

2024



Exeter Public Library

Policy Manual

TRUSTEES OF EXETER PUBLIC LIBRARY

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Policies

Library Card Policy

Library Card Registration:

- All Exeter Public Library cards are valid for one year (365 days).
- To re-register or register as a Resident, a photo ID and proof of current residence must be shown to receive a Resident Card. Acceptable Resident proofs include:
 - Valid Photo Driver's License with current street address printed on the front
 - Checkbook
 - Bank statement
 - Utility bill
 - Auto registration
 - Lease agreement
 - Tax Bill
 - Current mail addressed to registrant (may not be addressed to "current resident")
 - If the individual has none of the above, a letter written by the homeowner or renter verifying that the individual is a current resident at the Exeter address will be accepted. In this case, the homeowner or renter must apply with the registrant to verify their Exeter address.
 - If a patron is homeless, they are eligible for a resident card, but they must draw on the back of the registration a map where their camp or car is usually located; this location must be in Exeter, NH.
- Personal photo identification and proof of current street address is required for registration.
- P.O. Boxes are not accepted as proof of residency.
- To re-register or register as a Nonresident, patrons must provide one of the following:
 - Payment for another year
 - A current Exeter taxpayer bill
 - School Employee, Town Employee, or Business Employee require a current pay stub, a current ID badge, or a letter on company letterhead verifying the individual's status as a worker in Exeter, NH.
- Library cards will not be renewed for borrowers until the account is cleared of all overdue items and fines.
- Renewals may be made in person at the Circulation Desks during the library's regular business hours.
- Acceptable payment methods for Nonresident membership are cash or check. Check must be made payable to *Trustees of Exeter Public Library*.
 - \$75 for one year (365 days) Nonresident membership. Anyone not mentioned above, i.e. who is not a Town Employee, School Employee, Business Employee, or student, must pay a fee to become a library member. Nonresident Taxpayers do not pay a fee because they qualify as Taxpayers.

Applying for an Exeter Public Library Card:

There are two ways to apply for an Exeter Public Library card, online or in-person:

- Come to the library in person with appropriate credentials and fill out a registration form.
- Patrons may register for cards online but must still visit the library building to sign their registration form, show their residency proof, and pick up their physical library card.
- Minors aged 8 and until the age of 16 may apply for personal library cards with parental permission.
- Any resident over the age of 16 is considered an adult at Exeter Public Library.

Lost Library Cards

- You are responsible for all materials taken out on your card until the date the card is reported lost.
- Report a lost card immediately.
- If your card is not found after one month, a new card will be issued for a charge of \$1.00.

Library Card Privacy Policy

- Library staff respect the privacy of all library users. Exeter Public Library Cards are governed under [NH RSA 201-D:11 Library User Records; Confidentiality](#)¹ and the [American Library Association's Bill of Rights, section VII](#)² on use of a Library Card may not be discussed or distributed by staff with anyone but the cardholder. Staff may discuss patron card use only as it applies to general library business use within the legal limit of NH RSA 201-d:11.
- Items reserved for a cardholder must be distributed only to the cardholder.
- If a cardholder wishes for others to pick up items for them, they must notify the library of the individual's name prior to the item being picked up.
- Age is not a limit to confidentiality. Any individual of any age and ability has a right to privacy at the library.

¹ **201-D:11 Library User Records; Confidentiality.**

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

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

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

Annotated," 1989, 184:3, eff. July 21, 1989. 2009, 273:1, eff. July 29, 2009.

Source. "New Hampshire Revised Statutes

² **VII.** All people, regardless of origin, age, background, or views, possess a right to privacy and confidentiality in their library use. Libraries should advocate for, educate about, and protect people's privacy, safeguarding all library use data, including personally identifiable information. Adopted June 19, 1939, by the ALA Council; amended October 14, 1944; June 18, 1948; February 2, 1961; June 27, 1967; January 23, 1980; January 29, 2019. Inclusion of "age" reaffirmed January 23, 1996.

Source. "Library Bill of Rights," American Library Association, June 30, 2006. <http://www.ala.org/advocacy/intfreedom/librarybill> (Accessed April 11, 2023). Document ID: 669fd6a3-8939-3e54-7577-996a0a3f8952

Code of Conduct

The Exeter Public Library is a tax-supported community agency that is available to all regardless of age, residence, race, education, socioeconomic status, or religion. Everyone using this facility or seeking assistance in finding materials and information should receive impartial, high quality, and friendly service. There is significant government interest in maintaining a library environment that is conducive to the users' exercise of their constitutionally protected right to receive information.

This significant interest authorizes publicly supported libraries to maintain a safe and healthy atmosphere in which library clientele and staff can be free from harassment, intimidation, and threats to their safety and wellbeing.

The establishment of a set of guidelines for behavior in the library building is necessary to insure the existence of an environment that promotes the use and enjoyment of the library's resources and, at the same time, protects the public, the staff, the materials, and the equipment. The library must provide appropriate safeguards against illegal behavior and enforce policies and procedures that address such behavior when it occurs. In order to protect all library users' right of access to library facilities, to insure the safety of users and staff, and to protect library resources and facilities from damage, the library Board of Trustees may impose reasonable restrictions on the time, place, or manner of library access.

GUIDELINES/RULES

The following code of conduct governing the use of the library by the public shall be enforced in order to provide a standard of acceptable behavior:

1. Respect for other library users shall prevail at all times.
2. Smoking, vaping, use of smokeless tobacco, alcohol, and narcotics will not be tolerated in the building or on library grounds.
3. Consuming food or beverages is strictly prohibited, except in certain areas of the library and during special library-sponsored events when food and drink are served.
4. Disruptive behavior is not permitted. Disruptive behavior which infringes on other patrons' rights to use the library is not allowed.
5. Improper acts which are subject to prosecution under criminal or civil codes of law are prohibited.
6. Destruction or defacement of the library building, property, or library materials is punishable by law.
7. No person shall bring, or let into the library building, any animal, other than a service animal, without the authorization of the library director.
8. No person shall threaten the safety or rights of another person while on the premises of the library by violent, riotous, or disorderly behavior or by abusive, obscene, or profane language.
9. Canvassing, selling, soliciting, or distributing materials is prohibited without the permission of the library director.
10. Appropriate attire including shirts and shoes must be worn inside the library building.

- 11.** Members of the public must use only authorized entrances, exits, and stairways. No loitering in the parking lot or blocking of public entrances is permitted.
- 12.** No person shall leave children under the age of twelve unattended for any period of time on library premises. Especially on the library decks or in the elevator, young children must always be accompanied by a parent or other adult in charge of them. Parents or guardians are always responsible for the supervision and behavior of their young children.
- 13.** All persons are expected to comply with reasonable requests of any library staff member.
- 14.** Any person who, in the opinion of the library staff, is engaging in conduct described here as inconsistent with the orderly operation of the library will be asked to leave and will be expected to do so in an orderly manner.
- 15.** No person shall take library materials without properly signing them out. Removal of library materials without checking them out is larceny.
- 16.** All bicycles must be left outside the building on a bike rack.
- 17.** Patrons are expected to cooperate with staff when closing time is announced. Usually 10 to 15 minutes before closing time, notice is given over the speaker system providing enough time for borrowers to check out library materials at the circulation desks.
- 18.** The Exeter Public Library's two outside decks located off the Adult Reading Area will be open to the public at the discretion of the library staff. Deck users are required to follow the Library's general code of conduct rules. Anyone behaving in an unacceptable manner will be instructed to leave the deck area immediately. Unacceptable behaviors on the deck include running, pushing, throwing items, jumping, standing on rails or cement below railings, loud talk, and talking or yelling to people in the park. Children 12 and under must be accompanied by a parent or guardian over 18 years old. If the decks are opened on a particular day, they will be closed 15 minutes before the library closes.

Privacy Policy

Privacy is essential to the exercise of free speech, free thought, and free association. In the Exeter Public Library, the right to privacy is the right to open inquiry without having the subject of one's interest examined or scrutinized by others. Confidentiality exists when a library is in possession of personally identifiable information about users and keeps that information private on their behalf.

The courts have upheld the right to privacy based on the Bill of Rights of the U.S. Constitution. Many states provide guarantees of privacy in their constitutions and statute law. Numerous decisions in case law have defined and extended rights to privacy. The Exeter Public Library's privacy and confidentiality policies are in compliance with applicable federal, state, and local laws.

User rights—as well as our institution's responsibilities—outlined here are based in part on what are known in the United States as the five "Fair Information Practice Principles." These five principles outline the rights of Notice, Choice, Access, Security, and Enforcement.

Our commitment to your privacy and confidentiality has deep roots not only in law but also in the ethics and practices of librarianship. In accordance with the American Library Association's Code of Ethics:

"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."

The Exeter Public Library is committed to your rights of privacy and confidentiality.

This privacy policy explains your privacy and confidentiality rights, the steps the Exeter Public Library takes to respect and protect your privacy when you use library resources, and how we deal with personally identifiable information that we may collect from our users.

1. Notice & Openness

We affirm that our library users have the right of "notice"—to be informed about the policies governing the amount and retention of personally identifiable information and about why that information is necessary for the provision of library services.

We acknowledge openly the privacy and information-gathering policies of this library. In all cases we avoid creating unnecessary records, we avoid retaining records not needed for the fulfillment of the mission of the library, and we do not engage in practices that might place information in public view.

Information we may gather and retain about current and valid library users include the following:

- User Registration Information
- Circulation Information
- Electronic Access Information
- Information Required to Provide Library Services

2. Choice & Consent

This policy explains our information practices and the choices you can make about the way the Exeter Public Library collects and uses your information. We will not collect or retain your private and personally identifiable information without your consent.

Further, if you consent to give us your personally identifiable information, we will keep it confidential and will not sell, license, or disclose personal information to any third party without your consent, unless we are compelled to do so under the law or to comply with a court order.

If you wish to receive borrowing privileges, we must obtain certain information about you in order to provide you with a library account. When visiting our library's website and using our electronic services, you may choose to provide your name, e-mail address, library card barcode, phone number, or home address.

You have the option of providing us with your e-mail address for the purpose of notifying you about your library account. You may request that we remove your e-mail address from your record at any time.

We never use or share the personally identifiable information provided to us online in ways unrelated to the ones described above without also providing you an opportunity to prohibit such unrelated uses, unless we are compelled to do so under the law or to comply with a court order.

3. Access by Users

Individuals who use the Exeter Public Library services that require the function and process of personally identifiable information are entitled to view and/or update their information. Such functions may include notification of overdue items, recalls, reminders, etc. The library will explain the process of accessing or updating your information so that all personally identifiable information is accurate and up to date.

4. Data Integrity & Security

Data Integrity: The data we collect and maintain at the Exeter Public Library must be accurate and secure. We take reasonable steps to assure data integrity, including: using only reputable sources of data; providing our users access to your own personally identifiable data; updating data whenever possible; utilizing middleware authentication systems that authorize use without requiring personally identifiable information; and destroying untimely data or converting it to anonymous form.

Data Retention: We protect personally identifiable information from unauthorized disclosure once it is no longer needed to manage library services. Information that should be regularly purged or shredded includes personally identifiable information on library resource use, material circulation history, and security/surveillance tapes and logs.

Tracking Users: We remove links between patron records and materials borrowed when items are returned, and we delete records as soon as the original purpose for data collection has been satisfied. We permit in-house access to information in all formats without creating a data trail. Our library has invested in appropriate technology to protect the security of any personally identifiable information while it is in the library's custody, and we ensure that aggregate, summary data is stripped of

personally identifiable information. We do not ask library visitors or website users to identify themselves or reveal any personal information unless they are borrowing materials, requesting special services, registering for programs or classes, or making remote use from outside the library of those portions of the library's website restricted to registered borrowers under license agreements or other special arrangements. We discourage users from choosing passwords or PINs that could reveal their identity, including social security numbers. We regularly remove cookies, web history, cached files, or other computer and Internet use records and other software code that is placed on our computers or networks.

Third Party Security: We ensure that our library's contracts, licenses, and offsite computer service arrangements reflect our policies and legal obligations concerning user privacy and confidentiality. Should a third party require access to our users' personally identifiable information, our agreements address appropriate restrictions on the use, aggregation, dissemination, and sale of that information, particularly information about minors. In circumstances in which there is a risk that personally identifiable information may be disclosed, we will warn our users. When connecting to licensed databases outside the library, we release only information that authenticates users as "members of our community." Nevertheless, we advise users of the limits to library privacy protection when accessing remote sites.

In order to adhere to this privacy policy, we will not check out books to someone who is coming to pick up another patron's books unless they have the card of that person in their possession. We assume, in that case, that the patron has given them permission to use the card to check out his/her books.

Cookies: Users of networked computers will need to enable cookies in order to access a number of resources available through the library. A cookie is a small file sent to the browser by a website each time that site is visited. Cookies are stored on the user's computer and can potentially transmit personal information. Cookies are often used to remember information about preferences and pages visited. You can refuse to accept cookies, can disable cookies, and remove cookies from your hard drive. Our Library servers use cookies solely to verify that a person is an authorized user in order to allow access to licensed library resources and to customize web pages to that user's specification. We will not share cookies information with external third parties.

Security Measures: Our security measures involve both managerial and technical policies and procedures to protect against loss and the unauthorized access, destruction, use, or disclosure of the data. Our managerial measures include internal organizational procedures that limit access to data and ensure that those individuals with access do not utilize the data for unauthorized purposes. Our technical security measures to prevent unauthorized access include limits on access through use of passwords and storage of data on secure servers or computers that are inaccessible from a modem or network connection.

Staff access to personal data: We permit only authorized Library staff with assigned confidential passwords to access personal data stored in the Library's computer system for the purpose of performing library work. We will not disclose any personal data we collect from you to any other party except where required by law or to fulfill an individual user's service request. The Library does not sell or lease users' personal information to companies, universities, or individuals.

5. Endorsement and Redress

Our library will not share data on individuals with third parties unless required by law. We conduct regular privacy audits in order to ensure that all library programs and services are enforcing our privacy policy. Library users who have questions, concerns, or complaints about the Exeter Public Library's handling of their privacy and confidentiality rights should file written comments with the Director of the Library. We will respond in a timely manner and may conduct a privacy investigation or review of policy and procedures.

We authorize only the Library Director to receive or comply with requests from law enforcement officers; we may confer with our legal counsel before determining the proper response. We will not make library records available to any agency of state, federal, or local government unless a subpoena, warrant, court order, or other investigatory document is issued by a court of competent jurisdiction that shows good cause and is in proper form. We have trained all library staff and volunteers to refer any law enforcement inquiries to library administrators.

Use of the Library Policy

1. The Library shall serve all residents of Exeter. Persons residing outside the town, but owning property in Exeter shall be considered residents.
2. Nonresidents may receive a one (1) year family membership upon payment of a sum set by the Board annually.
3. Children who are entitled shall receive library accounts when they four (4) years old.
4. Those who are sixteen (16) years of age or are in the ninth (9th) grade shall be eligible for adult cards.
5. If library material is lost or damaged, the person responsible for the item shall pay a fee not to exceed the list price for the material, plus any processing fee approved by the Board of Trustees or Director. The processing fees are a \$.50 charge for each overdue notice sent and a \$2.00 charge for each bill. There will also be a \$10 fee for each returned check.
6. The Library shall be open an adequate number of hours to effectively serve the Town of Exeter or to meet the current New Hampshire State Library Standards.
7. The number of librarians on duty for the Library to remain open shall be determined by the Board. There shall be a minimum of four (4) librarians on duty, (two (2) in adult services and two (2) in children's services). In the event of an emergency or understaffing, the Library Director, Assistant Director, or Children's Department Head shall have the authority to close the Library.
8. All programs conducted or administered at the Library involving library staff must be in compliance with standard Library procedures and policies.
9. Any patron who has any materials more than three (3) months overdue, will not be allowed further check-outs until those materials are returned.
10. Any patron who has any Interlibrary Loan materials-more than one (1) month overdue will not be allowed further check-outs until those materials are returned.

Safety Policy

It is the policy of the Exeter Public Library to ensure, as far as is reasonably practicable, the health, safety, and welfare at work of its staff and patrons. In turn, each employee of the library has a responsibility to care for his/her own safety and for the safety of others. The safety of both employees and patrons is very important and, because of this, the library is committed to provide and maintain safe and healthy working conditions, equipment and systems of work for all its users.

1. Responsibilities

- a. Director
 - i. Correct any unsafe conditions brought to their attention by employees or supervisors.
 - ii. Support supervisor's decisions that safety comes first.
 - iii. Assure that proper training is being provided and that employees are working in a safe and healthy manner.
- b. Assistant Director, Heads of Adult Services and Children's Room
 - i. Take immediate action to correct any unsafe condition or action.
 - ii. Provide personal protective equipment, along with training for its use, and make certain it is worn/used when necessary.
 - iii. Promptly investigate and report all accidents and incidents.
- c. Employees
 - i. Report all accidents and incidents to the supervisor.
 - ii. Report any unsafe conditions immediately.
 - iii. Obey all safety and health regulations as stated in the company safety program.
 - iv. Attend all training that may be required.
- d. Safety Coordinator
 - i. Assist and advise Director in establishing an effective safety program.
 - ii. Provide health and safety training to employees.
 - iii. Plan and coordinate annual health and safety inspections of the building.
 - iv. Review and update rules and policies as needed.

2. Health and Safety Committee

The Town of Exeter currently has a joint loss management committee, called the Health and Safety Committee. It meets once a month. The Safety Coordinator from the library is a member of this committee.

Accident and Incident Reporting

- a. Staff member will give verbal report to Director, Assistant Director, or Children's Department Head and then fill out an incident report.
- b. Original Incident Report will be read and stored with Director. Copies may be stored with Assistant Director and Children's Department Head as needed.

3. Emergency Evacuation Plan

Refer to the Fire Drill in the Procedures Manual.

Fire Drill Policy

The purpose of this plan is to prepare library staff for a calm and orderly exit from the Exeter Public Library building during a fire or any emergency that involves evacuation of the building. Fire drills are excellent practice for any emergency and, as such, any alarm should be looked at as the “real thing.” It is the job of all Staff members to expedite an orderly exit of all persons from the building as quickly as possible.

The Exeter Public Library is located at 4 Chestnut at the intersections of String Bridge, Pleasant Street, and Chestnut Street, across the river from downtown Exeter. The building has three floors that are used by patrons and staff. There are two entrance doors that are always open during library hours: the Chestnut Street entrance on the First Floor and the Pleasant Street entrance on the Ground Floor. In addition, there are three emergency exits: two from the Children’s Room exiting to Founders Park, and one that exits out to String Bridge from a stairwell originating on the First Floor. Of these ~~four~~ exits, three are choices from the First Floor and three are choices from the Ground Floor. The Mezzanine exits by way of two staircases to the First Floor.

When Alarm Sounds

1. A Staff member will call 911 or 603-772-1212 and advise the Exeter Police Dispatcher that the Exeter Library fire alarm is sounding in the building.
2. Staff members will check all areas of the library, including bathrooms, staff rooms, study rooms, etc.
3. A Staff member on each floor delegates areas to check. (Adult Services in charge of Mezzanine, Staff Rooms, Study 301 & 303, and Meeting Room. Adult Service Staff will sweep the Mezzanine area. Children’s Services in charge of basement, Lounge, Craft Room, and bathrooms.)
4. Escort persons out of the building as quickly and calmly as possible. Do not use the elevator. If there is a handicapped person in the Mezzanine, a staff member will escort and wait with him/her under one of the sprinklers, after reporting their location and plans to another staff member. Everyone will then meet at the statue in Founders Park. Check in with Staff members, who will account for everyone in the building.
5. At the designated meeting place, the staff member in charge will communicate to the fire officer in charge the following:
 - a. Confirm that both staff and patrons are out of the building.
 - b. Advise of the location of anyone still in the building, including those waiting under the sprinklers or those unaccountable for any reason.
6. Only Fire personnel can give permission to reenter the building.

If You Discover a Fire

1. Activate the Fire Alarm Pull Station, push the Fire Alarm Button on the alarm box, and/or call 911.
2. Inform all staff members on your floor, who will then inform all staff.
3. Help to evacuate the building.
4. Do not return until fire personnel give permission to reenter the building.
5. If it is a fire drill and people refuse to leave, notify the fire department.

Unattended Child Policy

1. The trustees and staff of the Exeter Public Library hope that children and parents will find the library inviting and enjoyable and will visit often. However, in the interest of safety, children under the age of 12 years old must be accompanied by a parent or guardian 16 years or older and may not be left unattended in the library. Children 6 years old and under must be within eyesight of a parent or guardian at all times.
2. Parents are responsible for the welfare and behavior of their children while they are in the library. The Exeter Public Library staff is committed to helping children with activities related to the library. However, library staff cannot, nor is it their responsibility, to serve *in loco parentis*, as baby-sitters, or as disciplinarians.
3. Children 12 or older are considered “on their own” as patrons and may use the library alone at the discretion of the parent or caregiver. If the adult feels it is unsafe for their child in this age group to leave the building without adult supervision, that child should not be in the library unattended.
4. Parents or caregivers must stay in the library during preschool story times.
5. The library is a public building and, as such, it could be a dangerous place for a young child alone. Each year in the United States, over 50,000 children are abducted and never found. Library staff cannot know if children are leaving the building alone, with parents, or with strangers.
6. Parents or caregivers are reminded that unexpected events can occur: the child could wander out of the library and into the street, be approached by unsavory people who sometimes visit public buildings, or be physically injured. The staff is not licensed to perform childcare and have other duties preventing them from supervising each child.
7. Parents and caregivers should be familiar with the library’s hours of operation and should not leave their child before opening or after closing. Close attention should be paid to unexpected closings (storms, power outages, etc.). Prior arrangements and contingency plans for immediate pick-up should be discussed with the child.
8. The Exeter Public Library assumes no responsibility for children left unattended on library premises after closing. Staff will try and contact a parent; if they are not available, staff will contact the Exeter Police Department. At time of closing, if a parent or caregiver cannot be located, two library staff members will remain with the child until a police officer arrives.
9. Under no circumstances will a staff member ever take a child out of the library or give a child a ride home.

Teen Scene Policy

The Teen Scene is a dedicated space for teens ages 12 – 17 and in grades six through twelve to gather, mingle, socialize, and use Library resources. The social nature and other adolescent characteristics of teens require a separate Library space designed to support their need for group interaction.

The Exeter Public Library Teen Scene has been established to provide space and materials for this particular age group. The entire Teen Scene area, especially seating areas, is reserved for use by teens only. Other Library users wanting to use materials from the Teen Scene must use these materials in other parts of the Library.

Materials are carefully selected by professional staff and are especially chosen for a teen audience. Staff will not censor a teen's selection of any material. Parents are responsible for deciding which items they feel are appropriate for their children.

The Teen Scene is a part of the Library and, as such, is governed by Library policies. These include the Code of Conduct that sets an expectation of respect for other Library users, Library staff and Library property both in words and actions, and the Internet Access Policy that manages computer use in the Library.

Meeting Room Policy

1. Application for the use of the Meeting Room, Art Room, and Study Rooms 301 and 303 may be made in person or submitted via email. First time applicants must be approved by the Library Director. Renewals must be approved by the Director. A copy of the Meeting Room Policy will be furnished to all applicants. A copy of the approved application will serve as confirmation. The Library is not responsible for booking errors made by the applicant.
2. Art Room reservations are made in the Children's Room. All other reservations are made in Adult Services.
3. Library programs will be given priority in the reservation of rooms. All other reservations will be on a first come, first serve basis. In the event the Library needs a Meeting Room for its own use at a time reserved for another organization, the Library shall contact the organization immediately.
4. All applications for room use will be reviewed annually by the Library Director.
5. The Library must be notified as soon as possible if the room reservation is canceled.
6. No smoking or vaping is permitted anywhere in the Library.
7. Alcoholic beverages are not permitted.
8. Persons using the meeting spaces are subject to all rules and regulations of the Library. Programs may not disrupt normal Library business. Attendees must supervise children inside and outside the Library.
9. If the Library is forced to close due to storms, check WMUR or the Library's social media sites. The Library is not responsible for any cost or inconvenience incurred by any organization as a result of such closing.
10. The Library is not responsible for personal articles. Any damage to Library property, accidental or otherwise, is the responsibility of the organization using the room.
11. Occupancy of the room according to the Fire Marshall's safety limit is one hundred and eighteen (118) people for the Meeting Room; fifteen (15) people in Study Room 303, and ten (10) people in Study Room 301; and fifty (50) for the Art Room. The Library reserves the right to limit occupancy further.
12. The Board of Trustees or Director reserves the right to revoke Meeting Room privileges at anytime and to change or amend the provisions of this policy.

Study Rooms Policy

1. The purpose and the mission of the Study Rooms are to provide a space for tutors from the Exeter Adult Education (EAE) Program to provide learner services to those enrolled in their programs. These rooms can also be used for library-sponsored programs.
2. These rooms cannot be used by any profit-making businesses.
3. Study Rooms may be used for free tutoring or individual study by people if no EAE tutors need the room. However, if a tutor from EAE needs the room, then these others will be asked to leave.

Historical Collection Room Policy

1. The purpose of the Exeter Historical Collection is to preserve materials that document the history of the town of Exeter, as well as the broader histories of Rockingham County and the state of New Hampshire, and to make these materials available to researchers and to the general public. This includes materials with a direct association to the histories of both the town of Exeter and the state of New Hampshire. The major emphasis of the collection is historical.
2. Materials are held in the Exeter Historical Collection room on the main floor of the library. These materials may be used in the library only and will not circulate.
3. The collection houses materials in a variety of formats. Collections shall be recorded, classified, and catalogued in accordance with generally accepted library and archival practices, using contemporary technology.
4. Donations will be accepted at the discretion of the Library Director on the condition that the donor does not require any restrictions on use. Staff members will not appraise or place a monetary value on any material donated to the Library.
5. It is the responsibility of the Exeter Public Library to protect, preserve, maintain, and manage this collection while assuring its reasonable public access.
6. The Library Director is authorized to remove any materials deemed inappropriate to this collection.
7. The Exeter Public Library reserves the right to restrict the use of any materials in the collection.
8. Under special circumstances, items from the Exeter Public Library will be loaned to other institutions. Loans will be made only with the approval of the library director.

Internet Access Policy

As part of the Exeter Public Library's mission to meet the information, educational, cultural, and recreational needs of the community and in response to the advances in technology in the Information Age, the Library is pleased to offer public Internet access. All Library users are allowed equal access to resources available on the Internet.

Information and resources on the Internet can enhance the materials available at the Library. The Library does not monitor the Internet or have control over information accessed through the Internet. Not all sites on the Internet provide accurate, complete, or current information and access points often change or are unpredictable. Some sites may carry information that a user finds controversial or inappropriate. Each individual user must accept responsibility for determining content.

Parents or guardians, not the Library or its staff, must be responsible for the Internet information selected and/or accessed by their children. Parents are encouraged to come in with their children and supervise Internet access at the Library.

Internet computers will not be used for illegal activity, to access illegal material, including child pornography, or to access materials, which by local community standards, would be considered obscene. The viewing of certain materials in the public library may be considered inappropriate in time, place, or manner. If Internet searching results in disruption of Library services, or if a patron's behavior when using the Internet resources becomes inappropriate for a public library setting, the Library reserves the right to end the session. If similar situations continue to occur with a patron or patrons, the Library reserves the right to prohibit the patron or patrons from using the library.

Staff may assist users with their Internet searches.

Internet Access Policy

Guidelines

- Before patrons may use the Internet, he/she must read and agree to the library's Internet Access Policy. Patrons may use a formatted CD or a key drive to save material. Printers are also available for patron use.

Code of Conduct

A patron using the Library's Internet access:

- May NOT use the Internet for illegal purposes.
- May NOT access obscene material or child pornography.
- May NOT use impolite or abusive language.
- May NOT violate the rules of common civil behavior.
- May NOT change computer files that do not belong to the patron.
- May NOT disturb other Library services.

Any damage to the computer or its peripheral devices will be the responsibility of the user. Abuse of this policy or the library's hardware or software will result in the user being denied further access to the public computers and/or the library. Malicious damage may result in prosecution.

The Exeter Public Library reserves the right to terminate an Internet session anytime.

Youth Labor Policy

Minimum age for employment at Exeter Public Library is the age of 14. This is in accordance with the United States Department of Labor Child Labor Bulletin 101 WH-1330 ([US DOL Child Labor Bulletin 101 WH-1220](#)), which specifies a minimum age of 14. No Exeter Public Library staff under the legal age of an adult (18) may work overtime, even if they are an emancipated minor and considered legally an adult by a court of law (be it federal or state court).

Volunteer Policy

1. The Exeter Public Library shall make use of the services of interested volunteers to supplement and not replace the work done by library staff as in accordance with both state and federal laws ([New Hampshire Law NH LAB 803.05 Exemption](#); [NH RSA 275.42-II](#); [NH RSA 279:1-X](#) and [Federal Law 29 CFR 553.100-.106](#)). Both New Hampshire and Federal laws cite that a volunteer cannot take the place of a paid worker who is already employed by the library nor undergo any tasks that would be regularly assigned to a paid worker. If a volunteer were not to show up, the regular day to day operation of Library business would not be affected.
2. A volunteer shall be considered as any individual, 14 years or older, who assists with work done at the Exeter Public Library, without remuneration.
3. Nothing in this policy shall be deemed to create a contract between the volunteer and the Exeter Public Library. Both the volunteer and the Exeter Library have the right to terminate the volunteer's association with the Library at any time, for any reason, with or without cause.
4. Prior to engaging in any volunteer activity, each volunteer will be required to submit a volunteer application and visit with a supervisory staff member. Upon approval of the library supervisor, the volunteer may be scheduled for training and work assignments.
5. The Exeter Public Library has the right to decline an application for any reason, with or without cause.
6. The Exeter Public Library will not provide any medical, health, accident, or worker's compensation benefits for any volunteer. Volunteers will not be eligible to receive any worker's compensation benefits for any injuries sustained while functioning as a volunteer.
7. Each volunteer will be trained by the library supervisor before he/she begins.
8. Volunteers shall not perform public services that a professional librarian would normally supply.
9. Volunteers may be asked to work on projects that are supportive of staff efforts depending on the needs of the library.
10. Volunteers are asked to keep an accurate record of the hours they volunteer each week in the designated Volunteer Notebook.
11. Individual, informal recognition of volunteers should be ongoing, but it is also important that volunteers be recognized formally. After each 40 hours of service, volunteers will have a new book added to the library collection in their name.

Displays and Exhibit Policy

1. Announcements of music and drama events, civic programs, and similar items may be displayed in the Library by permission of the Library Director.
2. Hobby, craft, and art exhibits (if there is available space) are encouraged, but shall be displayed at the owner's risk.
3. No materials, leaflets, or posters which advocate the election of a candidate or which promote a political cause or a particular religion shall be displayed in the Library.
4. Any organization may leave receptacles for donations once they have received permissions by the Director. No petitions are allowed.
5. A display of "for profit" business's notices and/or advertising will be placed in a three-ring binder labeled "For Profit Businesses" and will include local restaurant menus.

Collection Development Policy

Summary

The purpose of this policy is to help patrons understand how and why we choose materials for our collection. It also serves as a guide to the staff in the selection of materials for the Library.

Policy

In accordance with its mission, EPL subscribes to the Library Bill of Rights (Appendix A), and other policies on intellectual freedom authored by the American Library Association, including the Freedom to Read Statement (Appendix B), and the Freedom to View Statement (Appendix C).

Goals of Service

The following goals will fulfill the Library's mission:

1. To provide sufficient materials to meet current and projected community needs.
2. To assure open access to all library materials for all patrons.
3. To obtain materials of varying viewpoints to embrace diversity.
4. To meet the needs of patrons with a variety of reading and educational levels.
5. To expand library usage to those in the community who are not now library users.
6. To contribute constructively to the individual's awareness of self and community while providing insight into a wide range of human and social conditions and varying cultural heritage.
7. To encourage informal self-education and lifelong learning.
8. To measure the effectiveness of the collection in meeting the needs of our community.
9. To develop library services that incorporate both physical and virtual collections.

Responsibility for Collection Development

Responsibility for collection development coordination and supervision lies with the Library Director, who is accountable for the growth and maintenance of the collection. Staff members have collection development responsibilities for specific collections, subject areas, or formats. All staff members make suggestions for new and replacement materials.

Collection Areas

Adult Collection

A selection of works highlighting a wide range of materials in different formats for all ages and levels of interest is available. Many points of view on current and controversial issues should be included to provide information needed for democratic decision-making. A mix of classic, basic, and traditional works are provided, as well as materials presenting contemporary ideas, formats and styles.

Young Adult Collection

A selection of materials straddling the children's and adult collections, the Young Adult collection contains materials geared to those in the middle school and early high school years. It attempts to address the reading interests and concerns of those going through a period of rapid growth and development, while complementing the resources available at the Middle School and High School.

Children’s Collection

The Children’s collection serves the needs of children and their parents, from infancy through the elementary and middle grades. The variety of materials in this collection provides for the development of literacy skills, creates an appreciation of the Library during the formative years, responds to recreational needs, and supports the educational process with materials complementary to those in the public schools.

Historical Collection

The Historical collection makes available the local historical and community information.

Non-Print Materials and Periodical Collections

Non-print materials (e.g. audiobooks, DVDs, CDs, unusual items, etc.) and periodicals (e.g. newspapers, magazines, and journals) are subject to the same selection criteria as printed books.

Electronic Format

In general, materials in electronic formats are subject to the same selection criteria as print materials. Other non-content criteria such as ease of access and hardware compatibility also play a role in selecting electronic media. Examples of electronic resources include eBooks and audiobooks, databases, streaming services, etc.

Criteria for Selection of Library Materials

Materials selected may meet only a small number of selection criteria if their inclusion is seen as important enough to fill a serious gap in the collection or due to popular demand.

The following criteria serve as the backbone of materials selection:

- Library’s mission and service goals
- User requests that fall within the scope of this policy
- Formal and independent educational needs
- Recreational needs
- Potential use
- Local significance
- Impact of item on collection diversity

Criteria for electronic collections may additionally include:

- Ease of use of the product
- Availability of the information to multiple simultaneous users
- Equipment needed to provide access to the information
- Technical support and training
- Availability of the physical space needed to house and store the information or equipment
- Availability in full text

The following are also considered in materials selection:

- Funding
- Critical reviews
- Space limitations

- Authority, accuracy, and interest level of material
- Currency of information
- Reputation of author, publisher, or editing body

Selection Journals and Other Review Sources

The following journals are the standard first source to assist in the selection process:

- *Library Journal*
- *School Library Journal*
- *Booklist*
- *Kirkus Review*
- *Horn Book*
- *Publishers Weekly*

Gifts

The Library accepts gifts of materials but reserves the right to evaluate them in accordance with the criteria applied to all purchased materials. Gifts which do not meet the objectives of this policy may be refused. Bookplates may be provided for gifts, and a letter for tax purposes may be sent to the donor. No other conditions may be imposed relating to any gift either before or after its acceptance by the Library

Withdrawal of Materials

The withdrawal of materials from the collection is known as weeding. Weeding of all library collections is a continuous process. It is carried out in order to provide the most current, useful information available, as well as to maintain the vitality and attractiveness of the collection. Weeding also helps to prevent the overcrowding of shelves and to free up needed space for new and highly desired materials.

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

- Out of date or inaccurate information
- Badly worn or damaged physical condition
- Insufficient use
- Works no longer of popular interest (e.g. older fiction)
- Multiple copies of previously popular works
- Topic no longer relevant
- Lack of physical space
- More current treatment in collection
- Even though meeting the above criteria, certain materials may not be weeded because of their unique nature.

Controversial Material

The EPL subscribes to the Library Bill of Rights of the American Library Association, which encapsulates the library profession's belief in freedom of access to information. The Library does not believe in the practice of censorship. Serious works which portray various aspects of life are not excluded because of their frankness.

The Library encourages the examination of diverse opinions. Therefore, many points of view may be included in the collection. Material selection will not be determined by pressure from outside groups

and organizations or by the individual prejudices of any person or persons. The Library will apply established professional standards in the selection and retention of its materials.

Reconsideration of Materials

Materials which have been accepted into the collection prior to the acceptance of this Collection Development Policy will not be removed unless they are weeded according to, or are in violation of, this policy.

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

- 1.** An Exeter resident receives a Request for Reconsideration of Library Materials or Programs form (available at the Adult Information Desk). A copy of the form is included with this policy.
- 2.** The form must be completed and submitted to the Library Director.
- 3.** A review committee will be appointed by the Director. The committee will make a recommendation to the director after reviewing the request. The Director will communicate the results to the resident.
- 4.** If the petitioner wishes to pursue a formal request, the Director will arrange for the request to be added to the agenda at the next regularly scheduled Exeter Library Board of Trustees meeting.
- 5.** The Board of Trustees will consider the request and determine whether or not the library's selection criteria have been adhered to. The petitioner is free to attend the Board meeting, which is open to the public.
- 6.** A representative member of the Board of Trustees will contact the petitioner with a determination. The Exeter Public Library Board of Trustees will have final say on any request for the removal of materials from the Library or addition of suggested materials.

Request for Reconsideration of Library Materials or Programs

Procedure:

1. The form below must be completed and submitted to the library director.
2. The library director will ask the appropriate section head to appoint a review committee. The committee will make its recommendation to the library director after it has reviewed the request. The library director will contact you with the result.
3. If the petitioner wishes to pursue a formal request, the director will arrange for the request to be added to the agenda at the next regularly scheduled meeting of the EPL Library Board of Trustees. At that meeting, the Board of Trustees will consider the request. The petitioner is free to attend the Board meeting, which is open to the public.
4. A representative member of the Board of Trustees will contact the petitioner with a determination. The EPL Library Board of Trustees will have final say on any request for the removal of materials from the Library.
5. The material or program in question will remain on the shelf or on the schedule of events until a decision is made.

Circle one:

Adult Services

Youth Services

Teen Services

Internet Links

Choose among the following materials (circle one):

Book

Periodical

Video

Music

Other (specify): _____

Author/Artist/Presenter:

Title:

Publisher or Distributor:

Request initiated by (required):

- **Date:**

- **Name:**

- **Address:**

- **City/Town:**

- **State/Zip code:**

- **Telephone:**

- **E-mail address:**

Request represents (select one):

- **Individual (your name):**

- **Organization (specify):**

- **Other (specify):**

1. Have you read, viewed, or listened to the entire work or attended the program?

Yes No

If not, what parts?

2. What do you object to in the material or presentation? (Please be specific – cite pages or sections)

3. What good or valuable features do you find in the material?
4. What do you feel might be the result of reading or viewing this material or attending this program?
5. Have you read any reviews of this material?
Yes No
- If yes, specify:
6. What would you like the library to do about this material?
7. Can you recommend other material or programs that would convey as valuable a picture and/or perspective of the subject treated? Please specify:
8. Have you read the EPL Library Collection Development Policy and the intellectual freedom statements formally adopted by the Board of Trustees?
Yes No

We thank you for your concern and interest.

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Appendix A: Library Bill of Rights

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

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

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

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

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

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

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

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

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

Inclusion of "age" reaffirmed January 23, 1996.

Although the Articles of the *Library Bill of Rights* are unambiguous statements of basic principles that should govern the service of all libraries, questions do arise concerning application of these principles to specific library practices. See the documents designated by the Intellectual Freedom Committee as [Interpretations of the Library Bill of Rights](#).

Appendix B: Freedom to Read Statement

The freedom to read is essential to our democracy. It is continuously under attack. Private groups and public authorities in various parts of the country are working to remove or limit access to reading materials, to censor content in schools, to label "controversial" views, to distribute lists of "objectionable" books or authors, and to purge libraries. These actions apparently rise from a view that our national tradition of free expression is no longer valid; that censorship and suppression are needed to counter threats to safety or national security, as well as to avoid the subversion of politics and the corruption of morals. We, as individuals devoted to reading and as librarians and publishers responsible for disseminating ideas, wish to assert the public interest in the preservation of the freedom to read.

Most attempts at suppression rest on a denial of the fundamental premise of democracy: that the ordinary individual, by exercising critical judgment, will select the good and reject the bad. We trust Americans to recognize propaganda and misinformation and to make their own decisions about what they read and believe. We do not believe they are prepared to sacrifice their heritage of a free press in order to be "protected" against what others think may be bad for them. We believe they still favor free enterprise in ideas and expression.

These efforts at suppression are related to a larger pattern of pressures being brought against education, the press, art and images, films, broadcast media, and the Internet. The problem is not only one of actual censorship. The shadow of fear cast by these pressures leads, we suspect, to an even larger voluntary curtailment of expression by those who seek to avoid controversy or unwelcome scrutiny by government officials.

Such pressure toward conformity is perhaps natural to a time of accelerated change. And yet suppression is never more dangerous than in such a time of social tension. Freedom has given the United States the elasticity to endure strain. Freedom keeps open the path of novel and creative solutions and enables change to come by choice. Every silencing of a heresy, every enforcement of an orthodoxy, diminishes the toughness and resilience of our society and leaves it less able to deal with controversy and difference.

Now as always in our history, reading is among our greatest freedoms. The freedom to read and write is almost the only means for making generally available ideas or manners of expression that can initially command only a small audience. The written word is the natural medium for the new idea and the untried voice from which come the original contributions to social growth. It is essential to the extended discussion that serious thought requires and to the accumulation of knowledge and ideas into organized collections.

We believe that free communication is essential to the preservation of a free society and a creative culture. We believe that these pressures toward conformity present the danger of limiting the range and variety of inquiry and expression on which our democracy and our culture depend. We believe that every American community must jealously guard the freedom to publish and to circulate, in order to preserve its own freedom to read. We believe that publishers and librarians have a profound responsibility to give validity to that freedom to read by making it possible for the readers to choose freely from a variety of offerings.

The freedom to read is guaranteed by the Constitution. Those with faith in free people will stand firm on these constitutional guarantees of essential rights and will exercise the responsibilities that accompany these rights.

We therefore affirm these propositions:

1. It is in the public interest for publishers and librarians to make available the widest diversity of views and expressions, including those that are unorthodox, unpopular, or considered dangerous by the majority.

Creative thought is by definition new, and what is new is different. The bearer of every new thought is a rebel until that idea is refined and tested. Totalitarian systems attempt to maintain themselves in power by the ruthless suppression of any concept that challenges the established orthodoxy. The power of a democratic system to adapt to change is vastly strengthened by the freedom of its citizens to choose widely from among conflicting opinions offered freely to them. To stifle every nonconformist idea at birth would mark the end of the democratic process. Furthermore, only through the constant activity of weighing and selecting can the democratic mind attain the strength demanded by times like these. We need to know not only what we believe but why we believe it.

2. Publishers, librarians, and booksellers do not need to endorse every idea or presentation they make available. It would conflict with the public interest for them to establish their own political, moral, or aesthetic views as a standard for determining what should be published or circulated.

Publishers and librarians serve the educational process by helping to make available knowledge and ideas required for the growth of the mind and the increase of learning. They do not foster education by imposing as mentors the patterns of their own thought. The people should have the freedom to read and consider a broader range of ideas than those that may be held by any single librarian or publisher or government or church. It is wrong that what one can read should be confined to what another thinks proper.

3. It is contrary to the public interest for publishers or librarians to bar access to writings on the basis of the personal history or political affiliations of the author.

No art or literature can flourish if it is to be measured by the political views or private lives of its creators. No society of free people can flourish that draws up lists of writers to whom it will not listen, whatever they may have to say.

4. There is no place in our society for efforts to coerce the taste of others, to confine adults to the reading matter deemed suitable for adolescents, or to inhibit the efforts of writers to achieve artistic expression.

To some, much of modern expression is shocking. But is not much of life itself shocking? We cut off literature at the source if we prevent writers from dealing with the stuff of life. Parents and teachers have a responsibility to prepare the young to meet the diversity of experiences in life to which they will be exposed, as they have a responsibility to help them learn to think critically for themselves. These are affirmative responsibilities, not to be discharged simply by preventing them from reading works for which they are not yet prepared. In these matters values differ, and values cannot be legislated; nor can machinery be devised that will suit the demands of one group without limiting the freedom of others.

5. It is not in the public interest to force a reader to accept the prejudgment of a label characterizing any expression or its author as subversive or dangerous.

The ideal of labeling presupposes the existence of individuals or groups with wisdom to determine by authority what is good or bad for others. It presupposes that individuals must be directed in making up their minds about the ideas they examine. But Americans do not need others to do their thinking for them.

6. It is the responsibility of publishers and librarians, as guardians of the people's freedom to read, to contest encroachments upon that freedom by individuals or groups seeking to impose their own standards or tastes

upon the community at large; and by the government whenever it seeks to reduce or deny public access to public information.

It is inevitable in the give and take of the democratic process that the political, the moral, or the aesthetic concepts of an individual or group will occasionally collide with those of another individual or group. In a free society, individuals are free to determine for themselves what they wish to read, and each group is free to determine what it will recommend to its freely associated members. But no group has the right to take the law into its own hands and to impose its own concept of politics or morality upon other members of a democratic society. Freedom is no freedom if it is accorded only to the accepted and the inoffensive. Further, democratic societies are more safe, free, and creative when the free flow of public information is not restricted by governmental prerogative or self-censorship.

7. It is the responsibility of publishers and librarians to give full meaning to the freedom to read by providing books that enrich the quality and diversity of thought and expression. By the exercise of this affirmative responsibility, they can demonstrate that the answer to a "bad" book is a good one, the answer to a "bad" idea is a good one.

The freedom to read is of little consequence when the reader cannot obtain matter fit for that reader's purpose. What is needed is not only the absence of restraint, but the positive provision of opportunity for the people to read the best that has been thought and said. Books are the major channel by which the intellectual inheritance is handed down and the principal means of its testing and growth. The defense of the freedom to read requires of all publishers and librarians the utmost of their faculties, and deserves of all Americans the fullest of their support.

We state these propositions neither lightly nor as easy generalizations. We here stake out a lofty claim for the value of the written word. We do so because we believe that it is possessed of enormous variety and usefulness, worthy of cherishing and keeping free. We realize that the application of these propositions may mean the dissemination of ideas and manners of expression that are repugnant to many persons. We do not state these propositions in the comfortable belief that what people read is unimportant. We believe rather that what people read is deeply important; that ideas can be dangerous; but that the suppression of ideas is fatal to a democratic society. Freedom itself is a dangerous way of life, but it is ours.

This statement was originally issued in May of 1953 by the Westchester Conference of the American Library Association and the American Book Publishers Council, which in 1970 consolidated with the American Educational Publishers Institute to become the Association of American Publishers. Adopted June 25, 1953, by the ALA Council and the AAP Freedom to Read Committee; amended January 28, 1972; January 16, 1991; July 12, 2000; June 30, 2004.

Appendix C: Freedom to View Statement

The **FREEDOM TO VIEW**, along with the freedom to speak, to hear, and to read, is protected by the First Amendment to the Constitution of the United States. In a free society, there is no place for censorship of any medium of expression. Therefore, these principles are affirmed:

1. To provide the broadest access to film, video, and other audiovisual materials because they are a means for the communication of ideas. Liberty of circulation is essential to insure the constitutional guarantee of freedom of expression.
2. To protect the confidentiality of all individuals and institutions using film, video, and other audiovisual materials.
3. To provide film, video, and other audiovisual materials which represent a diversity of views and expression. Selection of a work does not constitute or imply agreement with or approval of the content.
4. To provide a diversity of viewpoints without the constraint of labeling or prejudging film, video, or other audiovisual materials on the basis of the moral, religious, or political beliefs of the producer or filmmaker or on the basis of controversial content.
5. To contest vigorously, by all lawful means, every encroachment upon the public's freedom to view.

This statement was originally drafted by the Freedom to View Committee of the American Film and Video Association (formerly the Educational Film Library Association) and was adopted by the AFVA Board of Directors in February 1979. This statement was updated and approved by the AFVA Board of Directors in 1989.

Endorsed January 10, 1990, by the ALA Council

Financial Policy

The Exeter Public Library (Library) is governed by the State of New Hampshire laws, and specifically, RSA 202-A, “Public Libraries,” RSA 32, “Municipal Budget Law,” and RSA 91-A, “Access to Governmental Records and Meetings.”

“The library trustees shall have the entire custody and management of the public library and all of the property of the town relating thereto, except trust funds held by the town...” (RSA 202-A:6).

The Board of Trustees (Board) has complete fiduciary responsibility for the preparation of the Library budget. The members of the Board are bonded through the Town of Exeter. The Library Director (Director), in conjunction with the Finance and Fundraising Committee, Board Treasurer, and Chair, develops the annual budget for review by the Board. The Library budget is composed of two parts: 1) Public Money – the money appropriated by the Exeter citizens during the annual Town Meeting, and 2) Private Money – money anticipated to be collected by the Library and money anticipated to be donated to the Library.

The Director is the Administrative Officer of the Library and manages the budget, approves staff expenditures, approves the staff’s time reports, obtains bids, arranges for routine procurement, and coordinates ongoing maintenance and repair services. The Assistant Director assumes the responsibilities during the Director’s absence. The Treasurer signs all checks for payment of Library invoices and bills. The Chairman or Vice Chairman may sign checks in the Treasurer’s absence.

Reports

The Director prepares a yearly Operating Statement that is provided to the Board during routine meetings.

Budget

The Library fiscal year is January 1st through December 31st.

- January
 - Request to go over the current trust funds at the January meeting.
- September/October/November
 - The Director, in coordination with the Finance and Fundraising Committee, prepares the preliminary budget for the following year. This budget includes both the funds to be requested from the Town and the anticipated funding from other sources.
 - The budget is reviewed, revised as appropriate, and approved during the September Board meeting and is submitted to the Town’s Budget Recommendation Committee (BRC).
 - Changes suggested by the BRC are discussed and accepted or rejected by the Board of Trustees and the final budget is approved by the Board.
 - The Select Board receives the Library budget and includes it on the appropriate warrant article for the Deliberative Session.
- March
 - Final accepted budget is voted on at the annual Town Election in March.

Transfer of Funds by the Town of Exeter

The Board has authority for complete control of all Library funding (RSA 202-A:6). However, per agreements between the Board and the Town of Exeter made in the 1970s, the Town treasurer withholds the money appropriated, for the payment of Library staff salaries and benefits, to facilitate direct payment by the Town Financial Department.

Library Payroll and Benefits

The Finance Department pays the Library staff on a bi-weekly basis. The Director administers the payroll system and ensures accurate time reporting to the Town Finance Department. The Town Finance Department is responsible for adding any additional payments to Library staff, according to the directions of the Board.

Periodic and Routine Expenditures

The Director shall maintain an operating account and appropriate reserve accounts, with check writing capability, to support the day-to-day operation of the Library. The Director has the responsibility to ensure that appropriate records are maintained for the Library.

Invoices and Bills

The Director shall review and approve invoices for general expenses, including Library credit cards, for payment from the operating account. Invoices are approved by the Director and included with the checks provided to the Treasurer for signature.

Credit Cards

Staff members designated by the Director are assigned credit cards for Library purchases that meet the following criteria:

1. A vendor billing relationship cannot be established,
2. Petty cash is not a viable option, or
3. Time constraints make it necessary to use a credit card rather than delaying payment. The Director shall approve all purchases. The Director shall check receipts and bills each month and certify readiness for payment.

Payment of Invoices and Bills

The Director approves invoices and bills, has the Library bookkeeping system updated and checks written against the operating account, or the reserve accounts if appropriate, for payment. The Treasurer reviews the invoices and bills and signs the checks.

Library Revenue

The Library may collect money for various reasons as noted in the budget or by donation. All checks should be made out to the Exeter Public Library Board of Trustees.

- The Director shall establish a procedure for the receipt of funds and recording in the Library records.

Gifts

- All monetary gifts and material donations may be designated for a specific purpose or unspecified and used for any Library needs.

Operating Account and Reserve Accounts

- **Operating Account**

- The Library maintains the operating account as a checking account.
- The Director shall balance the checkbook on a monthly basis.

The Treasurer shall provide the latest available status of the operating account to the Board in the Finance and Fundraising Committee report.

- **Reserve Accounts**

The Library maintains reserve accounts with Edward Jones. The reserve accounts are available for use at the discretion of the Board with the limitations or restrictions as noted below.

Savings

- Held in reserve for major repairs and/or maintenance

Mutual Funds

- Children's Services
- Children's Picture Books

Annual Appeal

- Held in reserve for major repairs and/or maintenance

Building Fund

- Limited in Library Expansion/Renovation/Unforeseen Repairs

The Treasurer shall provide the latest available status of the reserve accounts to the Board of Trustees in the Finance and Fundraising Committee report.

Trust Funds

The Library presently has eleven trust funds that are managed by the Town's Trustees of the Trust Funds. Per RSA 202-A:22, the income from the trust funds shall be made available to the Board as the same is received, to the extent permitted by the terms of each trust fund.

Trustees Fund #	Donor	Restrictions – As noted in the 1979 Library Board of Trustees Report
201	Harriet Greer	Interest to be used to purchase books dealing with archeology, travel, geography, and subjects related thereto
202	Albert Buzell	None identified
203	Albert Buzell	None identified
204	Charles Merrill	Interest to be used for purchase of books of permanent value
205	Charles Merrill	Interest to be used for purchase of books of permanent value

206	Harriet Merrill	Interest to be used for the purchase of standard books
207	Harriet Merrill	Interest to be used for the purchase of standard books
208	John O'Neil	Interest to be used to purchase standard books on Law and History of Legal Institutions
209	Abner Merrill	None identified
210	Abner Merrill	Interest to be used to purchase books of biography, history, travels and the useful arts, and such books as shall be of permanent value
211	Nic & Lucy Soule	None identified

The Trustees of the Trust Funds can provide a yearly report of the Library trust funds. The Treasurer shall provide the latest available status of the trust funds to the Board in the Finance and Fundraising Committee report.

Audit of the Town of Exeter’s Financial Statements

The Town of Exeter has an independent party perform an annual audit of the Town’s Financial Statements. The report is provided to the Select Board. The Board of Trustees does not participate in the audit. The Library is addressed in the audit with regard to:

- Funds held in non-collateralized accounts (cash),
- Interfund transfers (funds transferred from the Town to the Library), and
- Year-end fund balances.

Summary of Responsibilities

Board of Trustees

- Has ultimate legal accountability and fiduciary responsibility for the Library’s financial operations.

Treasurer of the Board of Trustees

- Signs checks from the operating account or the reserve accounts.
- Provides oversight of the Library’s conduct of financial operations, the operating, reserve, and trust fund accounts and reports to the Board.

Director

- Administers the budget
- Administers petty cash account
- Administers credit cards
- Approves all payments
- Maintains financial records for the Library
- Maintains the Library’s financial procedures

Town Finance Department

- Maintains all payroll and benefit accounts in accordance with the obligations of the Board.

Gifts Policy

1. Books and other materials shall be welcomed on the condition that the Library is authorized to make whatever disposition it deems advisable of such materials.
2. Gifts of money, real property, and/or stock shall be welcomed if the conditions are acceptable to the Trustees.
3. Personal property, art objects, portraits, antiques, and other museum objects shall not be accepted unless the Trustees are authorized to sell or make such other disposition of the items as may, in their sole discretion, be in the best interest of the Library.
4. The Library Director, Board of Trustees, etc. are not trained to appraise materials and shall not do so for any gifts received.
5. With the exception of special exhibits, the Trustees shall not accept materials or other items that are not outright gifts.



Personnel Policies

Updated October 2018

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Definitions

- 1) Appointment: The filling of any job or position by placing hiring, assigning or transferring of a person to a particular position.
- 2) Class: A position or group of positions which are sufficiently similar with respect to qualifications, duties, responsibilities and authority that they may properly and equitably be compensated within the same pay range.
- 3) Classification Plan: The approved list of job classes upon which salary scale is based.
- 4) Compensation: The salary or wage earned by any employee by reason of service in the position, but not including allowances for expenses authorized and incurred as incidence to employment.
- 5) Demotion: The movement of an employee from a position in one class to a position in another class on a lower salary level.
- 6) Discharge or Dismissal: Involuntary separation of an employee resulting from disciplinary action, inability to perform the duties of the position or other cause.
- 7) Disciplinary Action: An oral warning, written reprimand, suspension, demotion, dismissal or similar action taken toward an employee by the appropriate authority.
- 8) Employee (Hourly) Non-Exempt: An employee whose compensation is computed on an hourly basis and is not exempt from minimum wage and overtime regulations of the U.S. Department of Labor Wage and Hourly Division.
- 9) Employee, Probationary: An employee who has been certified as eligible for a particular position and is currently working at that position, but has not yet completed the probationary year.
- 10) Employee, Regular: Any regular full-time employee or regular part-time employee as defined below.
- 11) Employee, Regular Full-Time: An employee who is, under normal conditions, scheduled to work forty (40) hours per week.
- 12) Employee, Regular Part-Time: An employee who, under normal conditions, is scheduled to work no more than twenty-eight (28) hours in any given work week. Should an employee, for reasons of scheduling or emergencies, be scheduled to work more than twenty-eight (28) hours per week, the pay rate remains the same and no permanent status will accrue. A person may occupy two part-time status positions in Town employment, however, the combination of the two should not normally exceed forty (40) hours per week and any combination of the two will not entitle the employee to permanent status. The wage rate for each position will be determined by the step and grade for each position. (A part-time employee may have two wage rates.) Part-time employees do not receive fringe benefits but are covered by liability and Worker's Compensation Insurance.

- 13) Employee, Regular Salaries (Exempt): An employee whose compensation is based on an annual salary, not computed on an hourly basis, and is exempt from minimum wage and overtime regulations of the U.S. Department of Labor Wage and Hour Division. The following EPL positions are defined as “exempt”: Director, Assistant Director, Head Librarian of Adult Services, Head Librarian of Children’s Services and Assistant Children’s Librarian. All other positions are classified as non-exempt.
- 14) Employment Date: The date on which an employee commences performances of duties and is placed on the payroll.
- 15) Grievance: An objection, misunderstanding or disagreement between an employee and a supervisor that relates to working conditions and relationships to policies, rules and regulations.
- 16) Layoff: The involuntary separation of any employee resulting from a reduction in force due to the lack of work, lack of funds or the abolishment of the employee’s position or other reasons not related to fault, delinquency or misconduct on the part of the employee.
- 17) Leave: An authorized absence from regularly scheduled work hours which has been approved by proper authority.
- 18) Personnel Action: All activities affecting any aspect of an employee’s status which includes appointments and changes in appointments, original hiring, reemployment, transfer, promotion, demotion, changes in hours, probation, reclassification, resignation, suspension, discharge, placement on leave, step increases, etc.
- 19) Position: A group of current duties and responsibilities assigned or delegated by appropriate authority to one position.
- 20) Probationary Period: A working test period for any employee following any appointment, during which an employee is required, by actual performance, to demonstrate fitness for the position. The Probationary Period will be one (1) year for all employees.
- 21) Promotion: The movement of an employee from a position of one class to a position of another class on a higher level on the salary scale.
- 22) Reclassification: The reevaluation and subsequent assignment of a position to a class different from the one to which it was previously assigned.
- 23) Seniority: Based on the length of continuous service with the Library from the date of hiring and shall be calculated on the basis of years, months and days of service.
- 24) Suspension: An involuntary absence with or without compensation, imposed on an employee for disciplinary action during the course of an investigation, or pending the final outcome of an appeal.
- 25) Transfer: The movement of an employee from one position to another opposition of the same class involving the performance of similar duties and requiring essentially the same basic qualifications.

Equal Employment Opportunity/Affirmative Action

- 1) The Exeter Public Library is an equal opportunity employer. Any discrimination against any person in recruitment, appointment, promotion, retention or any other personnel action because of political affiliation, race, creed, color, national origin, age, gender, sexual preference or any other non-merited factor shall be prohibited, except where such factor is a bonafede occupational_requirement. Any employee who feels aggrieved by a denial of the equal employment opportunities guaranteed by this section may process an appeal in accordance with the grievance procedures.

Americans with Disabilities Act

- 1) The Exeter Public Library prohibits any form of discrimination in hiring as well as in all terms and conditions of employment, against individuals with disabilities. The library will make every effort to make accommodations to insure equal opportunity in the application process, to enable employees to perform essential job functions, and to enable disabled employees to enjoy the same benefits and privileges of employment as are enjoyed by employees without disabilities. The library will maintain all medical information in a confidential manner in accordance with ADA.

Hiring

- 1) The Board of Trustees shall employ the Library Director. The Library Director, in conjunction with the appropriate Department Heads, shall be responsible for recruiting and employing all other Library personnel in consultation with the Trustees. Present employees shall be given first consideration in filling a vacancy, based on seniority and qualifications. Positions shall be posted in-house for a minimum of seven (7) working days and may be advertised publicly simultaneously.

Staff Development

- 1) The Library staff is encouraged to take advantage of continuing applicable education opportunities. Requests to attend library meetings, workshops or training sessions may be arranged through the Library Director, if schedules permit. Where possible, dues for membership in library organizations shall be paid from the Library budget and personnel shall be reimbursed for mileage for library-related activities in accordance with the current Town rate.
- 2) Reimbursement for approved, completed library-related courses will be considered for full-time staff with a grade of B or better.

Duties and Compensation

- 1) Employees are expected to respect the confidentiality of information received during the course of employment at the Exeter Public Library.
- 2) All personnel shall be evaluated periodically by either their respective Department Head or the Library Director. The Library Director, subject to the approval of the Board of Trustees, shall be responsible for the methods of evaluation, the forms required and the periodic review required. Probationary employees shall be evaluated at three (3) months and again at twelve (12) months.
- 3) Employees placed on extended, disciplinary or administrative probation shall be formally evaluated every three (3) months.
- 4) The adoption of any amendments to the Personnel Policy does not change the basic status of the present employees in terms of the conditions of employment.
- 5) All personnel are expected to be at their appointed workstations prepared to begin work at the appointed hour. Personnel are also expected to continue business as usual until the end of their shift.
- 6) All employees are required to personally notify their supervisor of all anticipated absences prior to the start of their workday.
- 7) An absence of an employee from duty for a single day or part of a day that is not authorized by a specific grant of leave under the provisions of this article will be deemed to be an absence without leave. Any such absences shall be without pay and will be subject for disciplinary action. Any employee who absents himself for three consecutive days without authorization shall be deemed to have resigned.
- 8) Library staff will not be required to work more than 40 hours a week. Under certain circumstances, the Director and the Assistant Director will work more than 40 hours. No staff will receive overtime pay.

Benefits

- 1) All full-time employees shall receive the same benefits as other non-union Town employees. These include health and dental coverage, group life insurance, Worker's Compensation and Unemployment Compensation, as required by the NH State Law.
- 2) Part-time employees may participate in the Town health and dental plans and a life insurance plan at their own expense at group rates.
- 3) Every employee shall be able, if he/she so requests, to inspect his/her personnel files and obtain copies of all or part of said file.

Worker's Compensation Benefits

- 1) In accordance with applicable statutes, the Library will maintain Worker's Compensation coverage for all full and part-time employees. This insurance coverage protects employees from a loss of income and pays medical expenses, resulting from a workplace accident of injury. Employees are required to report all work-related injuries to their supervisor immediately.
- 2) Employees with work-related injuries may be entitled to temporary alternative duty in accordance with the New Hampshire Worker's Compensation law. In New Hampshire an injured worker is entitled to worker's compensation for injuries and medical conditions that arise out of an exposure at work. Claims are divided into two categories.
 - Medical Only Claims: Any claim with no time lost from work or any claim in which the lost time is less than three days.
 - Lost Time or Indemnity Claims: Any claim where the injured worker is out of work for more than three days.
- 3) When a worker is injured, he/she will receive no wage replacement benefit for the first three days of disability. The employee shall use accrued sick leave in order to make his/her paycheck "whole". If the disability is greater than fourteen days, then the waiting period is waived. Worker's Compensation benefits are based on 60% of the employee's average weekly wages.
- 4) Employees with non-work-related injuries or other physical or mental impairments who require accommodations to perform their jobs should make any accommodations requests in writing to the Director of the library. The Director will consider the request in accordance with its American with Disabilities Act policy.

Library Director's Benefits

- 1) The Library Director position will receive benefits at the same level as the Town Assessor, Town Planner, Police Chief, Fire Chief, Recreation Director, and Public Works Director.
- 2) In addition to the above listed benefits, the Library Director will also receive life insurance equivalent to his/her respective salary and disability insurance.

Sick Leave

- 1) Every full-time, permanent employee shall be entitled to Sick Leave with full pay on the basis of the formula given below and computed at the end of each complete month of service. Employees will not be paid for unused Sick Leave.

Days Per month	Days Per Year	Maximum Accumulation
1 ½	18	13.5 days

- 2) A physician's certificate for all Sick Leave in excess of three (3) sequential working days may be required.
- 3) Temporary Part Time Status Due to Illness
 1. After using all available Leave, including Leave of Absence Without Pay, a permanent full-time employee may request, in writing, a return to work, in a part-time capacity, when necessary because of medical need. The employee will be paid for the number of hours worked at that employee's usual rate and can accrue sick time and vacation time proportional to time worked per month. (For example, if the employee works 4 hours per day, per week for one month, that employee accrues 6 hours or one half the usual amount of sick time.)
 2. While working part-time, the employee will continue to pay his/her own portion of benefits, including dental, health, and life insurance, as will the employer.
 3. The Temporary Part Time Status may be continuous from one (1) day to three (3) months. The Director, with approval of the Board of Trustees, may grant extensions of the Temporary Part Time Status.
 4. At the end of the Temporary Part Time Status, the employee shall be reinstated in the same status as held prior to this Temporary Part Time Status, unless arrangements are made to the contrary, prior to granting the Temporary Part Time Status.
 5. Failure on the part of the employee to report promptly for full time work at the expiration of Temporary Part Time Status may be cause for disciplinary action, including dismissal.

Sick Leave Bank

- 1) A Sick Leave Bank will be established for the use of those full-time staff members who wish to participate and who have exhausted their own sick leave. Staff members may join by signing an Authorization Statement donating two sick leave days to the Bank. The donated days will be subtracted from the staff member's sick leave and added into the Sick Bank account.
- 2) The Sick Leave Bank will accumulate days from year to year. After the Bank has a balance of twenty (20) days, members will be asked to donate only one (1) day each year. They may donate more if they wish.
- 3) The Sick Leave Bank shall be administered by the Director. The Director shall determine when it becomes necessary to replenish the Bank, and, when this is determined, he/she will ask the staff for additional days.
- 4) The Director will decide, case by case, to whom the sick days will go, based on the seriousness of the reason and the financial need of the participant.
- 5) The initial grant of leave shall not exceed ten (10) days and may be used as partial days. The period may be extended by the Director for additional days.

Special Leave

1) Personal Leave

1. Full-time, permanent employees shall be allowed three (3) days leave in each calendar year for his/her personal use, which shall not be deducted from other leave accruals. Personal Leave is not intended to be used as extensions of a holiday or a vacation period but, in the event that circumstances should require such use, the Library Director may ask the employee for a brief description of the circumstances which necessitated such use. Any absence from work for which sick leave is paid or leave of absence is granted shall not constitute a break in the service record.

2) Family and Medical Leaves of Absence (FMLA)

1. An employee is eligible to request an FMLA leave if he/she has been an employee of the Exeter Public Library for at least twelve (12) months and has worked at least 1250 hours during the twelve (12) month period immediately preceding the leave.
2. Subject to the requirements described in this policy, an eligible employee may request and will be granted up to twelve (12) workweeks of unpaid FMLA leave during any twelve (12) month period for one or more of the following events:
 - a. The birth and first year care of a child
 - b. The placement of a child for adoption or foster care in the employee's home within 12 months of the placement
 - c. The care of the employee's spouse, child or parent with serious health condition
 - d. The employee's serious health condition which renders him/her unable to perform the functions of the employee's position
 - e. The care of the employee's spouse, son, daughter, parent, or next of kin who is a covered service member and recovering from a serious illness or injury sustained in the line of duty while on active duty
 - f. Any qualifying exigency arising out of the fact that the spouse, son, daughter, or parent of the employee is on active duty, or has been notified of an impending call to active duty status, in support of a contingency operation
 - g. The Exeter Public Library has the right to designate FMLA leave any time an eligible employee requests time off for a qualifying reason. For example, if an eligible employee suffers a work-related injury that qualifies as a serious health condition, the Library has the right to designate any time away from work as FMLA leave.
 - h. For purposes of calculating the amount of FMLA leave an eligible employee may request, the term "during any twelve (12) month period" means a rolling twelve (12) month period measured backward from the date requested leave will be used.
 - i. The taking of FMLA leave shall not result in the loss of any employment benefit accrued prior to the date on which the leave commenced; provided, however, that nothing in this policy shall entitle any employee who returns from leave to the accrual of any seniority or additional employment benefits during the period of leave.
 - j. Unless one of the exceptions in the law applies, an employee who takes

- a FMLA leave for the intended purpose of the leave shall be entitled, on a timely return from the leave and completion of all required documentation, to be restored to the position of employment held when the leave commenced or to an equivalent position with equivalent employment benefits, pay and other terms and conditions of employment.
- k. At the election of the eligible employee, any group health plan as defined by the FMLA will be maintained for the duration of the FMLA leave and at the level and under the condition's coverage would have been provided if the employee had continued in employment for the duration of the leave. The employee will be responsible for his/her share of the premium. While on an unpaid FMLA leave, the employee will be responsible for paying this part of the premium by submitting payment to the Director on or before each regular payday. The employer may recover its share of the premiums for maintaining coverage for the employee under such group health plan during the period of a FMLA leave if the employee fails to return to work (or returns but fails to stay 30 calendar days) for reasons other than the continuation or onset of a serious health condition entitling the employee to leave under paragraph b above or other circumstances beyond the employee's control. Certification of inability to return to work as specified and allowed by the FMLA leave will be required.
 - l. An employee must substitute any accrued paid leave for any unpaid FMLA leave, as permitted by the FMLA regulations. Upon exhaustion of any accrued paid leave, the remainder of any FMLA leave will be unpaid. In no case will the combination of paid and unpaid leave used for a FMLA purpose exceed twelve (12) workweeks in any twelve (12) month period as defined herein. Accrued paid leave will start with the following and continue until all accrued leave has been exhausted: Sick time will be used for maternity leave, serious health condition or injury of the employee. Vacation/Personal Leave shall be used for the care of a child and spouse after birth or adoption/foster care of a child, care of a spouse, child, parent or next of kin due to a serious health condition or injury.
 - m. FMLA leave for the birth/care of a child or for the placement of a child for adoption or foster care must be taken within the twelve (12) month period which starts on the date of such birth or placement. Regardless of when such leave begins, it will end no later than the end of the twelve (12) month period. Unless specifically permitted, FMLA leave for these purposes cannot be taken on an intermittent or reduced leave schedule.
 - n. An eligible employee who foresees that she/he will require a leave for a birth/care of a child, or for the adoption or foster care placement, must notify the Director in writing not less than thirty (30) calendar days in advance of the start date of the leave. If not foreseeable, the employee must provide as much written notice as is practicable under the circumstances, generally within two (2) working days of learning of the need for leave.
 - o. An employee who foresees the need for a leave of absence due to a planned medical treatment for him/her or for his/her spouse, child, or parent, should notify the Director in writing as early as possible so that the absence can be scheduled at a time least disruptive to the Library's operations. Such notice should be at least thirty (30) calendar days in advance of the start of the leave, unless impracticable, in which case the employee must provide the written notice as early as circumstances permit, generally within two (2) working days of learning of the need for leave.
 - p. If the requested leave is to care for a spouse, child or parent who has a serious health condition, the employee will be required to file with the Director in a timely manner a health care provider's statement that the employee is needed to care for a son,

daughter, spouse, or parent and an estimate of the amount of time that the employee is needed for such care.

- q. If the requested leave is because of a serious health condition of the employee that renders him/her unable to perform the functions of his/her position, the employee will be required to file with the Director a health care provider's statement as allowed by the FMLA.
- r. Subject to the limitations allowed by the FMLA, leaves taken under paragraph b above may be intermittently or on a reduced leave schedule when medically necessary, provided a health care provider certifies the expected duration and schedule of such leave and provided further that where such leave is foreseeable based upon planned medical treatment. The employee may be required or may elect to transfer temporarily to an available alternative position for which the employee is qualified and that has the equivalent pay and benefits and better accommodates recurring periods of leave than the employee's regular position.
- s. An employee on an approved leave under this policy must inform the Director every seven (7) days regarding his/her status and intent to return to work upon conclusion of the leave. In addition, an employee must give written notice as soon as practicable (within two business days if feasible) if dates of leave change or are extended or initially were unknown. If an employee takes leave because of their own serious health condition, the employee will be required to submit a fitness-for-duty certificate before returning to work.
- t. The taking of another job (including self-employment) while on FMLA leave or any other authorized leave may lead to disciplinary action, up to and including termination of employment.
- u. In any case where there is reason to doubt the validity of the health care provider's statement or certification for leaves taken under section b above, the Library may, at its expense, require another second and third opinion, as specified by the FMLA, to resolve the issue.
- v. The provisions of this policy are intended to comply with the Family and Medical Leave Act of 1993, and any terms used from the FMLA will be as defined in the Act or the U.S. Department of Labor (DOL) regulations. To the extent that this policy is ambiguous or contradicts the Act or DOL regulations, the language of the Act or regulations will prevail.

Unauthorized absence

- 1) An absence of any employee from duty for a single day or part of a day that is not authorized by a specified grant of leave of absence under the provisions of these regulations, will be deemed to be an absence without leave. Any such absence shall be without pay and may be subject to disciplinary action. Any employee who absents themselves for three (3) consecutive days without leave shall be deemed to have resigned.

Military Leave

- 1) It is the Library's policy to grant leaves of absence without pay to regular full-time employees who enlist, are drafted, or are recalled to active service in the armed forces of the United States.

- 2) If you are in the military reserve, you will receive the required time off to complete your training and your drill obligations. You must present a copy of your official orders or instructions to the Director. This information shall be made a part of your permanent personnel record.
- 3) If you enlist or are recalled to active armed forces duty, for a time period beyond normal annual training and drill obligations, you have certain re-employment rights prescribed by statutes with which the Library will comply.
- 4) The rate of pay and other benefits of the employee on return from the military leave of absence will be the same as if the employee had worked continuously with the Exeter Public Library in the job held when such special leave was granted. You must notify the Director of your availability to return to work.
- 5) The Library reserves the right to place another employee in your position for the duration of the military leave of absence. Every effort will be made to place you in your previous position. If this is not possible, you will be placed in a position with comparable status, pay and responsibility.

Maternity Leave

- 1) Any full time employee who becomes pregnant may, subject to the Library Director's approval, remain employed during said pregnancy, so long as said employee obtains a doctor's statement that she is able to perform all of the duties of her job adequately.
- 2) It is the duty of said employee to provide to the doctor with a copy of the duties for which she is responsible under her job description.
- 3) The Library Director may also require that said employee obtain a doctor's statement by a doctor chosen by the Library at the Library's expense that such employee is capable of performing all duties of her job description.
- 4) If conflicting opinions are rendered by the two doctors, a third doctor's opinion shall be obtained from a doctor mutually agreed upon by the Library and said employee at Library expense.
- 5) Disabilities caused or contributed to by pregnancy, miscarriage, childbirth and recovery from shall entitle the employee to sick leave.

Bereavement Leave

- 1) Full-time employees are entitled to bereavement leave at full pay, not to exceed three (3) working days between the date of death and the time of the funeral, inclusive, for a death in the immediate family.
- 2) For the purpose of administering the provisions of the bereavement leave, immediate family shall mean: spouse, parent, brother, sister, child, father-in-law, mother-in-law, step-parent, step-child, step-brother, step-sister, or a person living within the household.

- 3) An employee is entitled to bereavement leave at full pay for one (1) working day for the purpose of attending the funeral of a grandchild, grandparent, brother-in-law, sister-in-law, aunt or uncle.
- 4) Special leave of up to three (3) days may be granted by the Library Director to an employee in the event of the death of a person whose death presents special immediate family commitments.

Jury Duty and Witness Leave

- 1) The Library considers it a civic duty to serve on a jury if summoned and will grant you leave in order to serve. Employees summoned for jury duty will be paid their regular rate of pay. The employee must turn into the Library the pay provided by the government for jury service excluding mileage. The employee must show the jury summons to the Director as soon as the notice is received.
- 2) While serving on a jury, you are expected to call the Director daily to advise them of your status. In addition, you are expected to return to your job if you are excused from jury duty during regular working hours.

Witness Leave

- 1) All employees summoned to testify in court are allowed time off for the period they serve as witness. In general, witness leave is unpaid unless you are a witness in a case involving the Library.

Leave of Absence for Victims of Crime

- 1) The Library will grant an employee unpaid time off from work to attend court or other legal or investigative proceedings associated with the prosecution of a crime in which the employee was a victim. For purposes of this policy, a victim is any person who suffers direct or threatened physical, emotional, psychological, or financial harm as a result of the commission or attempted commission of a crime.
- 2) Employees may also qualify for leave under this policy if they are part of the immediate family of a homicide victim or part of the immediate family of a child under the age of 18 or an incompetent adult who is the victim of a crime. For purposes of this policy, immediate family means the father, mother, stepparent, child, stepchild sibling, spouse, civil union partner, grandparent, or legal guardian of the victim, or a person who is otherwise in an intimate relationship with and residing in the same household as the victim.
- 3) An employee needing time off under this policy should notify the Director as far in advance as possible. The employee may be asked to submit copies of the notices of each scheduled hearing, conference, or meeting that is provided to the employee by the court or agency involved in the prosecution of the crime. Employees must comply with any requests to submit these notices, and failure to do so may result in denial of the leave of absence. The Library will maintain any such notices or records in confidence, and will disclose them only on a need to know basis.
- 4) The employee will be notified as soon as practicable whether the leave request is granted or denied. Requests falling within the definitions of this policy will typically be granted unless the leave of absence would cause an undue hardship on the Library. An undue hardship for purposes of this policy means

significant difficulty and expense. In determining whether an undue hardship may exist, we will consider the size of our operations, the employee's position, and our need for the employee to be at work.

- 5) Leave taken under this policy is unpaid, although an employee may elect to use his/her accrued, unused vacation time, sick leave or personal days.

Leave of Absence with Pay

- 1) The Library Director may authorize salary payments to employees whose Leaves have been approved, in order to permit them to attend school, visit other governmental agencies, or in any other approved manner to devote themselves to improvement of the knowledge or skills required in the performance of their work, or for any other acceptable reason as determined by the Library Director. Requests under this section must be made to the Library Director in writing. All benefits shall remain in full force and effects during the Leave of Absence with Pay.

Breaks

1) The normal full day's work consists of 8 hours of paid work and ½ hour of unpaid lunch break time. This ½ hour of unpaid time must be taken. It can either be taken on or off the premises. There will be times, however, when employees must remain in the building on their floor for lunch breaks. Longer lunch breaks will be allowed at the discretion of the Supervisor.

2) Although it is not a requirement to give other breaks during the day, the library does, whenever possible, allow a short 10 to 15 minute break after 4 hours of work with an approval from the Supervisor.

Snow Days and Emergency Closures or Delayed Openings

1) In the event of a storm or emergency which forces the early closure or the delayed opening of the Library or causes the Library to remain closed for the entire day, all full-time and part-time employees will be paid for their scheduled hours.

Vacations

1) Priority for vacation leave shall be allocated in preference by seniority and full-time status.

2) Full-time personnel shall receive paid vacation as follows:

At hire (1) year	ten(10) work days* updated 2024
After two (2) years	ten (10) work days
After five (5) years	fifteen (15) work days
After ten (10) years	twenty (20) work days
After fifteen (15) years	twenty-five (25) work days

3)The Library Director shall receive paid vacation as follows.

At hire	ten (10) work days
After three (3) years	fifteen (15) work days
After ten (10) years	twenty (20) work days
After fifteen (15) years	twenty-five (25) work days

4) Part-time personnel shall not receive paid vacations.

5) Vacations shall be extended to compensate for holidays falling within each vacation period. Unused vacation time can be carried over from year to year with permission of the Director.

6) All requests for vacations must be submitted in writing to their immediate supervisor at the earliest possible time. Any July and August vacation must be approved a year in advance by the Director. The request must be dated with the date of the request, so that, in the event of more than one person from a department wanting vacation at the same time, a first-come, first-served policy can be applied. If two people from the same department present simultaneous requests for the same period, length of service will prevail. The policy shall apply regardless of whether time is given with pay or without pay. Requests for single vacation days must be handled in the same way.

Holidays

- 1) All full-time employees shall be entitled to the following paid holidays, plus any other holidays the Board shall determine from time to time.
- 2) Holidays include: New Year's Day, Civil Rights Day, President's Day, Memorial Day, Independence Day, Labor Day, Indigenous Peoples Day, Veteran's Day, Thanksgiving Day and the following day, and Christmas Day.

Resignations

- 1) Resignations should be submitted in writing, with one (1) months' notice for full-time employees and two (2) weeks for part-time. Any employee who is absent from the assigned work place or shift for three (3) consecutive days without leave shall be deemed to have resigned.

Exit Interview

- 1) All staff members leaving employment from the EPL, will have an exit interview with the members of the personnel Committee. The staff member can request the presence of any or all of the members to be present at this exit interview.

Demotions

- 1) If a staff member fails to fulfill the duties and responsibilities of a position, that individual may be placed in a lower grade position. Substantial information shall support this contention for action to be taken. Previous warning and a reasonable opportunity to improve shall be given. Salary shall be reduced to that of the new level.

Dismissal

- 1) A staff member may be dismissed for inefficiency or incapacity, insubordination, offences against the law or for similar just cause. He/she must receive a majority vote of dismissal from the Board. Severance pay shall be determined by the length of time worked.
- 2) The Library Director shall obtain Board approval before dismissing any employee. Severance pay in lieu of notice may be given upon the discretion of the Board of Trustees.

Lay-offs

- 1) Staff members may be laid off as a result of financial retrenchment or the discontinuance of services. It will be the responsibility of the Library Director and the Board of Trustees as to which staff member/s will be laid off and when.

Mandatory Retirement

1) Effective July 1, 1979, Chapter 420, SB69, State of New Hampshire: An act to prohibit the mandatory retirement of public and private employees.

Evaluation Guidelines

1) Purpose:

Personnel evaluation provides an opportunity for an employee's supervisor to evaluate the employee's work habits, performance and accomplishments. Objective evaluations can maintain and improve performance, provide constructive feedback, identify training needs, and maintain an open two-way communication between supervisor and subordinate.

2) Scope

All persons employed on a full-time or part-time permanent basis by the EPL will receive a performance evaluation yearly on his or her anniversary date.

The Director shall be evaluated each year.

Employees placed on extended, disciplinary or administrative probation shall be formally evaluated every three (3) months.

3) Roles and Responsibilities

The Board of Trustees shall be responsible for the evaluation of the Library Director with two (2) Trustees present at the Library Director's evaluation interview if requested by the Director.

The Director shall be responsible for the evaluation of the Department Heads.

The Department Heads shall be responsible for the evaluation of their department members.

4) Mechanics

The rating will be done using the supplied form in ink or typed. The Library Director, subject to the approval of the Board of Trustees, shall be responsible for the methods of evaluation, the forms required and the periodic review required.

Employees reaching an anniversary date entitling them to a step raise shall be evaluated before the effective date of the step raise.

The reviewer will review the employee's job description and job behaviors for the rating period and limit the rating to this period. The review will cover the entire rating period, not just the most recent or the most memorable activities.

The reviewer will review the previous evaluations for any goals, objectives or projects assigned at that time.

Give the employee a blank evaluation form two to four weeks before the interview so that the employee can be familiar with the form and able to do a self-evaluation before the evaluation interview if they wish. Give the employee a copy of the completed evaluation at least two days prior to the interview. Employees

are encouraged to prepare any questions and/or goals for the interview. Staff can request the presence of a Trustee or another staff member of their choice at their evaluation interview.

Immediate supervisors shall conduct an employee interview in order to review each item on the Personnel Evaluation with the employee. The interview should have a developmental effect allowing the supervisor and the employee a means to develop goals or projects to be listed under the "Future Goals" section of the Evaluation. The employee may and should add comments to the report. Both employee and rater must sign the form. The employee's signature does not necessarily indicate agreement with the supervisor's rating, only that the evaluation is received. In the event that the employee requests clarification of any points, such clarification shall be provided in writing, initialed by the supervisor and employee, and copies attached to all copies of the evaluation.

A copy of the Personnel Evaluation will be provided to the employee, a copy will be filed with the Trustees Personnel Committee and the original will be kept in the employee's personnel folder. The Personnel Evaluations are confidential and should not be accessible to anyone except the employee's Department Head, the Library Director, the Board of Trustees and the employee.

Each Personnel Evaluation will be made within the context of the employee's job description. Each rating shall be solely on the total performance of the individual. It would not be fair to evaluate an employee based on one task he/she has done notably well or poorly. The evaluation shall be based on the employee's total record of reliability, skill, knowledge, capability and other relevant factors. While not perfect, Personnel Evaluations can be a fairly objective means for providing a positive influence to motivate future performance of employees and recognize past performance.

Employees placed on probationary or warning status shall be evaluated every three months.

Grievance Procedure

- 1) Any employee aggrieved because of conditions of employment shall have the right, and shall be expected to appeal the grievance to the Trustees through the following steps.
- 2) The employee shall discuss the complaint with the Director.
- 3) The Director will respond in writing within 14 days. The response will explain the position of the Library and offer options for substantive resolution of the complaint.
- 4) If the response by the Director does not satisfactorily resolve the issue, the employee may appeal the decision within 15 calendar days after receipt of the response to the Board of Trustees.
- 5) Within 15 calendar days after the receipt of the appeal, the Board of Trustees will meet with the employee to discuss the issue and the possible resolutions. Within 15 calendar days after that meeting, the Board of Trustees will respond in writing with a final resolution of the issue.

Disciplinary Policy

1) Disciplinary Process and Cause for Discharge, Suspension, and/or Dismissal

It will be the policy of the Trustees of the Exeter Public Library to exercise fair, impartial and progressive discipline, including investigations and hearings, to insure the development and/or corrections of its employee's job performance. Should such steps fail to produce a productive, cooperative and qualified employee, the Trustees shall exercise the right to terminate the employee for disciplinary reasons and/or failure to meet the requirements of the position, based on just cause and thorough investigation. It is the duty of the Department Head at the Annual Performance Evaluation to document any positive or negative incidents in accordance with the current EPL rating system.

2) Types of Infractions

Infractions which may be subject to disciplinary actions include, but are not limited to, the following:

1. Conviction of a crime or misdemeanor under any statute, law or ordinance.
2. Refusal to obey, resulting in the violation of any EPL regulation, rule, order, instruction or memorandum.
3. Insubordination (defined as "an Unwillingness or refusal to submit to proper authority").
4. Disobedience of a lawful order from proper authority.
5. Neglect of duty.
6. Inefficiency, (defined as "not producing the effect intended or desired; not capable of performing adequately").
7. Arrogance, violence, indignity, or indecent, profane, or unnecessarily harsh language to the public or to other employees and /or to Trustees.
8. Negligence in the care of public property.
9. Use, possession of, or under the influence of, alcohol or drugs while on or reporting for duty.
10. Consistent failure to be at the appointed work place, ready to work, at the scheduled starting time, without just cause.
11. Falsifying any Town or Library record or report.
12. Disregard of safety rules and/or specific instructions.

3) Types of Discipline

Verbal Warning: A Verbal Warning may be given to any employee by a supervisor. This action is generally taken to correct an infraction. A memo is made and kept on file for 1 -3 months. If the action has been corrected, then the memo will be discarded. If not corrected, the memo will be used to support a Written Warning. (11-2018)

Written Warning: A Written Warning may be given to any employee by a supervisor. This action is a written notice of an error or infraction and a directive to correct the deficiency. The notice will have a suspense date for corrective action and a note will be made on the record if the deficiency is corrected

Disciplinary Probation: An employee whose Annual Performance Evaluation is less than satisfactory

may be placed on probation for a period of six (6) months with an evaluation every three (3) months. During that time, employee will not receive his/her step increase in pay. If other disciplinary action is necessary during this time, the employee may be demoted or dismissed. If no perceptible improvement is noted in the employee's performance at the end of the probationary evaluation period, demotion or dismissal proceedings will take place.

Demotion: The Trustees, after a thorough investigation, may reduce an employee to a lower employee classification and pay plan for inefficiency or incapacity, insubordination, misconduct or immoral conduct, intoxication, criminal actions, failure to maintain a satisfactory evaluation or other similar just cause.

Suspension: Suspension without pay may be invoked by the Trustees, after a thorough investigation, for an act or omission that jeopardizes the work of the Library, or for a violation of library policies including these adaptations of the EPL Personnel Policy.

Administrative Suspension: The Director may place an employee on Administrative Suspension with pay with the Trustee's approval for an indeterminate period when said employee has been charged with, but not convicted of, a felony or a federal violation. The Director may also relieve an employee from duty for the remainder of a tour of duty for any violation of rules, regulations, procedures or policies if there is sufficient cause to assure that the continuation of the employee on duty would cause serious or irreparable damage to persons, property or self. Such suspension will be immediately reported to the Trustee Chairman who will cause an immediate investigation to be conducted and proper action to be taken.

Dismissal: Dismissal action will be taken only by the Trustees after a thorough investigation and shall be in accordance with the provisions of this adaptation of the EPL Personnel Policy.

4) Notification

Notification of action taken under Sections 2 through 5 and 7 shall be in writing and signed by the Trustees Chairman and by the employee with a copy placed in the employee's Personnel File. If the employee refuses to sign or accept the notification, a notation to that effect will be made to the original, signed by the Trustee Chairman and placed on file in the employee's Personnel File along with the copy.

5) Trustee's Authority

The EPL Board of Trustees shall serve as the final authority in all disciplinary matters.

6) Removal/Discharge of an Employee / Severance Pay

No Employee of the Exeter Public Library shall be discharged or removed from office except by the Board of Trustees for malfeasance, misfeasance, or inefficiency in office, or incapacity or unfitness to perform his/her duties. Prior to the discharge or removal of any such employee, a statement of the grounds and reasons shall be prepared by the Board of Trustees, and signed by a majority of the Board and notice thereof shall be given to the employee not less than fifteen (15) days nor more than thirty (30) days prior to the effective date of the discharge or removal. Upon receipt of this notice and within thirty (30) days thereafter, but not otherwise, the employee may request a public hearing. If such a

request is made, the Board of Trustees shall hold a public hearing on such discharge or removal. The hearing shall be held not more than thirty (30) days after the receipt of the request for the same. If the Trustees, upon due hearing, shall find good cause for the discharge or removal of said employee, they shall order his/her discharge or removal from office. There shall be no change of salary of such employee during the proceedings for discharge or removal or until final effective date of the order for discharge or removal.

Severance pay, in lieu of notice, may be given at the discretion of the Board of Trustees.

If severance pay is deemed necessary, it shall be no more than two (2) weeks.

Sexual Harassment Policy

The Board of Trustees is committed to maintaining a workplace environment for all employees that is free of sexual harassment. According to Title VII of the Civil Rights Act of 1964, amended in 1972, sexual harassment is illegal in the United States. The Trustees will view harassment allegations with great seriousness. Any employee found to have been engaged in sexual harassment will be disciplined firmly and strictly and may be terminated if the severity of the offence so warrants. The Exeter Public Library will not tolerate the harassment of its employees by any patron, EPL Trustee or town official. Harassment of a sexual nature is a violation of various state and federal laws, which may subject the individual harasser to liability for any such unlawful conduct.

According to the NH Revised Statutes Annotated 354-A7-V, harassment on the basis of sex constitutes unlawful sex discrimination. Unwelcome sexual advances, requests for sexual favors, and other verbal, non-verbal or physical conduct of a sexual nature constitute sexual harassment when:

- a. Submission to such conduct is made either explicitly or implicitly a term or condition of the individual's employment.
- b. Submission to, or rejection of, such conduct by an individual is used as the basis for employment decisions affecting such individual.
- c. Such conduct has the purpose or effect of unreasonably interfering with an individual's working environment.

Employees who feel they have been sexually harassed, whether by speech or by conduct, are asked to state directly and quickly to the person involved that such actions and words are not welcome. Employees who feel they have been sexually harassed in these ways are also urged to report incidents promptly to their Department Heads or the Director. EMPLOYEES WILL NOT SUFFER RETALIATION BY THE EXETER PUBLIC LIBRARY OR BY THE TOWN OF EXETER FOR MAKING SUCH A REPORT.

The Department Head shall direct an investigation into any such complaints and complete the investigation within ten (10) working days. Both the complainant and the subject of the complaint will be advised of the conclusions of the investigations and of any corrective action that is taken.

Patrons, EPL Trustees and elected town officials who violate this policy are subject to expulsion from the Exeter Public Library. EPL Trustees who violate this policy will be expelled from the Board of Trustees. The Exeter Public Library may report the violators to the appropriate authority for civil or criminal action.

Employees who have concerns and/or questions concerning sexual harassment and its meanings are urged to speak with their Department Heads or the Library Director.



Thank You for Being
a Library Patron