



SANDOWN PUBLIC LIBRARY

305 Main Street • P.O. Box 580 • Sandown, N.H. 03873 • 887-3428

Policies
of the
Sandown Public Library

Table of Contents

Library Objectives	4
Collection Policy	5
Selection & Acquisition of Print Materials	5
Selection & Acquisition of Non-Print Materials	6
Kindle Borrowing Agreement	7
Services	7
Hours of Operation	8
Circulation	8
Fines	9
Copy Machine	9
Fax Machine Policy	9
Displays	9
Public Relations	10
Physical Facilities	10
Meeting Room Policy	11
Video Gaming Policy	11
Use of Photographs and Videotapes	11
Permission to Videotape and/or Photograph	12
Budget	13
The Board of Library Trustees	13
Amendment	13
Public Internet Access Policy	14
Holiday Policy	15
Library Policy on Confidentiality	16

USA Patriot Act of 2001 Policy	16
Internal Fiscal Controls Policy	18
Purchasing Policy	19
Library Debit/Credit Card Policy	19
Seeking Bids for Library Equipment	20
Seeking Bids for Library Building Construction or Repairs	20
Child Safety Policy	20
Emergency Closing Policy	21
Personnel Policies	22
Library Director	22
Staff	22
Orientation Period	22
Responsibilities	22
Benefits	23
Evaluation	26
Attendance	27
Dress Code Policy	27
Harassment Policy	29
Behavior Policy	30
Policy Review	30
Exceptions	30

Library Objectives

The objectives of the Sandown Public Library shall be:

- To operate the Library in accordance with the New Hampshire Library Laws and to strive to meet the current standards set by the American Library Association (ALA) and the New Hampshire State Library Development Commission for public Libraries in towns of our population;
- To adhere to the ALA Bill of Rights, Code of Ethics, and Freedom to Read statement (a copy of each is posted in the Library);
- To seek to identify community needs and to assemble, preserve and administer books and related educational and recreational material in order to promote and stimulate knowledge, wisdom, culture, enjoyment and enlightened citizenship and continuous self-education;
- To serve the community as a center of reliable information;
- To initiate and support educational, civic and cultural activities;
- To cooperate with and appreciate the assistance given by the established Friends of the Library group;
- To cooperate with the District Schools and the Sandown School libraries whenever possible;
- To cooperate with other libraries in the State Development Program to strengthen its services and resources and, in turn, the State Library System.
- To cooperate with the other libraries in the Southern New Hampshire Library Collaborative to strengthen its services and resources.

Collection Policy

Selection & Acquisition of Print Materials

It shall be the function of the Library Director, as delegated by and with the support of the Board of Trustees, to select books and other library materials, with full regard for community needs and the existing collection. It shall be the responsibility of the Library Director to use as many print material selection aids as possible. The following guidelines should be considered:

- Print materials selected should not be in conflict with the Library's objectives.
- Materials selected should reflect the community's needs, considering the community survey, circulation records, special requests and the general balance of the collection.
- Use and price of materials must be considered. Paperbacks are acceptable to fill in areas of popular, but not lasting, value and to fill in areas where need is apparent but cost of hardcover may otherwise prevent purchase.
- Purchases should reflect the fullest practical choice of materials presenting all points of view concerning issues of our times.
- The library cannot meet specific academic requests in great depth. To do so would limit its ability to serve the community as a whole. Requests for specialized academic materials or other resources will be handled through the automated Interlibrary Loan Program as established by the State Library. This service will be limited to five requests per person per week. Any fee charged for copies or other materials will be paid by the patron.
- Integrity of content, expression and format should be considered in purchasing all material, as well as the durability of the material.
- Aids used in selection of materials should include standard selection guides (e.g., Wilson, etc.), review publications (e.g., Booklist, etc.), guides to subject fields, radio, television and newspaper interviews, personal contacts, patron requests and good judgment.
- Local history should receive special attention, organization and care. Original and non-replaceable materials should not leave the library; copies can be made of the more delicate items subject to great use.
- Materials that no longer meet the stated objectives of the Library will be weeded (discarded) in accordance with accepted professional Library practices. Periodicals used for reference should be kept for three (3) years, newspapers for two (2) months. Disposition of Library materials will be at the discretion of the Library Director.

- Acceptance of gifts of books and other library materials will be determined by the Library Director on the basis of physical condition, suitability to the Library's purposes and needs and in accordance with the Library's stated acquisition policy. Special collections will be evaluated on a case by case basis. Use or disposal of gifts of books and other library materials will be determined by the Library Director. Donors should be advised of this policy. Gift money, real property and/or stock will be accepted if the conditions attached are acceptable to the Trustees. The Trustees will determine use of, or disposal of, gifts of money, real property and/or stock.
- Censorship is the job of the courts not libraries. Materials should be excluded from the Library only if they do not meet stated criteria. No sound factual material should be removed from the Library shelves because of partisan or doctrinal disapproval. Any complaint should be filed in writing on the form provided (**copy attached**) and shall include specific information, such as the title, author, publisher and page of the specific complaint. The material and complaints will then be reviewed by the Library Director and the Trustees who will respond in writing on the action to be taken, including no action, together with the reasons for their decision, at the next scheduled board meeting.
- All material, except reference books, those in special demand, and those that cannot be replaced, will be lent for home use under Library regulations and procedures.

Selection & Acquisition of Non-Print Materials

Recognizing the importance of non-print materials as a format for communicating information to the public, the Library will provide materials that will be a source of learning, entertainment, and/or preservation of facts and ideas.

It shall be the responsibility of the Library Director to select these materials using as many non-print selection aids as possible and to follow the same guidelines for non-print as for print collection.

The Library shall consider collection of the following non-print formats:

- Visual Materials: The Library will provide DVDs and/or other current formats through purchase or gift. Selection and acquisition will be based on patron interest and the discretion of the Library Director. Selection and acquisition of "R" rated videos will be based on the quality and content of the movies as provided by professional reviews of the content.
- Audio Books: The Library will purchase unabridged books on CDs, Playaways or other current audio formats.
- Music Recordings: Because of limited funds, the purchase of music recordings by the Library will be limited. Donations of music recordings will be considered for addition to the collection.

- Video Games: The Sandown Public Library will carry video/DVD games for the major gaming systems. The video/DVD games will follow the same circulation policy as the policy for DVD movies: 1 week circulation period and \$1.00 fine per day for overdue materials. To appeal to the broadest audience within budgetary limitations, the collection of games will be limited to games with E and T ratings. Purchases of games will be limited to the gaming system owned by the Library. Donations of games that meet the collection criteria and are in good condition will be considered.
- Circulation of Electronic Devices: The Sandown Public Library will own and circulate electronic devices such as CD or MP3 players, tablets, and e-book readers to patrons as a method of assisting readers in their enjoyment and use of electronic books. As with any lost or damaged materials, the patron will be responsible for the full replacement value of the device plus any application processing fees. Because of the high value of the electronic reader (Kindle), any patron who borrows the device will be held to the **Kindle Borrowing Agreement** (see below).

Kindle Borrowing Agreement

You are responsible for damage, loss, or theft of the Kindle while it is checked out to you.

In the event of damage, loss, or theft of the Kindle, borrowing privileges will be suspended until the full amount is paid and you will be denied any future borrowing privileges of electronic devices. You are responsible for the entire replacement cost of the Kindle (\$244.00) as well as a packaging and processing fee (\$6.00) for a total of \$250.00.

Do not leave the Kindle unattended when it is checked out to you.

Use of the Kindle is restricted to the content installed. Downloading additional content is not permitted.

The Loan period is three weeks. There is a \$1.00 per day fine for every day or part of a day that the item is overdue, including days the library is open or closed (unless closed due to holidays or weather).

The Kindle device must be returned during the open library hours and handed directly to a staff member. The Kindle must not be returned in the Book Return Box.

Services

The Library will serve all residents of the Town. Persons residing outside the geographical area but owing property, employed in town, and teaching/attending school in the Town shall be

considered residents and all Library services will be available to them. A non-resident card may be purchased at a cost agreed to by the Library Director and the Trustees. An applicant must be in good standing with the Library in his/her own town of residence. Children under the age of 14 may receive cards at the discretion of their parents. Use of the Library or its services may be denied by the Library Director for due cause. Such cause may be failure to return books, and/or pay penalties after due notice, destruction of Library Property, disturbance of other patrons or any other objectionable conduct on Library premises.

Interlibrary Loan Service (ILL) is available to all patrons of the Library with a maximum request of five (5) titles per person per week. Any fee for materials requested (i.e., photocopies) charged from another library will be the responsibility of the patron.

Hours of Operation

The Library shall be open at least the required number of hours to meet State Library Development Program Standards. Hours in addition to these minimum shall be at the discretion of the Library Director and Trustees.

Circulation

Books and other materials shall be loaned for a period of time to all patrons within the Southern New Hampshire Library Cooperative (SNHLC) as follows:

- Print Materials (e.g. Books, Magazine): 3 weeks
- Visual Materials (e.g. DVDs): 1 week
- Audio Materials less than 30 hours: 3 weeks
- Audio Materials over 30 hours: 6 weeks

Items may be renewed up to three (3) times if there is no other request for the material and the material is older than 1 year. New materials will be limited to loan for the patrons of the originating library in the SNHLC for a period of up to 6 months. After this initial grace period other patrons within the SNHLC may borrow at the regular loaning period. Non-resident card holders shall have the same privileges as resident card holders. There is no pre-determined limit to the number of books to be loaned to a patron at any time, but the Library Director may limit excessive borrowing. The patron is responsible for all borrowed material and equipment to be returned on the date due. Books may be returned in the Book Drop when the Library is not open, but the patron is still responsible for any overdue fines.

Local history should receive special attention, organization and care. Original and non-replaceable materials will not leave the library; copies can be made of the more delicate items subject to great use.

The architectural plans for the Sandown Public Library will not be removed from the Library building. The plans may be viewed in the Library.

Materials may be placed on “reserve” at the patron’s request. Patrons will have three days to pick up the materials after notification.

Fines

A fee determined by the Trustees and the Library Director will be charged for overdue materials with a **maximum charge of \$25.00 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 business. The money will be deposited in the copier/printer account. All use of the copier will follow U.S. Government Copyright Laws.

Fax Machine Policy

The Library will offer fax services to the community with the following guidelines:

- Faxes will be sent and received from U.S. phone numbers only
- No international faxes will be allowed
- Only library staff are allowed to send and receive the faxes for the patrons.
- The charge for both outgoing and incoming fax service is \$1.00 per page with a maximum charge of \$5.00 for up to 10 pages.
- For each additional 10 pages or any portion thereof, there will be an additional \$5.00 charge.
- The money received will be deposited in the copier/printer account.

Displays

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

Public Relations

In addition to an annual report the State Library and the Town written by the Library Director, frequent announcements of Library activities and programs, additions to the collection and similar items will be made. Good service and an understanding and communication of the Library's objectives and services are the keystone of good Library public relations.

Physical Facilities

To achieve the goals of good Library service, the Board of Trustees accepts the responsibility of ensuring that the Library building facilities will adequately meet the physical requirements of modern library services and offer to the community a compelling invitation to enter, read, look, listen, learn, and enjoy.

Building Control:

- The use of the Library, for other than Library purposes, is at the discretion of the Library Director and the Trustees.
- A key register book is to be kept by the Library Director for control of Library keys.

Any person who violates the provisions above may be denied access to the Library.

Meeting Room Policy

Because the large room in the basement of the Library is not handicapped accessible, it shall not be used for any public meetings.

Programs sponsored in all, or in part, by the Library which require pre-registration of participants and in so doing, demonstrate no need for handicapped accessibility, may use the large room if needed.

Video Gaming Policy

In order to ensure a safe and healthy experience for all users of the Library's video games, the following guidelines have been adopted. Failure to abide by these rules may result in loss of privileges to use the video games and equipment.

1. Appropriate behavior is expected at all times.
2. Good sportsmanship is expected.
3. Show respect for others
4. Handle equipment care.
5. Adhere to time limits.
6. No eating or drinking allowed near equipment.
7. Wash hands before use of equipment.
8. The door to the meeting room must be left open.
9. Hallway lights must be left on.

Use of Photographs and Videotapes Policy

The Sandown Public Library plans to document programs, events, and activities sponsored by the Library through the use of photographs, videography, and news media.

Under the First Amendment (Freedom of the Press), the Library has the right without prior consent to use any photographs taken of an event that just occurred for news-worthy stories in the newspapers, website, Facebook, or in the library. The photographs and images will only be used for a limited time (1-2 weeks) to highlight the event that recently happened and will be promptly taken down. Upcoming events can be mentioned but the focus is on the event that occurred.

In order to protect both the individual and the library, a consent form will always be used that allows the library to capture an identifiable image of the individual, and/or a child participating in a library-sponsored event that may be used to market, advertise, or promote the library or to call attention to future programming. This consent pertains ONLY to library staff taking pictures. The Library does not assume any responsibility for any images taken by parents, reporters, members of the public, etc.

The consent forms will be kept in the library for the duration of use of the individual's image.

Permission to Videotape and/or Photograph

As a public facility providing programming to our community, the Sandown Public Library often photographs as many of our programs and functions as possible. The photographs or images that may identify you and/or your child may be used to promote and/or market the library through brochures, newsletters, website, Facebook page, or in a library display. Photographs are also kept as part of our organizational archives.

By signing below, you grant permission for the library to use any photograph or image for such purposes.

I grant permission to the Sandown Public Library to use photographs or images taken of me or my child on the date and at the location listed below for publication in library publications such as brochures, newsletters, and to the use the photos on display boards, websites and to offer them for publications to newspapers, magazines and websites, without notifying me.

I further agree that the Library may use the photographs or images in the advertising, marketing, and promotion of the library. I waive any rights of compensation or ownership.

I agree to waive and release any and all claims against the library, its staff and administration from any liabilities associated with the publication of said information.

Location of Photo Date

Name (please print)

Signature Date

Signature of guardian if under 18 years of age Date

Budget

An annual Library budget prepared by the Library Director, and approved by the Trustees, shall be submitted to the Budget Committee and Selectmen yearly. Proper budgeting for materials, salaries, equipment, general maintenance, custodial services, operation expenses, etc., should be prepared to ensure the maximum service and efficiency of the Library and meet the current State Library Standards.

The Board of Library Trustees

The Library trustees shall attend to their duties as stated in the New Hampshire Library Trustees Handbook.

- Five legal residents of the Town of Sandown shall be elected Trustees to the Board of the Sandown Public Library according to the laws of the State of New Hampshire.
- This Board shall be the governing body of the Sandown Public Library and determine the operation and policies of the Library
- The Board shall meet monthly with notice of meetings posted as required by law. Trustees shall attend at least 80% of scheduled meetings. Failure to do so may result in dismissal from the Board. Regular Board meetings are open to the public.
- The Board of Trustees shall encourage and make provision for its members to attend regional and statewide workshops and meetings on Trustee training and issues.
- The Board shall employ a competent and qualified Library Director who shall attend all Board meetings except when the Library Director's position or performance is being discussed.
- Trustees shall be designated as signatories on library bank accounts. The designated three Trustees and the Library Director's signatures shall be on file at the current banking establishment. Trustees must approve any expenditure supplemental to the budget.

Amendment

Amendment of these policies may be proposed at any regular meeting of the Trustees and shall be made known to members not present and shall be voted on by a majority of the members at the next meeting.

Public Internet Access Policy

The Sandown Public Library Internet computers are available to all patrons. The Library provides public access 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

- Computers are available to use during regular library hours. Patrons may use Internet computers in hourly sessions. If computers are available, additional time may be allowed.
- 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.
- The Sandown Public Library endorses the New Hampshire Library Association Statement on "[The Use of Internet Filters](#)".
- Wi-Fi is available.

Usage

- The Internet computers DO NOT store any information from your Internet search. All data is erased upon session logout. No files or data can be stored on the computer's hard drive. Patrons are ONLY permitted to store downloaded files on their own personal USB drive or SK disk.
- 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.
- 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).
- Patrons are fully responsible for the cost of any materials, goods, or electronic services ordered over the Internet. The Library will NOT accept deliveries or subscriptions ordered by patrons.
- Internet computers may not be used for any illegal activity.
- No hardware (laptops, printers, etc.) may be attached to the Library's computers without permission from the Library Staff.
- No software may be installed on computers by patrons.
- 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.

- Patrons are not allowed to access, change, delete, or overwrite any electronic data on the Sandown Public Library computers.
- 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 results 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. If it is found that the damage caused by the patron was intentional, then the patron responsible for the offense will also be required to pay for any repairs or replacement of library equipment.

Disclaimer

The Sandown Public Library Board of Trustees and its staff do not control the Internet. It is a global entity. Available information can be inaccurate, incomplete, or out of date. Some materials may be controversial or undesirable, depending upon the user’s beliefs. The Library is not responsible for Internet content, nor can the Library censor access or protect the user from offensive information. The user may not always be able to reach desired destination sites for a variety of reasons. The user is responsible for using the Internet for appropriate educational and recreational purposes. Sources on the Internet do not always provide accurate, complete or current information. As with any material provided by the Library, the user must take responsibility in questioning the validity of the information found. The Library is not responsible for any damage, real or perceived, to user’s documents or personal equipment.

Holiday Policy

The Trustee’s will approve no less than 12 holidays per year which will include the following:

New Year’s Day	Labor Day
Martin Luther King Day	Veterans’ Day
Presidents’ Day	Thanksgiving
Memorial Day	Christmas
Independence Day	Floating Holiday (Columbus Day)

A specified holiday schedule will be published annually identifying all holidays. On official holidays, the Library will be closed. Staff normally scheduled to work on the holiday and who work more than twenty (20) hours or more per week, on average, will be paid. Should the Library Director and Trustees choose to close on additional days surrounding official holidays,

staff scheduled to work on those days who also work twenty (20) or more hours per week, will be paid holiday pay for those additional days. In order to be paid for the holidays, employees must work scheduled work days on site, or use Paid-Time-Off (PTO), before and following each holiday.

When a holiday falls on a day that the library is closed, at the discretion of the Library Director and the Library Board of Trustees, a floating holiday may be created. Employees working a minimum of 20 hours per week may use the floating holiday on another day approved by the Library Director. Floating holidays must be used by end of calendar year.

The decision to close on additional days surrounding the official holiday, is at the discretion of the Library Director and the Library Board of Trustees.

Library Policy on Confidentiality

- 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 [Chapters 202-A:3-a](#) and [201-D, Section 201-D:11](#))
- The Library will follow American Library association (ALA) procedures for implementing [policy on confidentiality of Library records](#).
- See Sandown Public Library USA Patriot Act of 2001 Policy.

Users will be notified by telephone and/or email of notices for overdue books, InterLibrary Loan (ILL) requests and/or reserves. Telephone notifications will be made only to the Library user directly involved. If the user is unavailable, materials will not be disclosed. Telephone notifications that do not result in returned overdue materials, will be followed up by written notification in a sealed envelope via USPS delivery.

USA PATRIOT Act of 2001 – Policy

Policies 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, Koha. Koha is a product of Bywater. 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 Koha. The circulation software tracks materials currently checked out. Patrons have the ability to set their own privacy settings to reflect their personal preferences.

Computer Use Records: The library is equipped with public Internet computers. Patrons receive an access code for 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.

Interlibrary Loan Records: Patrons may borrow items not owned by the Sandown Public Library from other libraries throughout the State of New Hampshire via Interlibrary 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.

Internal Fiscal Controls Policy

Cash Receipts

SECTION 1. PURPOSE

The Library collects sums of money from fines and reimbursements for lost materials, copy machine fees, and donations each year as a part of providing services. Taxpayers have a right to expect that the library's operations be carried out efficiently and expeditiously with adequate financial control and accountability.

The objective of this policy is to attempt to strike a balance between the need for the library to be able to operate with efficiency and flexibility, and the need for financial control and accountability.

SECTION 2. REGULAR DEPOSIT PROCEDURES

- On a designated day of each week, a library staff member will record the amount of cash in the cash drawer. This report will be dated and signed by the staff member and filed with the Library Director.
- Every night the cash drawer will be emptied and the money will be placed in the locked safe located in the locked server room on the lower level.
- Once the amount in the cash drawer nears \$200.00, the Library Director deposits most of it in the appropriate savings accounts. A minimum amount of approximately \$30.00 remains in the cash drawer to make change.
- For each deposit, the Library Director records the amounts on the Deposit Form and makes copies of all checks and deposit slips. The Library Director signs and dates the Deposit Form. The bank receipt is stapled to the Deposit Form.
- The completed Deposit Form with all attached copies and receipts is submitted to the Bookkeeper for financial recording and will be reported as part of the monthly financial statements presented to the Trustees.

SECTION 3. CASH DRAWER POLICY

- The Cash Drawer is for official library business only, specifically the making of change to a customer. No employees shall use Cash Drawer funds for any personal business, even if the intent is to reimburse the Cash Drawer. There shall be no cashing of any checks through the Cash Drawer.
- All library employees sign a form signifying they understand the Internal Fiscal Controls Policy and the signed form will be placed in the employee's file.

SECTION 4. CASH DRAWER PROCEDURES

- Every day the library is open, designated library staff with authorization to open the safe retrieve the cash money bags from the safe.
- The cash is kept in the cash drawer at the circulation desk during open hours.

- Library Staff may collect money from patrons and make change if needed.
- Checks are stamped *For Deposit Only*.
- All collected money is immediately put into the appropriate money bag or section of Cash Drawer.
- Receipts for collected money are given to patron when requested.

SECTION 5. RETURNED CHECK PROCEDURE

- Copies of returned checks and bank documentation must be submitted to the Library Director with a copy to the Bookkeeper. Returned checks will be recorded in the accounting system against the revenue in which they were originally posted.
- Upon receipt of the returned check, the Library Director will notify the check writer that the check has been returned and the individual is responsible for the original charges and all assessed fees.
- Payment of a returned check must be either in the form of cash, money order, or bank certified check. Information as to whom and the purpose of the payment should be documented and placed with the daily deposits. Returned check charges should be noted as a separate revenue item.

SECTION 6. IMPLEMENTATION

- To facilitate conduct in accordance with this policy, a copy of this policy shall be made available to all library employees who may have access to monies.
- All employees must read and understand this policy. They must sign a form signifying such. This signed form will be placed in their personnel file.

Purchasing Policy

The Library Director has full authority to make purchases of goods and/or services up to \$500.00, which are identified within the department's annual budget.

Purchases over \$500.00 need the approval of the Board of Library Trustees before money can be authorized for expenditure.

Library Debit/Credit Card Policy

To aid in the purchase of materials for the Sandown Public Library, a Debit and Credit Card will be available for use by the Library Director. The debit card will be in the name of the Sandown Public Library and the current Library Director; the credit card will be in the name of the Town of Sandown and the current Library Director. Only the Library Director will be authorized to complete purchases using the Debit/Credit Card.

Seeking Bids for Library Equipment

When the Library requires new equipment, such as computers, photocopiers, water heaters, etc., the Library Director is required to consult a minimum of two sources that provide comparison pricing and product features. Once this information is secured, the Library Director will report the findings to the Board of Trustees and make a recommendation for purchase. Based on the information and recommendation of the Library Director, the Board of Trustees will move to authorize the purchase.

Seeking Bids for Library Building Construction or Repairs

When the interior of the Library building is in need of construction or repairs, the Library Director is required to seek a minimum of three bids to complete the work required. The Library Director will post for bids in two public locations. Each project will have a bidding period of 1 month. When all bids have been secured, the Library Director will submit a report, with recommendations, to the Board of trustees. Based on the information and recommendation of the Library Director, the Board of Trustees will move to authorize the selection of a contractor for the project.

In the event of a building emergency, the Library Director will secure permission from the Board of Trustees to make emergency repairs. Under these circumstances, there will not be a bidding process.

The exterior of the building is under the purview of the Town and their required bidding procedures.

Child Safety Policy

Children are always welcome and are encouraged to visit the Sandown Public Library. We strive to maintain a safe and healthy environment for all of our young patrons. In order to meet this goal, the Board of Library Trustees has adopted the following guidelines for the use of the Library by children and their guardians.

Children, age three and under, should be accompanied by a guardian at all times in the library.

Program Participation:

Parents/guardians/caregivers are responsible for the supervision and behavior of their children and are encouraged to enjoy the programs with their children.

For any program held at the library for children under the age of 6, there will be at least two adults in attendance; one staff member and at least one parent/guardian/caregiver. Caregivers of pre-school and kindergarten children must remain in the library during the program.

School-age children, six and older, can attend programs with or without a parent. A parent may leave the building, but the child or library staff must be able to reach him/her if needed. Arrangements should be made for pick-up after the program and should be discussed with the child prior to his/her being left unattended; phone numbers, etc.

Child left at Closing:

As referenced in the *Behavior Policy Procedure*, if a child is left after closing time and the parent/guardian/caregiver was not able to be contacted, the police will be contacted to transport the child home.

Emergency Closing Policy

Due to unforeseen problems that may risk the safety and security of library patrons, staff, and/or resources, the library may be closed during regularly scheduled open hours at the discretion of the Library Director or in the case of the Director's absence by the Assistant Director with approval from one member of the Board of Trustees.

Emergency Closing Procedure:

Possible Scenarios:

- No electricity and building is too dark to work in; close after 30 minutes.
- If the building temperature falls below 50 degrees or rises above 91 degrees.
- Library is unable to be staffed during open hours by two staff members due to sickness, family emergency, inability to reach library due to inclement weather.
- Parking lot or sidewalk has not been cleared of snow or ice during scheduled open hours; or at the discretion of the Library Director.
- Fire, flooding, lack of plumbing, or other building disaster.
- Robbery or assault

Procedures:

- Library Director assesses emergency and decides to close building.
- E-mail notification sent to trustees if possible or phone call to Chairperson.
- E-mail notification to all staff and a phone call to scheduled staff
- Building is secured and closed sign posted.
- Staff leave building.
- Incident report completed on any major incidents with 24 hours of closing.

In case of absence of Director:

- Asst. Director or staff with most seniority assesses emergency and makes every effort to contact Director, who makes decision to close building.
- If Director cannot be reached, staff contacts one of the Trustees; starting with Chairperson.
- Trustee makes decision to close building.
- Building is secured and closed sign posted.

- Staff leave building.
- Incident report completed on any major incidents within 24 hours of closing.

Personnel Policies

Library Director

The Sandown Library Board of Trustees shall appoint the Library Director per NH RSA 202-A:11. The Board of trustees, with the recommendation of the Library Director, shall determine the appointments of all other employees.

Staff

Library positions shall include:

- Library Director
- Assistant Director
- Library Technician
- Youth Services Director
- Early Childhood Literacy Teacher
- Library Page
- Custodian

Each position shall have a job description and each staff member shall be given a copy of that job description upon hire. The job description shall outline the qualifications and responsibilities of each position.

The Library Director and staff, with Director's approval retain the right to contract outside vendors for specific services.

Orientation Period

The Library Director shall serve an orientation period of six months. All other new employees shall serve an orientation period of three months. If at the end of the orientation period the job performance is satisfactory, the employment will continue.

Responsibilities

- Assisting the public is a library employee's primary responsibility before doing any other assigned jobs.
- No employee of the Library shall be permitted to give out personal information on any patron or library employee.
- At the discretion of the Library Director, all part-time employees are encouraged to attend library workshops or library courses.
- All library employees are expected to attend all staff meetings.

Benefits

1. Emergency Closures: The Sandown Library will be closed for weather or safety reasons at the discretion of the Library Director. If the closure is prior to the start of a scheduled shift, staff members will not be paid. If the closure is after the start of a scheduled shift, staff members will be paid for the hours worked. Should an employee elect to leave early due to inclement weather after seeking approval from the Director, the employee will be paid for hours worked. If the Director is not in the building, the employee will call the Director for approval. If the Director is unavailable, the employee will call the Chair or Vice Chair of the Trustees for final decision.

2. Paid Leaves:
 - a. Jury Leave or Military Leave: Employees working 25 hours or more per week who serve on a jury or are called into temporary military service, shall receive the difference between their regular rate of pay and the reimbursement received from the court or the military service branch. In order to receive the employer's share, the employee must submit documentation showing the amount of the court's payment or the military's payment.

 - b. Bereavement Leave: Employees working 25 hours or more per week are eligible for Bereavement Leave. When death occurs in an employee's immediate family as defined below, the employee, on request will be excused with pay for any of three (3) consecutive working days. The immediate family is defined as including the employee's: Spouse, Mother, Sister, Children, Brother, Father, Father-in-Law, Mother-in-Law, and Grandparent/Grandchild.

 - c. Maternity Leave: In accordance with the Family Medical Leave Act of 1993, employees who are unable to work due to pregnancy shall be considered disabled and shall be extended the same benefits and shall be subject to the same policies as any disabled employee. The employee shall submit documentation from the physician stating the date she is no longer able to work and when it is anticipated that she will be able to resume her duties.

Maternity leave will include the two weeks prior to the scheduled due date and will be extended in the event the due date is delayed.

The employee will normally receive up to six weeks leave for a normal delivery and up to eight weeks leave for a Caesarean section. This policy is subject to exception with a written medical option submitted for the Board of Trustees review and determination.

Maternity leave will be unpaid, although paid time off may be used at employee's discretion.

- d. Paternity Leave: Paternity leave will be in accordance with the Fair Labor Standards Act. Leave without pay can be supplemented by employee's vacation or earned time pay.

3. Unpaid Leave

- a. Leave of Absence: Unpaid leaves of absence will be defined as any time off that extends beyond two consecutive weeks. Employees who wish to apply for a leave of absence must submit a written request to the Library Director in writing one-month prior to the requested date.

The Board of Trustees may grant unpaid leave on the recommendation of the Library Director for such time as the Board deems to be in the best interest of the Library and the employee. Benefits will not be in effect during unpaid leave. The employee's position is not guaranteed upon return.

- b. Single or Consecutive Days of Unpaid Leave: Employees requesting single days of unpaid leave or consecutive days of unpaid leave which do not extend beyond two consecutive weeks, must submit a written request to the Director, in writing, thirty days before the requested leave. If an unforeseen emergency occurs, employees will be granted individual days of unpaid leave at the discretion of the Library Director.
- c. Unpaid Leave: Employees who receive vacation time must use all paid vacation/personal time before unpaid time will be approved. Trustees will approve any exceptions to this policy.

4. Education: The opportunity for continuing education will be provided to staff members based upon the availability of funds.

5. Mileage: Upon completion of an *Employee Expenditure Form*, an employee will be reimbursed by the Library at the current IRS rate for Library related business involving the employee's own vehicle, as approved by the Library Director.

6. Work Breaks: The library will follow Federal guidelines regarding work breaks for the staff.

7. Paid Time Off (PTO)

Paid Time Off (PTO) Procedure:

- a. All PTO must be scheduled one (1) month in advance. Scheduling of PTO will be granted or denied at the discretion of the Library Director.

- b. An employee must submit in writing, his/her request for paid time off at least one (1) month in advance. The Library Director will consider exceptions when practical or, otherwise, upon request.
 - c. Records of PTO will be kept in the Library in a secure location accessed only by the Library Director or Board of Trustees.
 - d. PTO can only be taken in not less than two (2) hour increments.
8. Paid Time Off (PTO) Matrix
- a. Full Time Employees: Full time employees with benefits working 35 hours or greater per week will qualify for PTO under the Full Time Employee Paid-Time-Off Matrix provided here as **Attachment A**.
 - b. Part Time Employees: Part Time Employees with benefits working 25-34 scheduled hours, effective January 1 2008, will quality under the Part Time Employee Paid-Time-Off Matrix provided here as **Attachment B**.
 - c. Employees whose scheduled hours are increased to 25 hours per week will qualify for PTO at the 1st Year level in the Part Time Employee PTO Matrix.
 - d. Advanced Paid-Time-Off (PTO) Request: PTO shall be used within the current calendar year. Employees are allowed to submit to the Library Director a request for advanced PTO. The Library Director must approve before time off will be granted. Advances in PTO earned will be deducted from the employee's final paycheck if he/she leaves employment before the time is earned.
 - e. When the Library Director schedules his/her own personal time off in excess of two (2) consecutive weeks, he/she must have prior approval of the Board of Trustees.
9. Insurance Coverage: Full-Time (35 hours) employees are eligible for health coverage for herself/himself and family members. Employee contribution will be aligned with the Town practice. Full-time employees who opt out of the town's medical insurance plan and are covered under any other medical insurance plan will be paid an amount equal to 15% of the Library's portion of the annual medical insurance premium for the family plan with a maximum benefit of \$2,500. This benefit will be paid out in two (2) payments; one half (1/2) in June and one half (1/2) in December. Employees must provide proof of medical insurance coverage before receiving any payments.
10. Holidays: Please see the Library's Holiday Policy for further information.

Evaluation

1. **Orientation:** Each employee shall be required to successfully complete an orientation period. The Library Director will review the staff member at this time and report to the Board of Trustees with recommendations. The Board of trustees will manage a new Library Director's orientation period.
2. **Performance Evaluation:** A performance evaluation shall be completed on each staff member annually. The Library Director will review all Library staff members and the Library Director will be reviewed by the Board of Trustees. These evaluations will be completed the month prior to the effective date of the new budget.
3. **Promotion:** Staff promotions will be determined by the Board of Trustees upon recommendations from the Library Director. Promotions are based on library needs, staff qualifications, and staff performance.
4. **Grievance:** All grievances shall be first thoroughly discussed and explored by the employee and the Library Director. If the Director cannot adequately resolve the situation, the Director shall take it to the Board of Trustees for resolution. The Board, at their discretion, may call a mediator if required. Employees cannot grieve salaries or policies. A grievance cannot be set on these areas, only on the areas of employee reviews.
5. **Disciplinary Action:**
 - a. *Verbal notification:* The Library Director or a member of the Board of Trustees shall notify an employee of the area that needs improvement with remedial suggestions offered. The date, time and nature of the notification and suggestions should be included in the employee's personnel file. Notification should come within a reasonable time of knowledge of said problem.
 - b. *Written notification:* The Library Director or a member of the Board of Trustees shall give written notification to an employee for a repetition of a problem, the seriousness of which dictates more than verbal notification. Notification will include the nature of the problem, remedial suggestions, date and time of problem and possibility of future disciplinary action. This warning will be issued to an employee after review with the Board of Trustees and the Library Director and within a reasonable time of knowledge of the offense, with a copy entered in the employee's personnel file.
 - c. *Suspension:* The Library Director may suspend an employee for behavior incompatible with the function of the Library. This suspension will be immediately followed by a letter stating the date of suspension, the nature of the suspension and action to be taken. The Library Director will immediately notify the Chairperson of the Board of Trustees of this occurrence. The Board of Trustees will review the suspension within a reasonable period of time.
 - d. *Discharge:* The Library Director may recommend to the Board of Trustees that an employee be terminated. The Board of Trustees, after review of the situation, may discharge an employee. This decision will be sent in writing to the employee and will include the date of discharge and the nature of the discharge. The employee may request, in writing, a hearing. A mediator may be engaged at the Board's discretion.

- e. *Personnel Folder*: All copies of communication, correspondence and resolution shall be kept in the employee's personnel folder. Access to personnel files is limited to the Library Director. However, each employee may have access to his/her own personnel file. The Board of Trustees may request access to an employee's personnel file in the case of a grievance, suspension or discharge that is formally brought before the Board.

Attendance

1. Library employees are required to commence work activities at the Library on their assigned work days and hours.
2. Employees are expected to remain at work for the entire work period excluding rest and meal periods. Unless illness or extenuating circumstances dictate an early departure, in which case permission from the Library Director, or the Assistant Library Director in her/his absence, is required.
3. Late arrivals, early departures and other personal absences are disruptive and should be avoided. If employees are found to abuse absence time from scheduled work, the Library Director may find it necessary to attempt correction of the situation by counseling, disciplinary action as stated in the Sandown Public Library Personnel Policies, or termination.
4. **Unauthorized Absence**: Any Employee absent for more than (3) scheduled work days or shifts per calendar year, regardless of when occurring, without acceptable notification to the Library Director will be deemed to have voluntarily terminated his/her position, subject to review by the Library Director and Library Board of Trustees.
5. **Switching Scheduled Work Hours**: Library employees wishing to switch scheduled work hours must first secure the commitment of a suitably skilled co-worker to cover the work hours in question and then seek written approval of the Library Director.

Employee Dress Code Policy

It is important that the public have confidence in the staff and the staff members have confidence and pride in themselves when conducting business at the Sandown Public Library. To help present this image and foster public confidence, staff members must dress appropriately for their work assignment, when dealing with the public.

All employees shall be responsible for their personal appearance and hygiene. Employees are expected to be neat and clean, and to use prudent judgment, good taste, and common sense regarding appropriateness of attire. Attire shall not interfere with job performance or job safety and should be neat and clean at all times.

Acceptable Attire

The underlying standard for this dress code is “business casual”. Acceptable attire includes, but is not limited to:

- Suits, blazers, or sports coats
- Dress shirt with or without tie
- Dress slacks
- Khakis or similar casual pants
- Jeans that are not torn, frayed, or stained
- Business dresses or skirts of an appropriate length
- Sweaters
- Polo or golf shirts
- Plain t-shirts - not stretched, faded, or sporting logos, with the exception of Town, Library, Friends, or Summer Reading logos
- Closed-toe shoes
- Pages may wear athletic shoes or sneakers that are clean
- Jewelry that does not restrict work and is not dangerous in job performance

Unacceptable Attire

Examples of unacceptable attire include, but are not limited to:

- Excessively short skirts or shorts. A good rule of thumb is for the hem to be at or below fingertip length.
- Sweatpants, sweatshirts, or jogging suits
- Flannel shirts
- Torn or ragged jeans
- Cropped tops, tube tops, tank tops, halter tops, low cut tops, muscle shirts, etc. Shirts must be long enough to tuck in or cover the waistline.
- Visible undergarments - Sheet clothing must be worn with appropriate garments underneath. Pants must not hang low enough for undergarments to show.
- Caps, hats, sweatbands, or bandanas - The Director may authorize exceptions for employees undergoing medical treatments resulting in hair loss.
- Shirts with logos, images, text, sexual innuendos, political messages, etc., on the front or back, except those designed to promote current or past Library programs, and official Town, Friends, or Library apparel.
- Beach shoes, worn tennis shoes or sneakers

Exceptions

Employees who are scheduled to work on days or times the Library is closed to the public may wear comfortable clothes. If handling or moving books or heavy objects is involved, open-toe shoes are still prohibited.

The Library Director may authorize exceptions to this dress code when special projects warrant more casual attire, e.g., reorganizing collections, or for holidays and library programs.

In Practice

Should an employee report to work wearing attire inappropriate to the workplace, s/he will be sent home to change. Pay will be docked for time away from the Library. This is to be at the discretion of the Director, any member of the Board of Library

Harassment Policy

All employees have the right to work in an environment free of discrimination or any form of harassment based on race, color, political affiliation, religious creed, age, sex, sexual orientation, national origin, disability or marital status. To ensure that no employee feels he or she is subject to harassment, the Library prohibits physical, written, or spoken offensive conduct, including conduct of a sexual nature.

Such conduct may constitute harassment when committed by a Library employee in a position to influence employment decisions when:

1. Submission to such sexual conduct is made, either expressly or implicitly, a condition of the recipient's continued employment; or
2. Submission to or rejection of such sexual conduct by the recipient is used as the basis for employment decisions affecting the recipient.

The Library also prohibits repeated and unwelcome physical, written or spoken conduct including conduct of a sexual nature by either a supervisor or any fellow employee which substantially interferes with an individual's work performance or which creates, what a reasonable person could consider to be an intimidating, hostile, abusive or offensive working environment.

If an employee believes that he or she is being subjected to any prohibited forms of harassment or believes that he or she is being discriminated against because other employees are receiving favored treatment in exchange for sexual favors, he or she must bring this to the attention of the Library Director or Library Board of Trustees at the earliest opportunity. The very nature of harassment makes it virtually impossible to detect unless the person being harassed registers his or her discontent with the appropriate Library representative at the earliest available opportunity. Consequently, in order for the Library to deal with the problem, employees must report such offensive conduct or situations to the Library Director or Board of Trustees. The Board of Trustees will work with the Library Director, or if necessary, the appropriate authorities to address the situation.

A record of the complaint and the finds will become a part of the complaint investigation record and the file will be maintained separately from the employee's personnel file. It is understood that any person electing to utilize this complaint resolution procedure will be treated courteously. The problem will be handled swiftly and as confidentially as possible and the registering of a complaint will in no way be used or held against the employee nor will it have an adverse impact on the complainant individual's employment status.

Behavior Policy

The Sandown Public Library is dedicated to all Sandown residents in offering opportunities for reading, studying, research, and community information. In order to meet these needs users are asked to respect the rights of others and to cooperate with the library staff to maintain an accessible, comfortable, and safe environment. The following guidelines have been adopted by the library to ensure these objectives are met.

- The library is a place for quiet study, reading, and reflection. Loud and offensive language, boisterous, indecent, or disruptive behavior or running are prohibited.
- Earphones must be used with listening devices and the volume must be kept low.
- Eating is not allowed in the library. Drinking is permitted from covered containers, using proper caution in the vicinity of computers and/or library materials. Smoking is prohibited in the library at all times.
- Roller blades, cleats, skates, skateboards, and other similar equipment are not be worn or used in the library. Bicycles must be placed in the bike rack and not against the building.
- Damaging or defacing library properties, or removing materials from the library without checking them out is against the law. Appropriate action will be taken against violators.
- Parents/guardians or an assigned chaperone are responsible for the supervision and behavior of their children. Young children cannot be left unattended.
- Patrons must leave at the designated closing time. If any children are left after closing, the proper authorities will be contacted.

The library can be enjoyed by all patrons, if these guidelines are followed. Failure to comply with the above guidelines may result in the violator being asked to leave or possible revocation of library privileges.

Policy Review

The Board of Trustees and the Library Director will review the Personnel Policies annually.

Exceptions

The Library Director may request the Board of Trustees to authorize specific exceptions from these policies.

Attachment A
Full Time Employee Paid-Time-Off Matrix

Full Time Employees	Total working hours available	@35 hrs/wk =	1,820	hours per year
Years of Service	PTO Earned per week (rounded per week)	PTO Earned (per year)		
1st Year	1.5	78		
Years 2 through 5	2.2	114.4		
Years 6 and 7	2.8	145.6		
Years 8 and beyond	3.5	182		

Attachment B

Part Time Employee Paid-Time-Off Matrix

Part Time Employees	Total working hours available	@25 hrs/wk =	1,300	hours per year
		@34 hrs/wk =	1,768	hours per year

Effective Jan 1, 2008	Hours per week Position	PTO Earned per week	PTO Earned
	25	(rounded per week)	(per year)
1st Year		0.5	26
Years 2 through 5		1	52
Years 6 and beyond		1.4	72.8

Effective Jan 1, 2008	Hours per week Position	PTO Earned per week	PTO Earned
	26	(rounded per week)	(per year)
1st Year		0.5	26
Years 2 through 5		1	52
Years 6 and beyond		1.5	78

Effective Jan 1, 2008	Hours per week Position	PTO Earned per week	PTO Earned
	27	(rounded per week)	(per year)
1st Year		0.5	26
Years 2 through 5		1	52
Years 6 and beyond		1.6	83.2

Effective Jan 1, 2008	Hours per week Position	PTO Earned per week	PTO Earned
	28	(rounded per week)	(per year)
1st Year		0.5	26
Years 2 through 5		1	52
Years 6 and beyond		1.6	83.2

Effective Jan 1, 2008	Hours per week Position	PTO Earned per week	PTO Earned
	29	(rounded per week)	(per year)
1st Year		0.6	31.2
Years 2 through 5		1	52
Years 6 and beyond		1.7	88.4

Effective Jan 1, 2008	Hours per week Position	PTO Earned per week	PTO Earned
	30	(rounded per week)	(per year)
1st Year		0.6	31.2

Years 2 through 5	1.2	62.4
Years 6 and beyond	1.7	88.4

Effective Jan 1, 2008	Hours per week Position	PTO Earned per week	PTO Earned
	31	(rounded per week)	(per year)
1st Year		0.6	31.2
Years 2 through 5		1.2	62.4
Years 6 and beyond		1.8	93.6

Effective Jan 1, 2008	Hours per week Position	PTO Earned per week	PTO Earned
	32	(rounded per week)	(per year)
1st Year		0.6	31.2
Years 2 through 5		1.2	62.4
Years 6 and beyond		1.9	98.8

Effective Jan 1, 2008	Hours per week Position	PTO Earned per week	PTO Earned
	33	(rounded per week)	(per year)
1st Year		0.6	31.2
Years 2 through 5		1.3	67.6
Years 6 and beyond		1.9	98.8

Effective Jan 1, 2008	Hours per week Position	PTO Earned per week	PTO Earned
	34	(rounded per week)	(per year)
1st Year		0.7	36.4
Years 2 through 5		1.3	67.6
Years 6 and beyond		2	104

CITIZEN'S REQUEST FOR RECONSIDERATION OF MATERIALS

Request initiated by: Name _____

Address _____ Phone _____

Citizen represents: Self _____ Organization or group (name of group) _____

Book _____ Periodical _____ Other _____

1. Did you read, see, or hear the entire material?
2. To what in the material did you object? (Please be specific, cite pages.)
3. What do you feel might be the result of reading, seeing, or hearing the material?
4. Are there any age groups for which you do not recommend this material?
5. Is there anything good about the material?
6. Are you aware of the judgement of this material by reputable critics?
7. What do you believe the theme of this material to be?
8. What would you like the library to do about this material?
Not loan it to my child _____
Withdraw it from all use by everyone _____
Select other materials on the same subject _____
9. In its place, what materials of equal significance or quality would you recommend that would convey as valuable a picture and perspective of the subject covered in this material?

Signature of complainant _____