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REUBEN HOAR LIBRARY POLICY

I. MISSION

The mission of the Reuben Hoar Library is to provide a supportive, professional and friendly environment for reading, research and lifelong learning.

II. GOVERNANCE

The Board of Trustees of the Reuben Hoar Library is the elected governing body with legal responsibility to the Town of Littleton for the operation of the Reuben Hoar Library. The Board manages all funds appropriated for or donated to the Library, establishes policies to govern and guide all phases of library operations, and develops plans to guide the development of library services for the community.

A. Authority

The Board of Trustees exists by virtue of the provisions of the Reuben Hoar Trust created in 1885 by William Stevens Houghton, modified as to memberships on the Board by decree of the Supreme Judicial Court of the Commonwealth of Massachusetts in September, 1972, case number 7647, arising out of a petition by Eugene R. Milliken et al. vs. the Registrars of Voters of the Town of Littleton, and also by virtue of the provisions of c. 78, §§10-13 and §21 of the Massachusetts General Laws (G.L.) and the By-laws of the Town of Littleton.

B. Election of Members

The Board of Trustees is composed of six members, two of whom are elected each year at the annual town elections, as provided for in G.L., c. 78, §. 10. Trustees serve without compensation for a term of three years. Trustees may be re-elected. Any member may resign by written notice filed with the Town Clerk, as provided for in G.L., c 41, §109. Upon receipt of the notice, the Town Clerk will notify the remaining members of the Board. If a vacancy occurs, the Board shall recommend a suitable replacement or replacements to the Board of Selectmen. The vacancy is filled by a majority vote of the Board of Selectmen in accordance with the G.L., c.41, §11.

C. Responsibilities

The primary responsibilities of the Board are defined in G.L., c. 78, §11:

"The board shall have the custody and management of the library and reading room and of all property owned by the town relating thereto. All money raised or appropriated by the town for its support and maintenance shall be expended by the board, and all money or property which the town may receive by gift or bequest for said library and reading room shall be administered by the board in accordance with the

provisions of such gift or bequest. The board of any library, for the purpose of improving the services of said library, may enter into an agreement with the board or boards of any neighboring library or libraries, to pay for services in common, such payments to be shared in accordance with terms of such agreement."

The Board selects, appoints, specifies the duties, and recommends the salary of the Library Director and promotion of library interests.

D. Officers

The officers of the Board are a Chairperson, a Treasurer, and a Secretary as required by the G.L., c. 78, § 10, and such other or additional officers as the Board may desire. Officers are elected from among the Board members usually at the first regular meeting of the Board following the annual town elections. The term of office is one year. In the event of a vacancy in any of the officers' positions during the year, that vacancy is filled by a vote of the Board. In the absence of an officer at a meeting of the Board, a temporary officer may be appointed by the members present.

1. Chairperson

The Chairperson conducts all meetings, appoints all committees, serves as the official representative of the Board, and fulfills all legal functions on behalf of the Board that are not specifically assigned to other members.

2. Vice Chairperson

The Vice Chairperson serves in the absence of the Chairperson.

3. Secretary

The Secretary keeps a true record of all meetings of the Board, posts all meetings as required by law, and submits to the Board for their approval an annual report for inclusion in the Town of Littleton's Annual Report.

4. Treasurer

The Treasurer advises and assists on financial matters affecting the library. The Treasurer manages funds controlled by the Trustees, and provides regular reports to the Trustees regarding library investments, and receipts and expenditures from such funds. The Treasurer is authorized to transfer, receive, withdraw, or check upon any funds in accounts credited to the Board, to execute stock and other investment transactions with the approval of the Board, and to have access to Safe Deposit Boxes rented by the Board. The Treasurer and any assistant will be bonded by the Town of Littleton. The Treasurer submits an annual report to the Town in accordance with G.L. c. 78, § 12.

5. Historian

The Historian is responsible for the Trustee archives.

E. Meetings

1. Regular Meetings

Regular meetings are usually held monthly at a time and a place determined by the Board.

2. Special Meetings

Special meetings may be called by the Chairperson or at the request of a majority of members.

3. Quorum

A quorum consists of four members, A trustee who cannot attend a meeting is expected to give advance notice to the Library Director.

4. Open Meetings

All meetings of the Board are subject to the State's Open Meeting Law as contained in the G.L., c. 39, §23A-23C. In particular, all meetings are open to the public unless held in executive session under terms of the law. A notice of all meetings is filed with the Town Clerk at least 48 hours, not including Sundays, in advance of the meeting date and time, and a copy of the notice is posted in the Town House. All records of minutes of meetings are available in the Library and the Town Clerk's Office for public inspection.

5. Parliamentary Procedure

All meetings will be held under Roberts' Rules of Order.

F. Special Committees

Committees for the study and investigation of special problems or for the performance of especially assigned tasks may be created as needed by the Board. The Board of Trustees may make appointments to these special committees from the Board of Trustees, the Library Staff, the community at large or all three. Such committees shall function as ad hoc committees under the authority of the Board and at its pleasure.

G. Record Retention

The Board will follow the record retention recommendations of the Massachusetts Secretary of State's Office.

III. PARTICIPATIVE MANAGEMENT

The Library, in accordance with modern organization practices, has a policy of participative management.

The goals of participative management are generally:

- to promote communication between administration and staff and among staff members;
- to encourage each staff member to identify issues which need attention and to propose change;
- to deal with issues by obtaining insights and suggestions from those closest to them, or those most likely to be affected by them, or from others on the staff;
- to provide for group decision-making by the entire staff;
- to provide leadership opportunities for staff members who desire them;
- to promote a positive attitude toward library services and policies by sharing responsibilities for developing them.

IV. RESPONSIBILITY GUIDELINES

The Board of Trustees is responsible for the operation and use of the Library. The Library Director provides day-to-day administration. This responsibility includes developing and maintaining administrative procedures.

V. FINANCES

The Library is supported by taxation. A municipal appropriation is provided each year by vote of Town Meeting based upon the request of the Library Director and the Board of Trustees and the recommendation of the Finance Committee. The Library is also supported with State and Federal funds allocated annually by the Massachusetts Board of Library Commissioners. Income from the Library endowment and gifts supplement library expenditures.

A. Library Budget Line Items

The Town Library budget appropriation is for:

1. Salaries for library staff
2. Continuing education
3. Materials and supplies
4. Services and programs for community members of all ages
5. Publicity for programs and services including library promotional material.

B. Other Town Budget Line Items

Other town budgets cover:

1. Utilities -- Heat, water, electricity, telephone, fax
2. Insurance
3. Capital expenses
4. Employee benefits
5. Facility maintenance
6. Custodial services
7. Expenses connected with membership in automated library system.

C. Fund-Raising

1. The Board of Trustees strongly support fund-raising and find it essential to supplement the needs of the Library.
2. The Board encourages all groups and any individual who wishes to offer their own ways to raise funds. The Trustees recognize the continuing fund-raising efforts of the Friends of the Reuben Hoar Library and urge residents to join these ongoing activities in support of Library services.
3. Money-raising projects for the Library need approval of the Board.
4. Fund-raising should be limited to specific projects or requests and limited in both scope and time.
5. A list of suggested projects will be prepared by the Library Director and the Trustees for fund-raising.
6. All bequests and gifts will be acknowledged. They will be publicized or kept confidential according to the wish of the donor.
7. Gifts

The Trustees strongly believe in building the endowment fund.

a. Monetary Gifts

- i. Monetary gifts in the form of a check should be made out to the Trustees of the Reuben Hoar Library.
- ii. A monetary gift that exceeds \$10,000 will be maintained as a named endowment fund. Amounts below \$10,000 will be a part of the

Benefactors Fund. In the absence of donor restrictions, the Trustees will maintain the fund's principal and may expend income earned by the fund.

- iii.* The Trustees reserve the right to review the conditions attached to any gift. The Trustees will reject or return a gift which does not meet the Library's needs. Gifts deemed as unusual by the Director will be referred to the Trustees for a decision. Gifts from the Friends of the Reuben Hoar Library may be accepted by the Director and will be acknowledged by the Trustees.
- iv. Any item intended as a gift for permanent display in the library must be accepted by the Trustees and must be accompanied by a Deed of Gift. [See form Appendix ___].

b. Gifts of Materials

- i. The Library welcomes gifts. Its collection has been greatly enriched by many fine donations.
- ii. The **General Principles of Selection** (Section X. Paragraph D on page 30) that govern purchases also apply to gifts. Gifts of materials will be accepted on the condition that the Library Director may select those items needed for the collection and dispose of unwanted items when necessary. Items not added to the collection may be given to another library or may be sold at one of the Friends of the Library's book sales.
- iii. Gift subscriptions to periodicals are welcome and should be discussed with the Library Director prior to a subscription order being submitted.
- iv. Gifts commemorating both the happy and sad events of life are encouraged. The donor should contact the Library Director and discuss the suitability of the donation as well as any special requirements. The staff can provide a list of well-reviewed materials on specific subjects. The Library Director may discuss the acceptance of any gift with the Trustees.

D. Personal Purchases

No purchases of materials that would become the personal property of an individual shall be made by the Library.

The Library may sponsor a special account with a vendor through which staff members may pay for their own personal purchases. The Library is not responsible for any of these expenditures.

E. Discards

When the Library Director determines that furniture and/or equipment no longer is of service to the Library, he/she will bring this to the attention of the Board of Trustees. The Board will request permission of the Littleton Board of Selectmen to dispose of Town-purchased property in accordance with Chapter 35, Section 4 of the Code of the Town of Littleton. The Trustees will determine the disposition of other items.

VI. USE OF THE LIBRARY

A. Borrowing

1. Patrons

a. The Library extends access to its materials, for use in the library, by all Massachusetts residents, no matter what their town of residence, as required by 605 CMR 4.01(1) .

b. A Littleton resident of any age may obtain a library card at no charge by providing identification showing a Littleton address. A person without identification may request verification of residence by a library staff member through phone calls to school, home, or place of employment. The signature of a parent or guardian is required for those under 12 years of age. The Library does not serve in "loco parentis" but recognizes the rights and responsibilities of parent or guardian to determine and inform the library staff as to what materials the child may use. (Note: See also section on computer use.)

c. A resident of a town served by MVLC (Merrimack Valley Library Consortium) must obtain a library card in accordance with MVLC policies. That card can be used in Littleton.

d. A resident of any other Massachusetts town may borrow materials in accordance with procedures set up by MVLC and the Reuben Hoar Library.

i. The Library extends reciprocal borrowing privileges to residents of the Commonwealth who reside in communities that offer state certified library service.

ii. The Library discontinues borrowing privileges to residents of communities that do not participate in, or do not qualify for, the direct state aid grant program, State Aid to Public Libraries, administered by the Massachusetts Board of Library Commissioners (MBLC). Borrowing privileges are discontinued when the Reuben Hoar Library receives notice of that a library is not certified.

iii. The Trustees of the Reuben Hoar Library will send a copy of this policy to the affected community's library board of trustees, selectpersons, city council, mayor or town manager, and will post a notice in the Reuben Hoar Library immediately following the first Trustees meeting after notification of decertification is received.

iv. Once a library is recertified by the MBLC, borrowing privileges of all affected borrowers will be reinstated immediately.

e. A resident of a state other than Massachusetts who wishes to borrow materials may be required to pay a fee in accordance with Library and MVLC policies.

2. Registration

a. Any Massachusetts resident may become a registered borrower by showing a valid driver's license, military identification, or other picture ID giving a current address. A separate card is issued to each new adult registrant. Registration is valid for five years and may be renewed.

b. A child is encouraged, but not required, to use a parent's card until June of the year the child enters first grade, at which time an individual borrower's card is issued. With parental permission, a child may be issued a card earlier.

c. No one may use another person's card without that person's verbal or written permission. A cardholder is responsible for all materials borrowed on his/her card.

d. An application form will be signed by each borrower indicating the borrower's responsibility to return books promptly and to pay for damaged or lost materials.

3. Confidentiality of Records

a. The name and telephone number of a library user shall be strictly confidential. Circulation records and other records identifying the names of library users and the library materials they use are confidential in nature under G.L. c. 78, §7. Such records are unavailable to agencies or individuals. Those who make inquiries for such information, including police, FBI, CIA, or similar law enforcement agency or personnel should be informed of this protection and that:

i. The inquiry for such information will be directed to the Town Counsel.

ii. The Library staff is not empowered to make such information available until such time as it has received an opinion from the Town Counsel.

b. The Merrimack Valley Library Consortium, of which Reuben Hoar Library is a member, has a confidentiality policy to which the Library subscribes. See Appendix D.

4. Borrowing (See Procedures)

Procedures governing the length of borrowing period, the number of items which may be borrowed, renewals and holds on materials in circulation are set by the Board of Trustees upon recommendation of the Library Director.

Museum passes are purchased by the Friends of the Reuben Hoar Library. Procedures for borrowing them are established and administered by the Library Director.

B. Service Charges and Fines

1. No fines will be charged.

2. Overdue notices are sent when material is two weeks and one day overdue. When material is five weeks overdue, a bill notice is sent for the replacement cost of the item and a service charge of \$8.00 per item. The patron's borrowing privileges are suspended until materials are returned or paid for. The accompanying letter cites relevant state and local law and notifies the borrower of the suspension of privileges.

3. When material is nine weeks overdue, the patron is notified that unless the item(s) is returned within the next four weeks, the matter will be turned over to the Littleton Town Police Department pursuant to G. L., c. 266, §100. The notification is sent by certified mail and includes a copy of G.L., c. 266, § 100. (A copy of G.L. c.266, §100 is found in Appendix A.)

4. When material is thirteen weeks overdue, information about the delinquency is turned over to the Littleton Police Department for action under the state law. Borrowing privileges remain suspended. Paperbacks with a replacement cost of less than \$5.00, are exempt from the ticket process, but service charges and suspension of borrowing privileges will apply.

5. **Lost and Damaged Materials**

The library may charge up to the replacement cost of materials lost or returned in damaged condition.

C. Access

A patron has access to the entire collection.

D. Internet Use

The Reuben Hoar Library offers unfiltered access to the Internet. Access is offered equally to all users without charge.

In providing public access to the Internet, the library subscribes to the principles of intellectual freedom expressed in the American Library Association's LIBRARY BILL OF RIGHTS and FREEDOM TO READ statements and its interpretations of these documents. Library staff will not monitor, control, or restrict anyone's access to equipment or the range of information available within the limits of State and/or Federal law. Parents or designated guardians, who wish to limit or restrict the access of their own children, should personally oversee their use of the Internet and other forms of electronic information. Minors who visit the library without a parent or guardian are responsible for their own decisions and behaviors.

The library will not disclose, use or disseminate any personal information regarding Internet users without a court order. Users are encouraged to log out of the Internet browser as an additional privacy protection. All users are asked to respect the privacy of other users and not attempt to censor or comment upon what others are viewing.

The library does not offer electronic mail accounts, instant messaging or access to chat rooms. Users of electronic mail services do so at their own risk.

Users of library computing resources must comply with federal and state laws, library rules and policies and the terms of applicable contracts including software licenses while using library computing resources. Examples of applicable laws, rules and policies include the laws of libel, privacy, copyright, trademark, obscenity and child pornography, the Electronic Communications Privacy Act and the Computer Fraud and Abuse Act, which prohibit “hacking”, “cracking” and similar activities. Users who engage in electronic communications with persons in other states or countries or on other systems or networks may also be subject to the laws of those jurisdictions and the rules and policies of those other systems and networks.

Users must not use computing resources to gain unauthorized access to local or remote computers or to impair or damage the operations of Reuben Hoar Library computers, networks, PC workstations or peripherals. This includes blocking communication line and running, installing or sharing virus programs. Attempts to circumvent data protection or other security measures are not allowed.

Misuse of the computers of Internet access will result in loss of computer privileges. Violators of computer use policies and procedures may lose library privileges. All violations will be dealt with in a serious and appropriate manner. Illegal acts involving library computing resources may also be subject to prosecution by local, state or federal authorities.

Provision of Internet service does not constitute any endorsement by the Reuben Hoar Library. The library shall have no liability for direct, indirect or consequential damages related to the use of information accessed on the Internet from library equipment. Internet users are reminded that:

1. Not all sources on the Internet provide accurate, complete or current information.
2. Individuals are responsible for the decision to use the library’s unfiltered Internet access.
3. Public library workstations are not private or secure.

Approved by Reuben Hoar Library Trustees on January 9, 2003

E. Behavior

1. Conduct

A person using the library is expected to conduct him/herself in an orderly and respectable manner.

2. Children

- a. Any child under the age of eight may use the library, including the Curran Children's Room, only when accompanied and supervised by a person over the age of twelve. An exception is made when he/she is attending a scheduled function for his/her age group. In that case, however, the parent or supervising person cannot leave the Library during the program. Library staff members cannot be responsible for unattended children.
- b. A parent will be notified if the child is unattended or needs supervision.
- c. A child over the age of eight may use the library unaccompanied. However, parents should be aware that the Library is a public space where the staff cannot guarantee a child's safety. A child is strongly encouraged to use only the main floor and the Curran Children's Room for study.
- d. If a minor is still unaccompanied fifteen minutes after the Library's closing time, the Police Department will be notified.

[Approved: Reuben Hoar Library, Board of Trustees, July 11, 2001]

3. Smoking

Smoking is prohibited in the Library, including the meeting room, pursuant to G. L., c. 270, § 22 as amended January 22, 1988.

4. Eating and Drinking

- a. Eating and drinking are prohibited in the Houghton Historical Room.
- b. Beverages in covered containers are permitted.

5. Pets

- a. Pets are not allowed in the library. The Library Director may approve exceptions to this policy if a pet is to be a part of a program sponsored by the Library.
- b. Trained guide and assistance dogs assisting the handicapped are not considered pets and are always welcome in the Library.

6. Sales

No activity relating to sales, including signs, collection or solicitations other than by the Friends of the Reuben Hoar Library will be allowed, except by vote of the Library Trustees.

7. Parking

The half-circle in front of the Library Entrance is intended for the loading and unloading of passengers and for deliveries. Vehicles left there unattended may be ticketed by the local police.

8. Objectionable Behavior

If a library staff member determines that a patron is acting in an objectionable manner, the library reserves the right to ask that patron or patrons to leave the library. Should a patron not honor that request, the staff will call the police.

9. Property Damage

In the event the property of the library is damaged or destroyed, the person or persons responsible for such damage will be held accountable for their actions. Extreme cases of vandalism will be turned over to the Trustees of the library and/or the police for action.

F. Hours

1. The Trustees designate the hours the library will be open. The goal is to have the library available for use at hours best-suited to community needs.
2. The Library will be closed on all Federal and State legal holidays. Additional closings will be determined by the Trustees as the need arises. Library closing dates are set by the Trustees.
3. Special closings may be authorized by the Library Director.
4. The Library Director may close the Library at any time that an emergency so dictates, including – but not limited to – hazardous weather conditions. Staff working in the library evenings and weekends will make any decision about closings after checking weather forecasts and calling the Police Dispatcher.
[Revised and approved November 12, 2009]

5. When the Library is closed for holidays and emergencies, every effort is made to post a sign at the entrance and to leave a message on the telephone answering machine.

G. Staffing

1. A minimum of three staff members must be in the library when it is open to the public. On school early release days and Monday through Friday between 2 p.m. and 5 p.m. four staff members are required.
2. When staffing falls below the minimum level, the library will be closed to the public and the remaining staff members will notify the Police Dispatcher and the schools and work discreetly in the workroom.
3. The preceding are the necessary levels of staffing to maintain service and security. No vacation or compensatory days may be scheduled which would result in lower levels of staffing. Substitutes may be arranged.

H. Services

1. Copier
 - a. The Friends of the Reuben Hoar Library provide a coin operated copier for patron use. The copier is owned and maintained by a commercial vendor. Repairs must be made by that vendor.
 - b. A person using the copier is subject to the Federal Copyright Laws. Information on these laws is available in the Reference Section and the pamphlet file.

2. Facsimile

The library provides a fax machine for transmission of faxes inside the United States. Rates are set by the Board of Trustees.

3. Word Processor

As a convenience to patrons, a room with computer and printer has been set aside for word processing.

I. Meeting Rooms

The Reuben Hoar Library may be used for meetings of groups not related to the library under the following conditions of use.

1. All meetings shall be open to the public.
2. Meetings will be scheduled on a first-come, first-served basis.
3. In order to allow a variety of groups use of the rooms, a group may have only one meeting reservation at a time. Once a meeting is over, the group may book a future meeting.
4. Programs sponsored by the library and the Friends of the Library shall have priority in scheduling.
5. Any group sponsoring a meeting must be a non-profit organization. Use of the meeting room for commercial purposes will not be allowed.
6. Building safety considerations restrict the size of groups in the Couper Meeting Room to 50 people.
7. Groups shall return the area to the condition in which they found it.
8. Meetings scheduled in the small meeting and conference rooms must begin when the library is open and end at least ten minutes before library closing time. Meetings scheduled in the Couper Meeting Room which begin during normal library hours, may continue after the library has closed. Meetings in the Couper Meeting Room may be scheduled when the library is closed under the following additional conditions:
 - a. The responsible person picks up a key on the day of or the day before the meeting is scheduled.
 - b. The name and phone number of the responsible party is required along with a refundable key deposit of \$50.00.
 - c. The key must be returned in person on the first day the library is open following the scheduled meeting, eg. Monday morning for a Saturday evening or Sunday meeting, Tuesday morning for a Monday meeting.
 - d. If the key is returned in a timely fashion and the room has been left in acceptable condition, the deposit will be returned when the key is returned.
9. The person making the reservation for the space shall be responsible for seeing that the above conditions are followed.

10. Permission for a group to meet in the library does not in any way constitute or imply an endorsement of the group's policies, beliefs or program by the Reuben Hoar Library or by the Board of Trustees.

Revised, April 9, 2009

J. Displays and Bulletin Boards

1. Displays

- a. Exhibits are encouraged from individuals and non-profit groups. Exhibits must be informative and of general interest to the public. The space may not be used for exhibits which are commercial, promote a specific religious concept, or espouse partisan politics.
- b. Permission for exhibits and displays may be granted at the discretion of the Library Director.
- c. The Reuben Hoar Library is not responsible for the contents of a display unless specific approval for the display is obtained from the Board of Trustees. When specific permission for a display is given by the Board of Trustees, the contents of the display are covered by the Town's Insurance Policy. However, the Library will not be responsible for loss that is beyond the coverage provided by this insurance. A release to this effect will be signed by the person or group exhibiting.

2. Bulletin Board

- a. All bulletin board notices must be submitted at the Main Desk and will be posted at the discretion of the Library Director or the staff member assigned to the maintenance of the bulletin board.
- b. Notices of library and town events take precedence over notices from other individuals or organizations
- c. Non-commercial notices will be posted by the staff. Strictly commercial notices will be put in a notebook for patrons' perusal.

3. Issues Boxes

Materials on local issues will be placed in the "issues boxes" on the Community Shelf.

4. Decorations

In accordance with the United States Constitution's guaranteed separation of church and state, the Library maintains a posture of neutrality in matters of religion. Yet, that neutrality does not prevent or prohibit the Library from recognizing the importance of religion in history, culture and the arts.

Voted December 15, 2000

5. Art Exhibits

The Reuben Hoar Library welcomes the opportunity to allow individual artists, groups and organizations the use of the exhibit spaces in the library. Exhibit space is provided for educational, cultural, and civic enrichment.

Exhibits are arranged at the discretion of the Library Director through the Volunteer Art Coordinator as space and circumstances permit. It should be noted that the library also uses these display spaces and that the library's need for exhibit space takes precedence over the public's request to use such areas. Please schedule the time and place details of the exhibit with the Volunteer Art Exhibit Coordinator.

The Reuben Hoar Library is not responsible for loss of or damage to any piece of art being exhibited or displayed. The library does not insure any exhibits. Exhibitors may want to explore insurance options through their agents. Artists must sign an exhibit agreement and waiver form that releases the Reuben Hoar Library or the Town of Littleton from any responsibility for loss or damage to works on display. The fact that an organization or artist is permitted the use of a library exhibit or display space, does not in any way constitute an endorsement by the Reuben Hoar Library of their policies or beliefs. The Reuben Hoar Library does not allow additional pieces of art that are not on display to be stored and sold at the library.

The artist is responsible for hanging on the hardware provided his or her pieces on the date of installation. The artist is responsible for removing his or her exhibit on the scheduled end date. The Volunteer Art Exhibit Coordinator may be available to assist the artist in these tasks. No other library staff assistance is available. Exhibits must conform to the space restrictions of the exhibit areas provided in the library. The library will not provide storage for the property of the exhibitors.

The Library does not act as a sales agent for the community or artist. No pricing will be posted. Artistic works for sale must be purchased directly from the artist. Sold works may only be removed from the exhibit if the artist has another similar work to exhibit in its place and an updated exhibit list is provided.

The quality of an art exhibit is an important consideration in attracting artists to show their work and in attracting viewers to the Reuben Hoar Library. It is important therefore to set criteria for shows. Not all exhibits will meet all standards. The following will be considered when selecting or approving an exhibit:

- Subject, technique and style are suitable for a family audience;
- Artistic expression;
- Appropriateness to special events, anniversaries, holidays, etc.;
- Historical or regional relevance;
- Relation to other events or exhibits in the community;
- Ease of installation;
- Representation of an influential movement, genre, trend or national culture;
- Significance of the contributor;
- Attention of viewers and the public.

The Reuben Hoar Library reminds exhibitors that the library is a public space where all people are welcome. Exhibits should be suitable for viewing by all ages. The Reuben Hoar Library Board of Trustees and its representatives reserve the right to prohibit the display of art that, in their estimation, is not suitable for a family audience.

Policy voted and adopted on: 5/15/08

VII. PUBLIC RELATIONS

A. Publicity

The Library Director and staff are responsible for continuing publicity of Library programs and services.

1. Brochures giving information on Library hours and services will be prepared, distributed, and periodically updated.
2. Displays and exhibits to promote library services and collections are encouraged.
3. Flyers, newspaper articles, community access cable television and other print and electronic means may be used to publicize Library activities and services.

B. Programs

The Reuben Hoar Library may sponsor programs both in and outside the Library to encourage its use.

C. Service Policy

Providing excellent and friendly service makes for the best public relations. The Service Policy followed by the library staff is found in Appendix E.

D. The Friends of the Reuben Hoar Library

The Friends of the Reuben Hoar Library is an organization whose purpose is to interpret the Library's needs to the public and the public's needs to the Library. Responsibilities of the Trustees and the Friends are separate. The Friends operate independently from the Library administration but in cooperation with the Trustees and the Library Director.

1. The Friends is a supporting organization but does not make library policy.
2. In co-operation with the Library Trustees, the Friends may raise money to supplement the financial support of the Library.
3. The Friends organization encourages volunteer service at the Library.
4. The Friends may work toward specific goals, such as increased fiscal support or building needs, but only at the consent of the Library Trustees and the Library Director.

VIII. STANDARDS

The goal of the Reuben Hoar Library is to comply with or to exceed the minimum standards for Massachusetts libraries as set forth by the Massachusetts Board of Library Commissioners.

IX. PERSONNEL

A. Applicable Policies

The Trustees endeavor to provide policies consistent with those in place for other town employees. (See Town of Littleton Personnel Handbook, Appendix F.) The Town of Littleton determines lengths of vacation periods, wage schedules and insurance coverage in accordance with any collective bargaining agreements and/or personnel policies that may exist covering Town employees.

B. Reuben Hoar Library Director

1. The Reuben Hoar Library Director shall have responsibility for the administration of the Reuben Hoar Library and its services to the community. The Board of Trustees will hire the Library Director and provide a written contract.
2. The Board of Trustees will evaluate the Director on the administration of the Reuben Hoar Library at least once a year.

C. Other Library Personnel.

1. The Library Director determines the staffing needed for library services within the goals outlined in the Library Long Range Plan and the funds available in the Library budget.
2. The Library welcomes volunteers. Volunteers are assigned jobs which assist, but do not replace paid staff.
3. The staff will be evaluated by the Director at least once a year with appropriate summary reports going to the Board of Trustees. Performance appraisal procedures established by the Board of Trustees are followed.

D. Position Descriptions

Library position descriptions on file with the Town of Littleton Personnel Office are found in Appendix F. The job titles are Library Director, Senior Librarian, Senior Library Technician, Library Technician, Administrative Assistant, and Page. Position descriptions are reviewed annually.

E. Salary Classifications

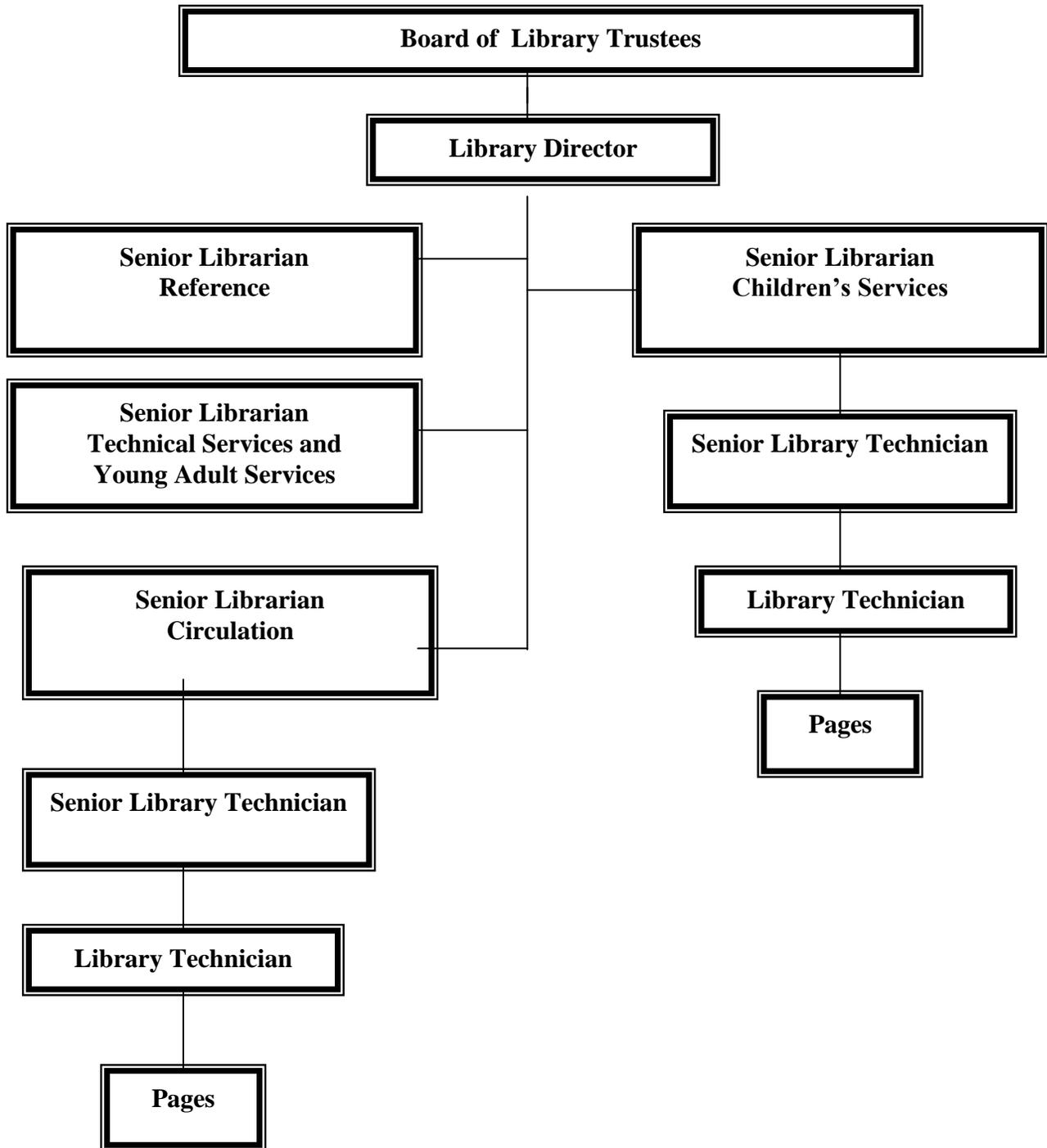
The library has six salary classifications which are co-ordinated with the job descriptions of Library Director, Senior Librarian, Senior Library Technician, Library Technician, Administrative Assistant, and Page. Salary Classifications are in Appendix G.

F. Benefits

1. Employees appointed on Appointment Papers for 20 hours or more per week receive benefits of town full-time employees.

2. Employees appointed for less than 20 hours per week receive only continuing education benefits.

G. Organizational Chart



H. Discrimination

The Town of Littleton is an affirmative action/equal opportunity employer and does not discriminate on the basis of disability.

I. Hiring and Promotions

1. Selection

All staff will be hired and promoted by the Library Director. Depending upon the job opening, other staff members may participate in the selection process.

2. Posting

a. Positions will be posted for five (5) days internally before external advertisement. All interested internal candidates will follow the same procedure as indicated on the job posting.

b. External postings will appear in appropriate publications and meet all legal requirements.

3. Current Employees

To the extent practical, first consideration for filling job openings will be given to present Town employees with the necessary qualifications.

J. Probationary Work Period

A newly hired staff member shall be on probation for a period of six months during which he/she may be disciplined or dismissed. After the six (6) month probationary period, no employee shall be disciplined or discharged without just cause.

K. Layoffs

Layoff shall be by seniority, least senior first, with the exception of special skills required by the Library.

L. Recall

1. Rights

An employee who has been laid off shall be entitled to recall rights for a period of one (1) year from the effective date of his/her layoff, or the

length of his/her continuous employment with the Library prior to layoff, whichever is less.

2. Notices

Recall notices shall be sent via certified or registered mail. Employees with recall rights are required to keep the Library informed of their current mailing address.

3. Responsibilities

An employee who is recalled must report to work within fourteen (14) calendar days of the date of mailing of the recall notice or some other mutually agreed upon time, or the employee shall forfeit his/her seniority and all other employment rights.

M. Resignation or Retirement

An employee who desires to resign or retire from his/her Library employment shall give the Library Director prior written notice of at least two (2) weeks. Any additional notice is appreciated. Retirees should notify Social Security at least three months before their retirement date. Information about the Town Retirement Plan is in Appendix E.

N. Benefits

1. Workers' Compensation

The Library follows the Town of Littleton policy for Workers' Compensation, which covers employees who are injured on the job.

2. Health Insurance and Life Insurance

See Appendix E. Town of Littleton Personnel Handbook

O. Hours of Work

1. The normal work week for full-time staff members shall consist of thirty-five (35) hours, including thirty (30) minute lunch periods daily.

2. An employee may be scheduled for work mornings and afternoons or afternoons and evenings. In unusual circumstances an employee may volunteer to work mornings and evenings with the afternoon free.

3. A library staff member paid on an hourly basis is paid if the library is closed unexpectedly by the Board of Trustees or the Library Director when the employee is scheduled to work.

P. Overtime

1. The Town will pay employees at the rate of time-and-one-half for hours worked in excess of forty (40) hours in any given work week or in excess of eight (8) hours in any single calendar day.
2. Overtime will be equally and impartially distributed among full-time employees by classification required. If no permanent employees are available for overtime, then part-time employees will be called.

Q. Leaves Of Absence With Or Without Pay

Sick leave, vacations, bereavement leave, military leave, jury duty and holidays are covered in the Town of Littleton Administrative Policies and Employee Handbook in Appendix F.

In addition the Library Trustees permit the following:

1. Each full-time employee may be allowed up to three (3) paid personal days a year, and such leave shall not be unreasonably denied for family emergencies, special circumstances (i.e., real estate closing, involuntary court appearance and unforeseen matters). When possible, such request shall be made forty-eight (48) hours in advance. Personal days shall not be cumulative.
2. In accordance with the Family and Medical Leave Act of 1993 (Appendix H.), employees who have worked for the Town of Littleton for a total of at least 12 months, and who have worked at least 1,250 hours over the previous 12 months may take up to 12 weeks of unpaid, job-protected leave each year.
 - a. to care for the employee's child after birth or placement for adoption or foster care;
 - b. to care for the employee's spouse, son or daughter, or parent who has a serious health condition ;
 - c. or for a serious health condition that makes the employee unable to perform the employee's job.

3. Employees may apply to the Library Director to take leave without pay for other reasons. No guarantee is made as to whether such leave will be granted. Length of service, reason for the leave, ability to secure a competent replacement, and precedent may be considered in the decision making. Leaves longer than ten (10) days' duration must be approved by the Board of Trustees.

R. Continuing Education and Professional Meetings

1. Continuing education is any activity that involves updating and refreshing a person's education or diversifying to a new area within a field. Improvement of library service to users is the primary purpose of continuing education.
2. The Board shall direct the Town Accountant to reimburse the employees for costs in connection with library meetings or to pay registration fees when the Library Director has given advance approval for attendance at the meeting.
3. Staff members will be paid for all time spent in required continuing education sessions.

S. Personal Use of Library Services and Property

1. Telephone

An employee is expected to use a personal credit card for any personal long distance calls made using the Library telephone. Personal calls are not encouraged but are sometimes unavoidable.

2. Fax Machine

An employee is expected to use a personal credit card for any long distance personal fax transmissions made using the Library fax machine. Employees may receive personal fax transmissions at nocharge.

3. Copier

Within reason, an employee or volunteer may make copies for his/her personal use at no charge.

4. E-Mail

Electronic mail accounts are available to staff members. All electronic mail access must conform with the policies of the service provider. Accounts must be authorized by the Library Director.

T. Code of Conduct

An employee will not solicit or accept any gift, gratuity, favor, entertainment or anything of monetary value from any person who is, or is seeking to become, engaged in doing business with the Town of Littleton or the Reuben Hoar Library as well as from any person who stands to gain from the employee's performance or non-performance of his/her official duty.

U. Drug Policy

1. It is the intent of the Town of Littleton and the Reuben Hoar Library to maintain a drug free workplace. The unlawful manufacture, distribution, dispensing or use of a controlled substance in the workplace is prohibited.
2. Violation of this rule could result in one or more of the following disciplinary actions being taken at the Library Director's or Board of Trustees' discretion:
 - a. An employee may be required to participate satisfactorily in a drug abuse/rehabilitation program approved for such purposes by a Federal, State, or local health, law enforcement or other appropriate agency;
 - b. An employee may be suspended without pay for a time to be determined appropriate by the Board of Trustees or the Library Director;
 - c. An employee's employment may be terminated immediately or when it is determined by the Board of Trustees or Library Director that the employee is being uncooperative with efforts to assure his/her rehabilitation.
3. It is considered a condition of employment and the duty of each Town of Littleton employee to:
 - a. Abide by the terms of this drug policy;
 - b. Notify the Library Director in writing of any criminal drug statute conviction for a violation occurring in the workplace no later than five (5) calendar days after such conviction.

V. Safety Policy

Accidents which injure people, damage machinery or equipment and destroy materials and property cause needless suffering, inconvenience and expense.

1. The policy of the Reuben Hoar Library is that all employees work under the safest possible conditions. To this end, every reasonable effort will be made to provide and maintain a safe and healthy work environment, safe equipment, and proper materials and to establish and require safe work practices at all times.
2. All accidents must be thoroughly investigated using the appropriate form. Investigations should be conducted by the Library Director, who will be sure that accident investigations are complete and that emphasis is placed on determining the responsible condition for each and every incident. If the Library Director feels it is appropriate, this matter will be referred to the Board of Trustees.
3. It is the responsibility of every employee to make job safety a part of his/her daily concern. Each employee has a duty to observe rules of conduct and safety and to properly use any and all safety equipment provided.

W. Sexual Harassment Policy

The Library follows the Sexual Harassment Policy of the Town of Littleton found in Appendix I.

X. Discipline

1. Employees may be disciplined for a variety of reasons which may include failure to perform duties, violations of universal standards, such as violent or abusive behavior, chronic absenteeism or tardiness, ongoing abuse of sick leave or egregious conduct of any type.
2. An employee must be informed of the behavior or conduct considered unsatisfactory. Each occurrence of undesirable behavior and its adverse effects on library operations will be duly recorded by the Library Director.
3. First warning is an informal verbal warning in the form of a conversation to ensure that the employee understands the charges of misbehavior, the necessary response through improved performance within an agreed period of time, and the

consequences of failure to respond. This warning will be documented by a letter or memo to the employee's personnel file.

4. The second warning is a formal written warning in the format of the Corrective Action Notice stating that if, within a stated period of time, performance does not improve or the undesirable behavior is repeated, the employee will be suspended or discharged. It will also cite the content of the previous verbal warning and give an indication of the specific consequences of further misconduct. The letter will be acknowledged by the employee through his/her signature and become a part of the employee's permanent record.

The Board of Trustees will be informed that such a letter has been sent.

5. The employee may file a counter statement.

6. Forms of discipline

a. Suspension without pay may precede discharge of an employee. The number and length of suspension will be determined by the Library Director depending upon the seriousness of the offense.

b. Discharge, demotion or suspension for more than five (5) days may occur when informal and formal warnings followed by one or more brief suspensions have failed to correct the problem.

Y. Grievance Procedure

Every effort will be made to resolve problems within five (5) days and without recourse to a formal procedure. When those efforts fail, the following procedures will be followed:

Step 1. Within (5) working days after the occurrence of the situation, condition, or action of the Town or Library giving rise to the grievance, the employee shall present to the Library Director a written statement of such grievance, giving all the pertinent information relative to the grievance and indicating the relief requested. Within five (5) working days after such representation, the Library Director shall give his/her reply to the employee in writing.

Step 2. If settlement is not reached at Step 1, the employee may, within five (5) working days of the final decision at Step 1, refer the grievance to the Chairperson of the Board of Trustees. Such grievance shall be in writing and give all of the pertinent information relative to the grievance and indicate the relief requested. Copies shall be given to the Library Director and the Town Administrator.

Step 3. Within five (5) working days of the receipt of the grievance, the Chairperson of the Board of Trustees shall arrange to meet with the employee to discuss the grievance. The Chairperson of the Board of Trustees shall consult with the Town Administrator and shall give his final decision in writing to the employee within five (5) working days after the completion of discussion on any grievance.

4. The time limits may be extended by mutual agreement.

X. MATERIALS SELECTION

A. Purpose

The purpose of the Reuben Hoar Library Materials Selection Policy is to provide guidelines for library personnel and to inform the public of the principles that guide materials selection.

A policy cannot replace the judgment of library personnel, but stating goals and indicating boundaries will assist them in choosing from a vast array of available materials, including print, nonprint, and electronic media.

The Reuben Hoar Library sets as its major goals in selection the advancement of knowledge; the education and enlightenment of children, students, and adults in the community; and the provision of recreational reading.

Materials acquisition focuses on a wide variety of materials in varied formats for all ages. Local history materials form another focus.

B. Responsibility

Although the Board of Trustees of the Reuben Hoar Library is legally responsible for the operation of the Reuben Hoar Library, the authority for selection of specific materials rests with the Library Director, within the framework of the policies determined by the Board of Trustees.

C. Procedure for Selection

Selections for the collection are made by a collection development committee consisting of the Library Director, Senior Librarians and other staff members who may have expertise in a particular subject area.

In the process of selecting materials, the collection development committee utilizes professional judgment and expertise based on an understanding of community needs and a knowledge of authors and publishers and is aided by

authoritative professional reviews, standard lists of basic works, recommendations of professional journals, and bibliographic essays prepared by subject specialists.

Recommendations from a patron are encouraged and will be given careful consideration in terms of overall objectives and the existing collection.

D. General Principles of Selection

The principles regarding the selection and retention or withdrawal of library materials are designed to implement the above-stated library objectives. The ultimate goal is the development and maintenance of a well-balanced collection of the best and most useful materials available, in terms of the overall needs of the community and within the limits of budgetary restrictions. Intrinsic to this goal are certain fundamental principles which will ensure that the diversified interests and needs of all the community are met.

Recognizing the pluralistic nature of this community and the varied backgrounds and needs of all citizens regardless of race, creed, or political persuasion, the Board of Trustees declares that:

- Books and other library materials are selected for inclusion in the library collection for the information, enlightenment and interest they provide for the community as a whole.
- Every attempt will be made to provide materials in many formats which present all points of view about the problems and issues whether of the past, the present, or the future, and whether local, national, or international.
- Library materials which are authoritative will not be removed from library shelves because of partisan or doctrinal disapproval. In no case should any item be excluded because of the race, nationality, or the political or religious views of the writer.
- The Library believes that censorship is a purely individual matter and declares that, while anyone is free to reject materials of which one does not approve, one cannot exercise this right of censorship to restrict others' freedom to read.

The Board of Trustees endorses the American Library Association Library Bill of Rights. (Appendix J)

E. Weeding

The same criteria used in selecting materials apply to the systematic removal or replacement of outdated, no longer useful, seldom-used, or worn items. Each withdrawal or replacement should be judged individually with reference to standard library tools and the collection as a whole. Weeding is a continuous, on-going process.

F. Procedure for Reconsideration of Materials

1. Occasional objections to library materials may be made despite the quality of the selection process.
2. The Board of Trustees supports the principles of intellectual freedom inherent in the First Amendment of the Constitution of the United States, as expressed in the American Library Association Library Bill of Rights.
3. It is most desirable to solve problems through free and informal communication, and it is preferred that complaints be resolved through this informal process. In the event this process fails to satisfy the complainant, the following procedures shall be followed:
 - a. The Library Director shall inform the complainant of the selection procedures and make no commitments.
 - b. If the complainant wishes further consideration of his/her objection to the library material under reconsideration, he/she will be requested by the Library Director to submit a formal "Request for Reconsideration of Library Materials" form. See Appendix K.
 - c. The Library Director shall give a copy of the completed form to the Chairperson of the Board of Trustees, or another member of the Board of Trustees, within one working day of its receipt.
 - d. The challenged material shall remain in the collection during the reconsideration process.
 - e. The next step is the appointment of a review committee by the Chairperson of the Board of Trustees. The committee shall be appointed within fifteen (15) working days following written notification from the Library Director. The committee shall include, a library professional, a citizen knowledgeable in the specific subject field, two representatives

from the Littleton community, and the Chairperson of the Board of Trustees. The committee shall elect a chairperson.

- f. The review committee takes the following steps after receiving the challenged materials:
 - i.* Reads, views, or listens to the material in its entirety.
 - ii.* Considers critical reviews and consults recommended lists.
 - iii.* Determines the value of the material to the collection.
 - iv.* Completes the appropriate "Checklist for Reconsideration of Library Materials" (see Appendix L. and Appendix M.), judging the material for its strength and value as a whole and not in part.
- g. The Chairperson of the review committee shall present the written judgment of the committee to the Chairperson of the Board of Trustees within thirty (30) working days from the appointment of the review committee.
- h. The Chairperson of the Board of Trustees and the committee chairperson shall notify the complainant of the committee's judgment within five (5) working days after submission of the report.
- i. If the complainant, upon receiving the written judgment, desires further reconsideration of the material, a written appeal may be made to the Chairperson of the Board of Trustees within twenty (20) working days after receipt of the judgment.
- j. Upon receipt of the appeal, the Board of Trustees shall review the written judgment of the review committee, and shall accept, reject, or amend the judgment within twenty (20) working days. The Chairperson of the Board of Trustees shall not vote in step "j".

Timeline:

Total

Days

- | | |
|------|---|
| (1) | 1. Receive written complaint. Notify chairperson of complaint within one day. |
| (16) | 2. Appoint review committee within fifteen (15) working days of receiving written complaint. |
| (46) | 3. Committee judgment is due thirty (30) working days following the appointment of the committee. |

- (51) 4. The Chairperson of the Board of Trustees must inform the complainant within five (5) working days following the receipt of the written recommendation of the committee.
- (71) 5. Written appeal to Board Of Trustees within twenty (20) working days.
- (91) 6. Board of Trustees considers appeal within twenty (20) working days.
- 7. The total process shall take no more than fifty-one (51) working days of the receipt of the written complaint without appeal and ninety-one (91) working days with an appeal.

XI. REVIEW AND REAFFIRMATION

This Policy Statement shall be reviewed and reaffirmed as necessary to meet Massachusetts Board of Library Commissioners minimum standards. The policy shall be revised as times and circumstances require through the Board of Trustees.

XII. APPROVAL SIGNATURES

Library Trustees:

Draft consideration:

Date approved:

Signed: _____

Town Counsel:

Signed:

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**APPENDIX A.
MASSACHUSETTS GENERAL LAWS**

Chapter 39, Section 23A-23C

APPENDIX E.

**TOWN OF LITTLETON
ADMINISTRATIVE POLICIES
AND
EMPLOYEE HANDBOOK**

The purpose of this document is to provide an overview of the administrative/personnel policies and practices of the Town of Littleton. The Town of Littleton is an Equal Opportunity Employer.

The Board of Selectmen may alter, amend, add or delete items within this document to maintain standards and practices with current employment practices. Reasonable notice will be given to all employees regarding changes, and updates to the document.

August 31, 1992

1. PAYROLL

The Town of Littleton employees are paid weekly. Payroll is submitted to the accounting Office before noon on Thursday of each week. Checks are issued the following Wednesday by the Treasurer's Office. When submitting payroll forms, any vacation days used or sick time taken should be indicated. The payroll department maintains a current record of the number of vacation days available. The last check of each month provides each employee with the number of vacation days they have available.

Direct deposit of paychecks is offered to all employees. The payroll office will electronically transfer your pay to any bank or to any credit union. You will receive a breakdown of your weekly earnings on a non-negotiable check form.

Employees may enroll in Nashoba Credit Union through the payroll office. Automatic deductions can be made through the payroll office and may be changed at any time.

1.1 W-4 INCOME TAX WITHHOLDING

Forms will be filled out at time of employment. You can change your deduction anytime by contacting the payroll office and filing a new W-4.

1.2 MEDICARE TAX

The hospital portion of FICA must be deducted from all employees hired after March 31, 1986.

1.3 SOCIAL SECURITY TAX

Part-time employees not enrolled in either Middlesex or Teachers pension must pay Social Security.

1.4 RETIREMENT SYSTEM

The Middlesex County Retirement System covers all employees working over 20 hours per week. Massachusetts Teachers Retirement System covers teachers only. All full time municipal employees are required to contribute to a pension plan in lieu of FICA. Identification that MUST accompany this form is a

copy of employee's birth certificate and a marriage certificate if you use your spouse's name.

All retiring employees should contact Middlesex Retirement, Teachers Retirement and/or Social Security at least 3 months prior to their retirement date. You are eligible for Middlesex County Retirement benefits if you have at least 10 years or creditable service and are age 55 or older.

The Town offers an individual 457 Pension Plan through I.C.M.A. which is both Federal and State tax deferred. Information is available in the payroll office.

2. VACATION

The vacation policy as set forth below was adopted by the Town, May 4, 1987, and is a part of the Code of the Town of Littleton, Chapter 33, Article 1.

2.1 ACCRUAL

Vacations shall be accrued at the rate of five-sixths ($5/6$) of a day per month, equaling ten (10) days per year from the date of employment. After the fifth year of employment, employees will accrue vacation at the rate of one and twenty-five hundredths (1.25) days per month, or fifteen (15) days per year. After the 10th year of employment, employees will accrue vacation days at a rate of one and two-thirds ($1 \frac{2}{3}$) days per month, or twenty (20) days per year. Vacations will normally be accrued with the anniversary date of employment as the starting date for the year's accrual.

2.2 UNUSED VACATION AT TIME OF TERMINATION

In the event of termination for any reason, the employee will be paid for the full amount of vacation pay accrued to the date of termination. If the employee has taken more vacation time than accrued at the time of termination, the time not accrued will be deducted from the final paycheck.

2.4 CARRY-OVER OF ACCRUED TIME

Employees may not carry over accrued vacation time beyond July 1 of the year after vacation accrued except with approval of the department head.

2.5 BASIS FOR ACCRUAL

Vacations are based of full-time employee working a regular forty-hour week or as designated within the specific department. Permanent part-time employees working twenty (20) hours or more a week will accrue at a proportional rate of vacation time. Permanent part-time employees working less that twenty (20) hours per week are not eligible for vacation.

2.6 PAST EMPLOYMENT SERVICE - CREDIT FOR VACATION

The Board of Selectmen have voted to accept the following policy, however, it has not been voted by the Town to be part of the Code of the Town of Littleton.

A permanent full-time or permanent part-time non-union employee who has left the service of he Town voluntarily and who is re-employed, within two (2) years, shall after one (1) year of service receive credit for prior employment service in the calculation of the vacation benefit.

3. INSURANCE COVERAGE

The Town of Littleton offers the following life and health insurance coverage to its employees. Permanent employees working a minimum of 20 hours per week are eligible for coverage under the Town's health and life insurance policies.

3.1 HEALTH INSURANCE

Employees may choose health insurance coverage from Blue Cross Blue Shield VIP Plan 2000 or Harvard Community Health. The Town of Littleton pays 70% and the employee pays 30% of the health insurance premiums. These deductions are taken automatically from the employees paycheck. Health insurance is offered at time of employment or during open enrollment ONLY. Under COBRA law, employees may be entitled to continue coverage in our group health insurance plan effective

upon termination of employment. The employee is responsible for 102% of the premium. specific information is available at the payroll office.

Open enrollment is offered once a year, usually in April. At this time employees have the opportunity to change their current benefit plans and coverages to suit their personal needs. Employees will be notified by the payroll department of the dates of open enrollment and when any changes become effective.

If you are an active employee 65 or over and are Medicare eligible, you have the option of remaining on your current Blue Cross or Harvard Health Plan until you retire or apply for your Medicare coverage through Social Security and transfer to our Medigap insurance plans of Blue Cross MEDEX or Harvard Plan 65. You do not have to be collecting Social Security benefits to have Medicare coverage.

3.12 RETIRED EMPLOYEES

Retired employees under 65 will be covered by their Blue Cross or Harvard health plans until age 65 at which time they must carry Medicare as their primary insurance and can also be covered by the town's Medigap insurance plans.

Retired employees not eligible for Medicare will be able to remain on their present coverage upon filing a Medicare health insurance information form available through the payroll office.

Employees are eligible for continued medical coverage after retirement if they have been employed by the Town for at least 10 years and have been a subscriber in our health care program for at least 5 years prior to retirement. The cost of coverage is 70% paid by the town and 30% by the individuals.

3.2 LIFE INSURANCE

3.2.1. BASIC LIFE INSURANCE

The Basic Life Insurance is for \$10,000. The Town pays 70% and the employee pays 30% of the cost, this is automatically taken from the employee's paycheck. This is term insurance and expires with termination. Retirees' coverage drops to \$5,000. Life insurance is offered to new hires at the time of their employment only. If you do not take this insurance you must sign a waiver card.

3.2.2. OPTIONAL LIFE INSURANCE

Employees can carry additional life insurance up to \$1,000.00 less than their annual salary. Rates are based upon the amount of insurance and age. Premiums are fully paid by the employee. You must carry the basic insurance to qualify for the optional. If you should terminate you may continue to carry this policy.

4. SICK LEAVE POLICY

4.1 SHORT TERM DISABILITY

Town of Littleton employees who experience an illness/injury that causes a continuous and uninterrupted absence up to 180 calendar days/six (6) months, will be considered to be on a short term disability. Employees are compensated at 100% of full weekly base pay. Any absence that exceeds three continuous and uninterrupted working days requires a physician's statement to be reinstated for work.

4.2 LONG TERM DISABILITY

This policy will address the extended and long term disability benefits as of the 181st calendar day. This benefit is intended to cover employees for extended disabilities.

While on Long Term Disability, employees will not continue to accrue vacation time, sick days, holidays, but will continue to participate in other benefits on the same basis as active employees. Seniority will freeze at current level after one year of sick leave (6 months of short term disability/6 months long term disability.)

Employees will not hold employment of any type during period of Long Term Disability. Violation will result in termination of sickness benefits and employment with the Town of Littleton.

Use of Long Term Disability will be considered on a per illness basis and shall not be prorated during the employee's employment by the Town of Littleton.

Subsequent illnesses within a six months' period will be reviewed by the Town Physician.

4.3 METHOD OF PAYMENT FOR LONG TERM DISABILITY

1. Employee will have been absent from full time work for a period of 180 calendar days consecutively.
2. Employee applies to Town of Littleton for Long Term Disability Benefit:
 - A. Requires an employee's physician statement.
 - B. Requires review by Town physician.
3. Upon approval of the Town of Littleton, benefits shall begin immediately.
4. Employee must present Town of Littleton with physician's documentation indicating necessity of continued Long Term Disability Benefit at six month intervals.
5. Employee's return to work must be reviewed by Town Physician to insure employee is physically able to do the job.

4.4 BENEFIT PAYMENT SCHEDULE

The Long Term Disability Benefit will equal 60 months (calendar months rather than working days), or the length of service employee has with Town of Littleton, whichever is greater.

1. The employee will be compensated at 80% of full weekly pay for a period of 18 calendar months. Rate of pay is calculated from the first day of disability.
2. The remaining calendar months will be compensated at 60% of full weekly base pay. Rate of pay is calculated from the first day of disability.
3. Benefit includes annual review by the Town of Littleton.

4.5 EXCEPTIONS

1. The Town of Littleton may reduce the Long Term Disability Benefit if the employee receives Social Security, Federal, State or County allowances. Total amount of allowances including these benefits is not to exceed 100% of full weekly base pay.
2. Employee, eligible or accepted for retirement are not eligible for Long Term Disability benefits, and/or will no longer receive the Long Term Disability benefit upon filing for retirement benefits.

5. HOLIDAYS

Eleven holidays will be granted per year as follows:

- | | |
|------------------------|------------------|
| New Years Day | Labor Day |
| Martin Luther King Day | Columbus Day |
| Washington's Birthday | Veteran's Day |
| Patriot's Day | Thanksgiving Day |
| Memorial Day | Christmas Day |
| Independence Day | |

Should a holiday fall on a Saturday, it will be celebrated the Friday before and whenever a holiday falls on a Sunday, it will be celebrated on the following Monday.

If an employee is on vacation and a holiday falls in that week, the employees will not be required to use a vacation day for the holiday.

6. JURY DUTY

Employees required to report for jury duty shall submit their notice to their immediate supervisor. Employees will receive payment for their normal work hours while attending jury duty. Employees should notify their supervisor of the jury status on a daily basis.

7. BEREAVEMENT LEAVE

Three days bereavement leave shall be afforded to employees upon the death of family members in the first degree of kindred to include spouse, parents, step-parents, siblings, step-siblings, children, and step-children, grandparents and parents of spouse.

Vacation time will be granted for use as bereavement upon the death of family members not specifically mentioned above. Vacation time will be granted to those employees who need additional bereavement leave.

8. MILITARY LEAVE

Any employee in an active military reserve unit or the National Guard called to active duty will be given Military Leave. Employees should provide adequate notice of the dates of their military duty to their supervisor. Vacation days accrued will not be affected by military duty. Employees will be paid their regular salary during the time of their military duty.

9. PRE-EMPLOYMENT PHYSICAL

It shall be the policy of the Littleton Board of Selectmen to require all newly hired employees who will work more than 20 hours per week and receive benefits (vacation, sick leave, health insurance, life insurance, etc.) to undertake a pre-employment physical prior to commencing work for the Town of Littleton. This policy is effective July 1, 1993.

Additional Retirement Information from Treasurer's Office

APPENDIX F.

POSITION DESCRIPTIONS

JOB TITLE: Library Director

SALARY RANGE:	MINIMUM	MAXIMUM
HOURLY	\$	\$
WEEKLY	\$	\$
ANNUALLY	\$	\$

CATEGORY: O&M/Professional

DEFINITION:

Professional administrative and supervisory work in directing the activities of a public library; all other related work as required.

DISTINGUISHING CHARACTERISTICS:

Works under the direction of the Board of Trustees.

Performs professional library duties of a complex and responsible nature involving the administration of the library and development of library services to meet individual and community needs.

Makes frequent contacts with other town departments, school department, civic groups and the public requiring the ability to influence actions and resolve problems.

Supervises approximately three full time employees and eight part time employees; supervises volunteers.

Has access to department oriented confidential information.

Errors could result in waste of public funds, misuse of personnel and lower standards of library service for town.

Light and occasional moderate physical effort required in performing duties including carrying and shelving books under typical library conditions.

EXAMPLES OF WORK:**Library Administration**

1. Manages the collection. is responsible for selecting, acquiring, cataloging, classifying and weeding. Provides leadership to collection development team.
2. Maintains and evaluates library computerized system for delivering services to the public. Trains staff in use of system.
3. Reports to trustees on a regular basis; prepares agenda and supporting materials for trustee meetings; attends trustee meetings; recommends policies to the trustees and implements those approved; reports as required by trustees and governmental bodies.
4. Maintains confidentiality of registration information.
5. Safeguards freedom from censorship of library materials; implements the materials selection policy so that differing points of view on controversial Issues are represented.
6. Ensures that furnishings, equipment and supplies are available and in proper condition. Reports problems with the building to the proper authorities.
7. Acts as liaison between the library and the state and regional libraries; attends regional meetings and workshops. Maintains current awareness and contacts with other libraries by belonging to and attending meetings of professional organizations.

Service to the Public

1. Assists and encourages patrons in using the library resources.
2. Arranges for service to patrons unable to come to the library, as time and finances permit.
3. Plans and executes programs to encourage library use as finances permit

Personnel Management

1. Responsible for staff management Delegates authority where appropriate. Hires, trains, motivates, and supervises the staff
2. Plans and organizes staff services and activities.
3. Evaluates staff performance.

Financial Management

1. Prepares the yearly operating budget, expends budgeted funds, and keeps financial records as required by law, by the town accountant, and by trustees.
2. Notifies trustees of grant moneys available, and applies for those grants selected by trustees.

Public Relations

1. Serves as an advocate for the library among the public, trustees and other town officials and organizations
2. Publicizes the services available at the library and encourages their use through newspaper articles, speeches, displays and special events Acquaints non-users with library services.
3. Encourages an active Friends of the Library organization.

Summary

1. Makes optimal use of available resources, both financial-- town, trust, and grant money -- and human -- staff and volunteers.
- 2 Works to further the goals and objectives of the library determined by the library's long range plan; and the trustees. Oversees updating of long range plan.

RECOMMENDED MINIMUM QUALIFICATIONS

Education and Experience

Masters degree in Library Science with five years progressively responsible experience In library administration. State certification by Massachusetts Board of Library Commissioners.

Knowledge, Ability and Skill

Thorough knowledge of the principles and practices of professional library work and of the organization and management of library operations including administration, personnel and finance. Ability to write and administer grants. Ability to direct the work of professionals and paraprofessionals. Ability to meet and deal with people effectively and appropriately. Ability to communicate clearly, both verbally and in writing. Excellent planning and organizational skills. Broad interest in learning and literature. Ability to understand, operate, and troubleshoot computer systems and associated related software.

From Dictionary of Occupational Titles:

"100.117-010 LIBRARY DIRECTOR (library) alternate titles: librarian, head

Plans and administers program of library services: Submits recommendations on library policies and services to governing body, such as board of directors or board of trustees, and implements policy decisions. Analyzes, selects, and executes recommendations of personnel, such as department chiefs or branch supervisors. Coordinates activities of branch or departmental libraries. Analyzes and coordinates departmental budget estimates and controls expenditures to administer approved budget. Reviews and evaluates orders for books and audiovisual materials. Examines trade publications and materials, interviews publishers' representatives, and consults with others to select materials. Administers personnel regulations, interviews and appoints job applicants, rates staff performance, and promotes and discharges employees. Plans and conducts staff meetings and participates in community and professional meetings to discuss and act on library problems. Delivers book reviews and lectures to publicize library activities and services. Provides library public relations services. May examine and select materials to be discarded, repaired, or replaced. May be designated according to governmental subdivision served as City-Library Director (library); County-Library Director (library).

GOE: 11.07.04 STRENGTH: S GED: R6 M4 L5 SVP: 8 DLU: 81 "

Physical Demands: Strength = Sedentary (1 on a scale of 1 to 5)

GED: Reasoning = 6 (on a scale of 1 to 6) Same level as a State

Director of Revenue or College Professor

Mathematical = 3 (on a scale of 1 to 6) Same level as City
Manager, Police Chief

Language = 5 or 6 (both are the same) Same level as City Manager,
Police Chief is a 4

From MA Board of Library Commissioners FY1998 Annual Report
Information Survey Instructions, Definitions for Position Classifications,
pg. 12:

Library Director - Head of a library or library system

5. Enters invoices in town financial system for payment. Prepares warrant for payments from Town, Trust and Grant funds.
6. Drafts letters, grant applications, publicity and reports for Library staff.
7. Inventories, orders and maintains appropriate quantities of office and library supplies.
8. Orders library materials by mail, fax and telephone.
9. Develops and maintains Library web site.
10. Assists Library Director in arranging library sponsored programs.
11. Maintains file of items on order.
12. Maintains database of periodical subscriptions.
13. Maintains database of titles on continuation.
14. Maintains file of catalogs for materials, supplies and equipment.
15. Sorts and distributes the mail.
16. Maintains community bulletin board.
17. Designs and prints signs informing patrons of library hours, programs and rules.
18. Counts, records and transmits moneys collected for fax use and fines to the Town Treasurer on a monthly basis.
19. Makes copies and sends faxes for staff, Library Director and Trustee Meetings.
20. Maintains file of minutes of Littleton Boards and Commissions.
21. Assures that equipment -- computers, printers, typewriters, fax, copiers, etc.-- are in working order. Is trained to be the first responder when equipment malfunctions. Calls for repairs when necessary.
22. Takes responsibility for continuing development of job skills.

22. Perform other tasks as assigned.

RECOMMENDED MINIMUM QUALIFICATIONS:

Education and Experience

High school education, minimum of two years' office experience

Knowledge, Ability and Skill

Skill in use of personal computer for spreadsheets, databases, web site design and word processing; Experience using fax and copier. Ability to express oneself in writing and on the telephone. Ability to relate well to people. Ability to work independently. Ability to understand, interpret and follow instructions. Knowledge of office procedures and ability to adapt them in a library situation. Ability to recommend changes and improvements. Ability to learn how to troubleshoot equipment failures.

From Dictionary of Occupational Titles:

"169.167-010 ADMINISTRATIVE ASSISTANT (any industry) alternate titles: administrative analyst; administrative officer

Aids executive in staff capacity by coordinating office services, such as personnel, budget preparation and control, housekeeping, records control, and special management studies: Studies management methods in order to improve workflow, simplify reporting procedures, or implement cost reductions. Analyzes unit operating practices, such as recordkeeping systems, forms control, office layout, suggestion systems, personnel and budgetary requirements, and performance standards to create new systems or revise established procedures. Analyzes jobs to delimit position responsibilities for use in wage and salary adjustments, promotions, and evaluation of workflow. Studies methods of improving work measurements or performance standards. Coordinates collection and preparation of operating reports, such as time-and-attendance records, terminations, new hires, transfers, budget expenditures, and statistical records of performance data. Prepares reports including conclusions and recommendations for solution of administrative problems. Issues and interprets operating policies. Reviews and answers correspondence. May assist in preparation of budget needs and annual reports of organization. May interview job applicants, conduct orientation of new employees, and plan training programs. May direct services, such as maintenance, repair, supplies, mail, and files. May compile, store, and retrieve management data, using computer.

GOE: 11.05.02 STRENGTH: S GED: R5 M3 L5 SVP: 7 DLU: 88 "

Physical Demands: Strength = Sedentary (1 on a scale of 1 to 5)

GED: Reasoning = 5 (on a scale of 1 to 6) Same level as a City Manager or Police Chief

Mathematical = 3 (on a scale of 1 to 6) Same level as a City Manager or Police Chief

Language = 5 (both are the same) Same level as a City Manager, Police Chief is a 4

From MA Board of Library Commissioners FY1998 Annual Report
Information Survey Instructions, Definitions for Position Classifications,
pg. 12:

Administrative Assistant - May include a variety of job titles such as Director's Secretary or Assistant to the Director. May have more administrative responsibility than typical clerical positions, but not the professional or managerial responsibilities associated with the Assistant Director, Senior Librarian, or Staff Librarian Classification.

POSITION DESCRIPTION

JOB TITLE: Senior Librarian

JOB GRADE: x

SALARY RANGE:	MINIMUM	MAXIMUM
HOURLY	\$	\$
WEEKLY	\$	\$
ANNUALLY	\$	\$

CATEGORY: Professional

DEFINITION:

Administrative, professional and supervisory work in planning and directing activities of reference, children's, young adults, and readers advisory services in the public library; all other related work as required.

DISTINGUISHING CHARACTERISTICS:

Works under the direction of the Library Director and under the policies established by the Board of Library Trustees.

Performs professional library duties of a responsible nature involving considerable judgment and requiring detail and accuracy in providing services to the public.

In the absence of the Library Director, may supervise all employees.

Makes constant contacts with the public including children, young adults, teachers, and volunteers.

Has access to confidential records.

Errors could result in lower standards of library services, financial loss, and waste of public funds or misuse of volunteer time.

Light and occasional moderate physical effort required in performing duties including carrying and shelving books under typical library conditions.

EXAMPLES OF WORK:

Any given Senior Librarian may not perform all of these duties.

Administrative

1. Recommends department and library policies and programs to Director and trustees.
2. Administers library in absence of director, including submission of bills and payroll records and cooperation with automation providers.
3. Supervises Library Technicians and Senior Library Technicians.
4. Supervises volunteers.
5. Works with automation providers to remedy system problems.
6. May approve work schedule for staff and volunteers.
7. May supervise maintenance of copy and FAX machines (staff and public).
8. May administer procurement and distribution of Federal and State tax forms.
9. May represent the Library at meetings of Merrimack Valley Library Consortium committees.

Reference

1. Provides reference service to patrons .
2. Provides readers' advisory service.
3. Trains Library Technicians in use of reference materials.
4. Determines when to refer questions to regional staff; maintains active liaison with Northeastern Massachusetts Regional reference staff.
5. Explores and recommends new technology for use in the reference department
Trains staff on same when acquired.
6. Teaches use of the computerized catalog and other reference tools to patrons, individually and in groups.
7. Prepares reserve collections for school projects.

Technical Services

1. Trains staff in cataloging and processing.
2. Catalogs on automated system using MARC tags.
3. Uses a variety of computers and systems and trains staff in their use.
4. Classifies and catalogs and determines processing methods for all new media items (records, audio cassettes, video cassettes, CD's, multi-media kits, etc.).
- 5.. Supervises entry of new periodicals on computer database and trains assistants in this procedure.
6. Orders materials.

Collection Development

- 1, As a member of the collection development team, helps plan, develop, and maintain collection of materials using standard review sources and considering patron requests.
- 2 With collection development team, weeds collection, and supervises discarding of unnecessary materials.
3. Assists the Director in formulation of collection development policies and programs.
4. Determines suitability of gift materials for collection.
5. Helps choose deposit collections from regional collection.

Programming

1. Plans and participates in programs for children, teenagers and adults co-ordinating with other community groups and volunteers.
2. Plans and helps conduct summer reading programs.
3. Ensures appropriate publicity for department programs.

Circulation

1. Supervises overdue notification and letters, prepares fine tickets, collects moneys due.
2. Supervises, maintains and analyzes daily and monthly statistics.
3. Through signs and notices ensures that library users are informed about library hours of operation.
4. Supervises reserve materials and ILL procedures including items for purchase.

General

1. Works at circulation desk when necessary.
2. Attends regional and professional association meetings and workshops to further skills and continue professional education.
3. May back up computer files.
4. Produces computer reports as necessary.
5. May supervise use and maintains condition of audiovisual equipment.
6. May assure that audiovisual media is repaired.
7. May make minor repairs to furniture and equipment
8. Other duties as assigned.

RECOMMENDED MINIMUM QUALIFICATIONS:

Education and Experience

Master of Library Science or equivalent.

Reuben Hoar Library staff hired prior to 09/1994 may have Bachelor's degree; three years of professional library experience or any equivalent combination of education and experience.

Knowledge, Ability and Skill

Thorough knowledge of the principles and practices of professional library work.

Knowledge of reference resources and the organization and management of library operations. Thorough knowledge of books, related materials and appropriate techniques and specialized skills involved in serving patron groups.

Demonstrated administrative ability. Ability to carry out town and library policies. Ability to relate to public. Understands descriptive cataloging using AACR II and ISBD and classification and subject heading using DEWEY DECIMAL CLASSIFICATION, LIBRARY OF CONGRESS SUBJECT HEADINGS, cataloging in publication, and MARC records. Ability to relate well to people of all ages. Ability to express oneself orally and in writing. Working knowledge of computerized library systems. Ability to use personal computer for spread sheets and word processing. Flexibility, initiative, creativity, energy, patience and tact. Ability to work independently and as a team member.

From Dictionary of Occupational Titles:

"100.127-014 LIBRARIAN (library)

Maintains library collections of books, serial publications, documents, audiovisual, and other materials, and assists groups and individuals in locating and obtaining materials: Furnishes information on library activities, facilities, rules, and services. Explains and assists in use of reference sources, such as card or book catalog or book and periodical indexes to locate information. Describes or demonstrates procedures for searching catalog files. Searches catalog files and shelves to locate information. Issues and receives materials for circulation or for use in library. Assembles and arranges displays of books and other library materials. Maintains reference and circulation materials. Answers correspondence on special reference subjects. May compile list of library materials according to subject or interests, using computer. May select, order, catalog, and classify materials . May prepare or assist in preparation of budget. May plan and direct or carry out special projects involving library promotion and outreach activity and be designated Outreach Librarian (library). May be designated according to specialized function as Circulation Librarian (library); Readers'-Advisory-Service Librarian (library); or Reference Librarian (library).
GOE: 11.02.04 STRENGTH: L GED: R5 M3 L4 SVP: 7 DLU: 81 "

Physical Demands: Strength = Light (2 on a scale of 1 to 5)

GED: Reasoning = 5 (on a scale of 1 to 6) Same level as a City Manager or Police Chief

Mathematical = 3 (on a scale of 1 to 6) Same level as a City Manager or Police Chief

Language = 4 (both are the same) Same level as a Police Chief

From MA Board of Library Commissioners FY1998 Annual Report Information Survey Instructions, Definitions for Position Classifications, pg. 12:

Senior Librarians - Librarians, typically at the department head level, who may have supervisory responsibility for other professional librarians.

POSITION DESCRIPTION

JOB TITLE: Senior Library Technician

JOB GRADE: x

SALARY RANGE:

	MINIMUM	MAXIMUM
HOURLY	\$	\$
WEEKLY	\$	\$
ANNUALLY	\$	\$

CATEGORY: Technical

DEFINITION:

Work relating to the circulation of library books and materials and to assisting patrons with location and use of library resources; all other related work as required.

DISTINGUISHING CHARACTERISTICS:

Works under the general direction of a Senior Librarian.

Performs varied duties which require use of judgment and constant attention to detail and accuracy.

Makes constant contact with the public.

Access to confidential records.

Errors could result in financial loss or delay or lower level of library service.

Light and occasional moderate physical effort required in performing duties including carrying books

Duties may be shared by two or more persons in the position.

EXAMPLES OF WORK:

Administrative

1. Responsible for library operations during evening or weekend hours when he/she is senior staff member on duty; includes working with automation providers to solve problems.

2. Responsible for Circulation Department when Senior Librarian is absent
3. Trains Library Technicians
4. Supervises and trains pages.
5. Insures that opening and closing procedures are performed properly (see job description for Library Technician).

Circulation

1. Works at circulation desks when scheduled.
 - a. Circulates and checks in materials for patrons
 - b. Registers new borrowers
 - c. Telephones patrons about reserves and Interlibrary Loans.
 - d. Schedules Meeting Room, display case and passes
 - e. Shelves when Page is not available
 - f. Deals with incoming telephone calls
 - g. Places holds for materials desired by patrons.
 - h. Takes interlibrary loan requests and ensures accuracy of request.
2. Prepares overdue notices, collects moneys due.
3. Supervises recording of daily statistics.
4. Reads shelves and supervises both paid and volunteer shelf readers.

Interlibrary Loan

1. Prepares, transmits, receives and fills ILL requests.
2. Processes incoming and outgoing ILL materials.

Reference

1. Helps patrons with reference questions and refers more difficult reference questions to Senior Librarians.
2. Provides readers' advisory service.
3. Assists patrons with use of public access catalog and CD ROM databases.
4. Helps prepare bibliographies.

Technical Services

1. Mends worn materials and prepares badly damaged materials for bindery.

2. Assists in processing of new materials, and deposit collections including entering standard data in library consortium database.

Work with Serials

1. Supervises arrangement of magazine and newspaper shelves and keeps them in order.
2. Discards old periodicals according to schedule and maintains current periodical lists.
3. Submits claims about subscription problems to jobber.
4. Checks in and catalogs periodicals as necessary.

Public Relations

1. May prepare articles for Reuben's Notes and/or newspaper
2. Maintains museum bulletin boards.

Special Collections

1. Maintains local history and genealogy collection.
2. Assists patrons with use of special collections.

General

1. May sort and prepare mail.
2. Maintains a clean and orderly circulation desk area, including: keeping a supply of pencils, pencil sharpener, pads stamps, and pamphlets distributed to patrons.
3. Makes minor repairs and adjustments to furniture and equipment (including public copier).
4. Supervises maintenance of museum brochure files and Friends book sale area.
5. Recommends materials for purchase.
6. Attends workshops to continue education.
7. May help with preparation of bulletin boards, special programs and craft projects.

8. Represent the Library at Merrimack Valley Library Consortium Interlibrary Loan Committee meetings.
9. May assist with summer reading program.
10. Other duties as assigned.

RECOMMENDED MINIMUM QUALIFICATIONS:

Education and Experience

Two or more years of college, at least two years of practical library experience and participation in in-service training, or: high school education, at least four years of practical library experience and participation in in-service training. Some typing ability and willingness to learn use of electronic memory typewriter and computers.

Knowledge, Ability and Skill

Working knowledge of library procedures including Dewey Decimal System. Knowledge of books, authors and titles. Ability to deal with the public, especially children, in a courteous and tactful manner. Ability to understand and follow instructions and to work independently when required. Skill in keyboarding and in use of personal computer and other standard office machines.

From Dictionary of Occupational Titles:

100.367-018 LIBRARY TECHNICAL ASSISTANT (library) alternate titles: library assistant; library technician

Provides information service, such as answering questions regarding card catalogs, and assists public in use of bibliographic tools, such as Library of Congress catalog: Performs routine descriptive cataloging, such as fiction and children's literature. Files cards in catalog drawers according to system used. Answers routine inquiries, and refers persons requiring professional assistance to LIBRARIAN (library). Verifies bibliographic information on order requests. Directs activities of workers in maintenance of stacks or in section of department or division, such as ordering or receiving section of acquisitions department, card preparation activities in catalog department, or limited loan or reserve desk operation of circulation department.

GOE: 11.02.04 STRENGTH: L GED: R4 M3 L3 SVP: 5 DLU: 77"

Physical Demands: Strength = Light (2 on a scale of 1 to 5)

GED: Reasoning = 4 (on a scale of 1 to 6) Same level as Dispatcher
Mathematical = 3 (on a scale of 1 to 6) " " " Police Chief
Language = 3 (on a scale of 1 to 6) " " " Police Aide, Administrative
Clerk

Specific Vocational Preparation: Over 6 mos. up to and including 1 year

From MA Board of Library Commissioners FY1998 Annual Report Information Survey

Instructions, Definitions for Position Classifications, pg. 12:

Library Associates-Senior Library Technicians - Perform more complex circulation, processing, or public service duties (not general clerical work) under professional supervision. Often has supervisory responsibility for subordinate staff.

POSITION DESCRIPTION

JOB TITLE: Library Technician

JOB GRADE: x

SALARY RANGE:	MINIMUM	MAXIMUM
HOURLY	\$	\$
WEEKLY	\$	\$
ANNUALLY	\$	\$

CATEGORY: Operative/Technical

DEFINITION:

Work relating to the acquisition, processing and circulating of library materials, and to assisting patrons with their needs; all other related work as required.

DISTINGUISHING CHARACTERISTICS:

Works under the general supervision of a Senior Librarian.

Performs varied duties in accordance with prescribed procedures which require constant attention to detail and accuracy.

Has constant contact with library patrons and other department personnel.

Has access to confidential information.

Errors could result in financial loss, delay or loss of service.

Light and occasional moderate physical effort required in performing duties including carrying books and audio-visual equipment

EXAMPLES OF WORK:

Circulation

1. Works at circulation desks when scheduled.
 - a. Circulates, renews and checks in materials for patrons
 - b. Registers new borrowers and updates borrowers' records in database
 - c. Telephones patrons about reserves and Interlibrary Loans.
 - d. Schedules use of Meeting Room, display case, internet and word processing computers and passes
 - e. Shelves when Page is not available

- f. Handles with incoming telephone calls
 - g. Places holds for materials desired by patrons.
 - h. Takes interlibrary loan requests and ensures accuracy of request.
 - i. Evaluates the need for repair of returned materials.
2. Prepares overdue notices, collects moneys due.
 3. Records daily statistics.
 4. Reads shelves and keeps them orderly.
 5. Performs opening and closing procedures including:
 - a. controlling light and heat
 - b. checking circulation desk for adequate and appropriate supplies
 - c. listening to and setting answering machine, taking action on messages
 - d. emptying book drop
 - e. checking locks and building security
 - f. putting computers off/on line
 - g. ensuring safety of patrons
 - h. turning elevator on and off
 - i. putting flag out and bringing it in
 6. Assists in keeping circulation desk area and book shelves clean and orderly.
 7. Assists patrons with use of copier and fax machines and Internet and CD-ROM computer software.

Reference

1. Answers directional questions and tries to answer reference questions. Refers advanced/complex reference questions to Senior Librarian
2. Provides readers' advisory service.
3. Assists patrons with use of public access catalog and CD ROM databases.
4. Helps prepare bibliographies.

General

1. Takes responsibility for continuing development of job skills.
2. Performs other tasks as assigned.

Some library technicians may:

1. Help repair books and other materials..
2. Assist with processing of new materials.
5. Sort and distribute mail.
6. Check in and process periodicals.
7. Read shelves, shift books in crowded areas.
8. Assist in preparation and processing of Regional materials.
9. Maintain new books shelves.
10. Assist in inventory of collection.
11. Assist in preparation of bulletin boards and displays.
12. Enter data on spreadsheets or in databases
13. Maintain records of cash collected in donations, copier fees and articles for sale.
14. Choose books for and circulate books at nursing home and other outreach sites.
15. Maintain file of materials being considered for purchase.

RECOMMENDED MINIMUM QUALIFICATIONS:

Education and Experience

High school education, minimum one year of library experience, familiarity with Dewey Decimal System, ability to file alphabetically and numerically. Keyboarding ability and willingness to learn use of computer circulation system and personal computer operation.

Knowledge. Ability and Skill

Working knowledge of library principles and procedures, including Dewey Decimal System, knowledge of books, authors and titles. Ability to deal with the public in a courteous and tactful manner. Ability to understand and follow instructions and to work independently when required. Skill in typing and in the use of a computer

and other standard office machines. Ability to learn and adapt to new procedures and techniques.

From Dictionary of Occupational Titles:

"249.367-046 LIBRARY ASSISTANT (library) alternate titles: book-loan clerk; circulation clerk; desk attendant; library attendant; library clerk; library helper

Compiles records, sorts and shelves books, and issues and receives library materials, such as books, films, slides, and phonograph records: Records identifying data and due date on cards by hand or using photographic equipment to issue books to patrons. Inspects returned books for damage, verifies due-date, and computes and receives overdue fines. Reviews records to compile list of overdue books and issues overdue notices to borrowers. Sorts books, publications, and other items according to classification code and returns them to shelves, files, or other designated storage area. Locates books and publications for patrons. Issues borrower's identification card according to established procedures. Files cards in catalog drawers according to system. Repairs books, using mending tape and paste and brush, and places plastic covers on new books. Answers inquiries of nonprofessional nature on telephone and in person and refers persons requiring professional assistance to LIBRARIAN (library) 100.127-014. May type material cards or issue cards and duty schedules. May be designated according to type of library as Bookmobile Clerk (library); Branch-Library Clerk (library); or according to assigned department as Library Clerk, Art Department (library).

GOE: 11.02.04 STRENGTH: L GED: R3 M2 L3 SVP: 5 DLU: 82"

Physical Demands: Strength = Light (2 on a scale of 1 to 5)

GED: Reasoning = 3 (on a scale of 1 to 6) Same level as Police Aide
 Mathematical = 2(on a scale of 1 to 6) " " " Dispatcher, Police Aide
 Language = 3 (on a scale of 1 to 6) " " " Police Aide, Administrative Clerk

Specific Vocational Preparation: Over 6 mos. up to and including 1 year

From MA Board of Library Commissioners FY1998 Annual Report Information Survey Instructions, Definitions for Position Classifications, pg. 12:

Library Technicians - Perform circulation, processing, or public service duties (not general clerical work) under supervision. Typically do not have supervisory responsibilities.

POSITION DESCRIPTION

JOB TITLE: Page

JOB GRADE: x

SALARY RANGE:	MINIMUM	MAXIMUM
HOURLY	\$	\$
WEEKLY	\$	\$
ANNUALLY	\$	\$

CATEGORY: Clerical

DEFINITION:

Entry level position relating to the acquisition, processing and circulating of library materials, and to assisting patrons with their needs; all other related work as required.

DISTINGUISHING CHARACTERISTICS:

Works under the general supervision of a Senior Librarian

Performs varied, but routine, clerical duties in accordance with prescribed procedures which require constant attention to detail and accuracy.

Makes frequent contact with the public.

Has access to confidential information.

Errors could result in financial loss, delay or loss of service.

Moderate physical effort required in performing duties including carrying books and audio-visual equipment, bending, and reaching.

EXAMPLES OF WORK:

Circulation

1. Shelves materials.
2. Works at circulation desks when scheduled.
 - a. Circulates and checks in materials for patrons
 - b. Telephones patrons about reserves and Interlibrary Loans.
 - c. Schedules Meeting Room, display case and passes

- d. Deals with incoming telephone calls
 - g. Places holds for materials desired by patrons.
 - h. Takes interlibrary loan requests and ensures accuracy of request.
2. Prepares overdue notices, collects moneys due.
 3. Helps compile daily statistics.
 4. Reads shelves and keeps them orderly.
 5. Performs opening and closing procedures including;
 - a. controlling light and heat
 - b. checking circulation desk for adequate and appropriate supplies
 - d. emptying book drop
 - e. putting computers off/on line
 6. Assists in keeping circulation desk area and book shelves clean and orderly.
 7. Assists patrons with use of copier and fax machines.

General

1. Assists in processing new materials.
2. Receives, sorts and distributes mail when required.
3. Reads shelves, shifts books in crowded areas.
4. Assists in inventory of collection.
5. Helps maintain orderly appearance of the library.
6. Makes copies and collates as necessary.
7. Performs other duties as assigned.

RECOMMENDED MINIMUM QUALIFICATIONS:

Education and Experience

At least two years of high school, experience with computers, libraries and/or public service a plus.

Knowledge, Ability and Skill

Able to read and write in English. Ability to deal with the public in a courteous and tactful manner. Ability to understand and follow instructions and to work independently when required. Ability to file alphabetically and numerically. Skill in, or willingness to learn, the use of a computer and other standard office machines. Ability to learn and adapt to new procedures and techniques.

From Dictionary of Occupational Titles:**"249.687-014 PAGE (library) alternate titles: runner; shelver; shelving clerk; stack clerk**

Locates library materials, such as books, periodicals, and pictures for loan, and replaces material in shelving area (stacks) or files, according to identification number and title. Trucks or carries material between shelving area and issue desk. May clip premarked articles from periodicals.

GOE: 07.07.02 STRENGTH: L GED: R2 M1 L2 SVP: 2 DLU: 77 "

Physical Demands: Strength = Light (2 on a scale of 1 to 5)

GED: Reasoning = 2 (on a scale of 1 to 6) Same level as Landscape Specialist
 Mathematical = 1 (on a scale of 1 to 6) " " " Landscape Specialist
 Language = (on a scale of 1 to 6) " " " Police Aide, Administrative Clerk

Specific Vocational Preparation: Up to and including one month.

From MA Board of Library Commissioners FY1998 Annual Report Information Survey Instructions, Definitions for Position Classifications, pg. 12:

Pages - Shelves books and other materials. Typically a part-time position with no supervisory responsibilities. But we ask our pages to do more than shelve.

APPENDIX G.

SALARY CLASSIFICATION

There is currently no up-to-date salary classification.
Current employee salaries are available at budget time.

APPENDIX H.

FAMILY AND MEDICAL LEAVE ACT OF 1993 (FMLA)

Massachusetts General Laws, Chapter 149, Section 105D

APPENDIX I.
SEXUAL HARASSMENT POLICY OF
THE TOWN OF LITTLETON

I.Introduction

It is the goal of the Town of Littleton and its Board of Selectmen to promote a workplace that is free of sexual harassment. Sexual harassment of employees occurring in the workplace or in other settings in which employees may find themselves in connection with their employment is unlawful and will not be tolerated by the Town of Littleton. Further, any retaliation against an individual who has complained about sexual harassment or retaliation against individuals for cooperating with an investigation of a sexual harassment complaint is similarly unlawful and will not be tolerated. To achieve the Board of Selectmen's goal of providing a workplace free from sexual harassment, the conduct that is described in this policy will not be tolerated and the Board of Selectmen have provided a procedure by which inappropriate conduct will be dealt with if encountered by employees.

Because the Town of Littleton takes allegations of sexual harassment seriously, the Board of Selectmen will respond promptly to complaints of sexual harassment and where it is determined that such inappropriate conduct has occurred, the Board of Selectmen will act promptly to eliminate the conduct and impose such corrective action as is necessary, including disciplinary action where appropriate.

Please note that while this policy sets forth the Board's goals of promoting a workplace that is free of sexual harassment, the policy is not designed or intended to limit the Board's authority to discipline or take remedial action for workplace conduct which the Board deems unacceptable, regardless of whether that conduct satisfies the definition of sexual harassment.

II. Definition of Sexual Harassment

In Massachusetts, the legal definition for sexual harassment is this:

"Sexual Harassment" means sexual advances, requests for sexual favors, and verbal or physical conduct of a sexual nature when:

(a) submission to or rejection of such advances, requests or conduct is made either explicitly or implicitly a term or condition of employment or as a basis for employment decisions.

or (b) such advances, requests or conduct have the purpose or effect of unreasonably interfering with an individual's work performance by creating an intimidating, hostile, humiliating or sexually offensive work environment.

Under these definitions, direct or implied requests by a supervisor for sexual favors in exchange for actual or promised job benefits such as favorable reviews, salary increases, promotions, increased benefits, or continued employment constitutes sexual harassment.

The legal definition of sexual harassment is broad and in addition to the above examples, other sexually oriented conduct, whether it is intended or not, that is unwelcome and has the effect of creating a work place environment that is hostile, offensive, intimidating or humiliating to male or female workers may also constitute sexual harassment.

While it is not possible to list all those additional circumstances that may constitute sexual harassment, the following are some examples of conduct which may, depending on the circumstances, constitute sexual harassment depending upon the totality of the circumstances, including the severity of the conduct and its pervasiveness:

Unwelcome sexual advances - whether they involve physical touching or not;

Sexual epithets, jokes, written or oral references to sexual conduct, gossip regarding one's sex life; comment on an individual's body, comment about an individual's sexual activity, deficiencies or prowess;

Displaying sexually suggestive objects, pictures, or cartoons;

Unwelcome leering, whistling, brushing against the body, sexual gestures, suggestive or insulting comments;

Inquiries into one's sexual experiences; and,

Discussion of one's sexual activities.

All employees should take special note that, as stated above, retaliation against an individual who has complained about sexual harassment, and retaliation against individuals for cooperating with an investigation of a sexual harassment complaint is unlawful and will not be tolerated by the Town of Littleton and its Board of Selectmen.

III. Complaints of Sexual Harassment

If any employee of the Town of Littleton believes that he or she has been subjected to sexual harassment, the employee has a right to file a complaint with the Board of Selectmen. This may be done in writing or orally.

If an employee would like to file a complaint you may do so by contacting the Town Administrator, 37 Shattuck Street, P.O. Box 1305, Littleton, MA 01460, (508) 952-2311. The Town Administrator is also available to discuss any concerns an employee may have and to provide information to the employee about the Board's policy on sexual harassment and the Board's complaint process.

IV. Sexual Harassment Investigation

When the Board of Selectmen receives the complaint, the Board will promptly investigate the allegation in a fair and expeditious manner. The investigation will be conducted in such a way as to maintain confidentiality to the extent practicable under the circumstances. The Board's investigation will include a private interview with the person filing the complaint and with witnesses. The Board will also interview the person alleged to have committed sexual harassment. When the Board has completed its investigation, the Board will, to the extent appropriate, inform the person filing the complaint and the person alleged to have committed the conduct of the results of that investigation.

If it is determined that inappropriate conduct has occurred, the Board will act promptly to eliminate the offending conduct, and where it is appropriate, the Board will also impose disciplinary action.

V. Disciplinary Action

If it is determined that inappropriate conduct has been committed by one of the Town's employees, the Board will take such action as is appropriate under the circumstances. Such action may range from counseling to termination from employment, and may include such other forms of disciplinary action as the Board deems appropriate under the circumstances.

VI. State and Federal Remedies

In addition to the above, if an employee believes he/she has been subjected to sexual harassment, that employee may file a formal complaint with either or both of the government agencies set forth below. Using the Town of Littleton's complaint process does not prohibit an employee from filing a complaint with these agencies. Each of the agencies has a short time period for filing a claim (EEOC - 180 days; MCAD - 6 months).

1. The United States Equal Employment Opportunity Commission ("EEOC")
10 Congress Street - 10th Floor
Boston, MA 02114
(617) 565-3200

2. The Massachusetts Commission Against Discrimination ("MCAD")

Boston Office:	Springfield Office:
One Ashburton Place - Room 601	424 Dwight Street - Room 220
Boston, MA 02108	Springfield, MA 01103
(617) 727-3990	(413) 739-2145

Adopted by the Littleton Board of Selectmen, this sixth day of January, 1997

LITTLETON BOARD OF SELECTMEN

Karen Duggan McNamara, Chairman
Timothy D. Goddard, Vice-Chairman
Paul J. Glavey, Clerk
Paul J. Tiernan, Member
Daniel M. Sullivan, Member

APPENDIX J.**American Library Association
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 18, 1948.

Amended February 2, 1961, and January 23, 1980,
inclusion of "age" reaffirmed January 23, 1996,
by the ALA Council.

APPENDIX K.

Request for Reconsideration of Library Materials

Our Library's mission is to select and acquire a wide variety of materials for access by all library patrons. The library seeks to provide information on all sides of every issue, even if that issue is a controversial one. Librarians do not serve as censors for any materials or for any age group, since we believe that everyone, regardless of age, should be free to form his own opinion. Therefore we support equal access to all materials in our library collections.

The Library values your opinion. If you have an objection to library material(s), please complete this entire form, outlining your concerns as concisely as possible. A librarian will respond to you in the near future. Thank you.

Author: _____

Title: _____

Format: Book Video Audio (Cass. or CD) Periodical CD-ROM Other

After completing the questions on this form, please return the form to any librarian. Please answer the following questions concisely: (Use the back side of form or additional paper if necessary.)

1. How did you learn about this material?

2. Did you finish the entire work? If not, what parts were not completed?

3. What are the positive points of this material?

4. What are your objections to this material? Please be specific in citing pages or passages.

5. What do you believe might be the result or harm in viewing this work?

6. What other materials on the same subject would you recommend for use in place of this one?

8. Have you read the Reuben Hoar Library Policy on Materials Selection?

Yes No

Please fill in the following so that we may respond to your suggestion.

Your Name: _____

Date : _____

Address: _____

Telephone: Home _____ Work _____

APPENDIX L.**Checklist for Reconsideration of Non-Fiction Library Materials**

Title _____

Author _____

A. Purpose

1. What is the overall purpose of the material?

2. Is the purpose accomplished? ___Yes ___No

B. Authenticity

1. Is the author competent and qualified in the field? ___Yes ___No

2. What is the reputation and significance of the author and publisher/producer in the field? _____

3. Is the material up-to-date? ___Yes ___No

4. Are information sources well documented? No ___Yes ___

5. Are translations and retelling faithful to the original? No ___Yes ___

C. Appropriateness

1. Does the material promote the goals and objectives of the Reuben Hoar Library? ___Yes ___No

2. Is the work appropriate to the age level for which it is intended?
___Yes ___No

3. Are the illustrations appropriate to the subject and age levels? ___Yes ___No

D. Content

1. Is the content of this material well presented by providing adequate scope, range, depth and continuity? ___Yes ___No

2. Does this material present information not otherwise available?
___Yes ___No3. Does this material give a new dimension or direction to its subject?
___Yes ___No**E. Reviews**1. Source of review _____
Favorable ___ Unfavorable ___2. Does this title appear in one or more reputable selection aids? ___Yes
___No

If the answer is yes, please list the titles of the selection aids.

Additional Comments:

Recommendations by the Review Committee for treatment of the challenged materials:

Signatures of Review Committee:

Date:

**APPENDIX M.
CHECKLIST FOR RECONSIDERATION OF FICTION LIBRARY
MATERIALS**

Title _____

Author _____

A. Purpose

1. What is the purpose, theme or message of the material? How well does the author/producer/composer accomplish this purpose?

2. For what age group would you recommend this work? _____

3. Will the reading and/or viewing and/or listening to this work result in more compassionate understanding of human nature? ____ Yes ____ No

4. Does the work offer an opportunity to better understand and appreciate the aspirations, achievements, and problems of various minority groups? ____ Yes ____ No

5. Are any questionable elements of the work an integral part of a worthwhile theme or message? ____ Yes ____ No

B. Content

1. Does the work give a realistic picture of life in the time in which the work is set?

Yes ____ No ____

2. Does the work avoid an oversimplified view of life, one which leaves the reader with a general feeling that life is either sweet and rosy or ugly and meaningless? Yes ____ No ____

3. When factual information is a part of the work, is it presented accurately?

Yes ____ No ____

4. Is prejudicial appeal readily identifiable by the potential reader? Yes ____ No ____

5. Are concepts presented appropriate to the ability and maturity of potential audience? Yes ____ No ____

6. Do characters speak in a language true to the period and geographical area in which they live? Yes ____ No ____

7. Does the material offend in some special way the sensibilities of women or a minority group by the way it presents either the chief character or any of the minor characters? Yes ____ No ____

8. Is there preoccupation with sex, violence, cruelty, and aberrant behavior that would make this material inappropriate for the audience identified above?

Yes ____ No ____

9. If there is use of offensive language, is it appropriate for the audience identified above? Yes ____ No ____

E. Reviews

1. Source of review _____

Favorable ____ Unfavorable ____

2. Does this title appear in one or more reputable selection aids? ____ Yes ____ No

Additional Comments:

Recommendations by the Review Committee for treatment of the challenged materials:

Signatures of Review Committee:

Service Policy

The Reuben Hoar Library strives to offer excellent library service to all. The primary goal of the library staff is to provide accurate, efficient and friendly service to its patrons at all times.

1. The library should offer the same quality of service to all, regardless of age, race, sex, nationality, educational background, physical limitations or any other criteria which may be a source of discrimination.
2. Patrons should be treated as if they are the most important people in the world. They are!
3. Judgment calls should always be made in the patron's favor. Vague policies should always be interpreted to the patron's advantage.
4. Patrons should never be left without an alternative if a staff member is unable to comply with their request. (See Procedures)
5. Staff members should be familiar with and be able to articulate library policies as well as explain the rationale behind them.

Demeanor

Demeanor is defined as: the way a person looks, speaks and acts; one's manner of behavior towards others; a personal mode of expressing attitude. Non-verbal demeanor conveys attitude via facial expression and posture.

Library staff members should endeavor to project a friendly helpful demeanor even when the message they must convey is not a pleasant one. Staff members are expected to act in a friendly, helpful manner which will ensure that the patron will walk away feeling that their experience with the library has been a positive one.

Each staff member, while at work, acts as a representative of the Reuben Hoar Library to each person or group with whom she/he comes in contact. The impression made on the patron profoundly affects the library's image and ongoing support.

Ethics

The needs and requests of library patrons must always be taken seriously and treated with respect. Equal consideration and treatment will be given to all users within established policies and in a nonjudgmental environment.

All interactions and transactions between a library patron or group of patrons and the library will be considered confidential and will be discussed only in a professional context. (Such matters include, but are not limited to, registration information, materials' selection, loan transaction records, reference questions, patron card status, etc.) Staff should remember that, although the temptation to discuss or share difficult transactions at the public desk is great, such discussions should be limited to the Staff Lounge or private offices.

Staff members will not offer personal opinions or advice in answer to queries, but will always follow established library practices.