

Moultonborough Public Library Policies

Revised and approved: March 2026

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Mission Statement

The Moultonborough Public Library serves as the heart of the community providing access to resources and opportunities for learning, enjoyment, and community connections.

Library Objective

1. Identify educational and community needs and strive to fulfill those needs, and inform the public of available library services.
2. To adhere to the American Library Association LIBRARY BILL OF RIGHTS and the "Freedom to Read" statement (both of which are attached to this policy), and to strive to meet current standards set by the American Library Association
3. To operate the Library in accordance with New Hampshire Library Statutes.
4. To cooperate with the school district libraries, other libraries in the state and other entities.

Library Bill of Rights

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

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

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

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

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

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

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

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

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

Inclusion of "age" reaffirmed January 23, 1996.

Freedom to Read

1. It is in the public interest for publishers and librarians to make available the widest diversity of views and expressions, including those, which are unorthodox, unpopular, or considered dangerous by the majority.
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.
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.
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.
5. It is not in the public interest to force a reader to accept the prejudgment of a label characterizing any expression or its author as subversive or dangerous.
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.
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, bookmen can demonstrate that the answer to a "bad" book is a good one; the answer to a "bad" idea is a good one.

Statement issued by the American Library Association and the Association of American Publishers, 1953, 1970. Amended June 30, 2004

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

Library Users Records: Confidentiality

NH RSA 201-D:11 **Library User Records; Confidentiality.** –

I. Library records which contain the names or other personal identifying information regarding the users of public or other than public libraries shall be confidential and shall not be disclosed except as provided in paragraph II. Such records include, but are not limited to, library, information system, and archival records related to the circulation and use of library materials or services, including records of materials that have been viewed or stored in electronic form.

II. Records described in paragraph I may be disclosed to the extent necessary for the proper operation of such libraries and shall be disclosed upon request by or consent of the user or pursuant to subpoena, court order, or where otherwise required by statute.

II-a. All library records related to a minor's current borrowing of printed library materials and audio-visual materials, such as DVDs and CDs, shall be available to either parent or the legal guardian of the minor when requested by either parent or the legal guardian of the minor, or the parent or legal guardian of the minor whose address matches that on the library account or who is listed on the library account.

III. Nothing in this section shall be construed to prohibit any library from releasing statistical information and other data regarding the circulation or use of library materials provided, however, that the identity of the users of such library materials shall be considered confidential and shall not be disclosed to the general public except as provided in paragraph II.

Source. 1989, 184:3, eff. July 21, 1989. 2009, 273:1, eff. July 29, 2009. 2025, 273:1, eff. Jan. 1, 2026.

No library information including, without limitation, documents, notes, files, records, oral information, computer files or similar materials (except in the ordinary course of performing duties on behalf of the Library) may be removed from the Library's premises without permission from the Board of Library Trustees. The Library's records may not be disclosed to anyone, except as required by law.

The Library Director will be responsible for handling requests from law enforcement. In the event the Director is not available, an appointed staff member will handle the request.

Under the NH Right To Know Law, anyone may request materials pertinent to library operations. The person requesting copies of materials will be charged the Library's current price per copier page.

Library Privileges

1. The Library will serve all residents and taxpayers of Moultonborough. Persons residing outside the town of Moultonborough may be considered eligible to use the Library subject to the policies outlined within this document. Upon applying for a library card, individuals 18 and older must present photo ID and proof of current address, such as driver's license and delivered mail. A parent or guardian must co-sign a library registration card for children 12 or under.
2. Use of the library or its services may be denied by the Director or Board of Trustees for due cause. Such cause may be failure to return books or other materials, pay penalties, or comply with the behavior policy.

Services

1. The Library is a community resource center providing quality, high-demand materials, programs, information and technology.
2. The Trustees and Library staff will provide services and collections for all ages.
3. The Library staff will attempt to obtain information for patrons by borrowing materials which are not owned or for which the demand does not justify the purchase.
4. Correspondingly, the Library staff will lend materials to other libraries as long as these materials are not in use or reserved for Moultonborough Library patrons.
5. The Library will be open sufficient hours to meet the needs of the community. Legal holidays will be observed and are listed on the Library's website.
6. Reference materials, some local history items, fragile, or unique items are restricted to use within the Library building.

Library Card Policy

The Library offers its collection, public computers and wireless access free of charge to all while in the library.

Resident cardholders

Resident Library cardholders will have full borrowing privileges. Those eligible are:

- Resident or taxpayer of Moultonborough - must provide proof of residency, such as a tax bill, rent receipt, driver's license, vehicle registration, utility bill, delivered mail, etc.
- Anyone who is enrolled in a Moultonborough school - may be required to show proof of student status.
- Employees of the Town of Moultonborough, Moultonborough schools, or the Moultonborough Public Library - may require proof of employment.
- Moultonborough business owners - library card will be in the name of the business owner and they will have responsibility for the card.
- Children of residents or taxpayers in the Town of Moultonborough under the age of 18. *A parent or guardian must be present to sign the library application form for any child under the age of 12.*

Nonresident cardholders

Nonresidents may apply for a library card with limited privileges, i.e. no access to digital collections; museum passes may only be booked the day of or day before use. To apply for a Nonresident library card, an individual will need to provide photo identification and proof of address, such as a driver's license and vehicle registration.

Renewal of Library cards

Library cards will expire after two years and may be renewed for another two years. All library cardholders will be asked to verify current information to make sure everything is updated. Except for patrons younger than 18, proof of residency for resident cardholders will be required.

Full borrowing privileges include:

- Borrowing materials from the library, including Library of Things items
- Booking the Program Room and the small, study rooms
- Use of public computers
- Access to the free Wi-Fi
- Requesting materials from the Interlibrary Loan System
- Downloading eBooks, audiobooks, movies, and music from online platforms (such as OverDrive/Libby and Hoopla Digital)
- Access to other online platforms (such as databases and learning platforms)
- Reserving Museum and other Attraction Passes
- Registering for Library programs

Limited borrowing privileges include:

- Borrowing materials from the library, including Library of Things items
- Booking the small, study rooms
- Use of public computers

- Access to the free Wi-Fi
- Limited access to some online platforms at the Library (such as genealogy databases)
- Requesting materials from the Interlibrary Loan System
- Reserving Museum and other Attraction Passes with restrictions
- Registering for Library programs

Suspension of borrowing privileges will occur when Library materials are long overdue, lost, and/or have been billed for damage.

Circulation Policy

The Library is a community resource center providing quality, high-demand materials, programs, information and technology.

Access to Materials:

The Library does not restrict access to any materials on the basis of a person's color, religion, national origin, socioeconomic status, sex, gender, sexual orientation or age. Free access to the total library is essential to public library service for the entire community.

The library adheres to the Americans with Disabilities Act of 1990 that assures equal access to all library facilities, activities, and programs. Every attempt will be made to accommodate the needs of persons with disabilities.

Anyone wishing to use materials "in-house" may do so at no charge.

The library does not act *in loco parentis* (in the place of a parent) in determining what any minor may borrow from the library. Parents/guardians should not rely on the library staff for supervising materials checked out on a minor's library card account.

Information related to borrower records and circulation of library materials is protected by law. (NH RSA 201-D:11)

Borrowers are responsible for all materials checked out on their library cards.

Use of the library or its services may be restricted or denied for cause, such as failure to return library materials or pay damage or replacement costs, destruction of property, or violation of the Library's behavior policy.

If an item is overdue 21-89 days, borrowing privileges will be suspended until the item is returned or the replacement cost is paid. If an item is overdue 90 days or more, borrowing privileges will be suspended until the replacement cost is paid. Returned items will not constitute the clearing of charges from the account. If an item borrowed from another library through an interlibrary loan is overdue 30 days or more, borrowing privileges will be suspended until the replacement cost is paid. Returned items will not constitute the clearing of charges from the account. All associated costs of interlibrary loan, including postage from out-of-state libraries, must be paid by the requesting patron to maintain borrowing privileges. Library borrowers may appeal a suspension of privileges to the Board of Trustees by submitting a letter requesting the reinstatement of borrowing privileges.

Item overdue	Days overdue	Conditions for borrowing privileges reinstated
MPL-owned item	30-89 days overdue	Returned item or replacement cost
MPL-owned item	90+ days overdue	Replacement cost only

Interlibrary loan	30+ days	Replacement cost only
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Limits on the number of materials loaned may be imposed when interest creates a high demand on one part of a collection, or risk/cost of loss is prohibitive.

Collection Development Policy

The purpose of this policy is to help patrons understand how and why we choose materials for our collection. It also serves as a guide for staff in selecting materials and resources that will be held by the Moultonborough Public Library.

The Moultonborough Public Library, with its mission of being a public library, adheres to the [Library Bill of Rights](#) (see page 4 of this full policy manual), and other policies written by the American Library Association (ALA) related to intellectual freedom. These include the [Freedom to Read Statement](#) (see page 5 of this full policy manual) and the [Freedom to View Statement](#) (see page 6 of this full policy manual).

The Moultonborough Public Library will meet the needs of the community by:

- Providing sufficient materials to meet current and projected community needs.
- Assuring open access to all library materials for all patrons.
- Obtaining materials of varying viewpoints to embrace diversity and inclusion.
- Meeting the needs of patrons having a variety of reading and educational levels.
- Encouraging informal self-education, lifelong learning and a love of reading.
- Expanding library usage to those in the community who are not now library users.
- Developing library services that incorporate both physical and virtual collections.

Ultimate responsibility for collection development and selection policy for the items held by the Moultonborough Public Library lies with the Board of Library Trustees. The Board delegates the Library Director to:

- Coordinate and oversee the collection development of all materials and resources.
- Be accountable for the growth and maintenance of the collection.
- Work with delegated staff members on collection development responsibilities for specific collections, subject areas, and formats.
- Encourage all staff members to make suggestions for new and replacement materials.

The collection areas include:

- Adult Collection
- Young Adult Collection
- Children's Collection
- Reference and Non-Fiction Materials and Resources
- Local Heritage Collection
- Non-Print Materials (includes audiobooks, DVDs, CDs, and unusual items in our Library of Things collection)
- Periodical Collection (newspapers and magazines)
- Electronic Format and Resources (include eBooks, eAudiobooks, databases, streaming services, etc.)

The criteria for selection of library materials serve as a guide for collection development. Materials may meet only a small number of the criteria if their inclusion is seen as important enough to fill a serious gap in the collection, or, due to popular demand.

Selection criteria include:

- Individual merit of each item.
- Its permanent value.
- Diversity in viewpoint.
- Popular appeal and demand.
- Reviews in professional journals and popular media.
- Cost and funding available will be spent in an equitable manner across all areas of the collection.
- Current relevance.
- Relationship to existing holdings.
- Recommendations from staff and patrons.
- Local significance.
- Selecting children and young adult collections to supplement and support school materials without duplicating them.
- Impact of item on collection diversity and inclusion.
- Space limitations in the library.
- Reputation of author, publisher and/or editing body.
- Authority, accuracy and interest level of material.

For electronic collections the following criteria may also be included:

- Ease of use of a product related to an electronic resource.
- Availability of the information to multiple simultaneous users.
- Equipment needs to provide access to the information.
- Technical support and training.

The following journals and review sources which assist in the selection of materials include, but are not limited to:

- Library Journal
- School Library Journal
- Booklist
- Kirkus Review
- Horn Book
- Bookpage
- Book Distributor's Curated Collections (Ingram, Baker & Taylor, etc.)
- Goodreads
- Publishers' webinars
- Core Collection Reference Books

- Bestseller Lists (New York Times, Publishers Weekly, etc.)

The Moultonborough Public Library accepts gifts of books and other materials with the understanding that they will be added to the collection only if appropriate to the collection. The Library Director reserves the right to evaluate them in accordance with the criteria applied to all purchased materials. If gifts or donations are not needed because of duplication, condition, age, or do not follow the collection development policy, the Library may dispose of them.

Bookplates may be provided for materials purchased as memorial gifts. It is recommended that gifts of specific titles be offered after consultation with the Library Director.

An important aspect of a collection development policy is the ability to withdraw or weed materials from the collection. An up-to-date, attractive and useful collection is maintained through a continuous weeding process. It is carried out in order to provide the most current, useful information available. There will be a balance of contemporary works with classics, reference materials and older works of value (historical significance, local appeal, etc.). Weeding also helps to prevent the overcrowding of shelves, and to free up needed space for new and highly desired materials.

The following criteria, in accordance with professional weeding standards, are used to determine which materials are subject to being withdrawn from the collections:

- Out of date or inaccurate information.
- Badly worn or damaged physical condition.
- Insufficient use such as:
 - Works no longer of popular interest.
 - Multiple copies of previously popular works.
 - Topic no longer relevant.
 - Lack of physical space.

Some materials not meeting the above criteria may not be weeded because of its unique nature.

The Moultonborough Public Library recognizes that some materials and resources are controversial and that any item may offend some patrons. Materials of the required quality, serving the purposes of the Library and relating to an existing need or interest will not be removed from the collection because of pressure by groups or individuals expressing disapproval. The Library does not believe in the practice of censorship, and serious works which portray various aspects of life are not excluded because of their frankness. The Moultonborough Public Library adheres to the Library Bill of Rights of ALA and the belief in freedom of access to information.

The Library encourages the examination of diverse opinions. Selection or removal of materials are based solely on the basis of the criteria stated in this policy. No library

materials shall be sequestered except to protect them from theft or damage. It is the responsibility of parents to determine what their children, and only their own children, may read. The selection of materials will not be restricted by the possibility that young people may obtain materials that their parents consider unsuitable. In regards to electronic resources offered by vendors, including but not limited to Hoopla and OverDrive/Libby, the Moultonborough Public Library staff do not select the resources available through these services.

The Library will apply established professional standards in the selection and retention of its materials. In the event a patron wishes to protest the inclusion of a material or resource in the library, the patron will be given the opportunity to submit a "*Request for Reconsideration of Library Resources*" form (available at the front desk or at the end of this policy).

The following is the procedure for users who wish to petition the Library to reconsider any part of its collection:

1. A Moultonborough resident, or individual who meets the requirements to obtain a Moultonborough Public Library resident library card, obtains a "*Request for Reconsideration of Library Materials*" form.
2. The form must be completed and submitted to the Library Director.
3. Only one work, program, or display may be requested for reconsideration by an individual or organization at any given time.
4. Once a completed form is received, a review committee made up of appropriate Library staff members will be appointed by the Library Director. The committee will make a recommendation to the Library Director after reviewing the request. The Library Director will communicate the results to the resident within 15 business days of the completed form being received at the Library.
5. In the case the petitioner wishes to appeal the decision, the Library Director will arrange for the request to be added to the Board of Library Trustees agenda for their next regularly scheduled meeting.
6. The Board of Library Trustees will consider the appeal, and determine whether or not the library's selection criteria have been adhered to. The petitioner is free to attend the Trustees meeting which is open to the public.
7. A member of the Board of Library Trustees will contact the petitioner with a determination. The Board will have final say on any request for the removal of resources from the Library.
8. The resource in question will remain in place at the library until a final decision is made.

Request for Reconsideration of Library Resources

Moultonborough Public Library
4 Holland Street, Moultonborough, NH 03254
www.moultonboroughlibrary.org

Requests for reconsideration of library materials will only be considered from residents of Moultonborough, or those who meet the criteria for obtaining a Moultonborough Public Library resident library card.

Procedure:

1. This form must be completed and submitted to the Library Director.
2. Only one work, program, or display may be requested for reconsideration by an individual or organization at any given time.
3. Once this completed form is received, a review committee made up of appropriate Library staff members will be appointed by the Library Director. The committee will make a recommendation to the Library Director after reviewing the request. The Library Director will communicate the results to the resident within 15 business days of the completed form being received by Library staff.
4. In the case the petitioner wishes to appeal the decision, the Library Director will arrange for the request to be added to the Board of Library Trustees agenda for their next regularly scheduled meeting.
5. The Board of Library Trustees will consider the appeal, and determine whether or not the library's selection criteria have been adhered to. The petitioner is free to attend the Trustees meeting which is open to the public.
6. A member of the Board of Library Trustees will contact the petitioner with a determination. The Board will have final say on any request for the removal of resources from the Library.
7. The resource in question will remain in place at the Library until a final decision is made.

REQUEST FOR RECONSIDERATION OF:

- Book
- Audiobook

Title: _____

Author: _____

Publisher: _____

Copyright date: _____

- DVD
- Music CD

Title: _____
Director or Creator: _____
Copyright/Release Year: _____

- Magazine
- Software
- Electronic Resource

Title: _____
Publishing Company: _____
Volume or Edition: _____

- Program
- Display
- Other: _____

Title: _____
Date being shown/displayed: _____

Please use the back of the page or attach additional pages as needed to answer the following questions.

1. If the request is related to the library's collection, have you read the Moultonborough Public Library's Collection Development Policy and the intellectual freedom statements mentioned in the policy? YES NO
2. If the request is related to the library's programming, have you read the Moultonborough Public Library's Program Room Policy? YES NO
3. Have you read, viewed, listened to, or reviewed the entire work? YES NO
4. What brought this resource, program, or display to your attention?
5. What concerns you about this resource, program or display? Please be specific: cite pages, passages, scenes, etc.
6. Are there resources or other programs you suggest that would provide additional information and/or other viewpoints on this topic?

7. Have you read any reviews of this resource or program? YES NO

If yes, please specify:

8. Please include any additional details about this request you wish to have considered.

REQUEST INITIATED BY:

Name: _____

Address: _____

Mailing Address if different: _____

Telephone: _____

Email: _____

Date: _____

PETITIONER REPRESENTS (select one):

- Self
- Organization: _____
- Other: _____

Signature of Petitioner _____

Date signed: _____

We thank you for your concern and interest.

Behavior Policy

The Trustees and staff seek to provide a comfortable environment for all library users, and to be stewards of the town's property in its care. When visiting the library, the appropriate supervisor or caregiver must accompany children or adults needing continuous supervision or assistance. Responsibility for children using the library rests with parent/guardian or assigned chaperone, not with library personnel.

Those using the library and its resources have the right to expect a safe, comfortable environment that supports library services. All library users are expected to observe common courtesy toward other library users and library staff. Disruptive and discourteous behavior will not be tolerated. For the safety and comfort of library patrons, volunteers and staff, behavior that is prohibited in the library includes, but is not limited to, the following:

1. Verbally or physically threatening other visitors, library staff or volunteers, including stalking, touching, bullying, using offensive language, or staring with intent to intimidate or harass another individual. Harassment of any kind is strictly forbidden anywhere on library property.
2. Excessive public displays of affection.
3. Lying down on furniture; placing feet on furniture; more than one person sitting on single seat furniture; causing excessive wear or damage to furniture.
4. Soliciting funds or offering any goods or services for sale is prohibited unless authorized by the Library Director.
5. Poor personal hygiene that interferes with others ability to use the library. Consumption of illegal drugs or alcoholic beverages, and/or smoking or vaping on library grounds.
6. Displaying obscene or objectionable material, including on computers, within the library which upsets or disturbs other library users or staff.

Violations of this policy will result in increasing levels of action starting with asking a library user to leave the library. The level of action will be determined on a case-by-case basis and will be within the discretion of the Library Director or the Board of Trustees or the supervising staff member on duty. An incident report shall be filled out and immediately given to the Director. A library user may appeal any such decision by submitting a letter to the Board of Trustees who will review any appeals at their next scheduled meeting.

Children's Safety Policy

Library Trustees and staff wish to ensure the safety and comfort of all children in the library. We wish to make parents aware that the library is a public building, open to everyone and having some inherent risks. Parents or caregivers are responsible for children.

Children using the Library: Children must know how to reach a parent or caregiver in the event of an emergency. Both parents and children should know library hours.

Age at which child may be unattended: Children 5 years old and younger must be accompanied by a caregiver who remains within eyesight of the child at all times. Children ages 6-11 must be accompanied by a caregiver who remains in the building with the child. Caregivers to children must be at least 13 years old. The age at which a child may be unattended in the library is twelve (12) years of age. If a child becomes disruptive to other patrons or staff, or becomes distressed, the parents may be notified. Parents should realize that, in their absence, they are still legally responsible for their children's behavior.

Attendance at Library Programs: Parents are expected to be in the room with children during preschool and toddler Library programs.

Adult use of Youth Area: All ages are welcome to utilize the collection in the youth area, however, seating areas and computers are reserved for youth and caregivers. In the interest of children's safety, non-caregiving adults shall not loiter in the children's area.

Library Closing: If any unattended children are found in the library at fifteen minutes prior to closing time, the staff member will remind the child of closing time and allow him or her to call for transportation or to locate family members using the library telephone. If a child's parent or guardian cannot be located at closing, the librarian or library staff person may contact the Police Department to assist in locating the parent or guardian. Under no circumstances would a staff member transport a child in his or her own vehicle. Two staff members are to remain with the child until parents or police arrive.

Incident report: In any situation involving youth safety or behavior and specifically whenever parents, other relations or caregivers or local police are notified, the staff member involved will complete an Incident Report, to be filed at the Library.

Animal Policy

The Library recognizes that some patrons may have service animals, which are trained to assist or accommodate a person with a sensory, mental, or physical disability or to perform tasks for the benefit of a disabled individual.

The Library recognizes legal rights under federal and state laws regarding use of service animals. The Library also considers the safety and health of all of its patrons, the public and library staff to be of utmost importance.

Patrons are not permitted to bring animals into the library building with the exception of the following:

1. Service Animals & Service Animals in Training
 - a. Any person with a disability is allowed to bring their service animal into the library
 - b. All service animals must be under the full custody and control of their handler at all times. Service animals must be harnessed, leashed, or tethered, unless these devices interfere with the service animal's work. Owners must keep the service animal directly with them at all times.
 - c. A service animal is defined as an animal "that has been individually trained to do work or perform tasks for an individual with disabilities."
 - d. Documentation is not required; however, staff may ask if an animal is a registered or in-training service animal.
 - e. Service animals in training are allowed in the building unless the animal constitutes an unreasonable risk of injury or harm to property or other persons.
 - f. Fear of allergies, annoyance on the part of other patrons or employees or fear of animals are generally not valid reasons for denying access or refusing service to people with service animals or service animals in training.
2. Library Programs
 - a. The library may choose to offer educational programs for the public that include various animals. These animals are permitted in the library for the duration of the program.
 - b. Owners and/or handlers of the animals must be with them at all times.
 - c. Owners and/or handlers are responsible for protecting library property from damages.

Owners of pets will be asked to remove them from outdoor areas if they impede anyone's access into or out of the library.

Program Room Policy

1. The Program Room was designed specifically for the use of the library for library programs, meetings and displays. The Library and the Friends of the Library takes precedence in scheduling over all other requests for the Program Room.
2. When the room is not being used by the library or its support groups it may be reserved by non-profit, federal, state, or community based organizations, or other organizations or individuals provided the intent is to inform and educate rather than market services. You must be a Moultonborough resident or taxpayer to reserve the room.
3. No telephone banks may operate in the library nor may the space be used as a political campaign headquarters.
4. The room is not open for private functions or personal or family purposes such as weddings, showers, company parties, birthday/anniversary parties, memorial services.
5. The suitability of a program or activity rests with the Library Director and ultimately with the Board of Trustees.
6. Groups using the room must not discriminate against any persons wishing to attend or take part in meetings and events held at the library.
7. Permission to use the Program room does not constitute endorsement of a group's views, philosophy or objectives, by the library.
8. Meetings held in the library and not sponsored by the library are subject to the following rules:
 - a. Hours of Use: The room may be used from 9 AM to 10 PM. Exceptions may be made at the discretion of the Director. For 9 AM reservations, setup and attendee arrival may begin no sooner than 9 AM
 - b. The room will not be available on Sundays or holidays observed by the library or when the library is closed due to circumstances beyond the library's control such as weather or emergency situations.
 - c. Seating capacity is per fire code regulation.
 - d. All activities taking place in the Program Room will be open to the public.
 - e. User groups except for those events specifically sponsored by the library may charge no admission fees, collections, or other fees. Sale of any items will be at the sole discretion of the Library Director.

Rules and Regulations for the Program Room

1. Persons meeting in the library are subject to all rules and regulations of the library.
2. The scheduled program cannot differ from the originally proposed program without approval by the Library Director.
3. No alcoholic beverages may be served.
4. The library is a no smoking facility. Candles and open flames are not permitted.
5. Nothing may be tacked or taped to the walls or other surfaces.
6. There will be no loud noises. Programs may not disturb normal library business and must be confined to the Program Room.
7. Groups using the room are required to set up for their meeting, return furniture and equipment to its original location, and leave the room clean and in good condition. Library employees are not responsible for any aspects of setting up or cleaning up for non-library sponsored events.
8. *Damage:* Repair of damage to the facility and/or equipment will be billed to the individual and/or group whose name is listed on the reservation. In case of damage, the individual and/or group will not be permitted to use the facility until damage charges are received by the library.
9. *Audio-visual equipment:* Use of the library's audio-visual equipment may be available upon request. Staff assistance in the use of this equipment may not always be available.
10. *Kitchen facilities:* Use of the kitchen facilities may be made available upon request. The kitchen facility must be left clean, and trash must be removed from the premises. No food should be left, including in cabinets or in the refrigerator.
11. *Publicity:* All publicity for non-library programs must clearly indicate the name of the sponsoring group and shall not be publicized in any way as to imply library sponsorship. Fliers, brochures or other printed information shall remain in the program room and be removed at the end of the function. Questions from the public concerning non-library programs will be referred to the sponsoring person or organization.
12. *Liability:* Neither the Board of Trustees nor the Library or Town of Moultonborough shall be responsible for injury to persons or property that occurs while the Program Room is being used.

Reservations for the Program Room

1. Reservations are made through the Library's website or by calling or coming in and speaking to a library staff member.
2. Individuals reserving the room must have a library card or prove they are a resident or taxpayer of Moultonborough.
3. Groups may only schedule the use of the room once a month. Recurring meetings may receive special permission from the Library Director. The Library reserves the right to adjust reservation limits based on demand. Reservations can be made no longer than six months in advance.
4. A reservation is not complete until the requester of the room reservation receives confirmation from the Library. Submitting a reservation request indicates agreement with the Meeting Room Policy.
5. Should a meeting conflict with a library program, the library-sponsored program will receive priority.
6. Cancellation of Program Room reservations should be made no later than 24 hours in advance and may be done through the online reservation form.
7. The designated person reserving the room must be at least 18 years of age and must be physically present at the event for which they are responsible.

Study Spaces/Rooms Policy

There are three rooms available for people to use who require a quieter space. These are the Nancy McCue Room, the Small Study Room and the Heritage Room.

1. The Library has three study/meeting spaces, which can be reserved online on the Library's website or by calling or visiting the Library. Each room accommodates a certain number of people. A library patron may reserve only one space per day for a maximum of three hours. Space permitting, staff may extend the reservation period.
2. Rooms may be reserved up to six months in advance.
3. All rooms are available only during the Library's open hours.
4. The room is available on a first come, first serve basis unless reserved in advance. Patrons with advance reservations take priority.
5. Small groups may reserve the room for their exclusive use. Some examples of acceptable use include tutoring, study groups, interviews and discussion groups.
6. The room may not be used to distribute or solicit orders or sell goods and services.
7. Noise must be kept to a minimum. When occupied, the door is to remain unlocked.
8. Persons who misuse the room will be asked to leave.
9. Room capacities follow fire code.
10. Rooms should be left in the condition in which they were found. Cleaning supplies may be available upon request.
11. The Heritage Room, while reservable, holds the Library's local history collection and may be used by others during a time it is reserved.

Internet Computer Use Policy

1. As part of the Moultonborough Public Library's commitment to meet the cultural, informational and educational needs of the community, the library is pleased to offer public access to the Internet.
2. All patrons and visitors are welcome to use the library's public computers and the public wireless access
3. Not all sites on the Internet provide *accurate, complete* or *current* information. The Moultonborough Public Library has no control over the materials to be found on the Internet. The library does not condone the use of offensive material. The Internet user must evaluate the validity and accuracy of the information found.
4. Users must read our computer and Internet policy when signing onto a computer, and must agree to abide by the policy and obey all copyright laws. Wireless Internet users are expected to abide by the same policy and copyright laws.
5. Parents are responsible for children's access to the Internet.
6. Use is subject to good behavior as determined by the library staff. Manipulation of any library operating systems, setups, or files is not allowed. Abuse of the equipment or the service will result in the user being denied further access to the system. Patrons will be held responsible for any damage to the equipment caused by misuse.
7. Computer use is for one hour at a time. If no one else is waiting, patrons may continue to use the computer.
8. Printing costs 15 cents per page for black and white and \$1.00 per page for color
9. The staff will provide limited help and advice, as they are able.

Computers will be shut off 15 minutes before the library closes.

Free WiFi on an unsecured network, available to all, is available inside and around the outside of the Library.

Electronic Device Use Agreement: In Library Use

The Library may provide electronic devices, such as laptops, to active cardholders in good standing to be used in the Library, as they are available.

Device borrowers agree to:

1. A borrowed device will not be left unattended.
2. The borrower accepts full responsibility for the device and accessories and to reimburse Moultonborough Public Library for the full cost of repairing or replacing a device and or accessories if they are lost, stolen or damaged while they are checked out.
3. To protect patron privacy and limit intrusion, borrowers will log out of every app and website before returning the device.
4. Anything purchased, installed and downloaded to the device will be erased when it is returned.
5. All devices must be returned no later than 30 minutes before closing. All devices must be returned to the circulation desk in person, and must be turned on for inspection purposes. Borrowers should be prepared for a brief wait while staff verify that all items have been returned in working condition.

Electronic Device Use Agreement: For Checkout

Library cardholders in good standing may borrow electronic devices, such as e-readers. Borrowers younger than 18 must have parental permission to check out devices and have a parent or guardian sign this agreement.

A device may be borrowed for a period of 2 weeks and may be renewed, unless it has been placed on reserve by another cardholder.

By my signature below I agree to the following statements:

1. I agree to accept full responsibility for the device and accessories and to reimburse Moultonborough Public Library for the full cost of repairing or replacing a device and or accessories if they are lost, stolen, or damaged while they are checked out in my or my child's name.
2. I agree to clear all personal data.
3. I will **log out** of every app and website I have opened before returning the device to protect my privacy and limit intrusion. By signing below, I agree not to hold MPL liable if anything happens as a result of having neglected to do so.
4. I will not return the device in the outside book drop. I will hand it to a staff person at the Circulation Desk.

Signature: _____

Date: _____

Staff Initials: _____

Library of Things Borrowing Agreement

Items from the Library of Things may be borrowed by Moultonborough Library cardholders in good standing and who are 18 years or older.

When borrowing an item(s) from the Library of Things collection you agree:

1. To take good care of the item and keep all the parts and accessories together.
2. To clear all personal data from the item.
3. To accept full responsibility for the item and accessories and to reimburse Moultonborough Public Library for the full cost of repairing or replacing an item and/or accessories if they are lost, stolen or damaged while they are checked out.
4. The item will be returned to a member of the Library Staff at the Circulation Desk on the day it is due. (Item(s) should not be placed in the book drop.)
5. Sign and agree to the Library of Things Waiver.

Library Signs

All Library signs are reserved for the promotion of Library- and Friends of the Library-sponsored events, services, and communication. Messages from the Town administration offices, and Town departments may also be displayed on Library signs, as appropriate and as space allows.

Bulletin Boards

1. The bulletin boards will be maintained where official notices of the library, other libraries, local non-profit organizations, the town, and the State of New Hampshire may be posted, with the approval of the staff. Other designated bulletin boards may allow postings by and about community organizations, their events and information. Advertisement of for-profit, non-education related business and service(s) is not permitted.
2. The size of material and length of time posters remain on bulletin boards is at the discretion of the Library Director.

Displays and Exhibits Policy

1. The display of material will be at the discretion of the Director. All displays will be shown at the owner's risk.
2. There will be no taping, tacking, nailing or marking of the walls or any activity that might cause damage to the Library.
3. The **only acceptable product** to use for labels will be provided by the library.
4. The Program Room and display areas must be left in the condition in which they were found.
5. The Board of Trustees has final authority over how the library is used and how materials are displayed for any exhibition.
6. Loan Policy Release Form is required for all exhibitions and displays.

Art Acquisition and Loan Policy

ACQUISITIONS

1. Artwork owned by, or on loan to, the Moultonborough Public Library is under the jurisdiction of the Board of Library Trustees. The Art Committee whose recommendations will be forwarded to the Trustees for final decision must review proposals for the acquisition of works of art or for artwork on loan to the library.
2. Gifts of art come under the full jurisdiction of the Board of Library Trustees upon acceptance. The Trustees, with the recommendation of the Art Committee, will be the final authority in the display, disposition or sale of such works.
3. Gifts to the library remain outright and unrestricted donations.
4. The acceptance of gifts of art by the Moultonborough Public Library will be considered judiciously. Criteria used in the determination of the suitability for acquisition or acceptance of a work of art includes, but are not limited to:
 - a. The intrinsic quality of the work
 - b. The value of the acquisition to the library
 - c. Cost of installation
 - d. Maintenance
 - e. Whether a suitable location is available at the library
5. Any work of art under consideration must be reviewed by the Art Committee. Works of art that cannot be viewed or adequately represented will not be considered. Appraisals are the responsibility of the donor.
6. Acceptance of an object does not imply that it will be on permanent public display.
7. The donor must sign the Gift Policy Release.

LOANS OF ART WORK

1. The Board of Library Trustees may accept loans of artwork to the library on a short or long-term basis. The acceptance of such a loan requires the recommendation of the Art Committee. The Committee, in making its recommendations, will follow the same evaluative criteria for the acquisition of art as well as determining the length of the loan.
2. The Moultonborough Public Library assumes no liability in the display or storage of loaned artwork in the Moultonborough Public Library.
3. The loaner must sign a Loan Policy Release Form.

Art and Exhibitions Loan Policy Release Form

Date:

Description of item(s):

Name, Address and Telephone (please print):

Length of loan (_/ _/ _/through _/ _/ _)

The Moultonborough Public Library assumes no liability in the display or storage of loaned artwork.

The display of material will be at the discretion of the Director. All displays will be shown at the owner's risk.

1. There will be no taping, tacking, nailing or marking of the walls or any activity that might cause damage to the Library.
2. The **only acceptable product** to use for labels will be provided by the library.
(*Magic Mounts Removable Mounting Tabs.*)
3. The Program Room must be left in the condition in which it was found.
4. The Board of Trustees is the ultimate authority on the method of display and use of the Program Room for the exhibition.

Signature _____ Date _____

Gift and Donation Policy

Gifts to the Library are an important way to enhance library services, improve library facilities and provide future financing beyond the general operating budget.

The Library welcomes gifts of money, books, or other real property. Gifts help the library achieve its mission and enhance our collection and services. The Library through its Board of Library Trustees may accept or decline any gift offered at its discretion. The Library also reserves the right to use the gift in whatever manner best serves the interests of the library. If accepted, the gift becomes the property of the Library. All gifts may be utilized, sold or disposed of in the best interest of the Library.

1. **Monetary Contributions:** Monetary contributions are held and managed by the Library Board of Trustees to supplement but not supplant the regular operating budget.
2. **Monetary Endowments:** The Library may accept donations to create an endowment fund with specific purposes and uses on a case-by-case basis. The donor, Library Director and Board of Library Trustees will develop the terms of the endowment agreement.
3. **Book Donations - memorial books, used books, other media (CDs, DVDs, etc.):** Memorial books or other library materials may be donated in honor of an individual, and may be marked with a special bookplate. The continued presence of the book within the collection is based on the use, wear, and appropriateness of the book at the time.

The Library Director will have final decision as to the disposition of gifted media material. Items not deemed needed for the collection may be sold at a book sale, or, if necessary, discarded. Information about how the donated materials will be used will not immediately be available. Items must be in good, clean, odor-free condition for the library to accept the donation. Generally, the library does not accept textbooks, encyclopedias, or books in poor physical condition.

4. **Other Real Property (i.e., musical instruments, artwork, furniture, etc.)** Gifts of other real property especially enhance the ability of the Library to offer a positive experience to our patrons. The decision to accept or decline offers of real property will be made on a case-by-case basis by the Library Director with final decision resting with the Board of Trustees. The decision to accept the gift (and the continued use of the gift) will be based on the appropriateness of the gift to a library setting, the potential future cost of maintaining the gift, physical space constraints of the library, and other factors particular to the type of gift as determined by the Board of Trustees.

5. **Disposition of gifts:** The Library reserves the right to use the gift in the way that best serves the interest of the Library. The library applies the same criteria for evaluating gift items as it applies to purchased material. Gifts will be withdrawn in the same manner as purchased material. The library does not accept responsibility for notifying donors of withdrawal or replacement of gift items.

6. **Tax Implications:** All gifts may be tax deductible and the library will furnish a statement for tax purposes, but does not place a financial value on used items. The Internal Revenue Service will not accept an appraisal or estimated value of a non-monetary gift from the recipient institution. The Library cannot tell a donor the worth of the non-monetary gift for the purpose of a tax deduction. Upon request, the library will issue a receipt with the quantity and description of what was donated. Patrons should have an independent party provide the appraisal.

Gift Policy Release Form

I give the following to the Moultonborough Public Library:

Description of item(s):

Name, Address, Email and Telephone number (please print):

I agree the Moultonborough Public Library Trustees will be the final authority in the display, disposition or sale of such gifts.

Date_____

Signature_____

Credit Card Acceptance Policy

The Moultonborough Public Library accepts credit and debit as a form of payment. A third-party provider is used to process the transactions for the Library.

Due to surcharges incurred by the Library, a minimum of \$1.00 will be required to use a credit card as a payment option. The Library will not charge a fee to patrons for credit or debit card use.

Payments or donations will only be accepted for monies owed or donated to the Moultonborough Public Library.

Donations and purchases for the Friends of the Library can be made via the Friend's PayPal account.

Payment transactions are contingent upon both the authorization of payment by the applicable credit card company or financial institution and acceptance of payment by the Library. In the event that a credit card payment is unable to be processed, the patron will be responsible to provide payment via cash or check for the amount due.

The following transaction types will not be permitted:

- Accepting payment cards for cash advances or cash back
- Discounting dues and fees based on the method of payment
- Adding a surcharge or additional fee to card transactions
- Refunds in excess of the original amount paid
- Payments over the phone or via email
- Split-tender transactions

Email and text message receipts are available when contact information is provided. A paper receipt is also available by request.

When a refund is required, the refund must be credited to the account that was originally charged. Credit card refunds cannot be made more than 60 days after the transaction date. Refunds may take up to 14 days to process as per the third party service used. If a refund is

deemed necessary after the 60 days, a refund may be made via check issued by the Library. Refunds are subject to the approval of the Library Director.

In the event that the Library is notified of a dispute, Library staff will investigate the transaction and respond as necessary.

Privacy Statement

Credit card transaction details collected are encrypted at point of submission. Square, Inc. complies with all required Payment Card Industry Data Security Standards (PCI-DSS). For more information, please see [Square Security](#).

The Moultonborough Library will have access to the last four digits of the credit card number used for the transaction only, and this information will only be used for transaction retrieval. This information is kept private and is not used for any other purpose. Transaction information is available until the Library terminates its account with Square, Inc.

For information regarding how Square, Inc. uses your information, refer to the Square, Inc. privacy policy at [Privacy Notice for Square Sellers and Website Visitors](#).

By utilizing this service, the consumer agrees to accept and assume all risks and responsibilities for the losses and damages that may arise from their use of this payment service and release the Moultonborough Library and the Town of Moultonborough from all liability.

Amendments and Review

1. These policies may be amended at any Trustees meeting provided the proposed changes have been submitted to all Trustees four (4) weeks previously.
2. The entire group of library policies should be reviewed every five (5) years.