



Programming Policy

Purpose

The Concord Free Public Library offers programs intended to further the Library's mission to "inspire lifelong learning and to actively promote personal enrichment by connecting community members to information, ideas, culture, unique historical resources, and each other in a tradition of innovation and excellence". The Library functions as an information, recreational, and cultural resource for the community. Programs are a means through which the public can share experiences, explore ideas, appreciate special interests, exchange information, and connect with each other and with the Concord Free Public Library.

Library sponsorship of a program does not constitute an endorsement of the content of the program or the views expressed by participants. Program topics, speakers and resources are not excluded from programs because of possible controversy. Library programming will reflect a wide range of diverse perspectives and opinions.

In developing and delivering programs, Library staff utilize staff expertise, collections, equipment, facilities, and an awareness of sustainability's triple bottom line: environmentally sound, economically feasible and socially equitable. The following criteria are used in making decisions about program topics, speakers, and accompanying resources:

- Community needs and interests
- Budget and cost of program
- Space required for program
- Presenter background/qualifications in content area
- Relevance/appropriateness of program to the Library's mission
- Staff time

Performers, speakers, community members, etc. may use our [Suggest a Program Form](#) to let the Library know of programs that may be of interest to the Concord community. Priority is placed on community relationships and partnerships.

At any Library sponsored event

- All programs are free and open to the public, with the exception of private events hosted by the Concord Free Public Library Corporation or the Friends of the Concord Free Public Library.
- Programs may be held on site at the Library, off site, or online.
 - Decisions related to whether the program is in person, hybrid, or virtual are made by the coordinating staff in collaboration with the performer or speaker.
 - A program may be converted to virtual as needed (weather, speaker issues, etc.).

- We will make every effort to let potential participants know about changes.
- Professional performers are selected by Library staff.
- Program attendance will not exceed the capacity of its space as determined by the fire code.
 - Program attendance of virtual programs cannot exceed the capacity of the Library's hosting account.
- Programs may be designed for and limited to a specific audience, age, or grade level. Standard age ranges for programs are:
 - Children are defined as those 9 years of age and younger.
 - Tweens/Teens are defined as being between the ages of 10 and 17 years old.
 - Adults are defined as those 18 years of age and older.
 - Family is defined as appropriate for all age and grade levels.
- In an effort to be inclusive, exceptions to age guidelines can be made for accessibility.
- Decisions concerning an event's audience, registration, capacity, late arrivals, and allowable walk-ins will be made by Library staff supervising the event. Patrons will respect decisions made by Library staff with the presenter's input regarding an event's audience, registration, capacity, late arrivals, and allowable walk-ins.
- The safety of our patrons is our top priority
 - All Concord Public Health protocols will be adhered to.
 - If requested by a performer or speaker, we may require certain safety measures for specific programs.

Ticketing or Registration

- Some events may require tickets or registration. This is done in order to:
 - Maintain necessary room or venue capacity.
 - Allow the presenter to prepare for the number of people attending.
- All registered attendees will be sent a reminder about the upcoming event at least 24 hours in advance.
- We request that registered individuals notify the organizers as soon as possible if they are unable to attend in order to allow other people to register.
 - In cases of high demand programs (such as limited seating craft programs), if a patron repeatedly doesn't show with no prior notification, they may be blocked from registering for these types of events for up to 3 months.

Waitlists

- For high-demand events, we may create a waitlist in lieu of allowing walk-ins.
 - The waitlist will be activated as soon as registration is full.
 - Should spots become available, we will make every effort to notify waitlisted patrons in time for them to attend the event.
 - If there is still space, walk-ins will be allowed.

Event Promotion

- The Library can only promote Library-sponsored programs.
- Library staff are responsible for program graphics. All external graphics must be approved for use by the supervising staff or Library Director in regards to collaborative programs.
- If time and space allows, the Library may share community program information.

- Please refer to the Library's [Social Media Policy](#) and [Bulletin Board Policy](#) for more information.

Event Management

- Even in the event of preregistration, the Library does not guarantee seating once a program has begun.
- If the event does not have a waitlist, walk-ins may be allowed to fill unclaimed spots.
- In compliance with the Americans with Disabilities Act (ADA), we will make sure there is seating available for anyone who needs accommodation.
 - The Library requests at least two weeks of notice for any accommodation such as an interpreter, listening devices, etc.
 - All are welcome and we will do our best to make reasonable accommodations.
- Patrons causing a disruption of an in-person program may be asked to leave by the supervising staff or Library Director.
- Caregivers are responsible for their children's conduct.
- Attendees causing a disruption during a virtual program may be muted or removed from the program.
- At all events we adhere to the Library's other policies, such as the Rules of Behavior, Photography and Filming, [Social Media](#) and [Meeting Room policies](#).
- Authors or booksellers may sell books as part of a Library program. Programs sponsored by the Library Corporation or the Friends of the Concord Free Public Library may include the sale of merchandise as a fundraiser to benefit the Library. Sale of any other products at Library programs is not permitted unless authorized by the Library Director or designee.
- Programs are not used for commercial purposes or for the solicitation of business. However, the presenter may leave business cards for participants to pick up after the program for anyone interested in purchasing items or services from the presenter.

Program Reconsideration

Any patron wishing to express concerns about a program may contact the Library Director using the "Request for Review of Library Program" form. Requests must be submitted in writing at least two weeks prior to a program.

The Library Director will respond in writing to an individual's written request. Forms must be submitted by a Concord resident or property owner. Requests for review of a program with the same issue as requests previously resolved may be considered already fulfilled. The Library Committee will, upon written request, hear appeals of the Library Director's response. Final decisions on appeals rest with the combined Library Director and Library Committee.

Revision of Policy

The Programming Policy will be evaluated and revised periodically as time and circumstance require.

Approved by the Library Committee on March 22, 2023.



Concord Free Public Library Request for Review of Library Program

The Library Committee of the Concord Free Public Library has established a Programming Policy and a procedure for gathering input. Completion of this form is the first step in that procedure. Forms must be submitted by a Concord resident or property owner. If you wish to request a review of a program, please return the completed form to the Library Director at Concord Free Public Library, 129 Main Street, Concord, Massachusetts 01742.

Date:

Program Title:

Date of Program:

Name of Person Requesting Review:

Address:

Telephone:

E-Mail address:

Do you represent yourself? Or do you represent an organization?

Name of organization:

What are your specific objections to this program?

Have you read any reviews of this program or speaker?

What do you recommend be done regarding this program?

How did you become aware of this program or service?

What do you know about its content and purpose?

Have you attended the program (or another event with this presenter) or used the service?

What do you believe might be the result of attending this program/using this service?

Do you see any ways in which this program or service could be of value?

Please suggest alternative events or services that could provide similar information on this topic or support in this area to the community.
