior includes but is not limited to the following:

- Rudeness including loud and offensive language
- Unreasonable demands for service
- Being under the influence of controlled substances or alcohol
- Threatening or erratic behavior

B. FREEDOM OF ACCESS

The Library is committed to the principles expressed in the American Library Association documents *Library Bill of Rights*, *Freedom to Read*, *Free Access to Library Resources and Services for Minors* and the American Film and Video Association document, *Freedom to View*.

All materials will stand on open shelves equally accessible to all patrons, except for some reference resources kept at the Reference Desk for ease of librarian use.

It is the responsibility of parents and legal guardians to determine what library materials their children may use or borrow.

It is the policy of the Hamden Library to select materials based on the criteria set forth in Section II, E (Materials Selection) as well as the library's mission and the goals of the Collection Management Plan

Tastes within the community vary widely. Material that is found useful by some may be found unacceptable by others. Inclusion of any item in the collection does not imply Library endorsement of its contents.

If a patron has a complaint about the inclusion of any item in the collection, and wishes to have it reconsidered, he or she must complete the *Request for Reconsideration of Library Material*.

C. FREE ACCESS TO LIBRARY MATERIALS AND INFORMATION

WHEREAS, publicly supported libraries are institutions of education for democratic living and exist to provide materials and information to all persons, and

WHEREAS, the charging of fees for library materials and information serves to deprive and discourage use by those who cannot afford the fees;

THEREFORE, BE IT RESOLVED that the Hamden Library Board affirms its belief in the concept of access to materials and information without charge to individuals residing in Hamden.

D. CODE OF ETHICS OF THE AMERICAN LIBRARY ASSOCIATION

The Hamden Public Library and Hamden Public Library Board are committed to the principles expressed in the ALA Code of Ethics.

As members of the American Library Association, we recognize the importance of codifying and making known to the profession and to the general public the ethical principles that guide the work of librarians, other professionals providing information services, library trustees and library staffs.

Ethical dilemmas occur when values are in conflict. The American Library Association Code of Ethics states the values to which we are committed, and embodies the ethical responsibilities of the profession in this changing information environment.

We significantly influence or control the selection, organization, preservation, and dissemination of information. In a political system grounded in an informed citizenry, we are members of a profession explicitly committed to intellectual freedom and the freedom of access to information. We have a special obligation to ensure the free flow of information and ideas to present and future generations.

The principles of this Code are expressed in broad statements to guide ethical decision making. These statements provide a framework; they cannot and do not dictate conduct to cover particular situations.

- I. We provide the highest level of service to all library users through appropriate and usefully organized resources; equitable service policies; equitable access; and accurate, unbiased, and courteous responses to all requests.
- II. We uphold the principles of intellectual freedom and resist all efforts to censor library resources.
- III. We protect each library user's right to privacy and confidentiality with respect to information sought or received and resources consulted, borrowed, acquired or transmitted.
- IV. We respect intellectual property rights and advocate balance between the interests of information users and rights holders.

- V. We treat co-workers and other colleagues with respect, fairness, and good faith, and advocate conditions of employment that safeguard the rights and welfare of all employees of our institutions.
- VI. We do not advance private interests at the expense of library users, colleagues, or our employing institutions.
- VII. We distinguish between our personal convictions and professional duties and do not allow our personal beliefs to interfere with fair representation of the aims of our institutions or the provision of access to their information resources.
- VIII. We strive for excellence in the profession by maintaining and enhancing our own knowledge and skills, by encouraging the professional development of coworkers, and by fostering the aspirations of potential members of the profession.

Adopted at the 1939 Midwinter Meeting by the ALA Council; amended June 30, 1981; June 28, 1995; and January 22, 2008.

The previous version of this file has long held the incorrect amendment date of June 28, 1997; the Office for Intellectual Freedom regrets and apologizes for the error.

Adopted September 2019

E. CONFIDENTIALITY OF LIBRARY RECORDS

In accordance with Connecticut Statute Section 11, Sec.11-25b, which states, "Notwithstanding the provisions of section 1-19, personally identifiable information contained in the circulation records of all public libraries shall be confidential," information concerning the reading habits of library borrowers and the titles of specific books in their possession at a given time will not be divulged by any member of the staff. The confidentiality will be extended to computer traceable or stored information or records of what a library patron viewed on the Internet or other databases while using a public library computer terminal. Law enforcement officials may however obtain circulation records through a properly executed search warrant. Only the Director or Associate Director may release such information to law enforcement officials after review of the search warrant by the Town Attorney.

F. COLLECTION DEVELOPMENT

Mission Statement

The Hamden Public Library, the community's information center, provides a variety of library resources, access to innovative technology, and a knowledgeable staff to improve the quality of life and meet the informational, educational and cultural interests of the entire Hamden community.

Purpose of Policy

The collection development policy aids Library staff by being clear about the goals and methods of materials selection and maintenance so that they can acquire a useful, well-rounded collection of books and other materials to meet the needs of the community. The primary goal of this policy, however, is to present an official statement of The Hamden Public Library's commitment to a collection that strives to meet the needs of the public it serves. Identifying the customer's needs and expectations and finding the means to meet or exceed them is a fundamental principle of public library service.

The policy helps the Library Board determine whether staff is doing an acceptable job of building a collection that is relevant to community needs. The policy explains to the public the basis upon which materials are selected and maintained, and helps answer questions regarding the presence or absence of certain materials.

Intellectual Freedom

The Hamden Public Library subscribes to the following Library Bill of Rights as adopted and amended by the American Library Association Council:

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

A. 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.

B. 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.

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

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

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

F. 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.

The Hamden Public Library also affirms its belief in the 'Freedom to Read' and the 'Freedom to View' Statements located at the end of this document (Please see Appendices B and C).

Responsibility for Selection

Professional librarians and staff with particular expertise in a subject area or a language other than English are responsible for selecting materials for inclusion into the Library's collection.

An annual formal plan will be created each year that earmarks funds tailored to the future developments of the collections outlined in this policy. Staff will make selections accordingly.

Reconsideration of Library Materials

A singular obligation of the public library is to reflect within its collection differing points of view on controversial or debatable subjects. The Hamden Public Library does not promulgate particular beliefs or views, nor does the selection of an item express or imply an endorsement of the author's viewpoint. Library materials will not be marked or identified to show approval or disapproval of the contents, nor will items be sequestered, except for the purpose of protecting them from damage or theft.

Comments from members of the community about the collection or individual items in the collection frequently provide librarians with useful information about interests or needs that may not be adequately met by the collection. The Library welcomes expression of opinion by customers, but will be governed by this Materials Selection Policy in making additions to or deleting items from the collection.

Customers who request the reconsideration of library materials will be asked to put their request in writing by completing and signing the form entitled "Request for Reconsideration of Library Material" (Please see Appendix F).

Upon receipt of a formal, written request, the Library Director will review the request and make a decision regarding the disposition of the material. The Library Director will communicate this decision and the reasons for it, in writing, to the person who initiated the request for reconsideration at the earliest possible date. The Library Director will inform the Board of Trustees of all requests for reconsideration of library materials and their disposition.

In the event that the person who initiated the request is not satisfied with the decision of the Library Director, he/she may appeal for a hearing before the Board of Directors by making a written request to the President of the Board. The Board of Directors reserves the right to limit the length of presentation and number of speakers at the hearing. The Board will determine whether the quest for reconsideration has been handled in accordance with stated policies and procedures of The Hamden Public Library. On the

basis of this determination, the Board may vote to uphold or override the decision of the Library Director.

Replacements and Duplicates

Replacements for lost and missing items are ordered after considering usage statistics from the Library's automation system and current demand. Newer editions or different formats may be selected depending on the publication date, similar material in the collection and availability. Duplicate fiction and nonfiction titles are purchased to meet customer demand as budget allows.

Gifts

All material presented to the Library as gifts are subject to the same staff review as purchased material. The Library reserves the right to dispose of gifts as it deems appropriate. Material received as gifts may be included in the collection, offered to the Friends' bookstore, or discarded. In general, gifts will only be accepted and possibly included in the collection if they are in excellent condition and they are in better condition than the library's copy; provide an additional copy of a popular title; or covers a topic not included in the collection.

Local Authors

The Library supports local authors who have self-published their books and encourage them to submit copies for review using the same guidelines applied for gift materials. Some considerations include content, quality of editing and binding suitable for public library use.

Revisions of Policy

This policy will be reviewed annually, revised as needs and circumstances change by the Head of Public Services and the Library Director. Recommendations for revision will be brought to the Library Board for their approval.

For further details, see the following appendices:

- A. Library Bill of Rights
- B. Free Access to Library Resources and Services for Minors
- C. Freedom to Read
- D. Freedom to View Statement
- E. Request for Reconsideration of Library Material

G. LIBRARY GIFT FUND

The Hamden Library Board administers the Library Gift Fund. It consists of monies donated to the Hamden Library by the Friends of the Hamden Library, individuals and groups, interest on trust funds, grant payments from the State Library, and income from

certain library activities such as the money collected for replacement materials. The Gift Fund may contain restricted funds (see below).

1. Restricted Funds.

Restricted funds may only be used for the purpose specified by the donor or by the Library Board. They include the following:

- *Mount Carmel Library Association Fund*—Income from the Bradley Trust, which is held by the Community Foundation for Greater New Haven, is used to fund a part-time archivist at the Hamden Historical Society Library, located in the Miller Memorial Central Library.
- *Memorial Gifts*—Donors may designate the title or type of book to be added to the Library collection.
- *Book Sales*—Funds collected at the branches through the sale of library discards and donations are used to purchase new materials for the branches.
- *Replacements*—Fees collected for lost or damaged books are used to purchase replacements for the collection.
- *Friends of the Hamden Library*--The Board of the Friends, based on suggestions by the library staff, approves donations by the Friends of the Hamden Library.

2. Library Enhancement Funds

Income is generated from the following sources:

- ConnectiCard reimbursement from the State Library
- Interest on the Library Gift Fund account.

The money is used for special projects that cannot be funded by the Library budget.

3. Procedures

Funds are deposited in the bank accounts established by the board. The Library Board examines and reviews interest earning accounts quarterly or when necessary.

Expenditures over \$1,000 are recommended by the Library Director and approved by the Library Board. A quarterly report is made to the board. The Town Finance Director receives copies of the reconciled bank statements each month along with a transaction report. An annual report is prepared each year and distributed to the Library Board, the Town Finance Director and the chairperson of the Legislative Council Human Recreation and Culture Committee.

H. VOLUNTEERS

The Hamden Library System appreciates the efforts of volunteers to perform tasks not assigned to staff and to enhance service to the community. Volunteers generally provide support services to staff or work on special projects.

1. Volunteers are selected based upon their qualifications and the needs of the library. The library director is responsible for the selection, assignment and termination of volunteers. Not every applicant can be selected.
2. Volunteers work during hours when adequate supervision is available. The supervisor in each department will arrange work schedules and specific time commitments.
3. Persons who seek volunteer assignments at the Hamden Library to meet requirements set by an outside agency for the performance of community service are subject to the above selection process and all other provisions of this policy.
4. In the event a volunteer is unable to perform adequately the duties assigned, the library will make an effort to reassign the volunteer, the library director may terminate any volunteer.
5. A volunteer selected for work on a special project will discontinue service when the project is complete, unless other arrangements have been made.

I. PERSONNEL

1. Staff Development.

Improvement to library service is the primary purpose for development of staff through continuing education, attendance at workshops, conferences, and professional meetings. The Library Board considers staff membership in professional organizations a personal and professional responsibility.

- a. The Library Director is authorized to approve attendance at professional development activities or events. Permission for time off can be based upon the relevance to the library and the effect that attendance may have on the library.
- b. Meetings and conferences paid through the Library Gift Fund require written reports covering the meetings attended, the topics presented, and possible implications and value for the library. The report will be given to the Director within 7 days after returning from the meeting.

2. Teleworking Policy [adopted July 2020]

The Hamden Public Library will follow the **Telework Program Policy** as specified in the Telework Program Policy document of the Town of Hamden with the following Hamden Public Library Addendum.

- a. Hamden Public Library addendum

During any situation where teleworking is necessary, the Hamden Public Library staff members are permitted to split their work day between teleworking and onsite work with the permission of their supervisor. This is due to the nature of the services provided by the Library.

3. Dress Code [adopted February 2020]

The Hamden Public Library will follow the **Employee Workplace Attire Guidelines** as specified by the Employee Workplace Attire Guidelines document of the Town of Hamden dated July 2018.

J. POLICIES FOR THE USE OF COMPUTERS

Computers are offered as a service to the public. Use of computers implies consent to follow the General Guidelines, Common Courtesy Guidelines, Acceptable Use, and Unacceptable Use Guidelines. Violations of this policy may result in loss of computer time, computer privileges or Library privileges.

GENERAL GUIDELINES

1. Public computers are available on a first-come, first-served basis.
2. The Library is not responsible for any personal information that is left on a Library computer. Nor is the Library responsible for personal items or information left near computer workstations, printers or anywhere else on Library property.
3. The Library reserves the right to limit the amount of time an individual may use Library equipment.
4. Up to two people may use a terminal together.
5. The Library is not responsible for any lost data or damage to disks or flash drives.
6. Computers in the Children's Room are for children under 14 years of age or their accompanying parent or guardian.
7. Only Library-provided software may be used on the Library's computers. Individuals may not alter or damage hardware, software or data or in any way interfere with, disrupt or degrade the network.
8. Patrons cannot save their data on any Library computer hard drive. Users must supply their own formatted storage medium; Library staff have a limited number available for loan. USB flash drives (4 GB) can be purchased at the borrower services desk.
9. Patrons are required to use sound-muffling headphones or mute sound to avoid disturbing others. Headphones can be borrowed from the information desk, earbuds can be purchased for a small fee from the borrower services desk.
10. Time permitting, Library staff will try to assist with basic computer problems. Staff are not able to offer extensive explanations or provide in-depth training on a regular basis. However, training sessions are available.
11. These are shared computers. Use at your own risk.

-Revised on October 10, 2017

K. INTERNET USE POLICY

In keeping with its mission and with advances in information technology, the Hamden Public Library provides users with access to the Internet. The library provides these computers to support the education and information needs of the community. Not all sources on the Internet provide accurate, complete, or current information. The library has no control over the information on the Internet and cannot be held responsible for its content or quality.

CHILDREN AND THE INTERNET. Parents/guardians are responsible for the supervision of their child's use of the Internet computers.

STAFF ASSISTANCE. Librarians are available primarily to assist with research.

ACCEPTABLE USE. Online resources may be used by the staff and public for cultural, informational and research purposes and other lawful purposes only.

UNACCEPTABLE USE. Examples of unacceptable use, some of which may have legal consequences, include, but are not limited to the following:

- Use of the Internet to make unauthorized entry into other computational, informational or communication services or resources (i.e. hacking).
- Distribution of unsolicited or any other form of advertising. Invasion of the privacy of others.
- Make any attempt to damage computer equipment or software.
- View, print, distribute, display and or receive materials that violate laws relating to child pornography.
- Disseminate, exhibit, display, send or receive materials that are harmful to minors.
- View, print, distribute, and send material that is "obscene" under the community standards of CT Public Act 04-139.
- Engage in any activity that is harassing or defamatory to library patrons and staff, including but not limited to such conduct that has the purpose or effect of substantially interfering with an employee's work performance or creates an intimidating, hostile or offensive work environment.
- Use of the Internet for any illegal activity, including violation of copyright laws or software licensing agreements.

SANCTIONS. Violators of Internet policies will lose their library privileges to use library computers including the immediate termination of their login session and/or suspension of Internet privileges as determined by the Library Director or his/her designee(s). Illegal acts involving library's computer resources may also be subject to prosecution by local, state or federal authorities.

L. WIRELESS ACCESS

The Hamden Public Library provides free wireless Internet access to users with appropriately equipped and configured devices.

LIMITATIONS AND DISCLAIMERS.

1. Library staff cannot supply technical support or troubleshooting if your equipment does not work with the library wireless service.
2. By using this free wireless service users agree to abide by the Library's Acceptable Use Policy and Guidelines for Internet Use.
3. The Library's wireless network is not secure.
4. The library is not responsible for any changes users make to their computers in order to use the library wireless service.
5. The library assumes no responsibility for the security or safety of computer equipment brought into the library, and users must keep their equipment with them at all times.

M. HAMDEN PUBLIC LIBRARY WEBSITE POLICY

Statement of Purpose

The Hamden Public Library website is designed to distribute and promote the Library's collections, resources, and services to our community. In addition to highlighting what is available in our physical locations, the website also provides access to electronic library resources that can be accessed at any time through a computer or handheld device, and serves as a digital branch of the Library system. As such, accessibility and privacy for visitors to our website is as important as it is for the visitors to our buildings, as is reliability of information contained on the site.

ADA Access

Hamden Public Library strives to ensure that the website is accessible to everyone in accordance with accessibility standards and best practices. We follow WCAG 2.0 AA Accessibility Guidelines established by the World Wide Web Consortium (W3C). As part of our efforts, we pursue the following:

- Our website reflects current best practices in web accessibility by following guidelines on text structure, navigation, color contrast, multimedia content, readability and more.
- We use a third-party software to regularly scan our site for ongoing compliance issues.

Privacy

The privacy of our website visitors and those who visit our buildings and check out materials is important to us. The Library keeps patron information confidential in accordance with Connecticut General Statutes Chapter 190 – Public Libraries:

Sec. 11-35 Reports by libraries. Confidentiality of records.

Universal Citation: [CT Gen Stat § 11-25 \(2012\)](#)

(a) The libraries established under the provisions of this chapter, and any free public library receiving a state appropriation, shall annually make a report to the State Library Board. (b) (1) Notwithstanding section 1-210, records maintained by libraries that can be used to identify any library user, or link any user to a library transaction, regardless of format, shall be kept confidential, except that the records may be disclosed to officers, employees and agents of the library, as necessary for operation of the library. (2) Information contained in such records shall not be released to any third party, except (A) pursuant to a court order, or (B) with the written permission of the library user whose personal information is contained in the records. (3) For purposes of this subsection, "library" includes any library regularly open to the public, whether public or private, maintained by any industrial, commercial or other group or association, or by any governmental agency, but does not include libraries maintained by schools and institutions of higher education. (4) No provision of this subsection shall be construed to prevent a library from publishing or making available to the public statistical reports regarding library registration and use of library materials, if such reports do not contain personally identifying information.

Information Collected from Online Visitors

We gather information from online visitors to gain insight into the way that our website is used, customize the user's experience, and target appropriate messages; personally identifiable information is not collected.

Website Use Statistics

The Hamden Public Library uses Google Analytics to gain insight into the use of our website. Reports from Google Analytics tell us which areas are most popular, the timing of website visits, the type of devices and software used to view our website and paths

through our website. We use analytics to continually improve our website. The information from Google Analytics is not personally identifiable.

Third-party Privacy Policies

The Library has subscriptions and links to reputable third-party external services with their own privacy policies and requirements for creating accounts. These vendors offer services including downloads and streaming, online instruction, and online articles and magazines. Patrons are encouraged to review the privacy policies for these services. The Library does not share any of its patron data with third-party vendors.

Online Chat

The Hamden Public Library uses LibChat as its online chat services. LibChat was designed for libraries, and therefore makes privacy a priority. Only the IP address of patrons using the service is retained.

Online Catalog

Hamden Public Library shares an online catalog/OPAC with other members of the LION Libraries. PIKA, the public access catalog, uses HTTPS encryption, so patrons' search histories are protected. Reading history is available, but patrons must opt-in for their reading history to be recorded. Patrons have full control over the titles that appear in their reading history; the feature is not available at all in the staff version of the catalog.

Links to External Sites

The Library maintains a highly curated list of links to external websites to help serve the cultural, educational, and information needs of the people of the Town of Hamden. Links to external sites are generally limited to:

- Commercial sites of vendors with whom the Hamden Public Library has contracted to provide information or services
- Freely accessible information deemed by staff review to supplement Hamden Public Library holdings, services, programs, exhibitions, and/or events
- Federal, state, and local governmental units that provide additional services and information
- Nonprofit organizations
- Educational institutions including K-12 school districts, community colleges, and universities
- Commercial sites of sponsors or other contributors of resources to library events or programs
- Commercial sites of new media organizations

Link Requests

Due to the high demand of requests and limited time available for evaluation, the Library does not respond to unsolicited requests to include external links on the Library's website.

Adopted September 2019

N. POLICY CONCERNING UNATTENDED CHILDREN IN THE HAMDEN LIBRARY

Children and adults are equally welcome and encouraged to use the library. Urging children to develop an interest in reading and learning is an important part of the library's mission.

The Children's Department's goal is to encourage and facilitate the use of the library by parents, students, adults working with children and children of all ages. Therefore, the library welcomes unaccompanied children who are independent enough to use the resources for both recreation and informational purposes.

However, it is not the library's function or purpose to provide care or supervision for children while parents or other accompanying adults are outside the children's area and/or the library. Parents or caregivers should be aware that the library is a public building open to all individuals. Concern for the safety and well-being of all our patrons is of the utmost concern to the library. Therefore, the following policy has been established.

Parents and guardians are responsible for the conduct and safety of their children at all times while on the library premises and must provide reasonable supervision of their children based on the ages and levels of responsibility of each child.

- Children aged 9 and younger cannot be left unattended in the children's area. Parents or caregivers must accompany preschool children who are attending library programs. Parents of school-aged children attending programs must remain in the library building during programs, but may visit another area if they wish.
- Children, like all library users, are required to respect library property and to behave in a manner appropriate to the use of the library and consistent with the Library Code of Conduct. Children who are disruptive, display inappropriate behavior, or require excessive staff attention, may be asked to leave the library.

Parents are expected to be aware of the opening and closing times of the library, and make suitable arrangements to meet or transport their children, bearing in mind that library hours can and do change.

- Emergencies such as power failures do occur and require unexpected evacuations of the building. Children left alone on the library premises could be left vulnerable in such an event, and every effort will be made to contact the child's parents or guardians in this case. Parents should be sure that their children have a number where they can be reached at all times.

- If a child under twelve (12) years of age is left alone at the library after closing time, the library staff will contact the local police, and the child/children will be placed in police custody. Under no circumstances will library staff transport children home or to any other destination. Parents should be aware of Connecticut General Statute 53-21a, which imposes criminal penalties for leaving a child unsupervised for a period of time that poses a substantial risk to health or safety. The Connecticut General Statutes are available at the library.

Section III Rules.

A. Borrower Services

1. Patron Registration

- a. Hamden library cards are issued free of charge to Hamden residents only. Per Connecticut State Statute¹, a resident is any person principally domiciled in the town. A borrower who holds dual residency or who owns property in more than one town is considered a resident only in the town in which he or she is principally domiciled. In all other towns, that borrower is considered a non-resident.
- b. Library card applicants must show proof of identification and Hamden residency. The preferred form of identification for adults is a current state issued photo identification card [Driver's License or Identification Card] with a current Hamden address.
- c. For children, the preferred form of identification is a parent/legal guardian with a current state issued photo identification card [Driver's License or Identification Card] with a current Hamden address.
- d. Other forms of identification will be considered, including other photo ID and proof of Hamden residency. Proof of residency include mail addressed to the applicant at an Hamden address. Examples may include: property tax bill, utility bill, insurance card, paystub, checkbook, or mail from an official agency.
- e. Students enrolled in a Hamden college or university and living in Hamden may also apply for a library card, which will be valid through the academic year, and as follows the Connecticut State Statute², is useable only within the Hamden Public Library system.
- f. Library cards will be issued to residents of group homes in Hamden. The director of the group home must provide a letter stating that the applicant is a resident and the group home must accept responsibility for any materials borrowed by the resident and not returned to the library. This card will be valid for one year and may be used only within the Hamden Public Library system.
- g. Residents of other Connecticut towns who wish to borrow from the Hamden Public Library may be asked to present a valid hometown library card and a current state issued photo identification card with name and address. A valid library card must have: name of library and town, name of the person to whom the card was issued, and an expiration date.³
- h. An out-of-state resident may be issued a Hamden library card by presenting identification and proof of Hamden employment. The card,

¹ General Statutes of Connecticut, Chapter 190, Section 11-31e

² General Statutes of Connecticut, Chapter 190, Section 11-31c-5

³ General Statutes of Connecticut, Chapter 190, Section 11-31c-5

good for one year, may be used only in the Hamden Public Library system. The fee is \$20.

2. Borrowing Privileges

- a. A library card is required to borrow items. Ideally a physical card is presented at check out. When this is not possible, a patron may use a photo identification card as proof of identity. Patrons are responsible for all materials charged to their cards. Parents/legal guardians are responsible for materials borrowed on their children's cards.
- b. The replacement of a Hamden Library card costs \$3.00.
- c. Patrons will lose borrowing privileges if:
 - i. They neither return nor pay for an item which has been billed.
 - ii. In the judgment of the Library Director, they do not conduct themselves according to the Hamden *Library Code of Conduct*.

3. Loans

- a. The loan period is 21 days, with the following exceptions:
 - Periodicals, e-readers, most non-print materials: 14 day loan
 - Family museum passes: Overnight loan
 - Television/Educational Course DVDs: 14 day loan
 - DVDs: 7 day loan
 - Hot Spots: 14 day loan
- b. The following limits may apply:
 - E-readers: 1 per family
 - Video games: 2 per patron
 - DVDs: 6 per patron
 - Museum passes: 1 per family
 - Only Hamden residents may borrow museum passes and Long Wharf vouchers.
 - These are available in person and online, available on a first come, first serve basis and cannot be reserved in advance or renewed.

4. Interlibrary Loans

Sometimes a fee is required to obtain materials from out-of-state libraries. If the lending library charges a fee, that amount

is charged to the patron., who specifies ahead of time that he is willing to pay the charge. The patron will be asked to confirm willingness to pay the charge. Loans from other libraries have a two week check out period. Renewal is at the discretion of the lending library.

5. Renewals

- a. Most physical materials (such as books) are automatically renewed once, unless there is a reserve/hold by another person.
- b. Magazines, museum passes, and DVDs are not renewable.
- c. Hot Spots are not renewable
- d. All other materials may be renewed once if they are not reserved by another person.

6. Reserves

- a. Reserves may be placed on all circulating materials except museum passes.
- b. Reserves may be placed in person, by phone or online.

7. Late Materials

- a. Overdue Notices. As a courtesy, in order to remind library patrons that they have outstanding overdue items, two email notices will be sent out:
 - One after items are eight (8) days late
 - The second, when items are twenty-eight (28) days lateThe second notice will be notification for the actual cost of replacing the item(s). Failure to receive a notice will not be grounds for waiving fines as patrons are responsible for keeping track of the due date(s) of their library material. For patrons without email addresses, a print bill is sent through U.S. mail.

8. Lost or Damaged Materials

- a. The fee for replacing an item that is lost or damaged beyond repair is the current cost of the item plus a processing fee.
- b. The library staff will determine the fee for damaged materials based on the extent and nature of the damage, or replacement.

B. BUILDINGS

1. Library Meeting Rooms

- a. Hamden Public Library meeting rooms are to be used for:
 - i. Library sponsored programs;
 - ii. Programs co-sponsored by the library and another group;
 - iii. Town of Hamden sponsored groups or other government agencies, and
 - iv. For local groups comprised of at least 50% Hamden residents.
- b. All groups may use library meeting rooms on the terms supplied below. No club, organization, or group may use meeting room space on a continuing, week-to-week, or month-to-month basis, unless programs or activities are held in cooperation with the library, are Town sponsored or other government agencies.
- c. The Library Director may designate meeting room space for the exclusive use of the library at all times.
- d. The use of the library meeting rooms at Miller Library, Brundage Community Branch, and Whitneyville Branch is under the regulation of the Hamden Library Board and the Town of Hamden. Either the Library Director or his/her designee approves applications.
- e. Library meeting room space will only be available for use at times when the library building being used (Miller Memorial, Brundage Community, or Whitneyville Branch) is normally open (except Sunday). The Miller meeting room space is limited only to library sponsored activities, activities sponsored by other Town departments or other government agencies, tutors and college or high school study groups; Miller walk-in patrons (groups of 4 or less) requesting space for one-time only usage may also have space based upon availability. The Library Director may make exceptions to the time restrictions for special library-sponsored programs that are scheduled during times that the library or branch is normally closed.
- f. Meeting room space at the branches is booked directly with the respective branches.
- g. All applications for the use of meeting rooms must be made on the form prescribed. The application must state the purpose and nature of the activity for which the meeting room is to be used, and must list the names of two responsible persons for which the meeting room is to be used, and must list the names of two responsible persons who will be held liable for any damage or loss of property arising from such use. At least one of the individuals **MUST** be in attendance at the event. Applications will not be accepted more than 3 months in advance of use. No reservations will be taken over the phone. Applications will be processed in the order in which they are received. **APPLICATIONS MUST BE FILED AT LEAST 2 BUSINESS DAYS BEFORE THE EVENT DATE.**
- h. First priority for use of library meeting rooms will be given to the library, followed by activities by other town departments or other government

agencies. The next priority for use of library meeting rooms will be granted to local groups composed of at least 50% Hamden residents.

- i. Rooms may not be used for purely social gatherings, private parties, or selling to the public.
- j. Hours of use: Users must vacate the meeting room space and close up no less than 15 minutes before the library closes. Failure to comply could result in cancellation of any future use.
- k. Other groups besides those named above can request use of the meeting rooms.
 - a. Fees may apply and they are as follows:
 - b. a). Hamden nonprofit organizations=No charge
 - c. b.). Hamden for-profit organizations =\$25.00 per 4 hours (an additional \$25.00 for any time over 4 hours).
 - d. c). Out-of-town for- profit and non-profit organizations=\$25.00 per 4 hours (an additional \$25.00 for any time over 4 hours)
 - e. Checks may be made payable to Town of Hamden and must be received two business days in advance of the event. Any organization that does not clean up after itself adequately may be charged a custodial fee of \$25.00.
- l. Promotional materials (i.e. press releases, flyers, brochures) for activities in any library building must not in any way portray either the Town of Hamden or the Library as a sponsor of such activity.
- m. The Hamden Library Board may rescind permission without notice if the applicant violates either building rules and regulations, application conditions, or both.
- n. The use of space cannot interfere with regular functioning of the library. This includes entering restricted areas, or tampering with or damaging library equipment, materials or supplies.
- o. If police coverage is necessary (to be determined by the Library), the persons in charge of the activity will be required to provide such police attendance at its expense and give the Police Permit Number to the Library Business Office no later than 48 hours before the event.
- p. The use of any space for display or exhibit purposes must comply with Section 9-4.4 of the Fire code. Plans showing details of the proposed exhibit or show must be submitted for approval with the application. The library cannot store displays and personal belongings; they must be removed after each use.
- q. The facility is to be used only on the date and time specified and for the purpose named in the application.
- r. The facility is accepted as is and there is no guarantee that the heating and air conditioning works.
- s. Permission to use the space granted to an organization is not transferable.
- t. Applicants may not bring in their own equipment or furnishings unless the library has granted prior approval. Applicants must give a physical description and the quantity of all equipment and furnishings being brought unto the library premises as part of the application process.

- u. Permission is not granted until a library designee signs the application form and approval has been provided to the applicant.
- v. A certificate of insurance naming the Town of Hamden as additional insured is required of all organizations not affiliated with the Town to cover loss or damage to equipment and property. The certificate must be presented to the Library Business Office prior to approval of an application. Organizations requesting a waiver of this provision must request such waiver from the Town Risk Manager, Hamden Government Center, 2750 Dixwell Avenue, Hamden, CT 06518. Questions regarding insurance should be directed to the Risk Manager at 287-7078.
- w. **SMOKING IS NOT PERMITTED** in any area of the library building. Food and beverages are restricted to designated areas. (See the application for details). Alcoholic beverages are not permitted. All food and beverages and the waste created in their preparation and/or consumption must be disposed of in proper receptacles or removed from the building.
- x. When the use of AV equipment is requested, arrangements must be made at the time of application.
- y. Americans with Disabilities Act Accessibility Requirements must be met. The Town of Hamden is committed to compliance with ADA to ensure that individuals with disabilities are not excluded from services, programs and activities. The Miller Complex is an accessible facility. The Brundage Community and Whitneyville Branch Libraries meeting rooms are not accessible.
 - i. Interpreter services: It is the responsibility of the sponsoring organization to provide a sign language interpreter for the hearing impaired, if requested 5 business days in advance of the event. Call the Connecticut Commission on the Deaf and Hearing Impaired Interpreting Office (860-566-7414) to arrange for an interpreter and to discuss fees.

2. Miller Complex Meeting Rooms

Arrangements for use of non-library space in the Miller Cultural Complex may be made through the Elderly Services Office.

3. Posting Public Announcements and Community Information

- a. Community information and announcements of cultural, educational, recreational and civic activities and events sponsored by non-profit organizations are permitted. Priority will be given to Hamden events and organizations. Events in the Greater New Haven area will be accepted as space permits.
- b. Commercial announcements are not permitted.
- c. Announcements will be accepted up to 4 weeks in advance of the event. General information, without time value, will be accepted as space permits. Announcements larger than 8 1/2" x 11" will usually not be accepted.

- d. Handouts may be put out for distribution as space permits. Priority is given to library activities and information. A maximum of 100 copies will be accepted; the organization distributing the material will be responsible for replenishing the supply. Handouts should be a standard size, such as 8 1/2" x 11" or 8 1/2" x 14" paper left flat, folded in half, or folded in thirds.
- e. Items for posting or distribution must be submitted to the Reference Desk for approval. All unapproved items will be removed and discarded without notification. The Library Director will have the final authority for accepting or rejecting announcements and handouts.
- f. Items for posting or distribution must be submitted to the Reference Desk for approval.
- g. The Library Director has the final authority for accepting or rejecting announcements and handouts.
- h. The Library is not responsible for items posted without approval and unapproved items will be removed and discarded without notification.

4. Display of Art Work, Photography or Exhibits

- a. Permission must be received from the Library Director or her designee.
- b. The Library will make every effort to protect property, but will not be liable for any damage to, or theft of property on display. Exhibitors will be fully responsible for obtaining and maintaining insurance coverage for their property, and will be required to execute a waiver of liability prior to property being placed on display.
- c. The library reserves the right to designate and limit space, size, and location of displays or exhibits.
- d. The library will not accept for display any items being offered for sale or other commercial purposes unless such sale is intended to benefit the library directly. No prices, notices of sale, or other commercial notices will appear with the items while on display.
- e. The exhibitor's telephone number and a brief biographical sketch may be posted with the exhibit or left at the reference desk. If the telephone number or name is not posted, the Library will not provide this information. A single business card may be displayed; however, multiple business cards may not be displayed.
- h. Use of Display Cases.
 - i. In order to make the exhibit cases available to as many individuals or groups as possible, no individual or group should expect to use the case more than once a year.
 - ii. Use of the display cases in the Library needs to be scheduled in advance at the reference desk.
 - iii. Displays will be approved and scheduled as space permits.
 - iv. The sponsoring group or individual is responsible for creating the display, setting it up according to the schedule, and removing it before the next scheduled display or exhibit.
 - v. If the staff is required to dismantle a display, the Library will not be responsible for damages.

- vi. The exhibitor will furnish labels for display items.
- vii. Labels may not be attached to walls or to the display cases themselves.

C. PATRON CODE OF CONDUCT

The Hamden Public Library expects all library users to exercise proper and responsible use of its facilities, equipment, and collections. The Library reserves the right to withhold services from any library user who acts irresponsibly by disrupting the use of the facilities or by being disrespectful to other library users or to library staff.

Adopted September 2019

D. COMPUTER COURTESY

GENERAL. Acceptable use requires respecting the rights of others, and using equipment and software responsibly

1. Observe stated time limits. Time limits include printing and downloading. Save adequate time for this.
2. Respect the personal space of other patrons using computers.
3. Leave all computer and printer settings as they are.
4. Please close all windows and return the computer to the opening screen when you are done.
5. If you must leave briefly for any reason, lock your PC with a password of your choosing. Be aware that time will continue to run.
6. Inform the staff immediately of any apparent computer malfunction.
7. Inactivity may result in loss of your session for the day.
8. PCs should be muted unless patron has headphones to listen to audio.

Violation of these rules may result in loss of library privileges.

D. LIBRARY PROGRAMS

1. Program Presentation

- a. Programs must be free of charge to the public.
- b. The presenter may not solicit business from those attending the program.
Names and addresses may not be collected.
- c. Brochures and/or business cards may be made available at a table so that those who are interested can contact the presenter at a later time.
- d. With prior permission from the library, the presenter may offer printed and/or recorded materials for sale before and after the presentation.
- e. The library will provide every presenter with written confirmation of all program arrangements in advance of the program date.

2. Program Registration

Hamden residents will have priority in registering for children's programs. Non-residents may sign up for a program, and, if vacancies remain at the end of the registration period, they will be accepted in the order they appear on the list.

APPENDIX A. 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.

Adopted June 19, 1939, by the ALA Council; amended October 14, 1944; June 18, 1948; February 2, 1961; June 27, 1967; January 23, 1980; inclusion of "age" reaffirmed January 23, 1996.

Please find the full document at <http://www.ala.org/advocacy/intfreedom/librarybill>

APPENDIX B. FREE ACCESS TO LIBRARY RESOURCES AND SERVICES FOR MINORS

An Interpretation of the Library Bill of Rights

Library policies and procedures that effectively deny minors equal and equitable access to all library resources and services available to other users violate the American Library Association's *Library Bill of Rights*. The American Library Association opposes all attempts to restrict access to library services, materials, and facilities based on the age of library users.

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. Every restriction on access to, and use of, library resources, based solely on the chronological age, educational level, literacy skills, or legal emancipation of users violates Article V.

Libraries are charged with the mission of providing services and developing resources to meet the diverse information needs and interests of the communities they serve. Services, materials, and facilities that fulfill the needs and interests of library users at different stages in their personal development are a necessary part of library resources. The needs and interests of each library user, and resources appropriate to meet those needs and interests, must be determined on an individual basis. Librarians cannot predict what resources will best fulfill the needs and interests of any individual user based on a single criterion such as chronological age, educational level, literacy skills, or legal emancipation. Equitable access to all library resources and services shall not be abridged through restrictive scheduling or use policies.

Libraries should not limit the selection and development of library resources simply because minors will have access to them. Institutional self-censorship diminishes the credibility of the library in the community and restricts access for all library users.

Children and young adults unquestionably possess First Amendment rights, including the right to receive information through the library in print, sound, images, data, games, software, and other formats.¹ Constitutionally protected speech cannot be suppressed solely to protect children or young adults from ideas or images a legislative body believes to be unsuitable for them.² Librarians and library governing bodies should not resort to age restrictions in an effort to avoid actual or anticipated objections because only a court of law can determine whether or not content is constitutionally protected.

The mission, goals, and objectives of libraries cannot authorize librarians or library governing bodies to assume, abrogate, or overrule the rights and responsibilities of parents and guardians. As "Libraries: An American Value" states, "We affirm the responsibility and the right of all parents and guardians to guide their own children's use

of the library and its resources and services.” Librarians and library governing bodies cannot assume the role of parents or the functions of parental authority in the private relationship between parent and child. Librarians and governing bodies should maintain that only parents and guardians have the right and the responsibility to determine their children’s—and only their children’s—access to library resources. Parents and guardians who do not want their children to have access to specific library services, materials, or facilities should so advise their children.

Librarians and library governing bodies have a public and professional obligation to ensure that all members of the community they serve have free, equal, and equitable access to the entire range of library resources regardless of content, approach, or format. This principle of library service applies equally to all users, minors as well as adults. Lack of access to information can be harmful to minors. Librarians and library governing bodies must uphold this principle in order to provide adequate and effective service to minors.

Note

1. See *Brown v. Entertainment Merchant’s Association, et al.* 564 U.S. 08-1448 (2011):
a) Video games qualify for First Amendment protection. Like protected books, plays, and movies, they communicate ideas through familiar literary devices and features distinctive to the medium.. And ‘the basic principles of freedom of speech . . . do not vary’ with a new and different communication medium.”

2. See *Erznoznik v. City of Jacksonville*, 422 U.S. 205 (1975): “Speech that is neither obscene as to youths nor subject to some other legitimate proscription cannot be suppressed solely to protect the young from ideas or images that a legislative body thinks unsuitable for them. In most circumstances, the values protected by the First Amendment are no less applicable when government seeks to control the flow of information to minors.” See also *Tinker v. Des Moines School Dist.*, 393 U.S.503 (1969); *West Virginia Bd. of Ed. v. Barnette*, 319 U.S. 624 (1943); *AAMA v. Kendrick*, 244 F.3d 572 (7th Cir. 2001).

Adopted June 30, 1972, by the ALA Council; amended July 1, 1981; July 3, 1991; June 30, 2004; July 2, 2008 *under previous name* "Free Access to Libraries for Minors"; and July 1, 2014.

[ISBN 8389-7549-6]

Please find the full document at <http://www.ala.org/advocacy/intfreedom/librarybill/interpretations/access-library-resources-for-minors>

APPENDIX C. THE FREEDOM TO READ

The freedom to read is essential to our democracy. It is continuously under attack. Private groups and public authorities in various parts of the country are working to remove or limit access to reading materials, to censor content in schools, to label “controversial” views, to distribute lists of “objectionable” books or authors, and to purge libraries. These actions apparently rise from a view that our national tradition of free expression is no longer valid; that censorship and suppression are needed to counter threats to safety or national security, as well as to avoid the subversion of politics and the corruption of morals. We, as individuals devoted to reading and as librarians and publishers responsible for disseminating ideas, wish to assert the public interest in the preservation of the freedom to read.

Most attempts at suppression rest on a denial of the fundamental premise of democracy: that the ordinary individual, by exercising critical judgment, will select the good and reject the bad. We trust Americans to recognize propaganda and misinformation, and to make their own decisions about what they read and believe. We do not believe they are prepared to sacrifice their heritage of a free press in order to be “protected” against what others think may be bad for them. We believe they still favor free enterprise in ideas and expression.

These efforts at suppression are related to a larger pattern of pressures being brought against education, the press, art and images, films, broadcast media, and the Internet. The problem is not only one of actual censorship. The shadow of fear cast by these pressures leads, we suspect, to an even larger voluntary curtailment of expression by those who seek to avoid controversy or unwelcome scrutiny by government officials.

Such pressure toward conformity is perhaps natural to a time of accelerated change. And yet suppression is never more dangerous than in such a time of social tension. Freedom has given the United States the elasticity to endure strain. Freedom keeps open the path of novel and creative solutions, and enables change to come by choice. Every silencing of a heresy, every enforcement of an orthodoxy, diminishes the toughness and resilience of our society and leaves it the less able to deal with controversy and difference.

Now as always in our history, reading is among our greatest freedoms. The freedom to read and write is almost the only means for making generally available ideas or manners of expression that can initially command only a small audience. The written word is the natural medium for the new idea and the untried voice from which come the original contributions to social growth. It is essential to the extended discussion that serious thought requires, and to the accumulation of knowledge and ideas into organized collections.

We believe that free communication is essential to the preservation of a free society and a creative culture. We believe that these pressures toward conformity present the danger of limiting the range and variety of inquiry and expression on which our democracy and our culture depend. We believe that every American community must jealously guard the

freedom to publish and to circulate, in order to preserve its own freedom to read. We believe that publishers and librarians have a profound responsibility to give validity to that freedom to read by making it possible for the readers to choose freely from a variety of offerings. The freedom to read is guaranteed by the Constitution. Those with faith in free people will stand firm on these constitutional guarantees of essential rights and will exercise the responsibilities that accompany these rights.

1. *It is in the public interest for publishers and librarians to make available the widest diversity of views and expressions, including those that are unorthodox, unpopular, or considered dangerous by the majority.*

Creative thought is by definition new, and what is new is different. The bearer of every new thought is a rebel until that idea is refined and tested. Totalitarian systems attempt to maintain themselves in power by the ruthless suppression of any concept that challenges the established orthodoxy. The power of a democratic system to adapt to change is vastly strengthened by the freedom of its citizens to choose widely from among conflicting opinions offered freely to them. To stifle every nonconformist idea at birth would mark the end of the democratic process. Furthermore, only through the constant activity of weighing and selecting can the democratic mind attain the strength demanded by times like these. We need to know not only what we believe but why we believe it.

2. *Publishers, librarians, and booksellers do not need to endorse every idea or presentation they make available. It would conflict with the public interest for them to establish their own political, moral, or aesthetic views as a standard for determining what should be published or circulated.*

Publishers and librarians serve the educational process by helping to make available knowledge and ideas required for the growth of the mind and the increase of learning. They do not foster education by imposing as mentors the patterns of their own thought. The people should have the freedom to read and consider a broader range of ideas than those that may be held by any single librarian or publisher or government or church. It is wrong that what one can read should be confined to what another thinks proper.

3. *It is contrary to the public interest for publishers or librarians to bar access to writings on the basis of the personal history or political affiliations of the author.*

No art or literature can flourish if it is to be measured by the political views or private lives of its creators. No society of free people can flourish that draws up lists of writers to whom it will not listen, whatever they may have to say.

4. *There is no place in our society for efforts to coerce the taste of others, to confine adults to the reading matter deemed suitable for adolescents, or to inhibit the efforts of writers to achieve artistic expression.*

To some, much of modern expression is shocking. But is not much of life itself shocking? We cut off literature at the source if we prevent writers from dealing with the stuff of life. Parents and teachers have a responsibility to prepare the young to meet the diversity of experiences in life to which they will be exposed, as they have a responsibility to help them learn to think critically for themselves. These are affirmative responsibilities, not to be discharged simply by preventing them from reading works for which they are not yet prepared. In these matters values differ, and values cannot be legislated; nor can machinery be devised that will suit the demands of one group without limiting the freedom of others.

5. *It is not in the public interest to force a reader to accept the prejudice of a label characterizing any expression or its author as subversive or dangerous.*

The ideal of labeling presupposes the existence of individuals or groups with wisdom to determine by authority what is good or bad for others. It presupposes that individuals must be directed in making up their minds about the ideas they examine. But Americans do not need others to do their thinking for them.

6. *It is the responsibility of publishers and librarians, as guardians of the people's freedom to read, to contest encroachments upon that freedom by individuals or groups seeking to impose their own standards or tastes upon the community at large; and by the government whenever it seeks to reduce or deny public access to public information.*

It is inevitable in the give and take of the democratic process that the political, the moral, or the aesthetic concepts of an individual or group will occasionally collide with those of another individual or group. In a free society individuals are free to determine for themselves what they wish to read, and each group is free to determine what it will recommend to its freely associated members. But no group has the right to take the law into its own hands, and to impose its own concept of politics or morality upon other members of a democratic society. Freedom is no freedom if it is accorded only to the accepted and the inoffensive. Further, democratic societies are more safe, free, and creative when the free flow of public information is not restricted by governmental prerogative or self-censorship.

7. *It is the responsibility of publishers and librarians to give full meaning to the freedom to read by providing books that enrich the quality and diversity of thought and expression. By the exercise of this affirmative responsibility, they can demonstrate that the answer to a "bad" book is a good one, the answer to a "bad" idea is a good one.*

The freedom to read is of little consequence when the reader cannot obtain matter fit for that reader's purpose. What is needed is not only the absence of restraint,

but the positive provision of opportunity for the people to read the best that has been thought and said. Books are the major channel by which the intellectual inheritance is handed down, and the principal means of its testing and growth. The defense of the freedom to read requires of all publishers and librarians the utmost of their faculties, and deserves of all Americans the fullest of their support.

We state these propositions neither lightly nor as easy generalizations. We here stake out a lofty claim for the value of the written word. We do so because we believe that it is possessed of enormous variety and usefulness, worthy of cherishing and keeping free. We realize that the application of these propositions may mean the dissemination of ideas and manners of expression that are repugnant to many persons. We do not state these propositions in the comfortable belief that what people read is unimportant. We believe what people read is deeply important; that ideas can be dangerous; but that the suppression of ideas is fatal to a democratic society. Freedom itself is a dangerous way of life, but it is ours.

This statement was originally issued in May of 1953 by the Westchester Conference of the American Library Association and the American Book Publishers Council, which in 1970 consolidated with the American Educational Publishers Institute to become the Association of American Publishers.

Adopted June 25, 1953; revised January 28, 1972, January 16, 1991, July 12, 2000, June 30, 2004, by the ALA Council and the AAP Freedom to Read Committee.

A Joint Statement by:

American Library Association
Association of American Publishers

Subsequently endorsed by:

American Booksellers Foundation for Free Expression
The Association of American University Presses, Inc.
The Children's Book Council
Freedom to Read Foundation
National Association of College Stores
National Coalition against Censorship
National Council of Teachers of English
The Thomas Jefferson Center for the Protection of Free Expression

APPENDIX D. THE FREEDOM TO VIEW

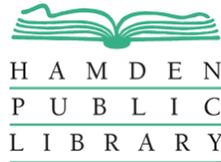
The **FREEDOM TO VIEW**, along with the freedom to speak, to hear, and to read, is protected by the **First Amendment to the Constitution of the United States**. In a free society, there is no place for censorship of any medium of expression. Therefore these principles are affirmed:

1. To provide the broadest access to film, video, and other audiovisual materials because they are a means for the communication of ideas. Liberty of circulation is essential to insure the constitutional guarantee of freedom of expression.
2. To protect the confidentiality of all individuals and institutions using film, video, and other audiovisual materials.
3. To provide film, video, and other audiovisual materials which represent a diversity of views and expression. Selection of a work does not constitute or imply agreement with or approval of the content.
4. To provide a diversity of viewpoints without the constraint of labeling or prejudging film, video, or other audiovisual materials on the basis of the moral, religious, or political beliefs of the producer or filmmaker or on the basis of controversial content.
5. To contest vigorously, by all lawful means, every encroachment upon the public's freedom to view.

This statement was originally drafted by the Freedom to View Committee of the American Film and Video Association (formerly the Educational Film Library Association) and was adopted by the AFVA Board of Directors in February 1979. This statement was updated and approved by the AFVA Board of Directors in 1989.

Endorsed January 10, 1990, by the ALA Council

APPENDIX E. REQUEST FOR RECONSIDERATION OF MATERIALS



REQUEST FOR RECONSIDERATION OF MATERIALS FORM

Title of Work: _____

Author: _____

Format (Book, periodical, DVD, etc.): _____

Publisher: _____

Request initiated by: _____

Address: _____

Telephone: _____ Email: _____

Do you represent (check one):

Yourself An Organization (name)

_____ Other Group (name)

1. Have you read or viewed the entire work? _____

If not, which parts did you read or view? _____

2. To what in the work do you object? _____

3. What do you feel might be the result of reading or viewing this work? _____

4. What do you believe to be the theme of this work? _____

5. Are you aware of any reviews of this work by critics? _____

6. In its place, what work would you recommend that would convey as valuable a picture and perspective of the subject area treated? _____

Your

Signature _____ Date _____