

Policies for Sandown Public Library

Confidentiality

1. The Board of Trustees recognizes Library Circulation records and all other records identifying the names of library users to be confidential in nature. The Library shall be in compliance with NH RSA Chapter 184 (HB36 and 201-D11) attached.
2. The Library will follow American Library Association (ALA) procedures for implementing policy on confidentiality of Library records (attached form).
3. See Sandown Public Library USA Patriot Act of 2001 Policy

Notices for overdue books, InterLibrary Loan (ILL) requests and/or reserves will be sent in sealed envelopes to the Library user directly involved. Telephone notices shall be either given only to the Library user directly involved or the materials left undisclosed.

Fines

A fee determined by the Trustees and the Library Director will be charged for overdue materials with a maximum charge for materials with a maximum charge of \$5.00 per item. The patron is responsible for payment of fines for overdue materials and/or replacement costs for lost or damaged materials. Charges for lost or damaged materials will be determined by current costs for repair or replacement plus a 10% service charge.

Any patron with an outstanding fine balance of \$15.00 or greater, will be unable to borrow additional materials. Upon payment of the fine, borrowing privileges will be restored but may be limited at the discretion of the Library Director.

Copy Machine

Copies can be made at a rate set to cover the cost of paper and machine up-keep and repair. The rate will be determined by the Trustees so as not to conflict with area businesses. All use of the copier will follow US Government Copyright Laws.

Displays

- A. The donor of materials loaned to the Library for display or other purposes should understand that the Library will take every precaution to ensure the safety of the objects but is not liable for the loss or damage of such.
- B. Announcements of music, drama and other cultural events, civic, local commercial enterprises, and similar items may be displayed in the Library with the permission of the Library Director.
- C. No material that advocates the election of a candidate or approval of a warrant article (excluding Warrant Articles related to library improvements) or any other petition will be displayed within the Library.

- D. Materials, donation receptacles or purchases of kind may be placed in the Library ONLY with the approval of the Library Director and Trustees.

DVD/Video Policy

- Require parental signature to enable anyone under 14 to borrow videotapes.
- Collection of DVD/videos will be based on the quality of content of the movie as provided by professional reviews of the content.
- Allow patrons to use the complaint form if the DVD/video (or other material) is believed to be inappropriate.

Public Internet Access Policy

The Sandown Public Library Internet computers are available to all patrons with a valid Sandown Public Library card. The Library provides up to three computers for Internet access. Patrons should have a basic knowledge of computers and know how to navigate using a mouse and keyboard. Library personnel cannot provide individual instructions on computers and programs. The library staff will provide suggested web searches for your subject area, trouble shoot computer problems, refill paper trays, and replace ink cartridges.

Access

1. Patrons must sign in at the circulation desk and have a signed Internet User Registration Form on file. If you are under 18 years of age a form must be signed by a parent or legal guardian.
2. Computers are available to use during regular library hours. Patrons may use Internet computers up to one hour per day. If computers are available that time may be extended.
3. Parents, not the Sandown Public Library staff or Trustees, are responsible for their children's use of the Internet. The Library does not provide any censorship of Internet materials. The Internet enables access to material from locations around the globe; the content of some materials may be offensive to some patrons. Parents should supervise their children's Internet sessions at the library.
4. The Sandown Public Library endorses the New Hampshire Library Association Statement on "The Use of Internet Filters".

Usage

1. The Internet computers do NOT store any information from your Internet search. All data is erased on a daily basis. No files or data can be stored on the computer's hard drive. Patrons are ONLY permitted to store downloaded files on a floppy disc. Floppy discs can be purchased at the circulation desk.
2. The Library cannot guarantee a patron's anonymity or privacy during any communications over the Internet. Patrons are warned not to divulge their personal information during computer usage.
3. Email accounts may not be set-up on Library computers. You may access your email by going to your provider's website (i.e. www.aol.com, www.yahoo.com)
4. Patrons are fully responsible for the cost of any materials, goods or electronic services ordered over the Internet. The Library will NOT accept any deliveries or subscriptions ordered by patrons.
5. Internet computers may not be used for any illegal activity. No material may be placed on the Internet related to illegal activity.

6. No hardware (laptops, printers, etc) may be attached to the Library's computers without permission from the Library Director or Trustees.
7. No software may be installed on computers except by the Library staff.
8. Patrons are not allowed to access, change, delete or overwrite any remote computer's electronic data except when specifically provided by that remote site. Patrons are not allowed to access any secure or restricted computer systems, governmental, industrial or private.
9. Patrons are not allowed to access, change, delete or overwrite any electronic data on the Sandown Public Library computers.
10. Patrons will be charged for each page printed from the Public Internet Computers. The cost per page is posted at the Internet computers and at the circulation desk. Patrons should be aware that printing from the Internet might result in more pages printed than appear on the screen.

Violations

Any violations of this policy, or damage to the Library's computer equipment (including software or operating system), or damage to remote computers (including software or products), will result in immediate loss of Internet Access privileges. The patron responsible for the offense will also be required to pay for any repairs or replacements.

USA PATRIOT ACT of 2001 Policy

Policy and Procedures in Response to the USA Patriot Act of 2001

The Sandown Public Library will do its utmost to uphold the privacy and confidentiality of patrons' free access to information. The library will rely on existing laws and library policies to control behavior that involves public safety or criminal behavior.

The Sandown Public Library strives to create a library environment that is:

- Crime free
- A safe place
- A place for learning and pursuit of knowledge and information on any topic.
- A place where patrons can ask any question and discuss any topic.

About the USA Patriot Act

HR-3162 became Public Law 107-56 in response to the events of 9/11/01. The full title of the law is: *Uniting and Strengthening America by Providing Appropriate Tools Required to Intercept and Obstruct Terrorism Act of 2001*.

The Act may provide law enforcement broader boundaries when investigating information accessed and transmitted by patrons with regards to national security concerns.

Access to patron information may include but not be limited to:

Database Search Records
Circulation Records
Computer Use Records
Inter-Library Loan Records
Reference Interviews

The Sandown Public Library Policy & Procedures Regarding Information Access and Confidentiality

Database Search Records: These records refer to the searches of the collection a patron may conduct on the Online Public Access Terminals (OPAC). These searches are conducted by utilizing the library's automated circulation system, Spectrum. Spectrum is a product of Sagebrush Corp. Once a search is conducted, the software does not retain a copy of the search. Any records of the search will not exist.

Circulation Records: Patron material is circulated via the Spectrum system. The circulation software tracks materials currently checked out, automatically erasing a reader's borrowing record once a book is returned and all fines are paid.

Computer Use Records: The library is equipped with three public internet computers. Patrons use their library card number to check out computer time at the circulation desk. The library does not assign a computer to a patron and no paper or electronic record with the patron's information is generated.

Inter-Library Loan Records: Patrons may borrow items not owned by the Sandown Public Library from other libraries throughout the state of New Hampshire via Inter-Library Loan (ILL). The Sandown Public Library tracks items currently being borrowed and generates a paper record with patron information. Once the materials are returned and all appropriate fines and/or fees are paid, the paper record is destroyed.

Reference Interviews: A reference interview occurs when a patron looking for information approaches a library staff and staff questions or interviews the patron in order to narrow down the specific information needed. No paper record is kept during the interview that contains patron information on it. If a patron name and number is taken by phone, and patron information is written down, as soon as the requested information is delivered, the paper record is destroyed.