

THE DOROTHY ALLING MEMORIAL LIBRARY

BY-LAWS OF THE BOARD OF TRUSTEES  
GOALS OF THE LIBRARY  
STATEMENT OF POLICIES

## MISSION OF THE DOROTHY ALLING MEMORIAL LIBRARY

Dorothy Alling Memorial Library, your home for life-long learning.

## ROLES OF THE DOROTHY ALLING MEMORIAL LIBRARY

1. The library will provide materials and technology services for life-long learning for people of all ages, income groups, and educational levels.
2. The library will encourage children to discover the excitement of books and reading and will provide a wide range of educational opportunities, programs, and materials to children and their caregivers.
3. The library will function as a community center to help facilitate neighborly interaction and exchange of information on a wide range of topics.
4. The library will maintain programming for patrons of all ages and provide popular reading materials.

BY-LAWS OF THE BOARD OF TRUSTEES  
OF THE DOROTHY ALLING MEMORIAL LIBRARY

1. The Board of Trustees of the Dorothy Alling Memorial Library shall consist of seven trustees elected for five year terms by the registered voters of the Town of Williston. The Trustees shall serve staggered terms and shall be residents of Williston. After election the Trustee will take and subscribe to the statutory official oath prescribed by the Town of Williston.
2. Regular meetings shall be held at least six times per year on such dates as the board will determine. All meetings shall be duly warned and open to the public in accordance with the Open Meeting Law.
3. Special meetings may be held at any time at the call of the Chair or the Secretary or by the call of any two members of the Board. Notice of such special meetings shall be given at least twenty-four hours in advance of the meeting.
4. A quorum at any meeting shall consist of four or more members of the Board.
5. The officers of the Board shall be the Chair, a Secretary and a Treasurer. These officers shall be elected annually at the first meeting following the annual Town Meeting.
6. The Board is responsible for completing an evaluation of the Library Director's job performance annually.
7. The duties of the officers of the Board are as follows:
  - CHAIR:**
    - a. Prepares the agenda for Board meetings with the help of the Library Director.
    - b. Presides at all meetings of the Board.
    - c. Represents the Board to the public when necessary.
    - d. Prepares an annual report for inclusion in the Town Report.
    - e. Acts as liaison between the Board and Town government.
    - f. Is authorized to handle the library's saving and checking accounts in the absence of the Treasurer.
  - TREASURER:**
    - a. Works with the Town Treasurer to handle the library checking and savings accounts from which Board authorized expenditures are paid and reports the status on a monthly basis.
    - b. Handles other financial duties as required.
    - c. Acts as Chair in the absence or inability of that person.
    - d. Is elected at the same time as other officers of the Board but assumes her/his duties at the start of the fiscal year
  - SECRETARY:**
    - a. Takes minutes at Board meetings and prepares them for distribution.
    - b. Takes notes at executive sessions of the Board for the Board's use.
    - c. Handles all necessary correspondence.
8. *Robert's Rules of Order Revised* shall govern the meetings of the Board. Amendments to these by-laws may be proposed at any regular meeting and voted upon at the next meeting.

## DOROTHY ALLING MEMORIAL LIBRARY STATEMENT OF POLICIES

### I. GENERAL LIBRARY OBJECTIVES

1. To serve all persons regardless of age, race, color, religion, sex, place of birth, political affiliation, national origin, ancestry, sexual orientation, or gender identity in a safe and comfortable way.
2. To make available to the community such materials as will add to the interest, information, enlightenment and the enjoyment of the community.
3. To identify community interests and to provide related programs and materials.
4. To cooperate with the schools and other libraries whenever possible.
5. To support the Library Bill of Rights, the Freedom to Read Statement and the American Library Association Code of Ethics (appended).

### II. USE OF THE LIBRARY

1. The services of the library are provided free of charge to the residents of Williston and any town who contracts for services with the Town of Williston.
2. Nonresidents whose home-town libraries do not participate in the Homecard system may purchase a DAML library card for their household at a rate set by the Board of Trustees which will not exceed Williston residents' per capita annual tax support.
3. Nonresident users whose home-towns have libraries must apply for interlibrary loan services at their home-town libraries. Nonresidents without home-town libraries may apply for interlibrary loans and Homecard validation through DAML.
4. Library users will fill out a registration form and be given a library card with an account number.
5. Guarantors will be asked to sign registration cards and be responsible for materials signed out for children under age 16.
6. All library patrons of Williston, 16 years old and older and in good standing may have their library card validated as a Homecard if they wish. This entitles them to use other libraries participating in the Homecard system as long as they abide by DAML and Homecard policies. Patrons under 16 years old may have Homecard privileges by request of their guarantors.
7. The privilege of using the library may be denied at any time by the Library Director for abuses such as repeated negligence in returning books when due, refusing to reimburse the library for damages to or loss of library materials or failure to comply with the library's behavior rules and policies.

### III. LOAN PERIODS AND FINES

1. Most library materials are lent for two-week periods with the privilege of renewal unless a request is on file with the library. The number of renewals may vary by format. Some materials may be loaned for shorter or longer time periods at the discretion of the Library Director
2. In order to share our resources, no more than one LaunchPad, four media kits, four audio materials, and four visual media per format will be loaned per

patron. Three active interlibrary loans are allowed per patron at a time. The library may limit patrons to no more than five books on one subject or by one author

3. Reference materials may be used only in the library.
4. Some books in the Vermont (Williston) collection do not circulate except at the discretion of Library Director.
5. Fines are not charged for overdue materials, but borrowers are billed for unreturned, damaged or lost materials per 22 V.S.A. § 111.
6. Users of the library who have failed to return books will be notified of their responsibility. When an item is eight weeks overdue the account is automatically restricted. If a patron has overdue materials in the amount of \$150.00 or more, the police may be asked to assist in the collection of library materials, as per state statute.
7. If materials are returned, or payment made, library privileges are reinstated. Patrons who are chronically delinquent in returning materials may be reinstated with express conditions of reduced number of materials loaned, trial periods or other conditions.
8. Patrons may not place a reserve on periodicals which have not yet been received by the library.
9. Patron history can be removed at the patron's request, but the current status and the previous transaction will remain in the circulation records.

#### IV. HOURS

1. The Library will be open on a regular schedule, the number of hours being determined by the Trustees based on financial considerations and the desires of the community.
2. The Library will be closed on the following holidays: New Year's Day, Martin Luther King Day, Presidents' Day, Memorial Day, Fourth of July, Labor Day, Indigenous People's Day, Veterans' Day, Thanksgiving Day, the day after Thanksgiving, Christmas Eve Day and Christmas Day. The library will observe a shortened schedule on Thanksgiving Eve and New Year's Eve.
3. Every fall the Library Director will review the upcoming year's holiday schedule with the Trustees and adjustments will be made as needed.
4. The Library may close in the case of extreme weather if a minimum of three staff are not able to safely travel to the Library. The library may close early if the weather is expected to be dangerous during the normal closing hours. The Library may also close if a power outage is predicted to continue more than 20 minutes after sunset.
5. The Library may close, with permission of the Board and notification to the community, for such reasons as maintenance, staff training, etc.

#### V. FINANCIAL POLICIES

1. The Library Director shall prepare the proposed capital and operating budgets for approval by the Board of Trustees.
2. The Library Director, with the assistance of the Trustees, will present the proposed budget to the Select Board for approval and answer any questions they may have.

## VI. GIFTS AND SPECIAL COLLECTIONS

1. The library is pleased to receive donations of money, books and other materials. Books and other materials will be received with the understanding that the gifts will be added to the library collection only if they fit the collection needs. The Library reserves the right to make whatever disposition seems advisable. The wishes of the donor will be respected whenever feasible.
2. All offers of major gifts will be referred to the Trustees for consideration and action. The Librarians will handle offers of gifts of books and like materials.
3. If the prospective donor would like to donate an item instead of money but has no specific item in mind, the Trustees and Library Director will consult and suggest an item.
4. All gifts are to be received unrestrictedly and once accepted become the sole property of the library to be used and disposed of at the Library Board's discretion in consultation with the Library Director.
5. In accepting or considering gifts, the Trustees will consider any related costs such as maintenance, replacement, insurance, etc.

## VII. BUILDING USE

1. The library meeting rooms are open to all Williston or St. George based non-profit organizations for group meetings, free of charge, on a first-come, first-served basis, dependent upon the room's availability subject to the following conditions.
  - a. Programs and events scheduled by the Dorothy Alling Memorial Library take precedence in videoconference equipment and community room availability.
  - b. Access to the rooms is granted subject to compliance with Library policies and local, state and federal laws.
  - c. Due to the fragility of the collections, access to the Vermont Room may be restricted as needed. All youths under 16 years shall be accompanied by an adult when visiting the Vermont Room.
  - d. A Library use form shall be filled out and filed with the Library Director no later than 24 hours prior to the meeting time. On this form, the organization and a named Williston or St. George resident shall assume all liability for any damages which may occur. The individual booking the room may be asked for identification.
  - e. If the event may reasonably be expected to attract more than 25 people, the Library may request proof of liability insurance no later than 24 hours prior to the meeting time, and the organization sponsoring the event may be asked to provide a private security officer for the event at the discretion of the Board.
  - f. No admission shall be charged. All advertising or publicity for the meeting shall include the statement set forth in paragraph 6 below.
  - g. Facilities must be cleaned up and left in the same condition they were in before use. If applicable, the doors shall be locked, the lights turned

- out and the key returned promptly. If the key is lost all costs of rekeying the doors will be passed on to whoever signed for the key.
- h. With permission, groups using the Library may serve refreshments in designated areas, but no alcoholic beverages may be consumed on library property.
  - i. There will be no smoking in the Library at any time.
  - j. Incense, candles and other open flame are not allowed in the library.
2. Nonresidents or organizations based outside of Williston or St. George may use the Library for group meetings if (a) at least 25% of the group's members are residents of Williston or St. George (b) the organization's service area includes Williston or St. George or (c) they are Vermont residents using the videoconferencing equipment provided by grant through the Vermont Department of Libraries.
  3. Businesses may use the Library's space if they meet the conditions outlined in this section and are presenting an educational program which has been approved by the Director and they will not directly profit from the event or they are using the videoconferencing equipment provided by grant through the Vermont Department of Libraries.
  4. DAML staff will assist videoconference users with technical support and supporting audiovisual equipment during regular library hours. Staff will advise users of the most suitable way in which to conduct their videoconference and may serve as technical liaison with videoconference distributors to assure compatibility with videoconference equipment. The videoconferencing is internet based. If browser plugin software is required which is different from the ones already installed on the DAML laptop, it must be approved and can only be installed by DAML staff at least one week in advance. Users may use their own computer if they already have videoconferencing accounts (e.g. Google Meet, Skype, Zoom, etc.).
  5. Videoconferencing users must agree that DAML shall not be liable for failure to perform any of its duties under the teleconferencing agreement for reasons beyond its control, including but not limited to: (a) inability to acquire or transmit, and/or record network signals and (b) any shortage, unavailability or disruption in electrical, telephone, or other utility service.  
Users must agree to hold DAML and its staff harmless from liability for any claim by any third party ensuing out of the performance by users or DAML of the terms of videoconference agreements. Claims covered by the aforementioned indemnification shall include, but not be limited to, claims by third parties of defamation or of violations of property rights, copyrights, or rights of privacy arising out of publication, translation, reproduction, delivery, performance, uses or disposition of the taped program co-produced by the parties under the agreement.
  6. The use of the Dorothy Alling Memorial Library in no way constitutes endorsement by the Library or the Town of Williston of the policies or beliefs of the organization using the building.
  7. These policies may be waived at the discretion of the Library Board or Director.

### VIII. UNATTENDED CHILDREN IN THE LIBRARY

1. Parents or legal guardians are always responsible for the well-being and safety of their children.
2. Children in grade 4 or younger shall, at all times, be attended and adequately supervised by a responsible person over 16 years old while in the Library.
3. Children in fifth grade and older may use the library unattended, subject to the other rules and regulations in effect at the Dorothy Alling Memorial Library.
4. The Dorothy Alling Memorial Library assumes no responsibility for children of any age left unattended at the library. Parents or legal guardians assume all liability for damage done by their children to library property.
5. The library staff is particularly concerned about children who may be unattended when the library closes. In order to ensure the child's safety after the library closes, a staff member will determine if the child is aware of a pick-up schedule. If not, the child will be invited to make a phone call to make immediate arrangements to get safely home. If no arrangement can be made or a ride does not arrive within 20 minutes after closing and the child is in grade 4 or lower, a staff member will call the Williston Police who will plan for the child to be safely cared for.
6. If the Library must close unexpectedly (e.g. due to extreme weather or power outage after sunset) all children will be asked to notify their parents. Staff will wait with children for 20 minutes after parents have been notified. After 20 minutes, a staff member will call the Williston Police to plan for the care of any remaining children in Grade 4 or lower.

### IX. RULES FOR LIBRARY BEHAVIOR

These rules apply to all patrons of the library regardless of age.

1. Show mutual respect for everyone in the library.
2. Allow others to use the library in peace. Loud, boisterous behavior is not acceptable.
3. Treat library materials and property with care.
4. Neither the library nor its staff is responsible for patrons' personal belongings left unattended.
5. Patrons having oversized bags may be asked to check these bags in a staff allocated space upon entering the library.
6. Cell phone calls are limited to the front lobby, the entry vestibule and in the Family area if it is not disturbing others.
7. Appropriate attire, including shirts and shoes, must be worn at all times.
8. Eating and drinking is limited to the designated areas. Smoking, alcohol and the use of illegal drugs are prohibited.
9. No animals are allowed, except service animals or animals brought in by the library for specific programs.
10. Disruptive behavior and use of skateboards, rollerblades and bicycles in the courtyard, on the front steps or in the library building are prohibited.
11. Possession and/or threat of use of any dangerous weapon or facsimile of any dangerous weapon is prohibited in the library building and grounds. This includes, but is not limited to, any gun, projectile firing weapon or device, knife, dagger, switchblade or folding knife with a blade in excess of four inches.

12. Violations of rules for library behavior could result in the patron(s) being asked to leave, police being called, and/or patron being barred from the library.

X. PERSONNEL: DUTIES, SALARIES AND BENEFITS

1. In all personnel areas not specifically covered by Library policy, the Town of Williston personnel policy applies.
2. Library Director
  - a. The Town Manager shall be responsible for reviewing and updating the job description of the Library Director in consultation with the Trustees on a periodic basis.
  - b. The Library Director shall be appointed or removed by the Town Manager with the advice and consent of a majority of the Trustees.
  - c. The Library Director shall be responsible for carrying out the policies adopted by the Trustees.
  - d. Compensation for the Library Director shall be set by the Town Manager in consultation with the Trustees. The compensation shall be consistent with the Town's Pay and Classification System.
  - e. The Library Director shall supervise all staff members and be responsible for securing substitutes in case of absences of regular staff.
  - f. The Library Director shall make suggestions to the Trustees for policies and procedures, which will facilitate library service.
  - g. The Library Director receives the same benefits as other full-time Town of Williston employees and is a Town of Williston Department Head.
  - h. In case of resignation or termination of services of the Library Director, thirty days written notice shall be given.
  - i. The Library Director will assist the Trustees in coordinating the efforts of the Friends of the Library.
  - j. The Library Director will assist the Trustees in their public relations efforts.
  - k. The Library Director shall conduct annual reviews of all adult staff members.
3. Other staff
  - a. The duties of each staff member shall be outlined in a job description prepared by the Library Director and approved by the Town Manager. Job descriptions are filed with the Town manager.
  - b. Staff members shall be hired by the Library Director. Trustees must authorize all new positions posted for hire.
  - c. Staff salaries shall be established by the Library Director and Town Manager. Scheduling is the responsibility of the Library Director. Full time staff will receive the same benefits as other full time town employees.
  - d. Part time staff members are entitled to vacation, sick and personal leave on the same schedule as town employees whereby one week shall be the equivalent of the normal number of hours worked per week.

- e. Part time staff members shall be entitled to a bereavement leave of three days with pay for absence caused by death or serious illness of a member of the employee's immediate family. In unusual circumstances, additional time may be requested from the Board
  - f. For grievance appeals under the Town's Personnel Policy, appeals of the Town Manager's decision shall be handled by the Selectboard, in consultation, as needed, with the Trustees as provided for in the Town's Personnel policy.
4. Employee Development Policy
- a. Every full-time employee (30 hours or more per week) is entitled to one university course per year, tuition reimbursement not to exceed the town policy limit. Approval of the Town Manager is required.
  - b. In addition, all employees working at least 20 hours per week are entitled to attend Department of Libraries workshops during paid working hours, at the discretion of the Library Director.
  - c. Part-time employees working fewer than 20 hours per week shall be entitled to attend Department of Libraries workshops at the Library Director's discretion, with the Board of Trustees' approval if they expect to be paid.
  - d. Salary for a workshop attended on a regularly scheduled workday will be paid based on the number of hours spent in the workshop, travel time included; or the number of regularly scheduled hours, whichever is greater.
  - e. Mileage shall be reimbursed for attendance at workshops.
  - f. The Library Director will keep accurate records of employee development including hours, workshop titles, expenses and substitutes needed.
  - g. Any exception to these policies requires prior approval of the Board of Trustees.
  - h. The Library Director will decide whether employees should return to the library on the day of the workshop, depending on the length of the workshop and the employees' normal hours.
  - i. Membership dues to the Vermont Library Association will be paid by the library for all employees working over 20 hours per week and for the Board of Trustees. The library will pay registration fees for and meals at the Vermont Library Conference for all employees working more than 20 hours per week.
5. Code of Ethics
- The library trustees, staff and volunteers are subject to the Town of Williston Code of Ethics as stated in the Town Personnel Policy.

## XI. EXHIBITS

It is the policy of the Dorothy Alling Memorial Library to provide all members of the community free access to materials which can improve their minds, broaden their lives, and fulfill their educational, intellectual, cultural and recreational

needs. One important method of doing so is to provide space for hobby, craft, collections and art exhibits. Organizations and individuals wishing to utilize the library for an exhibit must consult with the Library Director. The Director's decision will be based on the availability of suitable spaces for exhibits and whether the exhibit aligns with the library's mission. The following requirements also apply:

1. Library exhibits will be given priority.
2. Exhibits are scheduled for one month.
3. Each exhibitor is responsible for hanging his/her own art work, and for providing all necessary materials for organizing an exhibit. The library has a supply of S-hooks which can be used for hanging art work from the moldings.
4. The library does not carry insurance to cover the loss of items included in an exhibit. The Library cannot assume financial liability for loss or damage. Since the exhibit may be in an unsupervised area, exhibitors should consider the possibility of providing private insurance if security is a concern. Exhibitors must sign a waiver of liability which states that "the lender understands that his/her materials are loaned and exhibited at his/her own risk and that neither the Library Director nor his/her staff, the Board of Trustees, nor the Town of Williston shall be held responsible for theft, vandalism, fire or water damage or any other damage to the exhibit. The lender shall not bring any action against and shall hold the library employees, the Library Director, the Board of Trustees and the Town of Williston, its agents and/or employees harmless for any damage to materials on loan to the library."
5. Publicity is the responsibility of the exhibitor except when the exhibit is co-sponsored by the library.
6. Exhibitors may not schedule special openings or other events without the permission of the Library Director. All arrangements must be approved by the Library Director at least two weeks prior to the planned event. Smoking is not allowed and no alcoholic beverages may be served. Food and beverages may be consumed only in areas designated by the staff. The event must be open to the public.
7. Prices will not be posted on the items in the exhibit, except with the approval of the Library Director. No admission fee may be charged. A price list may be left at the circulation desk. Transactions for the purchase of an item shall be directly between the purchaser and the exhibitor. Exhibit material which is sold during its display may not be removed before the end of the exhibit without the permission of the Director.
8. Granting permission to use the library facilities does not constitute an endorsement by the library staff, trustees or the Town of Williston of the content of the exhibit, the materials exhibited or of the exhibitors. The library reserves the right to move items within the exhibit or remove them from the exhibit entirely.
9. Failure to abide by these requirements could result in denial of further requests to use the library exhibit spaces.

## XII. COLLECTION DEVELOPMENT

1. The Board of Trustees recognizes the rights of all patrons to have free access to the widest diversity of views and expressions as are guaranteed under the First Amendment to the Constitution.
  - a. It is understood that neither the library staff nor the Board of Trustees needs to endorse every idea or presentation contained in the materials which the library makes available.
  - b. It is not the Library's responsibility to censor or coerce the taste of its patrons. The collection will attempt to include materials presenting all points of view with no exclusion due to the race, nationality, sexual orientation, gender identity or the social, political or religious views of the authors.
2. The Library Director shall be responsible for selecting, acquiring, evaluating and weeding all library materials in keeping with the allocations of the annual budget. The objectives of collection development are as follows:
  - a. Books, media and periodicals in all formats will be selected using the philosophy expressed in the [ALA Library Bill of Rights](#) and the [Freedom to Read Statement](#). Reviewing tools and patron requests will also be considered.
  - b. The Library will not attempt to develop a comprehensive research collection in any one field with the exception of local history.
  - c. An effort is made to acquire authoritative materials representing as many points of view and sides of controversial issues as possible. The Library does not endorse any particular belief or point of view represented in its collection but tries to present quality materials containing varying views for examination by the public.
  - d. The Library will rely on interlibrary-loan for materials beyond the scope of its collection, and in turn will make its materials available to other libraries.
  - e. The Library will attempt to provide materials appropriate for all ages and reading levels.
  - f. Selection of eBooks, audiobooks, streamed video, periodical and other electronic database collections will be based on the philosophy outlined in a. above and, will also consider ease of use, flexibility of search features, compatibility with other electronic products, authentication method, licensing conditions, reliability of vendor and vendor customer service record.
  - g. The Library shall enter into consortium agreements for electronic database collections when it is to the benefit of the Library and provides enhanced and expanded services for our members. It is understood that the Library does not have direct control of the acquisition of the materials available through these agreements.
3. The Library's goal is to provide a collection of instructional, educational, and literature-based visual media that will enhance the Library's existing nonfiction and fiction collections.
  - a. Feature visual media selections may be limited to those videos that are culturally, historically or aesthetically significant.
  - b. Preference will be given to feature visual media recognized as award worthy by the Library of Congress National Film Registry, by

- American Film Institute and various award lists.
- c. The library visual media collection is not intended to supplement curriculum requirements of educational organizations within the community.
  - d. The following selection criteria will be considered for visual media: favorable reviews in standard library reviewing sources; appropriateness of the subject to the collection; appropriateness to the interests and skills of the intended users; technical quality, i.e. clarity of picture and sound quality; authority and competency of the producer; artistic merit and reputation of the performers; the need for non-fiction and documentaries to present accurate and current information; and cost.

### XIII. RULES FOR TECHNOLOGY USE

#### 1. Introduction

- a. Dorothy Alling Memorial Library works in accordance with the First Amendment to the Constitution and the American Library Association (ALA) approved document *Access to Digital Information, Resources and Services: An Interpretation of the Library Bill of Rights*. This states that it is the Library's ethical responsibility under the Constitution to provide access to information in all formats to all people, including Internet access.
- b. The Library supports and adheres to the principles of intellectual freedom. Electronic resources, including the computer and the Internet, are reference tools that supplement the library's collections.
- c. The Internet is an ever-changing and unregulated medium. The Library does not monitor or have control over information accessed on the Internet. For this reason, the library requires patrons to abide by the rules and policies approved by the Dorothy Alling Memorial Library Board of Trustees.

#### 2. Rights of Patrons Using the Internet

- a. The Library respects the rights and confidentiality of its patrons. Dorothy Alling Memorial Library does not require membership or identification to use the library computers but requires all patrons to agree to observe the "Rules for Technology Use" when logging into Library computers. To ensure our patrons' privacy, computer log-ins are randomly generated personal identification numbers (PINS).
- b. Users must comply with U. S. copyright law and all other applicable local regulations, and state and federal laws governing information access. Use of the Internet for activities that violate or encourage others to violate local, state or federal laws is prohibited. This includes activities such as viewing child pornography, committing fraud, spreading libel or slander and cyberbullying. Other uses that are considered unacceptable and which constitute a violation of this policy are the following:
  - (1) Uses that cause harm to others or damage to their property.
  - (2) Uses that jeopardize the security of access of the computer network or other networks on the Internet.

- (3) Uses that compromise the safety and security of minors when using e-mail, social media and other forms of direct electronic communications.
  - c. Use of the Internet cannot be considered secure; therefore members should consider their Internet activity as public information and limit their activities accordingly.
- 3. Children and the Internet
  - a. All patrons of the Dorothy Alling Memorial Library, regardless of age, have equal access to the materials, information and technology provided by the Library.
  - b. It is the responsibility of parents and/or legal guardians to determine what their minor children, and only their children, may use or access.
  - c. Minors are defined in this policy as children and young people under the age of sixteen years.
  - d. The library staff is not in a position to enforce parental restrictions within the library. Parents are encouraged to take an active role in their children's use of the Internet and the Library's electronic collections.
- 4. General Use
  - a. Patrons must leave the computers and software as they found them.
  - b. Computers and printers will be turned on and off by library staff only.
  - c. Computer or printer problems must be reported to library staff immediately.
  - d. Patrons may reserve time on the computers for the current day only.
  - e. Time limits for public use computers may be set to allow more equitable access to the general public. When setting standard time limits, the Director and the Information Technology Librarian, will take into consideration usage statistics, available technology, known public needs and known user habits. Standard time limits may be temporarily extended at the request of the public and at the discretion of staff after consideration of the above conditions.
- 5. Software
  - a. The Library cannot be held responsible for any damage or loss of data incurred while using library technology.
  - b. Users may utilize only those programs and services installed on each computer.
  - c. Any application used must be properly exited upon completion.
  - d. Users may not illegally copy or download any data.
  - e. Users may not alter any settings, delete or modify any files on library computers.
- 6. Disclaimers
  - a. While the Library endeavors to provide access to information of the highest quality, the Library specifically disclaims any warrant as to the information's accuracy, timeliness, authoritativeness, usefulness or fitness for a particular purpose.
  - b. The Library will have no liability for direct, indirect or consequential damages related to the use or information access through the Library's Internet service.
- 7. Charges

- a. Any damage to computers or their peripherals by any patron will be charged to that person. Parents or legal guardians are responsible for the charges of patrons under age sixteen.
  - b. The first three pages printed in black and white are free; there is a charge per page after that. There is a charge per page for color printing. Printing charges are reviewed and set by the Library Director.
8. Sanctions
- Users who contravene these rules, or any other rules of the library, may have their library privileges revoked. Appeals may be made to the Board of Trustees.

#### XIV. RECONSIDERATION OF MATERIALS

1. Various patrons or groups may object to some selections. The Library Director will discuss the selection policy and reconsideration process with the patron. A patron's request for reconsideration will be treated with courtesy and respect.
2. A person wishing to have any materials reconsidered or withdrawn shall complete a Request for Reconsideration (appended) form to the library Director. The challenged materials will remain in the collection during the reconsideration process. The Board of Trustees will be informed of the challenge as soon as possible.
3. After receiving a formal written complaint, the Library Director will review the challenged material and make a recommendation to the Board of Trustees within ten working days.
4. The Library Director and/or the Board of Trustees may request the appointment of an ad hoc committee to review the challenged materials within 15 working days. The appointment of the committee is the responsibility of the Board of Trustees. The review committee will take the following steps after receiving the Request for Reconsideration:
  - a. read, view and/ or listen to the material in its entirety;
  - b. check general acceptance of the material by reading reviews and /or consulting recommended lists;
  - c. determine the value of the material to the library according to the materials selection policy and judging it for its strength as a whole and not in part. A written recommendation is to be submitted to the Board of Trustees within ten days. The Board of Trustees will act upon the written recommendation at its next regularly scheduled meeting and announce its findings to the person challenging the material.
  - d. The Library Director will follow through on the actions determined by the Board.
5. Materials which meet the purposes of the Library or which meet existing needs or interests will not be removed from the library because of pressure by individuals or groups.
6. It is the responsibility of parents or legal guardians to determine what their children -- and only their children -- may read, use or borrow. The selection of materials and development of services by the Library will not be restricted by the possibility that young people may obtain materials which their parents/ legal guardians consider inappropriate.

7. There are no restrictions on access except in cases in which materials of historical or other value need to be controlled to preserve them.

## XV. NONDISCRIMINATION

1. The Library's practices shall reflect that it serves all persons regardless of age, race, color, religion, gender, gender identity, place of birth, political affiliation, national origin, ancestry or sexual orientation.
2. The Library will serve everyone without discrimination in accordance with the Vermont Public Accommodations Law (21 VSA, Sec. 271) and will make reasonable accommodations for people with disabilities unless such accommodation would cause an undue hardship.
3. The Library complies fully with the Americans with Disabilities Act (ADA) and does not discriminate against qualified individuals with a disability in any aspect of the employment relationship: recruitment, application process, salary, leave, promotions, benefit provisions, hiring, termination or training etc. The Library will make reasonable accommodations to the known physical or mental limitations of an otherwise qualified applicant or employee with a disability.
4. Any questions or complaints about potential or perceived discrimination in violation of the ADA should be directed in writing, to the Board of Trustees, c/o the Dorothy Alling Memorial Library, 21 Library Lane, Williston, VT 05495. Complaints can also be made to the U. S. Department of Justice, Civil Rights Division, Coordination and Compliance Section, [www.justice.gov/crt/fcs](http://www.justice.gov/crt/fcs) or 950 Pennsylvania Ave. N.W. Washington, DC 20530 or 202-353-1555 (TTY/ASCII/TDD 800-877-8339).

## XVI. PRIVACY POLICY STATEMENT

### A. Background, Philosophy, Rationale

The Dorothy Alling Memorial Library fully subscribes to the professional standard stated in the *Code of Ethics* of the American Library Association. (See appendix 1.) The Dorothy Alling Memorial Library takes most seriously the responsibility to ensure intellectual freedom, and recognizes the critical need to protect the privacy and confidentiality of its users. This means that the Dorothy Alling Memorial Library will not reveal, except upon receipt of a valid and enforceable court order, subpoena or other binding legal demand (hereafter "binding legal demand") information about users – what they read from our collections, what their areas of research might be, or what resources or services they consult, use or access (hereafter "user information"). We protect each library user's right to privacy and confidentiality with respect to information sought or received and resources consulted, borrowed, acquired or transmitted.

Support for the protection of library records is found in the Vermont Public Records Act [**1 V.S.A. § 317 (19)**], which provides that "records relating to the identity of library patrons or the identity of library patrons in regard to library patron registration records and patron transaction records in accordance with 22 V.S.A. chapter 4" are "exempt from public inspection and copying."

**22 V.S.A. § 172** A library's patron registration records and patron transaction records shall remain confidential. Unless authorized by other provisions of law, the library's officers, employees, and volunteers shall not disclose the records except:

- (1) with the written permission of the library patron to whom the records pertain;
- (2) to officers, employees, volunteers, and agents of the library to the extent necessary for library administration purposes;
- (3) in response to an authorized judicial order or warrant directing disclosure;
- (4) to custodial parents or guardians of patrons under age 16; or
- (5) to the custodial parents or guardians of a student, in accordance with the federal Family Education Rights and Privacy Act, by the library at the school the student attends.

**22 V.S.A. § 173 Right of patron action** Any person whose confidential patron registration records or patron transaction records have been disclosed, except as provided in this chapter, is authorized to bring a civil action against the library that disclosed the records.

Confidential library records have long been accessible to law enforcement officials through orderly legal channels. However, passage by Congress of the Uniting and Strengthening America by Providing Appropriate Tools Required to Intercept and Obstruct Terrorism Act of 2001 (USA PATRIOT Act, Public Law 107-56) gave law enforcement officials more access to library user records, and increased ability to install devices on computer workstations to monitor activity. Furthermore, it prohibited patron notification when certain types of surveillance are underway. This legislation caused libraries, including the Dorothy Alling Memorial Library, to review their written policies and practices regarding privacy of patron records, to rethink and codify record-keeping practices, and to ensure that staff has coherent procedures to follow should official requests for information identifying individuals come to the library.

Dorothy Alling Memorial Library's "Procedures for Handling Requests for Library Records or Information About Library Users" may be viewed in the appendix.

## B. Policy on Records Creation and Retention

The library does not need to collect or retain user information beyond what is needed for essential library operations or to protect the library collections (e.g., information necessary for contacting someone about materials he or she currently has signed out or for which a bill might be outstanding). Patrons have the right to request that their circulation histories be cleared automatically after the next time the item is checked

out. Only staff has access to personally identifiable information stored in the library's computer systems.

The library does not retain personally identifiable online records of Internet transactions (Website, social media or e-mail messages). Computer workstations in the library are designed to protect user privacy – regularly erasing search histories and user passwords on a cyclical basis as well as with each session logout.

Library administrators regularly review record-keeping practices, and staff is trained to understand library practices regarding privacy and confidentiality.

### C. Policy on Disclosing Information About Library Users

Without binding legal demand, and/or without extraordinary and emergent health or safety threats that merit disclosure in the judgment of the Town Manager and/or his/her designee, Dorothy Alling Memorial Library and its staff will not provide user information requested by a third party, except as noted below. "User Information" includes: name, mailing address, telephone, e-mail address and Dorothy Alling Memorial Library barcode, and records of resources and services used by an individual including, but not limited to: library materials borrowed or consulted, reference requests or other requests for information, database search records, interlibrary loan records, computer workstations used, and the content of computer activity.

Dorothy Alling Memorial Library will comply with requests for information on children under 16 years of age in accordance with Vermont S. 220 (No. 129) "An Act Relating to the Confidentiality of Library Patron Records" if the person requesting the information shows proof of guardianship of the youth in question.

## XVII. DONATION COLLECTION POLICY

The Library may serve as a collection point for not-for-profit community organizations that are soliciting non-monetary donations. The Library will not collect money for outside organizations. The Library reserves the right to determine whether an organization's purpose and the type of donation collection are suitable for collection at the Library. The Library Director or a designated staff member will approve the application. Organizations and individuals that want to place donation collection points at the Library must apply to the Library Director with the following information.

1. Name of organization to benefit from the donations
2. Purpose of the organization
3. Local contact person (name, address, phone & email)
4. Purpose of collection
5. Type(s) of item(s) being collected & size of receptacle
6. Dates of collection

A. The organization must agree that

1. The Library is not responsible for the security of the donations other than general surveillance. Organization personnel are responsible for checking the box and emptying it.
2. The Library will determine the location of the collection point and the length of time collections will be made at the Library.
3. The organization may state that the Library is a collection point but may not imply that the Library is sponsoring or endorsing the project.
4. Collection receptacles and the contents not picked up within five working days after the project ends will become the property of the Library to be disposed of as the Library chooses.

### XVIII. PUBLIC INFORMATION DISPLAY POLICY

The library bulletin boards and display spaces are available for the display of approved posters and notices. All requests for posting materials must be approved by library staff. Materials will not be excluded because of the origin, background or views of those contributing to their creation. Materials may not be proscribed or removed because of partisan or doctrinal disapproval.

1. Material displayed is restricted to announcements of:
  - a. Library-related programs and services
  - b. Events for organizations engaged in educational, cultural, intellectual or charitable activities
  - c. Items in general support of community service organizations
  - d. Free events, or fee events for non-profit organizations
  - e. Petitions for non-political groups
2. Any posting without approval will be removed immediately.
3. Postings for commercial job advertising, or for lost pets are not permitted.
4. Those who object to the content of postings may request a reconsideration form. The use of this form will follow the same procedures as “Reconsideration of Materials” found in section XIV of these policies.

### XIX. POLICY REVIEW

1. These policies will be reviewed by the Board of Trustees and the Library Director each year.

Revised October, 2000  
 Amended September 18, 2001  
 Amended October 18, 2005  
 Revised April 18, 2006  
 Revised August 20, 2007  
 Revised November 16, 2009  
 Revised January 24, 2011  
 Revised October 21, 2013  
 Revised December 19, 2016  
 Revised August 20, 2018  
 Revised October 2019

Revised May, 2001  
 Amended September 16, 2002  
 Amended November 22, 2005  
 Amended December 18, 2006  
 Revised December 8, 2008  
 Revised December 20, 2010  
 Revised November 19, 2012  
 Revised February 8, 2015  
 Revised and Amended February 26, 2018  
 Revised March 2019  
 Revised June 2020

---

John Craig Popkess, Trustee

---

Charity Clark, Trustee

---

Stephen Perkins, Trustee

---

Karla Karstens, Trustee

---

Barbara B. Mieder, Trustee

---

Diane Downer, Trustee

---

Brian Goodwin, Trustee

---

Jane Kearns, Library Director

## Appendix 1

### **Code of Ethics of the American Library Association**

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

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

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

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

- I. We provide the highest level of service to all library users through appropriate and usefully organized resources; equitable service policies; equitable access; and accurate, unbiased, and courteous responses to all requests.
- II. We uphold the principles of intellectual freedom and resist all efforts to censor library resources.
- III. We protect each library user's right to privacy and confidentiality with respect to information sought or received and resources consulted, borrowed, acquired or transmitted.
- IV. We respect intellectual property rights and advocate balance between the interests of information users and rights holders.
- V. We treat co-workers and other colleagues with respect, fairness, and good faith, and advocate conditions of employment that safeguard the rights and welfare of all employees of our institutions.
- VI. We do not advance private interests at the expense of library users, colleagues, or our employing institutions.
- VII. We distinguish between our personal convictions and professional duties and do not allow our personal beliefs to interfere with fair representation of the aims of our institutions or the provision of access to their information resources.
- VIII. We strive for excellence in the profession by maintaining and enhancing our own knowledge and skills, by encouraging the professional development of co-workers, and by fostering the aspirations of potential members of the profession.

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

## Appendix 2

### **PROCEDURES FOR HANDLING REQUESTS FOR LIBRARY RECORDS OR INFORMATION ABOUT LIBRARY USERS**

The Dorothy Alling Memorial Library has established the following protocols to deal with requests for library user information:

1. Staff procedures for handling requests from individuals who are not law enforcement officers

When any individual (including Dorothy Alling Memorial Library volunteers or town staff), presents himself or herself to any staff member and requests information, the staff member should inform the individual that according to Dorothy Alling Memorial Library policy, this information cannot be provided without a binding legal demand. If he/she has further questions, he/she should be directed to the Director's office.

2. Staff procedures for handling requests from law enforcement officers or other parties in possession of purportedly binding legal demands

When an individual presents himself or herself to any staff member\* as a law enforcement officer or as someone bearing a binding legal demand, and requests user information about library patrons, the staff member should:

- a. Ask to see identification
- b. Ask the officer if he or she has binding legal demand.
- c. Advise the Director if the individual has presented identification and a purportedly binding legal demand to obtain user information.
- d. Direct the individual requesting information to speak with the Director who will follow the procedure below.
- e. **AFTER DIRECTING THE LAW ENFORCEMENT OFFICER TO THE DIRECTOR, THE STAFF MEMBER MUST NOT INFORM ANYONE ABOUT THE REQUEST, UNLESS/UNTIL AUTHORIZED TO DO SO BY THE DIRECTOR.**
- f. If the Director is not in the office and cannot be reached, the staff member should contact one of the following persons in order listed and direct the individual requesting the information to speak with him or her:  
Assistant Library Director  
Town Manager  
Town Lawyer or a lawyer of Stitzel, Page & Fletcher, 660-2555
- g. *During evenings and weekends*, the Director should be contacted at home or by cell. If the Director cannot be reached, the staff member should contact one of the following individuals and direct the individual requesting information to speak with him or her (current names and phone numbers are listed in the pocket response plan): Assistant Director, Town

Manager, Town Lawyer.

- h. If the staff member cannot reach the Director or any other individual, he/she should contact the American Library Association's Office of Intellectual Freedom (ALA OIF) at 312-280-4223. Do not identify yourself. Simply say, "We need legal advice." An ALA lawyer will assist you. After speaking with the lawyer, do not inform anyone else of the request unless authorized to do so by the ALA lawyer.

\*Supervisors of student assistants and volunteers who work at public service desks are responsible for informing them of this Dorothy Alling Memorial Library policy. A record will be retained with each trainee's name, signature and date of training on this procedure. Student workers and volunteers should be advised to immediately turn over any transaction of this type to a staff member.

### 3. Director procedure for handling requests from law enforcement officers

- a. If the individual *does not* present photo identification and/or a binding legal demand, the Director should:
  - i. Review and make a copy of whatever identification information the individual does present;
  - ii. Advise the individual that the library cannot comply without appropriate identification and documented legal authorization;
  - iii. Direct the individual to the Town Manager and/or the Town Attorney.
  - iii. If the Town Manager and/or the Town Attorney can't be reached contact the American Library Association's Office of Intellectual Freedom (ALA OIF) at 312-280-4223. Do not identify yourself. Simply say, "We need legal advice." An ALA lawyer will assist you. After speaking with the lawyer, do not inform anyone else of the request unless authorized to do so by the ALA lawyer.
- b. If the individual *does* present appropriate photo identification and a binding legal demand, the Director should contact town counsel who will advise the Director about his/her legal responsibilities to respond to the demand, and about procedures for responding to the person seeking the user information. Counsel will also advise about any applicable restrictions concerning communications with the user or others about the legal demand and the Library's response to it.

## Appendix 3

### **PROCEDURES FOR STAFF HANDLING OF LIBRARY PATRON MISBEHAVIOR**

All patrons are expected to observe the rights and safety of other patrons and staff. Library staff is responsible for identifying misconduct/misbehavior and policy enforcement. Misconduct will not be allowed in the library. Patrons who observe misconduct should avoid confrontation and immediately notify library staff.

1. When misbehavior occurs, the staff will at a minimum give a warning to the patron(s) and notify them that they will be asked to leave the library if the misbehavior continues. Serious misconduct or repeated misconduct may result in the immediate loss of the privilege to use the Library.
2. When behavior is observed which could affect the health, safety or welfare of users of the Library, the staff member will call police and notify other staff present in the library.
3. When misconduct behavior is unsafe, illegal, or interferes with the rights of other patrons or staff, the staff person can/should call police and notify other staff present in the library.
4. Patrons who engage in misconduct may receive notice and be barred from the library for a designated amount of time.

## **RECONSIDERATION OF MATERIALS**

A person wishing to have any materials reconsidered or withdrawn from the library's collection shall complete a Request for Reconsideration (appended) from the librarian. The challenged materials will remain on the shelves and in circulation during the reconsideration process. The Board of Trustees will be informed of the challenge as soon as possible. After receiving a formal written complaint, the Library Director will review the challenged material and make a recommendation to the Board of Trustees within ten working days. The Library Director and/or the Board of Trustees may request the appointment of an ad hoc committee to review the challenged materials within 15 working days. The appointment of the committee is the responsibility of the Board of Trustees.

The review committee will take the following steps after receiving the challenged materials: reads, views or listens to the material in its entirety; checks general acceptance of the material by reading reviews and /or consulting recommended lists; determines the value of the material to the library according to the materials selection policy and judging it for its strength as a whole and not in part.

A written recommendation is to be submitted to the Board of Trustees within ten days. The Board of Trustees will act upon the written recommendation at its next regularly scheduled meeting and announce its findings. Materials which meet the purposes of the Library or which meet existing needs or interests will not be removed from the library because of pressure by individuals or groups. It is the responsibility of parents or legal guardians to determine what their children -- and only their children -- may read, use or borrow. The selection of materials and development of services by the Library will not be restricted by the possibility that young people may obtain materials which their parents/legal guardians consider inappropriate. There are no restrictions on access except in cases in which materials of historical or other value need to be controlled to preserve them.

**PATRON'S REQUEST FOR RECONSIDERATION OF MATERIAL**

Date \_\_\_\_\_ Name \_\_\_\_\_

Mailing address \_\_\_\_\_

Phone \_\_\_\_\_ Email \_\_\_\_\_

Do you represent yourself? \_\_\_\_\_

Or an organization? (If yes, organization name) \_\_\_\_\_

1. Resource format on which you are commenting:  
\_\_\_\_ Book \_\_\_\_ Textbook \_\_\_\_ Video \_\_\_\_ Display \_\_\_\_ Magazine \_\_\_\_ Library  
Program \_\_\_\_ Audio Recording \_\_\_\_ Newspaper  
\_\_\_\_ Electronic information/website (please specify)  
\_\_\_\_ Other \_\_\_\_\_
2. Title \_\_\_\_\_  
Author/Producer \_\_\_\_\_
3. What brought this resource to your attention?  
\_\_\_\_\_  
\_\_\_\_\_
4. Have you examined the entire resource? \_\_\_\_\_ If not, what section/pages \_\_\_\_\_
5. What concerns you about the resource? Please be specific and cite page numbers. (Use other side or additional pages if necessary)  
\_\_\_\_\_  
\_\_\_\_\_
6. What do you feel might be the result of reading/hearing/seeing this work?  
\_\_\_\_\_  
\_\_\_\_\_
7. Are you aware of the judgment of this work by critics?  
\_\_\_\_\_  
\_\_\_\_\_
8. What do you believe is the theme or purpose of this work?  
\_\_\_\_\_  
\_\_\_\_\_
9. What would you prefer the library do about this work?  
\_\_\_\_ Do not lend it to my child \_\_\_\_ Move it to another section of the collection  
\_\_\_\_ Send it back to the librarian for evaluation \_\_\_\_ Withdraw it from all readers
10. Are there resource(s) you suggest to provide additional information and/or other viewpoints on this topic?  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_