

John G. McCullough Free Library  
North Bennington, Vermont  
***Connect. Discover. Create.***

## **General Operating Policy and Procedure**

### **Purpose:**

Describe the overall services, functioning and operations of the John G. McCullough Free Library (the “Library”).

### **Governance**

The Library is governed by a volunteer board of trustees who ensure that the Mission, Vision and Strategic Goals are met, reviewed and updated on a regular basis.

The board of trustees meets on a regular basis and carries out the following duties:

- Creates the by-laws
- Sets Library policy
- Hires and regularly evaluates the Library Director
- Long-range planning, in cooperation with the Library Director
- Financial Management
- Promotes Library use
- Community engagement in Library services and programming

### **Mission Statement:**

The John G. McCullough Library is an essential community center: a comfortable and welcoming place where people of all ages can satisfy their curiosity, stimulate their imaginations, become informed citizens and connect with the online world. Our library cultivates a stable, vital and dynamic community by facilitating lifelong learning and literacy at all levels.

### **Vision Statement:**

**Connect** with clear, consistent communications about events, initiatives and changes.

**Discover** a convenient and welcoming space for all.

**Create** learn and grow with us as we learn and grow with you!

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### **Best Practices**

The Library adheres to the American Library Association's Library Bill of Rights and guidance provided by the Vermont Department of Libraries.

### **Hours of Operation**

Library hours are:

Tuesday & Wednesday 1:00 – 8:00 pm

Thursday & Friday 1:00 – 6:00 pm

Saturday 10:00 am – 2:00 pm

### **Membership**

The Library offers free membership to people of all ages without residency restrictions; our visitors include residents of other states who work and live nearby or may be seasonal residents.

To acquire membership, a person will provide a photo identification card or proof of a valid mailing address, such as a driver's license, a lease, a utility bill, or a letter addressed to them.

- a. E-Accounts: Individuals can activate a provisional Library account online via the Library website. The person will be granted access codes for ebooks, digital audiobooks and other digital services. To open an E-account, the person must present photo identification and proof of a valid mailing address to library staff.
- b. Child memberships (under age 16 years): Library membership must be linked to an adult guarantor's account that will be responsible for all items borrowed. The child membership will automatically upgrade to an adult membership at age 16. Library staff will not disclose a child's borrowing history or other account information to parents of children who are age 16 or older.
- c. Non-Member Patron Services: Library membership is not required for persons to participate in Library programming, computer use, reference services or in-library use of materials.

### **Member Loans**

- a. **Late Item Returns:** The Library does not charge fines for items returned after their due dates. Members are highly encouraged to return items on time and to make a donation to the Library if returning items after they are due. The Library reserves the right to contact members about overdue items in their accounts via email, telephone or post.
- b. **Damaged Items:** It is expected that loaned items will be returned in good condition. Damage beyond normal wear should be brought to the attention of staff when an item is returned. Library staff will recommend items to be replaced or repaired. Borrowers will be responsible for replacing damaged items by purchasing a new copy of the specific item damaged (matching ISBN) or by reimbursing the Library for the cost of a new copy. Damage to interlibrary loans will be assessed by the lending library and the full cost of repair or replacement will be charged to the borrower's account. Borrower will rectify this charge before additional items or requesting other interlibrary loans.
- c. **Lost Items:** An item will be considered lost when it has been overdue for six weeks. Borrowers will be responsible for replacing lost items by purchasing a new copy of the specific item lost (matching ISBN) or by reimbursing the Library for the cost of a new copy. Members with lost items in their account that have not been replaced will not be able to check out other items until they have returned or replaced the missing item.

### **Meeting Space**

Groups of patrons are welcome to use the public central table in the Library as meeting space during normal operating hours. The Library does not provide space for for-profit meetings, workshops and gatherings, or political campaigning.

### **Unattended Minors**

Children under the age of 7 years must be accompanied by a responsible person (example: sitter, parent, sibling). Person responsible for the minor should not leave the child alone in the Children's Room to browse for books or use Library computers.

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### **Use of Library Computers**

All Library members and visitors are free to use the public computers in the Library. Visitors should log the time they started computer use on the sign-up sheet when they begin. They may be asked to let others onto the computer after thirty minutes, during times of high computer demand.

Computers on the second level are exclusively for use by members and visitors under the age of 16 years.

Library computer users and wifi are prohibited from computer hacking or other behaviors intended to cause unauthorized access or harm to others' computer systems; any activities that compromise the safety and security of a minor; accessing sexually explicit materials; or any other use prohibited by local, state or federal law.

All Library computers are shut down five minutes before closing and users are expected to save their work and end their computer session.

### **Bulletin Boards**

Members and visitors may post flyers and advertisements for public events, non-profit initiatives and general community announcements on the inside of the front doors to the Library. For-profit and political advertising are not permitted. Library desk staff will assist with posting a flyer.

### **Service Animals**

Service animals are welcomed in the Library. Pets are not allowed.

### **Dress Code**

Visitors and members are expected to be clothed. Tops and bottoms covering areas usually covered by bathing suits are required for everyone. Shoes must be worn at all times.

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### **Food and Beverages**

Members and visitors may have beverages in the Library using containers with a lid and light snacks. Food and beverages are not permitted at computer stations.

### **Weapons**

The Library is a weapons free campus.

### **Substance Use**

Alcohol, tobacco, illegal substances and e-cigarette/vape products are not allowed in Library spaces or on Library property.

Library-hosted events that serve alcohol will be provided by a licensed vendor.

Members or visitors who are visibly under the influence of substances while on the Library Campus or at a Library event may be asked to leave the premises.

### **Suspension of Library Privileges**

- Members or visitors who violate the Library policies for conduct may be asked to leave the Library for the day or permanently.
- Staff reserve the right to contact law enforcement if a person presents a danger to the safety of others, the collection or Library property.
- Violation of policies or disruptive behaviors may result in suspension of Library privileges, including membership and /or use of space. The decision to temporarily suspend Library privileges for the remainder of the day is based on the criteria outlined.
- Library staff who temporarily suspend a visitor or member will complete an incident report and immediately notify the Library Director.
- Longer term or a permanent suspension of Library privileges is made by the Library Director who will notify the board of trustees in writing.

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This policy will be reviewed, but not limited to, every other year by the board of trustees.

Prepared by: Trustees of John G. McCullough Free Library

Initiated: April 2021  
Reviewed: April 2021  
Revised: April 2021

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Board of Trustees – Chair

\_\_\_\_\_  
Date

\_\_\_\_\_  
Library Director

\_\_\_\_\_  
Date