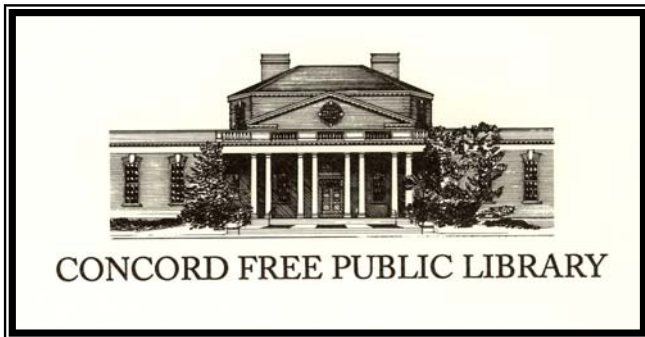


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I.1 LIBRARY RULES

The Concord Free public Library welcomes area residents, and visitors to the community, who seek a place for quiet study, information, and research. In order to serve the needs of our patrons, the Library staff requests that the following rules are observed at all times. Your cooperation is appreciated.

- 1.) Any person who disrupts the orderly operation of the Library will be asked to leave.
- 2.) No smoking, eating, or drinking in the Library.
- 3.) Damaging or defacing Library property is a felony.
- 4.) Check out all materials from the Library before leaving the building.
- 5.) The Library reserves the right to examine bags or parcels which activate the electronic systems.
- 6.) No pets are allowed in the Library.
- 7.) Bicycle racks are available at the Sudbury road entrance.
- 8.) Rollerblades and skates may not be worn in the Library.
- 9.) Disrespect for other patrons is not tolerated.
- 10.) Patrons are expected to present their library card when they check out materials.
- 11.) Parents are responsible for the behavior and supervision of their children.
- 12.) Loitering on Library premises is not permitted.
- 13.) Shirts and shoes must be worn in the Library.
- 14.) A Patron may be asked to leave personal belongings with Library staff until he or she leaves the Library.
- 15.) No solicitation of any kind is permitted on Library premises.
- 16.) Cell phones shall be turned off before entering the Library.

I.2 CONCORD FREE PUBLIC LIBRARY PATRON-RECORD RELEASE POLICY

It is the policy of the Concord Free Public Library not to reveal the borrowing records of reserve records for any person other than the owner of the library card. This prohibition applies to the release of information to the parents of minors when the minor has their own library card, no matter what the minor's age.

The only exception to this policy is the release of records in response to a court order from a court which is acting in accordance with the law. It is recommended that advice of town counsel be sought in such cases before complying with the court order.

The basis for this policy is in G. L. c. 78 Sec. 7(1994 ed.) which states "The part of the records of a public library which reveals the identity and intellectual pursuits of a person using such library shall not be a public record." This policy is also based on the interpretation of this statute by Carolyn Kelly MacWilliam, Supervisor of Public Records of the Commonwealth of Massachusetts, as given in her letter of May 2 1997 (SPR97/273) to Emily E. Classon of the Pollard Memorial Library in Lowell, Massachusetts. This letter states in part "The statute does not differentiate among categories of library patrons; accordingly, the prohibition on disclosure of borrowing information set forth in Chapter 78 applies equally to records of minor patrons and those of adults."

I.3 PATRON CONFIDENTIALITY

(Minuteman Library Network)

- 1.) It is the policy of the Minuteman Library Network to guard the confidentiality of all Library users. The application of this policy is guided by the American Library Association's Code of Ethics (1981, III) and the Massachusetts General Laws Chapter 4, Section 7, Clause 26 and Chapter 78, Section 7.
- 2.) Minuteman must be informed of any request by subpoena or court order for patron information.
- 3.) It is recommended that libraries keep a minimum of patron information in the database.
- 4.) Clear the screen after each transaction.
- 5.) Request for information should be honored only for the persons entitled to patron information (access to the list of checked out items).
- 6.) It is recommended that member libraries have a well considered policy concerning lending materials to minors. ALA recommends that the same intellectual freedom be extended to minors.
- 7.) Only the patron name should be used on the plastic borrower's card: no address.
- 8.) It is recommended that the use of postcards for overdues or reserves be discontinued. These communications should be placed in envelopes.
- 9.) It is recommended that telephone notification to patrons regarding reserve books be limited to "holding book requested."

I.4 ANIMALS IN THE LIBRARY

Animals are not allowed in the Library. Exceptions to this are Seeing Eye Dogs and Hearing Ear Dogs, both of which must have identifying harnesses. Organizations training aide dogs may, upon approval of the director, bring the animal in the library to experience the library environment.

I.5 POLICY FOR RESIDENTIAL STUDENTS AT PRIVATE SCHOOLS IN CONCORD

The Library will register students at Concord Academy, Middlesex School, and the Walden Street School as Concord residents according to the following policy:

-Library card applications are given to Concord Academy freshmen by the Concord Academy Librarian at the beginning of the academic year. Cards are then processed by Concord Free Public Library Circulation staff and distributed by the Concord Academy Librarian. Cards issued later in the school year and replacement cards are done at CFPL and require a school ID.

-Middlesex School residential students must present a school ID to receive a library card.

-Walden Street School students must have permission from the school for library privileges. A school counselor must accompany the students and sign the registration form.

-The schools will alert the Library of departing students and graduating students 8 weeks before that event whenever this is possible and will coordinate attempts to retrieve materials checked out to students and to recover fines for overdue materials from their students.

-Similarly the schools will help other Minuteman Libraries to recover their materials.

-In those cases where materials cannot be recovered, the school will pay for replacement of the materials, provided that the library has given the school ample advanced warning of students' outstanding loans and fines.

I.6 UNATTENDED CHILDREN

Children are welcome and encouraged to use the Concord Free Public Library. The love of books, reading, and libraries should be an important part of every child's life. However, for the safety of the children, and for the integrity of the Library, the following procedures should be followed:

- 1.) Young children (under 8 years old) should be attended by a responsible adult at all times. Children are not to be left alone in the children's room while the parent or caregiver uses another part of the Library. An older sibling is not considered an adult.
- 2.) Young children (under 8 years old) are not to be left unattended while their parents meet in the trustee's room, attend a program, or visit the art gallery.
- 3.) If a child becomes separated from his/her parent or caregiver, the children's room staff should try to locate the missing adult. The child should stay with another staff member while the search takes place, or until the parent returns.
- 4.) Many scheduled programs are given for the benefit of children. Young children must be accompanied by a responsible adult. At no time are pre-school children to be dropped off to attend a Library function.
- 5.) If the Library closes unexpectedly, children left in the Library should be allowed to use the telephone to call for a ride home. If a parent or responsible adult cannot be located, the librarian in charge will call the Concord Police Department. It is not the policy of the Library to allow staff member to leave the Library with a child or transport the child to another location.

I.7 MEETING ROOM POLICY OF THE CONCORD FREE PUBLIC LIBRARY

The Library Corporation and the Library Committee welcome the use of the Library's meeting rooms for civic, cultural and educational activities of a non-profit nature. Meeting rooms in the Library are available on equal terms to all groups in the community regardless of the beliefs and affiliations of their members, provided that the meetings are free and open to the public and not disruptive of the normal Library functions. Meetings of the Trustees of the Concord Free Public Library Corporation may exclude non-board members, as may executive sessions of Town committees or boards. Any questions regarding the scheduling of a room will be referred to the Director and to meetings of the Library Committee and the Library Corporation as needed. The Library's own programs shall take precedence over any other meetings.

A meeting may be scheduled with a Library staff member who will need to know its purpose, time and the number of participants expected. The staff member will enter this information along with a contact name and telephone number in the black registration calendar book at the Reference Desk. All publicity regarding such meetings is the responsibility of the sponsoring organization and should mention the Library only as the site of the meeting unless some other arrangement has been made with the Library Director.

Arrangements, such as the setting up of chairs and tables, are the responsibility of the sponsoring group and need to be coordinated with the custodial staff. Those who wish to hold a meeting when the Library is closed or which extends before or after the Library's public hours must make arrangements through the Director with a Library Custodian. The staff member of custodian will be compensated at his or her overtime rate by the sponsoring group.

Gathering which include food or beverages require specific arrangements with a Library staff member. There is no smoking in the Library. Alcoholic beverages may only be served with the agreement of the Library Corporation.

Library Corporation and Committee

Original Policy 11/17/76

Revised 5/6/93

Revised 10/13/99

Revised 6/30/05

I.8 ART GALLERY AND ART JURY INFORMATION

The Art Gallery of the Concord Free Public Library is administered by the Town's Library Committee and by representatives from the local art community. An art jury is held once to several times a year in order to select work of qualified artists for display in the art gallery.

The Concord Free Public Library does not charge for the use of the gallery, and takes no commission from any sales. It carries NO insurance on its content and CANNOT accept responsibility for the theft or damage to any property accepted on loan from the artist. Setting up and taking down the exhibit is the responsibility of the artist(s). Each exhibit is displayed for approximately four weeks.

Art jurors ask for five representative pieces that exemplify the body of work planned for an upcoming exhibit; i.e., five pieces representing one complete show, instead of a sampling of all of an artist's work.

In addition to the exhibition of art or photography, the Concord Free Public Library exhibits material from its own collection, as well as any material that may be of general interest to the community.

I.9 SIGNS ON THE LIBRARY LAWN

The Library Corporation Board of Trustees will permit signs to be placed on the Library Lawn at the triangle formed by **Sudbury Road** and **Main Street**. Request for sign placement will be granted on a first come, first served basis.

Only non-profit, non-partisan (no political candidates or political initiatives) organizations will be allowed to put up signs. There will be a preference for Concord-based organizations. From time to time, the Town of Concord may place signs of general interest and importance on the lawn.

The organization is responsible for creating the sign, putting it up, and removing it the day after completion of the event. Signs may be placed one week prior to the event (or two weekends plus the week in between). Please make the sign large enough and lettered clearly to be easily read by passing motorists. Consider also the effects of weather when selecting materials. Only one sign will be allowed per organization.

For permission, inquire at the Reference desk.

I.10 MUSEUM PASSES

Museum passes are funded by the Friends of the Library and may be used to obtain free or reduced admission to a number of local museums. Museum passes are available to all patrons regardless of residence as long as they are in possession of a Minuteman Library card. Passes may be reserved up to 60 days in advance on a first come first served basis. One pass per family may be borrowed at a time. Passes circulate for one day and are due back by library opening on the day after the pass was used, unless it is a one-time dated pass. There is a \$10.00 charge per day for a late return of the pass. A pass must be returned to the library from which it was borrowed. No renewal of passes is allowed. Replacement cost for a lost pass is \$20.00. For specific information about the passes and museums, or to reserve a pass, please check the library's website or call the circulation desk.

Museum Passes are available for:

- 1.) Children's Museum of Boston
- 2.) Concord Museum
- 3.) DeCordova Museum
- 4.) Discovery Museum
- 5.) Fruitlands
- 6.) Isabella Stewart Gardner
- 7.) Museum of Fine Arts
- 8.) Museum of Science
- 9.) New England Aquarium (Sept.-June)
- 10.) Orchard House
- 11.) Peabody Essex Museum

I.11 MLN INTERNET POLICY

The member libraries of the Minuteman Library Network work both individually and together to encourage lifelong learning, promote literacy, and provide free and open access to library materials and information services.

In order to meet a wide variety of information needs, the libraries of the Minuteman Network make information available in a variety of formats (including print, audiovisual, and electronic materials) and provide access to the information resources of the Internet via the Network's computer system.

The Internet offers a wealth of material which enables libraries to enhance and supplement their existing collections. It allows access to ideas, information and commentary from around the globe. While much of the information on the Internet is professionally and culturally enriching, there may be material that is offensive or disturbing to some individuals, or material that may be illegal. There may also be information that is neither accurate nor current. MLN assumes no liability for inaccurate or out-of-date information.

The Minuteman Directories have been developed to identify specific sites on the World Wide Web which are authoritative, helpful to users, and appropriate to libraries' mission and service roles. They are meant to serve as starting points for individual explorations. These sites are evaluated and selected by librarians, and meet the guidelines and criteria set forth in the Network's Homepage Collection Development Policy.

In accordance with the ALA Library Bill of Rights and a supplemental document entitled Access to Electronic Information, Services, and Networks, the Minuteman Library Network does not control or monitor access to material which may be accessible from other Internet sites. Parents may find that some information on the Internet may be unsuitable for their children, or may not reflect their personal values. Parents and guardians, not the library or its staff, are responsible for the information selected and accessed by their children. For further information on children's access to the Internet, parents are encouraged to read Child Safety on the Information Highway, produced by the National Center for Missing and Exploited Children.

(Continued on Next Page)

Users are required to abide by the following guidelines for Internet use. It is not acceptable to use the Internet access at MLN terminals and computers for illegal or abusive purposes, including, but not limited to:

- unauthorized copying of copyright-protected materials in any format
- transmission of chain letters, broadcast letters, or any form of junk mail
- transmission of threatening, obscene, or harassing materials
- transmission of computer viruses
- unauthorized access to local and remote computer systems

Currently, Minuteman Network does not provide individual email accounts to patrons.

The Minuteman Library Network assumes no liability for any damage to user data or loss of user privacy sustained while using MLN equipment.

Individual Minuteman libraries may have additional Internet policies and procedures in effect.

Approved January 21, 1998.

RELEVANT WEBSITES:

MLN Policy

<http://www.mln.lib.ma.us/policy.htm>

Homepage Collection Development Policy.

<http://www.mln.lib.ma.us/cdpol.htm>

Library Bill of Rights

<http://www.ala.org/work/freedom/lbr.html>

Access to Electronic Information, Services, and Networks

<http://www.ala.org/alaorg/oif/electacc.html>

Child Safety on the Information Highway

http://www.safekids.com/child_safety.htm

I.12 LIBRARY INTERNET POLICY

The Internet, as an information resource, enables the Library to provide information beyond the confines of its own collection. It allows access to ideas, information and commentary from around the globe. While it offers access to a wealth of information that is personally, professionally and culturally enriching to individuals of all ages, it also enables access to some materials that may be offensive, disturbing, illegal, inaccurate or incomplete. Users will have to evaluate the validity of information accessed via the Internet as they do information from any source.

The Library Committee of the Town of Concord reaffirms its support for the Minuteman Library Network's Internet Policy and the America Library Associations Freedom to Read and Internet Privacy Statements. Each of these is appended here.

In addition, we recognize the decisions of the US supreme Court in the "Reno v. American Civil Liberties Union" and the recent US Appeals Court Decision on the "Children's Internet Protection Act."

Legally we understand that US libraries have been determined to be a "limited public forum" and consequently responsible for maintenance of First Amendment rights... The limitation referred to is one of times, technical means, and locations of access. It is with these limits in mind that we address the following elements of our policy.

- 1.) Patrons may access the Internet from any one of the stations available either at the Main Library or at the Fowler Branch during any hours that the libraries are open.
- 2.) Users will be asked to use sign up sheets during periods of heavy use and to relinquish a workstation to a waiting user after one-half hour.
- 3.) As with other library resources, library staff may assist and guide in the use of the Internet and other online databases. However, the responsibility of determining what is valuable or appropriate lies with the library patron, or in the case of minors, with their parent or guardian.
- 4.) Library patrons are not permitted to change the settings and configurations of public access computers, to use non-library software or drives on library computers, to use library computers for un-authorized access or "hacking", to invade the privacy of other library customers, to harass library staff, or to "spam" in violation of federal, state, or local laws or ordinances, or to violate copyright protection or licensing agreements.
- 5.) Printing is available for a per page fee from most of these stations. Many of the stations can be used to access word processing software or other applications. Users may send files to other addresses or use their own disks to download files from many of the stations.
- 6.) Parents and guardians are encouraged to share with their children in the exploration of the resources available through the Internet, and to consult and discuss the attached "Child's Rules for Online Safety." A variety of guides to Internet use for parents and children are kept adjacent to the workstations in the Children's Room.

I.13 PUBLIC COMPUTER, WIRELESS ACCESS, AND PRINTING POLICIES

Computers with word processing and other Microsoft Office software programs are available for the public use throughout the Main and Fowler Branches of the library. The Minuteman online catalogue is available on all computers. Several computers are limited to the catalogue and library online databases only, but most have Internet access as well. In addition, there are public use computers in the Young Adult Room and the Children's area.

There is a sign-in sheet in the Computer Alcove for a guaranteed ½ hour use of the computers with Internet access. The policy is one person per computer. Sign your name and beginning time of use. Longer time is allowed if no one is waiting.

Reference Staff will be available to answer any questions. Floppy diskettes are available for purchase (\$1.00) at the Reference Desk. Patrons may be allowed to use the computer with CD burner (Reference1) at the Reference Desk if needed.

Acceptable use of the Computer Alcove includes general library use rules about food and drink and respecting others. In addition, computer users should not display pornographic images on the screen, or transmit, receive, submit, or publish any defamatory, inaccurate, abusive, obscene, profane, threatening, offensive, or illegal material.

If any patron is using a library computer for illegal purposes or to view pornography, his or her name and address will be taken, and then he or she will be asked to leave the library. The Director will be told immediately. The Library staff has the right to terminate any user's Internet session at any time.

I.13.A PUBLIC WIRELESS INTERNET (WI-FI) ACCESS

The Library offers wireless Internet access to the public in most areas. Patrons may use their laptops or other personal digital devices in the Reference Room, Lobby, Thoreau Room, Periodical Room, reading areas on the second and third floors, Young Adult area, Special Collections Room and Community Meeting Room in the basement. The Children's Room has no wi-fi access.

I.13.B PUBLIC PRINTING (B/W ONLY)

All public computer workstations (except Online Catalog PCs) print to the printer in the Computer Alcove. Patron may purchase a rechargeable copy/print card for \$1.00 each from the card vending machine or use a “guest card” (available at the Reference Desk). The cost is 15 cents per page. Printing is not available to wi-fi users at this point.

I.14 POLICY FOR BANNING DISRUPTIVE PATRONS

The Library Director may, after consultation with the Town Manager, the Town Police Chief, and the Library Committee, issue and order of no trespass to any patron who has been disruptive or disorderly. The legal basis for this 'no trespass' order is MGL Chapter 272 section 41 which states "Whoever willfully disturbs persons assembled in a public library, or a reading room connected therewith, be making a noise or in any other manner during the time when such library or reading rooms is open to the public shall be punished as provided in the preceding section." The preceding section talks about imprisonment and fines.

Whoever violates MGL 272 section 41 may also be subject to an order of no trespass as described in MGL 266 section 120. This right has been affirmed in the Massachusetts case "Commonwealth v. Egleson" and by the Supreme Court in "Hurly v. Hinckley." Violation of the no trespass order may result in arrest.

Unless stated otherwise, the no trespass order will be for a period of one year. After one year, the trespass order may be lifted or extended upon review by the Library Director, the Library Committee, the Town Manager, and the Police Chief. The patron may address the Library Committee to request that the order be lifted. The Library Committee may require a contract with the patron in order for the patron to again use the library.

The decision on whether to lift the order or continue for a second year or for some other period of time will be made by the town manager after receiving a recommendation by the Library Committee. In deciding on its recommendation, the Library Committee will take into account whether or not the patron recognizes and acknowledges the reasons for the no trespass order.

In cases in which the disruptive or disorderly acts are sufficiently serious to have involved court action, the Director of the Library may, with the support of Town official and Town Counsel, petition the court to include in the Court's disposition of the case a no trespass order or such orders as may be appropriate.

10/16/97

II.1 OPENING PROCEDURE

- 1.) Get master key in advance of opening and find out the alarm code.
- 2.) Enter the Sudbury Road entrance and disable alarm system located in circulation workroom.
- 3.) Return to the Sudbury Road doors and unlock both sides.
- 4.) Turn on lights by pressing the 4 master switches on the top left side of the lights panel at circulation desk.
- 5.) Empty book drops at 9:00am. Keys are located in a drawer at the circulation desk.

II.2 CLOSING PROCEDURE

- 1.) Approximately one hour before closing empty the book drops.
- 2.) Fifteen minutes before closing, go through the building for a “library closing” warning.
- 3.) At closing time, lock the front and side doors. The allen wrench to lock the front door is in a drawer at the circulation desk. The key to lock the Sudbury Rd. door is in a drawer at the circulation desk.
- 4.) Make sure all patrons are gone and no staff is in the basement.
- 5.) Check the doors to make sure they are locked.
- 6.) Turn off the lights by pressing the 4 master light switches on the top left side of the lights panel at the circulation desk.
- 7.) Set the security system (get instructions before hand if necessary) and leave.

Note: The cleaning company sometimes arrives prior to closing. In that case only turn off the first 3 master switches (leaving on the basement master). Do not set the security system.

II.3 UNAUTHORIZED PERSONS IN NON-PUBLIC AREAS

If a staff member encounters a person in a non-public area of the library who may not be authorized to be there, the staff member should inquire if the person needs assistance. If it is determined that the person should not be there, he or she should be directed to a public area. If there are any questions or problems, refer to the “Problem Patron” policy.

II.5 PUBLIC ADDRESS SYSTEM

The Library has no public address system. If a Circulation staff member is able to get away from the desk, they will search for patrons who receive phone calls in urgent situations. Staff will not take messages for patrons.

II.6 CFPL SNOW POLICY

- **Snow Before Opening - Weekdays**
 - The Town House will notify the Library Director by 7 am if we will **NOT** open. Then she will immediately call all department heads so they may inform scheduled staff.
- **Snow Before Openings - Weekends**
 - The Library Director will try to call staff by 8am after consulting the Town
- **Snow During the Day**
 - The Town Manager will decide about closing Town offices during the day. We will not close before the Town House. If the Town House closes early, the Library Director will get an approximate time for the Library to close. This may be at the same time as the Town House or it may be later.
- **Unexpected Heavy Snow in the Evening**
 - If staff members feel that is appropriate for safety reasons to close the library before it's scheduled to close then put a call into the Library Director. If the Director is not available, they should try to reach the Town Manager or the Assistant Town Manager.

II.8 MLN TRAINING SESSIONS

The Minuteman Library Network Executive Committee reminds all library staff that when they are registered for a Minuteman training session and find it necessary to cancel, they are expected to notify Central Site as soon as possible that they will not be attending. Many of the training sessions have waiting lists and a slot will be offered to another staff member should a cancellation occur. Because of a number of “no-shows” the Executive Board is reaffirming the policy of charging a \$25.00 fee for unexcused absences.

II.9 MLN SNOW POLICY

All MLN committee meetings and training sessions will be postponed if public school is cancelled or has a delayed opening in the community in which the meeting was to be held. If a storm starts during the day, library staffs are encouraged to check email and the bulletin board to determine if a meeting has been postponed.

II.9.A CENTRAL SITE CLOSURE

In the event that some libraries remain open, while central site is closed:

- 1.) Central site will send messages to all libraries informing staff that Central Site is closed.
- 2.) Operations staff will periodically check E-mail and voicemail from home.
- 3.) If any Library is experiencing system trouble, please send email to OPERATIONS, or call 508-879-8575 Ext. 1

II.10 Hours of the Library in Relation to Holidays

In general, Town policy is that when a holiday falls on a Saturday, Town offices (and the Library) close the preceding Friday and when a holiday falls on Sunday, Town Offices (and the Library) close the following Monday. The following are additions and exceptions to that policy.

- The Library will close on Sundays beginning the Sunday before Memorial Day and will reopen the first Sunday after Columbus Day.
- The Library will close on the Saturdays before and after July 4th. The Library will then reopen for summer Saturday hours (9am-1pm) until the Saturday before Labor Day.
- The Library will close at 6pm the Wednesday before Thanksgiving.
- When Christmas and New Year's Day occur Tuesday-Friday, the Library will close at 1pm the day before Christmas and at 6pm New Year's Day and will reopen the usual hours on the day following the holiday.
- When Christmas and New Year's Day occur on Saturday, the Library will be closed on Friday and Saturday.
- When Christmas and New Year's Day occur on Sunday, the Library will close at 1pm on Saturday before Christmas and will reopen the following Tuesday. The Library will be closed New Year's Day and the Monday that follows.
- When Christmas and New Year's Day occur on Monday, the Library will not open on the Sunday preceding Christmas and will reopen the following Tuesday. The Library will be open regular hours on New Year's Eve (Sunday) and will be closed New Year's Day.
- The Library will be closed on Easter Sunday.

II.11 WHEN ELECTRICAL FAILURE OCCURS

- 1.) Call the Municipal Light Plant (978-318-3101) between the hours of 8:00 a.m. and 4:30 p.m. After 4:30 call the Police (978-318-3400). Report the outage, and ask for an estimate of how long it might last, if that is known.
- 2.) Retrieve flashlights from each department's designated places, if necessary.
- 3.) Go to the third floor and clear all patrons to the first floor, escorting them down the stairs if necessary.
- 4.) Clear all patrons from the second floor to the first floor.
- 5.) Clear all patrons from the basement to the first floor.
- 6.) Make sure that no one is in the elevator. If someone is stuck in the elevator notify the custodian on duty, and if necessary call 911.
- 7.) If there is sufficient daylight, allow patrons to remain in public areas of the first floor. Put signs at entrance to stack areas, "CLOSED DUE TO POWER FAILURE." Block the entrances with a chair if necessary.
- 8.) If there is insufficient daylight, or if the power failure continues to the point that it becomes too dark for the first floor areas to be used, close the library. Send all staff except the custodian home. If there is no custodian, the highest level remaining employee should stay to work with the light plant employees.
- 9.) The decision to close requires assessing whether the public can use the library enough to warrant maintaining it open. If the Director can not be reached, and the staff feels unsure, the Town Manager should be called.

II.12 “PROBLEM PATRONS” IN THE LIBRARY

If any situation arises in the library which makes a staff member feel threatened or uncomfortable, the Concord Police Department should be called. They will assess the situation discretely; they have a wide experience with this, both in the library and elsewhere in the Town. The staff should not call social service agencies or attempt to provide any social services.

Examples of situations in which the police should be called might include: a patron who appears to have severe social or emotional problems who behave inappropriately or asks for help; a person who asks staff members for a ride home; a patron who is behaving in a threatening or verbally or physically abusive manner; or a group of people who are unwilling to follow library rules of conduct.

The phone call should be made if possible out of the range of sight or sound of the patron. Other staff members can be consulted before making the call; but the police would prefer be notified rather than having the library staff try to solve these problems without the police department’s help.

II.13 WORKING ALONE IN ISOLATED AREAS OF THE LIBRARY

When working alone at the branch library or in a potentially isolated area of the main library such as the third floor stacks or the basement, it is important to determine before beginning if there are other staff members or patrons nearby. A good rule of thumb is to walk around the area when arriving in order to be aware of other persons who are already present.

If at any time another persons presence or behavior should make a staff member feel uncomfortable in any way, the staff member should return to the first floor of the library as soon as possible and notify a supervisor or another staff member.

It is extremely important that staff members not feel reluctant or hesitant to mention any observations or uncomfortable feelings in this regard. Staff members should learn to trust their instincts in this manner.

II.14 CRIMES AGAINST PERSONS

When a crime is committed in the Library or on Library grounds, the Police **must** be notified.

At the point that a staff member or a patron reports that they have been harassed, molested, or robbed in the library or on the library grounds it becomes a police matter.

Call 911. Explain the situation clearly and carefully; ask for help. If safety allows, keep the alleged person in sight so that you can point him or her out to the police when they arrive.

II.14.A VANDALISM AND THEFT OF MATERIALS FROM THE LIBRARY

If at any time a staff member sees what he or she believes to be a property crime occurring in the library, the staff member should first approach the person or persons involved and determine, if possible, whether in fact and act of theft or vandalism is taking place or has taken place. The Library Director should be notified if possible, and the Police Department should be called.

If it is possible, the alleged perpetrators should be kept in sight or observations should be made which may allow for later identification. Even if the situation is ambiguous, call the Police. They will assess the situation discretely, having a wide experience with this, both at the Library and in the Town.

III.1 INCIDENTS/ACCIDENTS

In a serious medical emergency dial 911 and then report the emergency to your supervisor. Do what you can to make the person comfortable. **Remain Calm.**

You may offer minor first aid, such as Band-Aids or ice packs, but you are not to give medical treatment or physical assistance to other staff members or patrons. Stay with the injured person until professional help arrives. If you are assisting someone who is bleeding, take such precautions as wearing disposable waterproof gloves.

III.2 FIRE PROCEDURES

- 1.) Evacuate the Building. Be aware of any persons who may still be in the building.
- 2.) Staff should congregate in a designated area. Account for staff on duty.
- 3.) Make sure someone will direct Fire Department.
- 4.) Call 911 to confirm the fire issues.
- 5.) Determine by looking at the enunciator panel (near **Sudbury Rd.** Entrance) where in the building the fire is located.

When a fire is reported by the alarm has not gone off:

- 1.) Call 911 Immediately.
- 2.) Send someone to that part of the library to determine if there is a fire there:
 - a.) Feel the door for heat before opening it.
 - b.) If the door is VERY hot, do not open it.
 - c.) If the door is not extremely hot, open it, by cracking it first, then opening.
 - d.) Sound alarm at pull station if necessary.
- 3.) Evacuate the Building.
 - a.) Close doors if possible as each room is evacuated.
 - b.) Be aware of any persons who may still be in the building.

III.3 NON-FIRE EMERGENCY EVACUATION PROCEDURE

- 1.) Evacuate the building.
- 2.) Call 911.
- 3.) Account for all persons.
- 4.) Staff should congregate in a designated area.

III.4 INSTRUCTIONS FOR THE USE OF FIRE EXTINGUISHERS

For use in the event of a very small, CONTAINED fire:

- 1.) Remove extinguisher from wall bracket.
- 2.) Hold extinguisher upright, and pull ring pin.
- 3.) Start back eight (8) feet from the fire.
- 4.) Unhook nozzle; point it at the base of the fire.
- 5.) Squeeze lever; use a side to side sweeping motion.

ALWAYS CALL 911, NO MATTER HOW SMALL THE FIRE, AND EVEN IF THE FIRE HAS BEEN SUCCESSFULLY EXTINGUISHED.

III.6 CHECKLIST OF SAFETY CONCERNS (ACCIDENT AND FIRE PREVENTION)

1. Are all stairways, including fire stairs, clear of boxes, books and debris?
2. Are any unsecured heavy items improperly stored behind doorways or against walls?
3. Is anything that's flammable stored in any stairwell? This includes any paper, cloth, or cleaning supplies that can burn.
4. Are all interior handrails securely attached to the wall?
5. Are all bookcases properly secured and safe?
6. Are all carpets free of ridges or bumps high enough to cause someone to trip?
7. Are exit signs, preferably lighted, posted at all exits?
8. Do exit doors, including fire exits, have a crash bar rather than a conventional door knob?
9. Is the furnace room being used for general storage? If so, all flammable paper, cloth, cardboard, or wood items should be moved to another location. Paint cans, varnish, turpentine, and other flammables should **NEVER** be stored in a furnace room for any reason, nor should the brushes and rags used to apply them.
10. Have all fire extinguishers been inspected this year? Check the date of most recent inspection.
11. Have all smoke detectors been inspected this year? Check the date of most recent inspection.
12. Is the electrical service to the building and the service capacity evaluated on an on-going basis?

(Checklist Continued)

13. Is the safety and use of electric appliances in the kitchen area evaluated on a regular basis?
14. Have the elevators been inspected this year? Check the date of the most recent inspection. Are the elevators marked with emergency procedures?
15. Is an evacuation plan showing the major exits posted in each area of the building, including non-public areas?
16. Does each floor of the building have a second means of egress? Is it marked?
17. Are emergency procedures and evacuation plans discussed with staff on a frequently occurring basis?
18. Are the policies regarding when and how Police or Fire Departments are to be called discussed on a frequently occurring basis?
19. Are the policies regarding staff members working alone in areas of the building discussed on a frequently occurring basis?
20. What is the condition of the exterior approaches to the building? Are walkways maintained for safety? Are handrails securely attached and in good condition? Is the outside lighting sufficient?
21. Are rigid closing procedures, including supervisory responsibility, established and maintained to ensure that all unauthorized persons have left the building; that openings are secured; that fire hazards such as trash receptacles are checked every time the library is closed?

IV.1 FRIENDS OF THE CONCORD FREE PUBLIC LIBRARY

Who are the Friends?

Founded in 1970, the Friends of the Concord Free Public Library is a non-profit, volunteer organization which provides support for the Library through various fundraising activities.

What do the Friends Do?

- Host an Annual Book Sale and Auction each June, providing quality books at bargain prices for hundreds of buyers.
- Purchase passes which allow Library patrons free and discounted access to local museums.
- Sponsor poets and other cultural events to enrich and inform the community.
- Fund such projects as Large Print Books and the restocking of the record collection.
- Provide a steady supply of bargain books year round with a Bargain Book Cart.
- Organize more than 40 volunteers who work at the Library as unpaid assistants.

What are the Benefits of Being a Friend?

- Our fall and spring newsletters keep Friends up-to-date on Library news and events.
- Advance notice of special Friends Member Events
- Most rewarding of all is the knowledge that you are helping support on of the finest libraries in America, and an institution that occupies a special place in Concord's heart.

How to Become a Friend?

Come to the Library and fill out an application form. Or downloaded it off the library website www.concordnet.org/library/ and send it to the following address:

**Friends of the Concord Free Public Library
P.O. Box 644
Concord, MA 01742**

IV.2 DONATIONS TO THE BOOK SALE

- The Friends of the Library will accept books and other media in good condition for the Book Cart and the Annual Book Sale. Magazines, periodicals, and Reader's Digest Condensed Books, will not be accepted.
- Donations will be accepted for the Book Sale and Book Cart during library hours anytime from July 1st to May 15th.
- Only items in good condition will be accepted. Damaged, infested, or mildewed books will not be accepted, as they pose a threat to any library's collection.
- Donations should be brought to the Reference Desk in the Main Lobby.
- The donor must bring books to the library packed in sturdy containers that can be easily lifted by the Custodian.
- Donors may borrow a book card or a dolly to bring in particularly large numbers of books.
- If the Donor asks, the Library will supply a gift receipt form indicating the quantity of materials received. However, the library staff will not put a value on donated material.
- Books given to the Book Sale will be evaluated for possible inclusion in the Library's collection.

IV.3 DONATIONS TO THE LIBRARY COLLECTION

- Donors should be informed that Library donations will be accepted if it is the opinion of the appropriate selector that the material will be a useful addition to the collection. Donations become the property of the Concord Free Public Library. Materials not added to the collection, will be given to the Book Sale.
- A gift receipt form may be requested but the library staff will not be responsible for placing a value on the donated material.
- Any items accepted for the library collection require a certain amount of time for processing. The donor should understand that the gift will be added to the collection as soon as possible.
- The Library posts a list of periodicals or magazines it wishes to receive.
- Magazines suitable for swapping may be left in or taken from a designated box near the **Sudbury Road** entrance.
- Books by or about Concord Authors should be donated in duplicate, if possible. If only one copy is given is generally placed in the “Concord Authors” section, unless the donor specifically requests that it be put into the circulating collection.
- Donors wishing to give anything other than books or audio/visual material should be referred to the Library Director.

Library Bill of Rights

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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.

Adopted June 18, 1948, by the ALA Council; amended February 2, 1961; January 23, 1980; inclusion of "age" reaffirmed January 23, 1996.

Related Files

[ALA Library Bill of Rights](#) (PDF File)

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[Adobe Acrobat Reader](#)

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Privacy:

An Interpretation of the Library Bill of Rights

Introduction

Privacy is essential to the exercise of free speech, free thought, and free association. The courts have established a [First Amendment](#) right to receive information in a publicly funded library.¹ Further, the courts have upheld the right to privacy based on the Bill of Rights of the U.S. Constitution.² Many states provide guarantees of privacy in their constitutions and statute law.³ Numerous decisions in case law have defined and extended rights to privacy.⁴

In a library (physical or virtual), 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.⁵

Protecting user privacy and confidentiality has long been an integral part of the mission of libraries. The ALA has affirmed a right to privacy since 1939.⁶ Existing ALA policies affirm that confidentiality is crucial to freedom of inquiry.⁷ Rights to privacy and confidentiality also are implicit in the [Library Bill of Rights](#)'⁸ guarantee of free access to library resources for all users.

Rights of Library Users

The *Library Bill of Rights* affirms the ethical imperative to provide unrestricted access to information and to guard against impediments to open inquiry. Article IV states: "Libraries should cooperate with all persons and groups concerned with resisting abridgement of free expression and free access to ideas." When users recognize or fear that their privacy or confidentiality is compromised, true freedom of inquiry no longer exists.

In all areas of librarianship, best practice leaves the user in control of as many choices as possible. These include decisions about the selection of, access to, and use of information. Lack of privacy and confidentiality has a chilling effect on users' choices. All users have a right to be free from any unreasonable intrusion into or surveillance of their lawful library use.

Users have the right to be informed what policies and procedures govern the amount and retention of personally identifiable information, why that information is necessary for the library, and what the user can do to maintain his or her privacy. Library users expect and in many places have a legal right to have their information protected and kept private and confidential by anyone with direct or indirect access to that information. In addition, Article V of the *Library Bill of Rights* states: "A person's right to use a library should not be denied or abridged because of origin, age, background, or views." This article precludes the use of profiling as a basis for any breach of privacy rights. Users have the right to use a library without any abridgement of privacy that may result from equating the subject of their inquiry with behavior.⁹

Responsibilities in Libraries

The library profession has a long-standing commitment to an ethic of facilitating, not monitoring, access to information. This commitment is implemented locally through development, adoption, and adherence to privacy policies that are consistent with applicable federal, state, and local law. Everyone (paid or unpaid) who provides governance, administration, or service in libraries has a

responsibility to maintain an environment respectful and protective of the privacy of all users. Users have the responsibility to respect each others' privacy.

For administrative purposes, librarians may establish appropriate time, place, and manner restrictions on the use of library resources.¹⁰ In keeping with this principle, the collection of personally identifiable information should only be a matter of routine or policy when necessary for the fulfillment of the mission of the library. Regardless of the technology used, everyone who collects or accesses personally identifiable information in any format has a legal and ethical obligation to protect confidentiality.

Conclusion

The American Library Association affirms that rights of privacy are necessary for intellectual freedom and are fundamental to the ethics and practice of librarianship.

¹Court opinions establishing a right to receive information in a public library include [*Board of Education v. Pico*, 457 U.S. 853 \(1982\)](#); [*Kreimer v. Bureau Of Police For The Town Of Morristown*, 958 F.2d 1242 \(3d Cir. 1992\)](#); and [*Reno v. American Civil Liberties Union*, 117 S.Ct. 2329, 138 L.Ed.2d 874 \(1997\)](#).

²See in particular the [Fourth Amendment](#)'s guarantee of "[t]he right of the people to be secure in their persons, houses, papers, and effects, against unreasonable searches and seizures," the [Fifth Amendment](#)'s guarantee against self-incrimination, and the [Ninth Amendment](#)'s guarantee that "[t]he enumeration in the Constitution, of certain rights, shall not be construed to deny or disparage others retained by the people." This right is explicit in Article Twelve of the [Universal Declaration of Human Rights](#): "No one shall be subjected to arbitrary interference with his privacy, family, home or correspondence, nor to attacks upon his honour and reputation. Everyone has the right to the protection of the law against such interference or attacks." See: <http://www.un.org/Overview/rights.html>. This right has further been explicitly codified as Article Seventeen of the "[International Covenant on Civil and Political Rights](#)," a legally binding international human rights agreement ratified by the United States on June 8, 1992. See: http://www.unhcr.ch/html/menu3/b/a_ccpr.htm.

³Ten state constitutions guarantee a right of privacy or bar unreasonable intrusions into citizens' privacy. Forty-eight states protect the confidentiality of library users' records by law, and the attorneys general in the remaining two states have issued opinions recognizing the privacy of users' library records. See: [State Privacy Laws](#).

⁴Cases recognizing a right to privacy include: [*NAACP v. Alabama*, 357 U.S. 449 \(1958\)](#); [*Griswold v. Connecticut* 381 U.S. 479 \(1965\)](#); [*Katz v. United States*, 389 U.S. 347 \(1967\)](#); and [*Stanley v. Georgia*, 394 U.S. 557 \(1969\)](#). Congress recognized the right to privacy in the [Privacy Act of 1974 and Amendments \(5 USC Sec. 552a\)](#), which addresses the potential for government's violation of privacy through its collection of personal information. The Privacy Act's "Congressional Findings and Statement of Purpose" state in part: "the right to privacy is a personal and fundamental right protected by the Constitution of the United States." See: http://caselaw.lp.findlaw.com/scripts/ts_search.pl?title=5&sec=552a.

⁵The phrase "Personally identifiable information" was established in ALA policy in 1991. See: [Policy Concerning Confidentiality of Personally Identifiable Information about Library Users](#). Personally identifiable information can include many types of library records, for instance: information that the library requires an individual to provide in order to be eligible to use library

services or borrow materials, information that identifies an individual as having requested or obtained specific materials or materials on a particular subject, and information that is provided by an individual to assist a library staff member to answer a specific question or provide information on a particular subject. Personally identifiable information does not include information that does not identify any individual and that is retained only for the purpose of studying or evaluating the use of a library and its materials and services. Personally identifiable information does include any data that can link choices of taste, interest, or research with a specific individual.

⁶Article Eleven of the *Code of Ethics for Librarians* (1939) asserted that “It is the librarian’s obligation to treat as confidential any private information obtained through contact with library patrons.” See: [Code of Ethics for Librarians \(1939\)](#). Article Three of the current [Code](#) (1995) states: “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.” See: <http://www.ala.org/alaorg/oif/ethics.html>.

⁷See these ALA Policies: [Access for Children and Young People to Videotapes and Other Nonprint Formats](#); [Free Access to Libraries for Minors](#); [Freedom to Read](#) (<http://www.ala.org/alaorg/oif/freeread.html>); [Libraries: An American Value](#); the newly revised [Library Principles for a Networked World](#); [Policy Concerning Confidentiality of Personally Identifiable Information about Library Users](#); [Policy on Confidentiality of Library Records](#); [Suggested Procedures for Implementing Policy on the Confidentiality of Library Records](#).

⁸Adopted June 18, 1948; amended February 2, 1961, and January 23, 1980; inclusion of “age” reaffirmed January 23, 1996, by the ALA Council. See: <http://www.ala.org/work/freedom/lbr.html>.

⁹Existing ALA Policy asserts, in part, that: “The government’s interest in library use reflects a dangerous and fallacious equation of what a person reads with what that person believes or how that person is likely to behave. Such a presumption can and does threaten the freedom of access to information.” [Policy Concerning Confidentiality of Personally Identifiable Information about Library Users](#)

¹⁰See: [Guidelines for the Development and Implementation of Policies, Regulations and Procedures Affecting Access to Library Materials, Services and Facilities](#).

Adopted June 19, 2002, by the ALA Council.

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Links to non-ALA sites have been provided because these sites may have information of interest. Neither the American Library Association nor the Office for Intellectual Freedom necessarily endorses the views expressed or the facts presented on these sites; and furthermore, ALA and OIF do not endorse any commercial products that may be advertised or available on these sites.

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The 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 the 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.

A Joint Statement by:

[American Library Association](#)
[Association of American Publishers](#)

Subsequently endorsed by:

[American Booksellers Foundation for Free Expression](#)
[The Association of American University Presses, Inc.](#)
[The Children's Book Council](#)
[Freedom to Read Foundation](#)
[National Association of College Stores](#)
[National Coalition Against Censorship](#)
[National Council of Teachers of English](#)
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Children Rules for Online Safety:

THE FOLLOWING INFORMATION IS PROVIDED AT THE FAIRGROVE DISTRICT LIBRARY, THROUGH THE NATIONAL CENTER FOR MISSING AND EXPLOITED CHILDREN.

- I will not give out personal information such as my address, telephone number, parents work address/telephone number, or the name and location of my school without my parent's permission.
- I will tell my parents right away if I come across any information that makes me feel uncomfortable.
- I will never agree to get together with someone I "meet" online without first checking with my parents. If my parents agree to the meeting, I will be sure that it is in a public place and bring my mother or father along.
- I will never send a person my picture or anything else without first checking with my parents.
- I will not respond to any messages that are mean or in any way make me feel uncomfortable. It is not my fault if I get a message like that. If I do, I will tell my parents right away so that they can contact the online service.
- I will talk with my parents so that we can set up rules for going online. We will decide upon the time of day that I can be online, the length of time I can be on online and appropriate areas for me to visit. I will not access other areas or break these rules without their permission.

For further information on child safety, please call the National Center for Missing and Exploited Children at 1-800-843-5878 or visit their website at: <http://www.4j.lane.edu/InternetResources/Safety/Rules.html>

Library Bill of Rights

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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.

Adopted June 18, 1948, by the ALA Council; amended February 2, 1961; January 23, 1980; inclusion of "age" reaffirmed January 23, 1996.

Related Files

[ALA Library Bill of Rights](#) (PDF File)

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[Adobe Acrobat Reader](#)

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Privacy:

An Interpretation of the Library Bill of Rights

Introduction

Privacy is essential to the exercise of free speech, free thought, and free association. The courts have established a [First Amendment](#) right to receive information in a publicly funded library.¹ Further, the courts have upheld the right to privacy based on the Bill of Rights of the U.S. Constitution.² Many states provide guarantees of privacy in their constitutions and statute law.³ Numerous decisions in case law have defined and extended rights to privacy.⁴

In a library (physical or virtual), 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.⁵

Protecting user privacy and confidentiality has long been an integral part of the mission of libraries. The ALA has affirmed a right to privacy since 1939.⁶ Existing ALA policies affirm that confidentiality is crucial to freedom of inquiry.⁷ Rights to privacy and confidentiality also are implicit in the [Library Bill of Rights](#)'⁸ guarantee of free access to library resources for all users.

Rights of Library Users

The *Library Bill of Rights* affirms the ethical imperative to provide unrestricted access to information and to guard against impediments to open inquiry. Article IV states: "Libraries should cooperate with all persons and groups concerned with resisting abridgement of free expression and free access to ideas." When users recognize or fear that their privacy or confidentiality is compromised, true freedom of inquiry no longer exists.

In all areas of librarianship, best practice leaves the user in control of as many choices as possible. These include decisions about the selection of, access to, and use of information. Lack of privacy and confidentiality has a chilling effect on users' choices. All users have a right to be free from any unreasonable intrusion into or surveillance of their lawful library use.

Users have the right to be informed what policies and procedures govern the amount and retention of personally identifiable information, why that information is necessary for the library, and what the user can do to maintain his or her privacy. Library users expect and in many places have a legal right to have their information protected and kept private and confidential by anyone with direct or indirect access to that information. In addition, Article V of the *Library Bill of Rights* states: "A person's right to use a library should not be denied or abridged because of origin, age, background, or views." This article precludes the use of profiling as a basis for any breach of privacy rights. Users have the right to use a library without any abridgement of privacy that may result from equating the subject of their inquiry with behavior.⁹

Responsibilities in Libraries

The library profession has a long-standing commitment to an ethic of facilitating, not monitoring, access to information. This commitment is implemented locally through development, adoption, and adherence to privacy policies that are consistent with applicable federal, state, and local law. Everyone (paid or unpaid) who provides governance, administration, or service in libraries has a

responsibility to maintain an environment respectful and protective of the privacy of all users. Users have the responsibility to respect each others' privacy.

For administrative purposes, librarians may establish appropriate time, place, and manner restrictions on the use of library resources.¹⁰ In keeping with this principle, the collection of personally identifiable information should only be a matter of routine or policy when necessary for the fulfillment of the mission of the library. Regardless of the technology used, everyone who collects or accesses personally identifiable information in any format has a legal and ethical obligation to protect confidentiality.

Conclusion

The American Library Association affirms that rights of privacy are necessary for intellectual freedom and are fundamental to the ethics and practice of librarianship.

¹Court opinions establishing a right to receive information in a public library include [*Board of Education v. Pico*, 457 U.S. 853 \(1982\)](#); [*Kreimer v. Bureau Of Police For The Town Of Morristown*, 958 F.2d 1242 \(3d Cir. 1992\)](#); and [*Reno v. American Civil Liberties Union*, 117 S.Ct. 2329, 138 L.Ed.2d 874 \(1997\)](#).

²See in particular the [Fourth Amendment](#)'s guarantee of "[t]he right of the people to be secure in their persons, houses, papers, and effects, against unreasonable searches and seizures," the [Fifth Amendment](#)'s guarantee against self-incrimination, and the [Ninth Amendment](#)'s guarantee that "[t]he enumeration in the Constitution, of certain rights, shall not be construed to deny or disparage others retained by the people." This right is explicit in Article Twelve of the [Universal Declaration of Human Rights](#): "No one shall be subjected to arbitrary interference with his privacy, family, home or correspondence, nor to attacks upon his honour and reputation. Everyone has the right to the protection of the law against such interference or attacks." See: <http://www.un.org/Overview/rights.html>. This right has further been explicitly codified as Article Seventeen of the "[International Covenant on Civil and Political Rights](#)," a legally binding international human rights agreement ratified by the United States on June 8, 1992. See: http://www.unhcr.ch/html/menu3/b/a_ccpr.htm.

³Ten state constitutions guarantee a right of privacy or bar unreasonable intrusions into citizens' privacy. Forty-eight states protect the confidentiality of library users' records by law, and the attorneys general in the remaining two states have issued opinions recognizing the privacy of users' library records. See: [State Privacy Laws](#).

⁴Cases recognizing a right to privacy include: [*NAACP v. Alabama*, 357 U.S. 449 \(1958\)](#); [*Griswold v. Connecticut* 381 U.S. 479 \(1965\)](#); [*Katz v. United States*, 389 U.S. 347 \(1967\)](#); and [*Stanley v. Georgia*, 394 U.S. 557 \(1969\)](#). Congress recognized the right to privacy in the [Privacy Act of 1974 and Amendments \(5 USC Sec. 552a\)](#), which addresses the potential for government's violation of privacy through its collection of personal information. The Privacy Act's "Congressional Findings and Statement of Purpose" state in part: "the right to privacy is a personal and fundamental right protected by the Constitution of the United States." See: http://caselaw.lp.findlaw.com/scripts/ts_search.pl?title=5&sec=552a.

⁵The phrase "Personally identifiable information" was established in ALA policy in 1991. See: [Policy Concerning Confidentiality of Personally Identifiable Information about Library Users](#). Personally identifiable information can include many types of library records, for instance: information that the library requires an individual to provide in order to be eligible to use library

services or borrow materials, information that identifies an individual as having requested or obtained specific materials or materials on a particular subject, and information that is provided by an individual to assist a library staff member to answer a specific question or provide information on a particular subject. Personally identifiable information does not include information that does not identify any individual and that is retained only for the purpose of studying or evaluating the use of a library and its materials and services. Personally identifiable information does include any data that can link choices of taste, interest, or research with a specific individual.

⁶Article Eleven of the *Code of Ethics for Librarians* (1939) asserted that “It is the librarian’s obligation to treat as confidential any private information obtained through contact with library patrons.” See: [Code of Ethics for Librarians \(1939\)](#). Article Three of the current [Code](#) (1995) states: “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.” See: <http://www.ala.org/alaorg/oif/ethics.html>.

⁷See these ALA Policies: [Access for Children and Young People to Videotapes and Other Nonprint Formats](#); [Free Access to Libraries for Minors](#); [Freedom to Read](#) (<http://www.ala.org/alaorg/oif/freeread.html>); [Libraries: An American Value](#); the newly revised [Library Principles for a Networked World](#); [Policy Concerning Confidentiality of Personally Identifiable Information about Library Users](#); [Policy on Confidentiality of Library Records](#); [Suggested Procedures for Implementing Policy on the Confidentiality of Library Records](#).

⁸Adopted June 18, 1948; amended February 2, 1961, and January 23, 1980; inclusion of “age” reaffirmed January 23, 1996, by the ALA Council. See: <http://www.ala.org/work/freedom/lbr.html>.

⁹Existing ALA Policy asserts, in part, that: “The government’s interest in library use reflects a dangerous and fallacious equation of what a person reads with what that person believes or how that person is likely to behave. Such a presumption can and does threaten the freedom of access to information.” [Policy Concerning Confidentiality of Personally Identifiable Information about Library Users](#)

¹⁰See: [Guidelines for the Development and Implementation of Policies, Regulations and Procedures Affecting Access to Library Materials, Services and Facilities](#).

Adopted June 19, 2002, by the ALA Council.

[ISBN 0-8389-8208-5]

Links to non-ALA sites have been provided because these sites may have information of interest. Neither the American Library Association nor the Office for Intellectual Freedom necessarily endorses the views expressed or the facts presented on these sites; and furthermore, ALA and OIF do not endorse any commercial products that may be advertised or available on these sites.

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[Questions and Answers on Privacy and Confidentiality \(WORD\)](#)

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The 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 the 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.

A Joint Statement by:

[American Library Association](#)
[Association of American Publishers](#)

Subsequently endorsed by:

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[The Association of American University Presses, Inc.](#)
[The Children's Book Council](#)
[Freedom to Read Foundation](#)
[National Association of College Stores](#)
[National Coalition Against Censorship](#)
[National Council of Teachers of English](#)
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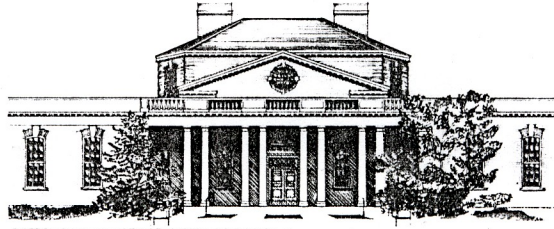
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Children Rules for Online Safety:

THE FOLLOWING INFORMATION IS PROVIDED AT THE FAIRGROVE DISTRICT LIBRARY, THROUGH THE NATIONAL CENTER FOR MISSING AND EXPLOITED CHILDREN.

- I will not give out personal information such as my address, telephone number, parents work address/telephone number, or the name and location of my school without my parent's permission.
- I will tell my parents right away if I come across any information that makes me feel uncomfortable.
- I will never agree to get together with someone I "meet" online without first checking with my parents. If my parents agree to the meeting, I will be sure that it is in a public place and bring my mother or father along.
- I will never send a person my picture or anything else without first checking with my parents.
- I will not respond to any messages that are mean or in any way make me feel uncomfortable. It is not my fault if I get a message like that. If I do, I will tell my parents right away so that they can contact the online service.
- I will talk with my parents so that we can set up rules for going online. We will decide upon the time of day that I can be online, the length of time I can be on online and appropriate areas for me to visit. I will not access other areas or break these rules without their permission.

For further information on child safety, please call the National Center for Missing and Exploited Children at 1-800-843-5878 or visit their website at: <http://www.4j.lane.edu/InternetResources/Safety/Rules.html>



CONCORD FREE PUBLIC LIBRARY

ART GALLERY CONTRACT

I, _____, having presented adequate evidence of both quality and quantity of work for an exhibition in the Art Gallery at the Concord Free Public Library, hereby acknowledge that the Library will receive, as a temporary loan, an exhibit to be entitled _____, and to consist of

I understand that my exhibit dates are _____ to _____.

I will be responsible for setting up the exhibit on _____ and for taking it down on _____.

I understand that I am to make no pencil or other markings on the Gallery panels or walls, or to affix anything to the walls. (Use of masking tape for temporary markings on the walls is acceptable.)

In addition, I understand that the Concord Free Public Library makes no charge for the use of its Art Gallery and takes no commission on sales. The Library carries no insurance on the contents in the Gallery, and cannot accept responsibility for theft of or damage to any property accepted by the Library on loan from me.

Name: _____

(Please print, and then sign.)

Address: _____ Home telephone: _____

_____ Work telephone: _____

Artist's signature: _____ Date: _____

Address: _____ Home telephone: _____

_____ Work telephone: _____

Library Staff Liason: _____ Date: _____

Three copies of this form must be mailed to the Library staff liason before _____.

129 Main Street • Concord, MA 01742 • 978-318-3300 • Fax 978-318-3344

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Art Gallery: General Information

Library Hours: The Art Gallery, located on the second floor of the Library, is open Monday through Thursday, 9am to 9pm; Fridays, 9am to 6pm; Saturday 9am-5pm. (September through June); Saturdays in July and August 9am To 1pm; Sunday, 12-5pm (closed Mid-May through Mid-October).

Security: Although the Library exercises reasonable precautions for artwork shown, it carries no insurance on the contents of the Art Gallery. Work is shown at the exhibitor's risk.

Exhibition Requirements: Art work must be matted, framed, or otherwise suitably prepared for exhibition. Throughout the exhibition, a price list corresponding to individual works, as well as the artist's resume, may be posted.

Publicity: Invitations and/or fliers are the artist's responsibility. News releases and local listings of the exhibit may be arranged. Photographs of the artwork and of the artist may be sent to the Concord Journal, at least eight days prior to the opening of the exhibit, for possible publication.

We encourage you to post information about the exhibit in the Lobby of the Library, on an available portable display bulletin board.

On our Concord Free Public Library Homepage, we can provide textual and visual information concerning your Library event. If you want to submit pictures of illustrations of your work, you may loan these to the Library (ATT. Ray Gerke) at least two weeks prior to your exhibit.

Resume: A single 8 1/2 x 11 page resume may be submitted to the Library Staff Liaison prior to the exhibition opening. (Information from this resume can be posted on the Concord Free Public Library Homepage, in the Library events section.)

Preparation/Arrangements: Pre-planning is essential for a quality show. The artist should bring tools and hardware necessary to set up the exhibition. There is no library staff assistance for mounting of the display.

Openings: Call the CFPL Reference Desk (978-318-3347) to schedule an opening. Schedule at least three weeks in advance. Detailed instructions concerning openings are on an information sheet, "Art Gallery Openings: Arrangements

Art Gallery Openings: Arrangements

- A. Choose a date and time for you opening.
 1. Openings during Library hours:
 - a. There is no charge for a custodian.
 - b. Any refreshments must be made available to everyone who attends the opening. Openings held during peak hours of Library use will have more “drop-ins.”
 - c. Alcohol may **not** be served.
 - d. Opening must end at least 15 minutes before closing time. All persons, including your cleanup crew must be out of the building by close.
 2. Openings held outside Library hours:
 - a. Openings held outside library hours are subject to a Library custodian being available.
 - b. A Library custodian must be hired for \$ an hour. He must be present 30 minutes before and 30 minutes following an opening.
 - c. Refreshments may include alcohol.
- B. Reserve the Gallery for an opening by contracting the Library Staff Liaison (Ray Gerke, phone: 978-318-3365)
 1. Barring a prior reservation, the Library Staff Liaison will reserve the Gallery for the time you wish on the Library’s scheduling calendar.
 2. Leave the name of a contact person and a telephone number in cast the Library staff needs to contact you.
- C. Arrange for the furniture when you schedule your opening.
 1. Throughout the showing you may have use of a small wooden table for a guest book and/or handout.
 2. If you choose to have plants, please make your own arrangements for watering; the Library staff does not do this.
 3. For your opening you may have:
 - a. A long table for refreshments
 - b. Additional chairs (a long, wooden bench remains in the Art Gallery)



Request for Reconsideration of Internet Site

Please return this form to the Director of the Library. The director will consider your comments and refer your concern to the Executive Committee of the Minuteman Library Network. The President or Executive Director of the Network will contact you to inform you of the response to your request.

Name: _____ Date: _____

Address: _____

City: _____ State: _____ Zip: _____ Phone: _____

Address of Internet site in question: _____

What brought this site to your attention?

What is it about this site that concerns you? (Be Specific)

Have you read/listened/viewed this site in its entirety? _____ YES _____ NO

What do you believe is the purpose or theme of this site?

What do you feel might be the result of reading/listening/viewing this site?

(Please continue on the other side)

VI.2 EMERGENCY CONTACT LIST

Barbara's cell phone: 617-930-5524

Ray's cell phone: 781-526-3002

Caroline's cell phone: 781-249-1858

Guy's cell phone: 978-505-8487

Concord Public Safety Dispatch 98-318-3400

Elevators: Associated Elevators - 1-800-828-5151 Ext 2.

Heating/Ventilating: Victory Heating, Request Gary: 800-993-4822

Leonard Electric: 978-937-8620

Steve Bowie's cell: 978-618-6271

Lexington Alarm: 781-275-4200

Beaudoin Bros. Plumbing: 978-369-3464

Emergency Generators: Craig Buxton 978-263-2543

Town Manager's Office: 978-318-3000

All existing Main staff keys work on the front door

- be sure it's closed afterward

Caroline, Joyce, Robin, Leslie, Jane, Woody, Guy and Ray have Sudbury Rd.
keys