

MILFORD PUBLIC LIBRARY POLICIES

- I. Milford Library
 - A. History
 - B. Governance
 - C. Mission Statement

- II. Services
 - A. Hours
 - B. Patron Behavior
 - C. Program Room
 - D. Exhibits
 - E. Community Information

- III. Friends of the Library

- IV. Materials and Selection

- V. Circulation
 - A. Service Defined
 - B. Fines and Fees
 - C. Patron Cards
 - D. Confidentiality
 - E. Computer for Public Use

- VI. Reference
 - A. Service Defined
 - B. Interlibrary Loan
 - C. Electronic Indexes
 - D. Microfilm Equipment
 - E. History and Genealogy Room

- VII. Children's
 - F. Service Defined
 - G. Fines and Fees
 - H. Patron Cards
 - I. Confidentiality
 - J. Computer for Public Use
 - K. Story Hour

- VIII. Media
 - A. Service Defined
 - B. Video Borrowing Rules

- IX. Technical Services
 - A. Services Defined
 - B. Gifts
 - C. Weeding

 - A. Introduction
 - B. Code of Ethics
 - C. Schedules
 - D. New Employees Orientation
 - E. Telephone
 - F. Store room policies
 - G. Lockers
 - H. Parking
 - I. Smoking
 - J. Seasonal/Temporary Employees
 - K. Reading for the Blind

- XI. EMERGENCY PROCEDURES
 - A. Accidents and Injuries
 - B. Elevators
 - C. Fire Drills
 - D. Building Evacuation
 - E. Power Failure
 - F. Suspicious odors, fumes, or vapors
 - G. Fire Extinguishers
 - H. Security

- XII. Appendices
 - A. AN ORDINANCE ESTABLISHING CONDITIONS OF EMPLOYMENT & BENEFITS FOR OFFICIAL & EMPLOYEES IN THE SERVICE OF THE CITY OF MILFORD.
 - B. RULES AND REGULATIONS OF THE CIVIL SERVICE COMMISSION, CITY OF MILFORD.
 - C. THE WORKING AGREEMENT BETWEEN THE CITY OF MILFORD AND THE MILFORD EMPLOYEES; ASSOCIATION
 - D. THE WORKING AGREEMENT BETWEEN THE CITY OF MILFORD AND THE MILFORD SUPERVISORS' ASSOCIATION.

Milford Public Library

I-A. HISTORY

The earliest libraries in Milford were in effect extensions of the book collections that were associated either with the Church as is the case with Reverend Peter Prudden and his successor Roger Newton; or with education as in the collection of Jasper Gunn, Milford's first school teacher. These book collections focused on Bibles and theological works; the works of Virgil, Ovid, other works written in Latin, as well as English language dictionaries.

In 1745 Milford's first actual library was established. It was called the First Society Library of Milford and it belonged to the First Church of Milford. It was a subscription type of library, and members paid an annual fee for its services. In addition, members had to post a bond in the amount of ten pounds for security against damage or loss of the books. The library was principally made up of books of sermons, a few books of travel, voyages, history and philosophy. The second Library was Associate Library founded in 1761, by the Second Plymouth Church.

By the beginning of the nineteenth century interest in these libraries began to wane. Between 1820 and 1858, there is no record of any library in Milford. However in 1858 the Milford Lyceum was chartered by the State of Connecticut to establish a library. The Milford Lyceum Library was not associated with any church but part of the Lyceum Movement which had its main goal the education of the common man through books and lectures. It was a social or subscription library with small dues charged to members. In 1887, a fire destroyed a large part of the collection. Through the efforts of the Friend of the Library, the collection was rebuilt. The Lyceum Library was dissolved in 1894 with the founding of the Taylor Library.

The Taylor Library built by Henry Augusta Taylor at a cost of \$25,000 was dedicated on Saturday February 2, 1895. There were 2,000 volumes on its book shelves. On the following Monday 250 library cards were issued, and 400 books were loaned. The Citizens of Milford supplemented the collection with gifts of books and periodicals. Books which were donated to preserve the memory of early pioneers were housed in the "Colonial Alcove". At the end of the first year, the Library owned 6,322 volumes and 824 borrowers, and circulated 93 items a day.

In the years that followed Milford added four branch libraries; Devon (1928), Children's (1935) Wildermere (1939) and Woodmont (1946). The Woodmont Library which is currently staffed and maintained exclusively by volunteers is still serving its community. The Children's Library was incorporated

into the New Milford Public Library in 1976; Devon and Wildermere were closed in 1981.

The Milford Public Library, located at the corner of New Haven Avenue and Shipyard lane, was dedicated on Sunday July 4, 1976, and officially replaced the old Taylor Library. The building is 39,072 square feet in size and cost approximately \$2 million to construct. There were 85,000 volumes and circulation and registration tripled in the first week.

In 1982 the swollen Wepawaug River flooded the library with three and a half feet of water causing extensive damage to the lower level where the Children's Department, Technical Services Department, and the program room are located. Among the losses were 5,000 children's books and 1,500 new books which were being processed. In addition, typewriters, shelving and furniture were ruined. It took almost two years to completely restore all affected areas. The Library received much needed assistance from The Friends of the library who established the Children's Library Emergency Flood Fund.

On November 14, 1986, the Library went "on-line" through a shared computer system called BIOBIOMATION. The use of computer technology to perform traditional library functions has had a profound effect on library service. In September of 1993, the library used the services of a computer consultant to develop a long range automation plan. The library hopes to provide the citizens of Milford with enhanced access not only to the books, periodicals, videos, and audio materials contained in our library but also through telecommunication to collections of other libraries as well as the information available in a variety of online information databases.

I-B. GOVERNANCE

The Board of Public Library was established by the Charter of the City of Milford Article IV Section 2 (a) and (b).

Charter of the City of Milford – Article IV Section 15. Board of Public Library:

"There shall be a board of public library consisting of nine members appointed by the mayor, with the approval of the majority of the Board of Aldermen. The original board will have three members for one year; three members for two years; and three members for three years. Thereafter, on or before January first, the mayor shall appoint three members for each year for three year terms. Such board shall have all powers and duties as prescribed by the state statutes and other as passed by ordinance by the board of alderman. (Referendum of 11-21-68; Referendum of 11-16-73.)"

Chapter 190, section 11-20 through 11-37 of the General Statutes of Connecticut pertain to public libraries.

The Bylaws of the Milford Public Library Board of Directors were revised and adopted on April 3, 1991.

The Board meets on the first Wednesday of each month at 8:00 in the Program Room of the Library. The officers of the Board are the president, vice president, secretary and the treasurer.

I-C. MISSION STATEMENT

The ultimate aim of the Milford Public Library is to provide the means for people to keep up with change in all areas, educate themselves continuously, become socially and political aware, be more capable in their occupations, develop their creative abilities, appreciate literature, and the arts, be knowledgeable about the past, and stimulate their own personal and social well being.

It is the responsibility of the library to serve as a center of reliable information; to assemble, store and retrieve information of individuals and general interest as can be found in books and related informational and recreational materials.

To aid in carrying out the mission the library seeks:

To provide freedom of thought and information.

To provide opportunity and encouragement for people of all ages to educate themselves continuously through library materials, programs, and technical facilities.

To support educational, civic, and cultural activities of groups and organizations, provide information on their issues, and services, and encourage their use of the library.

To provide opportunity for recreation through the use of literature, music, and other art forms, and by the ongoing presentation of programs of current or ongoing interest. (ADOPTED BY THE BOARD 9/92J)

II. SERVICES

(APPROVED BY THE MILFORD PUBLIC LIBRARY BOARD 6/04/2008)

II-A HOURS

The library strives to provide public service hours which meet the needs of the public. The public service will take into account the Library's budget limitations. In addition, public service hours will be balanced against the staff time required to perform the many administrative, collection maintenance tasks, and clerical routines that are necessary to maintain the Library in an organized and orderly manner that is essential to facilitate access to our materials by our patrons.

2. The Library will endeavor to maintain the below listed public service schedule. Throughout the year, the Library Board may make minor, temporary adjustments to the schedule for summer hours, holidays, or in response to special circumstances.

ADULT DEPARTMENT

MONDAY 10:00 AM – 8:30 PM
TUESDAY 10:00 AM – 8:30 PM
WEDNESDAY 10:00 AM – 8:30 PM
THURSDAY 10:00 AM – 5:00 PM
FRIDAY 10:00 AM – 5:00 PM
SATURDAY 10:00 AM – 5:00 PM

CHILDRENS DEPARTMENT

MONDAY 10:00 AM – 8:00 PM
TUESDAY 10:00 AM – 8:00 PM
WEDNESDAY 10:00 AM – 8:00 PM
THURSDAY 10:00 AM – 5:00 PM
FRIDAY 10:00 AM – 5:00 PM
SATURDAY 10:00 AM – 5:00 PM

The Library shall be closed on Saturdays from the Oyster Festival (third Saturday in August) through and including Labor Day.

II-B PATRON BEHAVIOR

The purpose of the Library is to provide a facility for research, study, educational programs, and leisure reading. The library seeks the cooperation of all patrons to exercise good judgment and demonstrate common courtesy to other patrons while at the Library. In order to maintain an atmosphere that supports our purpose, the Library Board of Directors has established the following rules of behavior.

QUIETNESS/TELEPHONE USE – Intermittent conversation at a low level is permitted, but must not disturb other patrons. Limited cell phone use is permitted. Cell phone use is not permitted at the public service desks. Extended calls may be taken in the lobby areas or outside the building. Library telephones are for business use only; limited emergency use is at the discretion of the staff.

SIZE OF GROUPS – There is a limit of four (4) or two (2) persons per table depending upon table size, and one person per chair.

ATTIRE – Proper attire (including shoes and shirts) is required.

SAFETY – The library will not permit articles in the building, which represent a safety or fire hazard. Bicycles and other similar vehicles are not permitted in the building including the lobby. Unattended bags may not be left in the Library. Library staff will not assume responsibility for personal possessions.

CHILDREN-For policies concerning Children, see section VII.

NOTE: Due to safety regulations the Library cannot loan scissors or other items, which may be dangerous or cause the Library to incur liability.

THE FOLLOWING BEHAVIOR IS PROHIBITED IN THE LIBRARY AND ON ITS GROUNDS

Smoking in the building is prohibited.

Food and beverages are prohibited in the Library. Water in closed containers is permitted.

Soliciting is prohibited.

Viewing and/or displaying information or images that are obscene or harmful to minors (consistent with state laws and/or local standards) via the library's network computers, personal laptops, or through any other methods is prohibited.

Pets are prohibited in the building. Service dogs are permitted.

Littering is prohibited.

Theft of library materials or use of false identification to obtain library privileges will be prosecuted under Connecticut law.

Disorderly and/or disruptive behavior, which includes but is not limited to sleeping, drunkenness or other misconduct that interferes with the functioning and/or purpose of the library operation is prohibited.

Running is prohibited.

The use of drugs or alcohol in the Library or on Library grounds and/or misconduct arising out of drug or alcohol use is prohibited.

Verbal or physical abuse, including threats of violence, towards any individual is prohibited.

Skateboarding, bicycle riding, roller blading, and roller skating are prohibited on Library property. This property includes the Library building and its grounds, sidewalks, and entranceways.

Misuse of the rest rooms (i.e. using them as a laundry or bathing facility) is prohibited.

These rules have been formulated with the cooperation of the Milford City Attorney and the Milford Police Department.

Failure to comply with a reasonable, official request to follow these Rules constitutes a violation of the Rules. Individuals, who have been requested to comply with the rules and fail to do so, will be asked to leave the building. If necessary the Milford Police will be called to enforce the rules.

VIOLATIONS OF THESE RULES WILL RESULT IN TEMPORARY OR PERMANENT SUSPENSION OF LIBRARY PRIVILEGES DEPENDING ON THE SEVERITY OF THE VIOLATION.

(APPROVED BY THE LIBRARY BOARD 6/4/2008)

II- C PROGRAMS

1. In accordance with the Library's Mission Statement, the Library will use programming in the form of lectures, demonstrations, presentations, etc. to provide information, education, and recreation for library patrons.

2. Library programs are offered free of charge and are open to everyone.

II- D PROGRAM ROOM

1. Eligibility: The Program Room is available for use by educational and cultural organizations. Program Room events should be available to the public. The Library reserves the right to deny permission to use the room if it is determined that this criteria is not met. Organizations should be prepared to submit documentation as to the status, membership, function, etc.

2. Library sponsored programs will have precedence over other requests, City affiliation organizations take second precedence: cultural and informational organizations third.

3. Juvenile organizations may use the Program room only under the supervision of an adult which is at least 18 years of age.

4. Limitation on Use: Evening use is limited to three uses: daytime use is limited to five uses per calendar year per group (including an organizations committee) Reservations for the Program Room must be made through the Office Assistant. The signed contract must be returned to confirm your reservation. Reservations may be made in advance; standing reservations can not be made.

5. Availability: The Program Room is available Monday through Wednesday between the hours of 10 AM and 10 PM. There is no access before 10 AM. Meetings must begin before the Library closes at 8:30PM; Thursday through Saturday between the hours of 10 AM and 5 PM (Saturday not available during the summer schedule)

Please note: Program Room availability is dependent upon the availability of a custodian. The Department of Public Works, and not the Library, has the authority for assigning custodians. If for any reason a custodian is not assigned, it will be necessary to cancel the use of the Program Room.

6. IF REFRESHMENTS ARE SERVED THEY MUST BE SET UP IN THE TILED AREA. There is a kitchenette consisting of a small refrigerator and 2 heating elements. The library can provide chairs, tables (30" x 84"), a microphone and internal PA; 16 mm projector and screen. No other equipment is available. Organizations are responsible for using the equipment on their own as well as preparation and clean-up. Organizations should anticipate their needs and bring necessary supplies.

7. Organizations assume the responsibility for damages to the Program Room and its contents. The library is not responsible for the equipment, supplies, and materials of an organization or individual using the Program Room. Organizations must remove their materials at the end of their program. Materials can not be stored over night at the Library.

8. Commercial transactions, charging fees, and soliciting donations are prohibited.

9. Fire Department regulations establish the maximum occupancy at 97 persons. Smoking or the consumption of alcohol beverages is not permitted.

10. Parking: There are approximately 20 one hour spaces and 20 two hour spaces for general Library use. Large organizations may have parking problems when the Library is busy. Cars parked in the staff parking or other restricted may receive parking tickets from the Milford Police

11. The library reserves the right to deny or revoke permission to any group who violates the Program Room rules.

12. Program Room users are required to sign a WAIVER OF RESPONSIBILITY that contains the following wording.

“The organization using the Program Room certifies that they have read the Program Room Rules and will abide by them, that they meet the eligibility criteria stated in Rule #1, and that they agree to hold Milford Public Library Harmless in matters of liability relating to their use of the facility.

II-E EXHIBITS

1. The Library does not actively seek out exhibitors. Individuals or groups who have materials to display may contact the Library request the opportunity to exhibit.

2. The Library does not evaluate the contents of an exhibit. However, materials may not be exhibited which are in violation of applicable Federal, State, or local laws. The exhibitor should be sure that the exhibit is suitable for people of all ages to view. It should be kept in mind that the gallery area is seen by children who might not be ready to view certain types of materials.

3. The Library does not permit overt commercialism. One person exhibits may not list prices of articles on display; articles may not be offered for sale at the Library. However, exhibitors may leave their business cards or phone numbers so that members of the public who might be interested in using their services may contact them privately.

4. There are times when the exhibits have a point of view, just as many of our books have a point of view. The library does not exercise censorship. We see our obligation as providing the opportunity for those with opposing view points be given an equal opportunity for those with opposing view points to be given an equal opportunity to exhibit materials that support their position.

5. Fire regulations do not permit the hanging in the gallery area paper art work, or materials that are not fire rated. Materials of this type may only be hung if placed in glass frames or matted. If an exhibitor has any questions, they should consult the Milford Fire Marshal.

6. Exhibitors are urged to examine the gallery area, physical dimensions of the exhibit cases, etc in advance of their exhibit in order to be sure that the area and method of display are adequate for their materials. Please note that the exhibit cases may not be moved from their locations.

7. The library does not permit the use of tape, thumb tacks, etc. to display materials as they may damage the walls.

8. Exhibitors are responsible for stating up and removing their own displays.

9. USE OF THE LADDER. For reasons of safety and liability, Library staff of the exhibitor may not move the ladder to the Gallery landing. This must be done by the custodian. The custodian is normally on duty after 3:30 PM. If no custodian is on duty, Public Works will be called and asked to send some one to move the ladder to the landing.

10. The Library advises exhibitors to avoid problems by checking in advance of you have any questions about the facilities, or any aspect of exhibiting at the library.

11. Exhibitors are required to sign a WAIVER OF RESPNSIBILITY that contains the following wording.

“The undersigned hereby represents that he or she is the owner, or the agent of the owner, or is otherwise responsible to the owner or owners, of certain articles classified generally as art or hobby collections, placed on to be placed on public exhibition at the Milford Public Library.

The undersigned agrees to hold the MILFORD PUBLIC LIBRARY and its agents harmless from all pecuniary charges whatsoever, resulting from loss due to theft, fire, vandalism, disappearances, damage to said articles from whatever cause.”

II-F COMMUNINTY INFORMATION

1. The library maintains a Library Information Bulletin Board to alert the public about Library related matters. In addition the Library uses other areas of the Library to post and display information.

2. In accordance with the Library’s mission to provide information, the Library accepts informational materials from the public for dissemination. This information may be in the form of posters, pamphlets, petitions, etc.

3. The Library does not evaluate or censor public informational materials. We see our obligation as providing the opportunity for those with opposing view points to be given an equal opportunity to distribute materials that support their position.

4. Permission must be obtained from the Library before posting or distributing materials. Materials may not be distributed which are in violation of applicable Federal, State or local laws. The Library does not permit overt commercialism.

5. The Library has two bulletin boards as well as counter and desk space available for public use. Materials will be posted or distributed on a space available basis. The Library reserves the right to discard materials which are in violation of Library policy, which did not receive approval, which have become outdated, or to equalize the opportunity for display.

6. The Milford Library will permit community oriented organizations to informally use certain areas of the Library. In order to be fair to the other users of the Library the following conditions apply.

- a. The organization must complete the appropriate form so that the Library may be sure that there is no conflict with other organizations or Library activities.
- b. The organization agrees that any disturbance to normal Library use will cause permission to be withdrawn at any time.
- c. The Library cannot provide any equipment, supplies, etc. and their use is limited to the area which they have requested.
- d. The organization agrees to hold the Milford Public Library harmless in matters of liability relating to their use of the facility.

III. FRIENDS OF THE LIBRARY
[APPROVED BY THE LIBRARY BOARD 3/8/94]

1. The Friends of the Milford Public Library, Inc. were incorporated under the Nonstock Corporation Act of the State of Connecticut on September 18, 1981.
2. The Friends of the Milford Public Library are governed in accordance of their Bylaws.
3. The purpose of The Friends of the Milford Public Library is to maintain an association of persons interested in books and libraries; to focus public attention on library services, facilities and needs; and to stimulate gifts of books, magazines, desirable collections, endowments and bequests.
4. The objectives of The Friends of the Milford Public Library are:
 - a. To purchase books.
 - b. To aid in special projects
 - c. To provide essential items that are not covered by the Library's budget.
 - d. To act as advocates.
 - e. To help stimulate the public's interest in the library.
 - d. To focus attention on the many services and new facilities offered by the Library.
5. To attain these goals The Friends of the Milford Public Library have just two sources of income:
 - a. Membership dues
 - b. Proceeds from used book sales.

IV. MATERIALS SELECTION POLICY
(Approved by the Library Board 11/7/2007)

1. It is the responsibility of the Library Board to identify and adopt written policies for the selection of library materials. The Materials Selection Policy of the Milford Public Library has been written to serve as a guide for authorized personnel in the selection of library materials, to inform the public as to the criteria upon which library materials are selected and withdrawn, and to provide a method for registering and responding to public complaints regarding materials in the library collection.

2. The selection of library materials shall be vested in the Library Director and under his/her direction such members of the library staff who are qualified by reason of education, training, or experience. The Library Materials Selection Committee shall consist of the Library Director, Assistant Library Director, Reference Librarian, Children's Librarian, Media Librarian, and the Supervisor of Circulation.

3. The Library will provide materials within the limitations of its budget, which meet its objectives as defined in the Library Mission Statement. Materials may include print, nonprint, and electronic formats.

4. Materials acquired will meet acceptable standards in terms of content, expression and format. Standards include: accuracy and quality of content, social significance of the content, strengths and weaknesses of the existing collection, public demand, and community needs and interests. Selectors will also take into account the permanent value of certain materials based on literary or scholarly excellence; such items will not be based on popular demand.

5. The Library staff may evaluate materials on the basis of reviews in standard library publications and literary periodicals such as Public Library Catalog, Library Journal, Publishers Weekly, Bulletin for the Center for Children's Books, New York Times Book Review, etc. The library staff will also meet with sales representatives of established book distributors for the purposes of selecting appropriate materials.

6. Patrons have the right to request that the Library buy materials. This request is honored if it is felt that the materials are in accord with the materials selection policy.

7. The Library will not attempt to furnish materials needed for formal courses of study offered by elementary or secondary schools and for institutions of higher learning. The Library collection will enhance but not provide curriculum materials. The Library will supplement titles selected for summer

reading lists. The public library has materials for self-study, but it is not specifically designed to furnish reading required for academic study.

8. It is the policy of the Library that the ultimate responsibility for what children borrow rests with their parents or guardians and not the library. Items in the Children's Department are selected by the same standards as all library materials; the collection of the Children's Department targets children from preschool through sixth grade. Resources of the entire library are accessible to everyone. Selection of adult material will not be restricted by the possibility that these materials may come into the possession of children. The library staff cannot be expected to know the content of every item in the library collection or to supervise the reading of every young person who uses the library.

9. The library collection will be kept attractive and current by a continual program of repairing, discarding or replacing worn and out-dated materials. When popular demand subsides, multiple copies of a formerly popular item may be withdrawn

10. All materials except reference materials and those items, which are rare or fragile, will be lent for home use under the Library regulations and procedures.

11. The Library will not select materials, which are in violation of applicable Federal, State and local laws.

12. GIFTS

a. Gift materials will be added to the collection if they meet the Library's selection criteria. Materials which are not added to the library collection will be given to the Friends of the Library for their book sale, sold on the Library's discard table, or simply discarded.

b. The Library provides acknowledgement receipts to the donors of the materials. However, in accordance with IRS regulations and the Tax Reform Act of 1984 (Section 155a), the library cannot provide any statement as to the value of the donated items.

13. The Library Board subscribes to the Library Bill of Rights of the American Library Association, which affirms its belief in the following basic policies:

a. As a responsibility of library service, books and other materials acquired should be selected or rejected based upon such qualities as usefulness,

interest, information and enlightenment of all the people of the community. In no case should any materials be excluded because they are controversial in nature or because of the race, nationality, and political or religious views of the writer.

- b. There should be the fullest practicable provisions of material presenting all points of view concerning the problems and issues of our times, international, national, and local; and books or other materials of sound factual authority should not be proscribed or removed from library shelves because of partisan or doctrinal disapproval.
- c. This board believes that censorship is a purely individual matter and declares that while anyone is free to reject for him/herself materials of which he/she does not approve, he/she cannot exercise this right of censorship to restrict the freedom of others.
- d. This board adopts and declares that it will adhere to and support the Library Bill of Rights and makes it part of this statement.

14. The library adopts and makes part of this policy the complaint form recommended by the Connecticut Association for use when a patron wishes to make a formal complaint. Upon receipt of a complaint the Library Materials Selection Committee will review the material in question. A written reply explaining the decision of the committee will be sent to the patron who has made the complaint. The patron may appeal the committee's decision in writing to the Library Board.

MATERIALS COMPLAINT FORM

Patrons may use this form to express their objection or opinions about materials, which are included in the Library's collection. The completed form should be returned to the Library Director. The Library Selection committee will consider the complaint using as a guideline the Library's Materials Selection Policy. A written reply explaining the decision of the Selection Committee will be made to the patron. The patron may appeal the decision of the Selection Committee to the Library Board by sending a letter in care of the Library Director

Type of material (Book, periodical, etc) _____
Author _____
Title _____
Publisher _____ Date _____
Complaint initiated by _____
Address _____
City _____ State _____ Zip _____
Telephone _____
Email (Optional) _____

Do you represent an organization or group? Please identify.

- a. To what in the work do you object? Please be specific, cite pages.
- b. Did you read the entire work? What parts?
- c. What do you feel might be the result of reading this work?
- d. What do you believe to be the theme of this work?
- e. What other materials would you suggest to provide the same point of view on the subject covered?
- f. Other comments.

Library Bill of Rights

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

- I. Books and other library resources should be provided for the interest, information, and enlightenment of all people of the community the library serves. Materials should not be excluded because of the origin, background, or views of those contributing to their creation.
- II. Libraries should provide materials and information presenting all points of view on current and historical issues. Materials should not be proscribed or removed because of partisan or doctrinal disapproval.
- III. Libraries should challenge censorship in the fulfillment of their responsibility to provide information and enlightenment.
- IV. Libraries should cooperate with all persons and groups concerned with resisting abridgment of free expression and free access to ideas.

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

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

Adopted June 18, 1948, by the ALA Council; amended February 2, 1961; amended June 28, 1967; amended January 23, 1980; inclusion of "age" reaffirmed January 24, 1996.

V. CIRCULATION

[APPROVED BY THE LIBRARY BOARD 3/8/94]

V-A. SERVICE DEFINED

The Circulation Department has the responsibility for issuing library cards (borrower's cards) to adult patrons, and for the maintenance of all adult patron registration records. The Circulation Department allows patrons to borrow library materials by charging out the desired items on the patron's borrower's card. The status of each patron's borrowing record is monitored using the Library's online circulation system. Notices for overdue materials are generated by the online system, checked for accuracy by the Circulation staff, and mailed to patrons.

V-B. PATRON CARDS

1. A free adult library card will be issued to individuals who are in the seventh grade or older, and who present proof of residency of the City of Milford, or of property ownership. Identification must be presented which shows proof of residency and contains an individual's present Milford address. A driver's license, tax bill, utility bill, rent receipt, voter registration card, or other official document is required. Individuals must complete and sign a registration form which states that they will abide by the rules of the Milford Library.
2. The library will honor current valid patron cards from other Connecticut public libraries in accordance with the regulations established by the state-wide CONNECTICARD program. The Library may require out-of-town residents to complete an application form; and a BIBLIOMATION card may be issued if automation incompatibility is necessary.
3. Out-of-state residents and/or temporary residents may receive a one year library card for an annual fee of \$5.00. Proper identification is required.

4. Library cards must be presented when borrowing materials. A forgotten card may be verified, and materials borrowed, provided the patron has proper identification.
5. A library card may be used only by the individual to whom it was issued.
6. Library cards are issued for a three-year (3) period and are renewable unless the card holder had unpaid charges or fines.
7. The Library reserves the right to suspend borrowing privileges if a patron accrues fines or lost item charges of \$10.00 or more. [Increased from \$5.00 when the Dynix system was installed 6/73]
8. It is the responsibility of each patron to know the items they have checked out, the due dates of those items, and to return items on-time to the Library. The Library will mail out overdue notices after materials overdue for two weeks. Two weeks after the overdue notice, a final notice which is in the form of a bill is mailed.

V-C. CONFIDENTIALITY OF LIBRARY RECORDS

1. The Library's Circulation records, overdue records, and registration records which contain information about patrons are considered to be confidential in accordance with the Connecticut General Statutes, section 11-25(b).
2. The information contained in these records will not be made available to any person or organization, or any agency of the federal, state, or local government unless the Library is ordered to do so by applicable legal documents.
3. Any such process, order, or subpoena must be presented to the Head Librarian who will consult with the City Attorney of the City of Milford to determine if the correct legal procedure has been followed to require compliance by the Library.
4. A patron's own library record may be viewed by that patron. A minor's library record may be reviewed by his/her parent or legal guardian.

V-D. SERVICES

1. Items may be renewed once, if there are no reserves. Telephone renewals are permitted. [Service expanded when the Dynix system was installed 6/97]
2. All items except videos may be reserved at no cost to the patron. Reserves may be made by telephone. [Service expanded when the Dynix system was installed 6/97]
3. In order to be fair to all our patrons, there is a limit of five 950 adult books per person, and three (3) children's books per person on one subject. The Library reserves the right to impose other limits when it is in the best interest of the public to do so.

V-E. FINES AND FEES

1. ADULT DEPARTMENT

<u>ITEM</u>	<u>LOAN PERIOD (DAYS)</u>	<u>FINES</u>	<u>MAXIMUM</u>
BOOKS OF ITEM	28, 14, 7	.10 PER DAY	\$10.00 OR PRICE
PERIODICALS OF ITEM	7	.10 PER DAY	\$10.00 OR PRICE
PAMPHLETS	7	.10 PER DAY	\$1.00
ART PRINTS OF ITEM	28	.10 PER DAY	\$10.00 OR PRICE
VIDEOS OF ITEM	2	\$1.00 PER DAY	\$10.00 OR PRICE
AUDIO TAPES OF ITEM	14, 28	.10 PER DAY	\$10.00 OR PRICE
PHONO RECORDS OF ITEM	14	.10 PER DAY	\$10.00 OR PRICE
COMPACT DISKS OF ITEM	14	.10 PER DAY	\$10.00 OR PRICE
16MM PROJECTOR	OVERNIGHT BY ARRANGEMENT		

2. JUVENILE DEPARTMENT

<u>ITEM</u>	<u>LOAN PERIOD (DAYS)</u>	<u>FINES</u>	<u>MAXIMUM</u>
-------------	---------------------------	--------------	----------------

BOOKS	28	.02 FOR CHILDREN	\$10.00 OR
PRICE OF ITEM	7 HOLIDAY BOOKS	.05 FOR ADULTS	\$10.00 OR
PRICE OF ITEM			
PERIODICALS	7	.02 FOR CHILDREN	\$10.00 OR
PRICE OF ITEM		.05 FOR ADULTS	\$10.00 OR PRICE
OF ITEM			
PAMPHLETS	7	.02 FOR CHILDREN	\$10.00 OR
PRICE OF ITEM		.05 FOR ADULTS	\$10.00 OR PRICE
OF ITEM			
AUDIO TAPES	7	.02 FOR CHILDREN	\$10.00 OR
PRICE OF ITEM		.05 FOR ADULTS	\$10.00 OR PRICE
OF ITEM			
PHONO RECORDS	7	.02 FOR CHILDREN	\$10.00 OR
PRICE OF ITEM		.05 FOR ADULTS	\$10.00 OR PRICE
OF ITEM			
REALIA	7	.02 FOR CHILDREN	\$10.00 OR
PRICE OF ITEM		.05 FOR ADULTS	\$10.00 OR PRICE
OF ITEM			
FILM STRIPS	7	.02 FOR CHILDREN	\$10.00 OR
PRICE OF ITEM		.05 FOR ADULTS	\$10.00 OR PRICE
OF ITEM			

FILM STRIP PROJECTOR BY ARRANGEMENT

3. OTHER FEES AND CHARGES

- a. Lost library card: Adult: \$1.00. Juvenile: .50
- b. Photocopy for ILL \$2.00 plus .10 per page

4. NOTES

- a. Fines are computed on a per day basis only for the days the Library is open.
- b. Adult lost items are assessed at the list price of the item, and adult department items include an additional charge to cover the processing costs.
- c. Juvenile lost items are assessed at the list price of the item.

VI. REFERENCE

[APPROVED BY THE LIBRARY BOARD 5/4/94]

VI-A. SERVICE DEFINED

1. The Reference Department will assist patrons in the use of the Library in response to patrons' information needs. Patrons will be guided to the appropriate materials and given general instruction in library use.
2. The Reference Department is responsible for selecting, maintaining, and overseeing the following types of materials: reference books, periodicals, microforms, vertical file information and other informational materials. The Reference selection criteria follows the general principles noted in Section IV – Materials Selection.
3. In addition, the Reference Department is responsible for overseeing electronic indexed, microform machines, photocopy machines, the Henry S. Taylor Local History and Genealogy Room, the Financial Alcove, and any new technologies and services which may become available.

VI-B. REFERENCE GUIDELINES

1. The Reference Department will endeavor to provide patrons with information sources in response to their requests. In order to do so, the staff will ask the patron whatever questions are necessary to be sure that there is a clear understanding of the patron's request.
2. All patrons will be treated in a courteous manner. The questions asked by a patron, and the information provided will be considered confidential.
3. Staff will provide information to questions which are brief and specific in nature. All information provided will be verified in a reference source.
4. Due to staffing limitations and the number of patrons requiring assistance, the staff does not have the time to do in-depth research. The Staff will guide patrons to the appropriate sources and provide instruction in the use of these information resources.
5. Staff will use their judgment in determining the amount of time that can be devoted to an individual patron. In making this determination, staff will consider how busy the Reference Department is at that time, and the nature of patron's question.
6. The Reference Department will provide telephone reference service. Relatively brief answers to queries will be read over the phone, but reading of

more than one page is not practical. For telephone reference, always advise the caller from which printed source (title, author, year of publication) you are obtaining the information.

7. Patrons will be served each in their turn. In-library patrons will receive priority over telephone reference questions. During busy times, the staff may feel that a telephone reference caller will be on hold for a long time. The caller should be advised of this fact, and asked to leave their phone number so that the staff can call them at the earliest opportunity.
8. When the staff has exhausted the Library's resources and is unable to locate adequate materials to satisfy a patron's request, the patron should be referred to another source such as another library, special library, specialized source, government agency, etc. where additional information can be found.
9. Materials which are classified as REFERENCE do not circulate unless otherwise noted. The Reference staff may use their judgment in allowing reference materials to circulate for limited loan periods such as overnight loads. As a general rule this material should not be items which are known to be high demand items. All circulation regulations apply.

VI-C. MEDICAL, LEGAL, FINANCIAL, AND TAX INFORMATION

1. Library staff must be very careful when dealing with questions in the areas of medical, legal, financial, and tax information. Staff should not explain, interpret, or offer opinions in these areas. The following guidelines should be followed.
2. Medical Information
 - a. Medical and pharmaceutical information is often sought some one who has recently visited their physician, or has been in contact with a relative who has done so, as opposed to students doing research papers. While the approach to providing information is the same in both cases, it is important for the staff to recognize that the motivation is different.
 - b. Explain to the patron that Library staff members do not have medical training. The Library can only direct the patron to written information in reference sources, e.g. books, periodicals, etc. Advise the patron that medical information often requires interpretation from health professionals.
 - c. Staff should never give medical advise, recommendations, diagnoses or opinions. Always remind the patron to consider contacting their physician or pharmacist to have their questions explained to them.

3. Legal Information

- a. Many library patrons are not aware that it is unlawful for the staff to help patrons by interpreting, or explaining a law or legal concept; or to advise them how the law might apply to their particular circumstances. Staff members should not point out a specific statute, case or regulation, as the one needed by a patron. Such guidance or advice is considered the unauthorized practice of law.
- b. In response to legal questions, staff should guide the patron to the materials which might be helpful and explain how to find the information in them. When instructing patrons in the use of the legal materials, statutes, regulations, etc., it is advisable to use an example that is different from what the patron is asking. In this way, the methods and techniques can be demonstrated without the risk of interpreting or advising the patron on their particular situation.
- c. Staff should explain to patrons that legal information often requires the interpretation legal professionals, and suggest that the patron contact their legal professional in order to have their situation completely analyzed.

4. Tax and Financial Information

- a. In accordance with IRS regulations the Library is not permitted to answer tax related questions or give tax or financial advice.
- b. The Library distributes tax forms as a courtesy to our patrons. However, we are not authorized to answer questions as to which forms are appropriate to use, or how a particular form is to be completed.
- c. Tax forms are provided to the Library by the IRS and State of Connecticut's Department of Revenue Services. For the months of January through April, the Library makes the forms available as they are received. When forms are depleted, additional supplies are requested.
- d. The IRS and State of Connecticut's Department of Revenue Services provide photo reproducible file copies of most commonly used tax forms. Patrons may photocopy the forms they need on the coin operated photocopy machines at the prevailing cost per page.

VI-D. INTER-LIBRARY LOAN

1. When books are not available at the Milford Library, patrons will be advised that the Library can use Inter-library Loan (ILL) procedures in order to borrow them from other libraries.

2. Inter-library Loan service is available to Milford. Out-of-town residents should utilize their home town library for this service. The staff may grant an exception if there are unusual circumstances.
3. When materials are photocopied by using the Inter-library service, the Library reserves the right to charge a \$2.00 fee plus the prevailing rate per page. These fees are subject to revision.
4. There are no inter-library loans for any media materials.

VI-E. HISTORY AND GENEALOGY COLLECTIONS

1. The Library maintains a collection of materials dedicated to local history and genealogy as part of its reference service. These materials are housed in the Henry A. Taylor Room.
2. Patrons wishing to use the history and genealogy collection must sign in at the Reference Desk. The Henry A. Taylor Room is kept locked when not in use. When a patron registers to use the room, the door is unlocked and kept in an open position.
3. The Henry A. Taylor Room is reserved exclusively for patrons who are using the room's historical and genealogical collection. The room is not available as a meeting or study room.

VI-F. REFERENCE DEPARTMENT EQUIPMENT

1. Photocopy machines.
 - a. The current photocopy machines are provided through a contractual arrangement with a private vendor. The provisions of that contract set the cost per copy at 10 cents. The machines are coin operated. Patrons must deposit a dime for each copy to be made so that the counters in each machine can keep track of the revenues. {Patrons are not permitted to use the by-pass key in lieu of coin operation.
 - b. Patrons may not use their own paper. The machines are designed to permit photocopying on one side only.
 - c. There is a 10 minute limit per person when other people are waiting to use the photocopy machine.
2. MICROFORM READERS/MICROFORM READER PRINTER

- a. The microform readers and reader printer are provided to access library owned materials. Patrons may use non-library materials but library owned materials take precedence.
- b. The reader printer cost per page is 10 cents.
- c. There is a 15 minute time limit per person when there are other patrons waiting to use the equipment.

3. ELECTRONIC INDEXES

- a. There is a 15 minute time limit per person when there are other patrons waiting to use the equipment.
- b. Patrons should obtain emission from the Reference staff if they need to print more than 10 pages.

4. FINANCIAL ALCOVE

- a. The Friends of the Library have provided a television for the Financial Alcove for the purpose of allowing patrons to access the Financial News Network.
- b. The volume should be maintained at the lowest possible level so as not to disturb other patrons.

VII. CHILDREN'S

[APPROVED BY THE LIBRARY BOARD 10/1/2008]

VII-A. SERVICE DEFINED

1. The Children's Department will serve the informational and educational needs of children of any age, as well as the needs of parents and caregivers. In addition, the Children's Department will assist patrons who are studying children's literature and any other patron who has a need for or an interest in children's materials. The Children's Department will provide materials and other services to accomplish this purpose.
2. The Children's Department is responsible for selecting, maintaining, and overseeing its materials such as books, periodicals, media items, education items, and other appropriate informational sources. The Children's selection criteria follow the general principles noted in Section IV – Materials.

VII-B. REGISTRATION

1. Eligibility Requirements

- a. Any child who is a resident of the City of Milford will be issued a free Library card with their parent/guardian's written permission. There is no minimum age.
- b. The Library will honor currently valid Children's cards from other Connecticut public libraries in accordance with the regulations established by the statewide CONNECTICARD program. The Library requires out-of-town residents to complete an application form.
- c. Children who are out-of-state residents and/or temporary residents may receive a one-year library card at no cost. Proof of temporary residency is required.
- d. The parent, guardian, or person legally responsible must sign the back of the registration card which states they will abide by the rules of the Milford Public Library. In cases where this individual is physically unable to sign the card, a Library staff member will sign for them.
- e. Limited institution cards are available to special needs schools, day cares, preschool programs or other appropriate groups located in Milford who use the Children's Department. The director/head teacher of the institution must sign for the card and is responsible for all materials borrowed on the card. The Library circulation regulations apply (see section VII-C). Due to limited resources, institution cards are not available to individual classrooms or elementary schools.

- f. Library cards must be presented when borrowing materials. A forgotten card may be verified, and materials borrowed, provided the patron has proper identification.
- g. A library card may be used only by the individual to whom it was issued.
- h. The Library reserves the right to suspend borrowing privileges if a patron accrues fines or lost item charges of \$10.00 or more.
- i. It is the responsibility of each patron to know the items they have charged out, the due dates of those items, and to return items on time to the Library.
- j. In certain cases, the Library will utilize the services of a collection agency to recover un-returned materials and/or outstanding fines. In these cases, an additional charge, which is equal to the cost of this service, will be assessed.

2. Additional regulations

- a. For a patron who is issued a new Milford Public Library card, the expiration date is three years from the date of registration.
- b. Milford Public Library cards are renewed for three years from the date of renewal.
- c. A fee of fifty (50) cents is charged for lost cards. There is no limit to the number of replacement cards given to any one patron.

3. Group Registration

Organized groups such as Milford's schools, day cares, etc. who are going to visit the Library with the intention of allowing the students to borrow materials may be issued blank registration cards. The Children's Department requires that the completed cards be returned at least one week prior to the expected visit.

4. Adult Cards.

- a. Children who are in the 6th grade or equivalent age may transfer to the Adult Department. Use of the Children's Department is still encouraged.
- b. If he or she obtains his/her parent or guardian's permission, a child may transfer to the Adult Department at an earlier age.

VII-C. CIRCULATION REGULATIONS

1. Loan Periods

- a. Books, except where noted, circulate for twenty-eight (28) days.
- b. Holiday books, books for special projects, circulating reference materials, periodicals, kits and realia circulate for seven (7) days.
- c. Books-on-CD containing four (4) or more CDs circulate for twenty-eight (28) days. Those containing fewer than four (4) circulate for fourteen (14) days.
- d. All Children's Department DVDs circulate for two (2) days.

2. Renewals

- a. All materials may be renewed once unless the item has an existing reserve, the item is a 7-day item and specifies no renewals, or the item is in great demand for a special assignment.
- b. Except as set forth in section VII-C, 2.a renewals can be made in-person at the circulation desk or by telephone. Patrons may renew their own materials online through the Library's website. There are no renewals on items for which other patrons have reserves. Online renewals are not permitted on overdue items.

3. Reserves

- a. Reserves are taken on children's items.
- b. There is no charge for reserves.
- c. Reserves are limited to three books per subject per family. See subject limitations below.
- d. Reserves may be made by telephone or patrons may place their own reserves online through the Library's website or in-house through the PACs.

4. Subject Limitations

In view of the fact that the Library has a limited amount of materials on any given subject, and in order to be fair to all our patrons, there is a limitation of

three non-fiction books per subject per family. For these reasons, this restriction also applies to teachers. The Children's Department reserves the right to impose other limits when it is in the best interest of our patrons to do so.

5. Fines and Fees

- a. A fine of two cents per day per item is charged for all children's items, which are returned after the due date. The Library will mail out two (2) overdue notices. The first notice is sent after material is overdue for 14 business days. A final notice, in the form of a bill, is mailed after material is overdue for 28 business days. Material is marked "lost" on the patron record at this time. Only overdue fines are charged once the materials are returned.
- b. Fines are computed on a per day basis only for the days the Library is open.
- c. The maximum fine per item is \$10.00 not to exceed the price of the item.
- d. The charge for a lost or damaged barcode is \$1.00.
- e. The current list price will be charged for all lost items.
- f. No processing fee is added to the replacement cost of children's items.

6. Adult materials

In accordance with the Library Bill of Rights, children are permitted to borrow books and other materials from the Adult Department.

VII-D. CONFIDENTIALITY OF LIBRARY RECORDS

1. The policies relating to confidentiality outlined under Section V-C – Circulation Department apply.
2. A parent or guardian may review a child's library card record.

VII-E. REFERENCE SERVICE

1. The Children's Department will endeavor to provide patrons, both children and adults, with information in response to their requests. All patrons will be treated in a courteous manner. The questions asked by a patron, and the information provided, will be considered confidential.

2. Children's Department staff will use their judgment in determining the amount of time that can be devoted to an individual patron. In making that determination, time constraints and the nature of the question may be factors. Every effort will be made to answer a reference question in a prompt and efficient manner. If a patron has been directed to search library resources, the staff should follow up to determine if the patron was successful in obtaining the information requested.
3. All information provided will be verified in a reference source. The staff will guide patrons to the appropriate sources and provide instruction in the use of these information resources.
4. The Children's Department will provide telephone reference service. Relatively brief answers to queries will be read over the phone, but reading of more than one page is not practical. For telephone reference, always advise the caller from which printed source [title, author, year of publication] you are obtaining the information.
5. Patrons will be served each in their turn. In-library patrons will receive priority over telephone reference questions. If the staff feels that a telephone reference caller will be on hold for a long time, the caller should be advised of this fact, and asked to leave their phone number so that the staff can call them at the earliest opportunity.
6. The staff should consult with the Children's Librarian for difficult or involved questions. Individuals who are taking courses in children's literature as well as teachers, parents, care-givers, etc. may require special reference assistance to locate appropriate materials, and should be advised to consult with the Children's Librarian. In some cases, patrons will be advised that the Children's Librarian will require advance notice and sufficient time to provide this extended service.
7. There are times when it may be necessary to refer patrons to the Adult Reference Department for additional information sources.
8. Materials, which are classified as REFERENCE, do not circulate. The Children's staff may use their judgment in allowing materials to circulate for limited loan periods.
9. INTER-LIBRARY LOAN Children are permitted the full use of Inter-library Loan [ILL] service offered by the Adult Reference Department. [See Section VI – Reference; VI-D INTER-LIBRARY LOAN].
10. Photocopy Machine.

- a. The current photocopy machines are provided through a contractual agreement with a private vendor. The provisions of that contract set the cost per copy at 10 cents. The machines are coin operated. Patrons must deposit a dime for each copy to be made so that the counters in each machine can keep track of the revenues. Patrons are not permitted to use the by-pass key in lieu of coin operations.
- b. Patrons may not use their own paper. The machines are designed to permit photocopying on one side only.
- c. There is a 10 minute time limit per person when other people are waiting to use the photocopy machine.
- d. Change can be provided for the use of the copy machine at the discretion of the Children's Department staff.

VII-F. UNATTENDED CHILDREN

1. In accordance with Public Act No. 97-298 AN ACT CONCERNING THE PENALTY FOR LEAVING A CHILD UNSUPERVISED IN A PLACE OF PUBLIC ACCOMODATION OR A MOTOR VEHICLE, parents are advised not to leave children under age 12 unattended in the Children's Department or any other area of the Library.
2. The Library is not responsible for children who have been left unattended by their parent, guardian, or caregiver.
3. In the event that a child under 12 is alone in the Children's Department at closing time, and it has been established that the parent/guardian is not in the Library, the Milford Police Department will be notified.

VII-G. PERSONAL COMPUTER REGULATIONS

1. Games Computer
 - a. The games computer(s) is available for children to play CD-ROM games provided by the Library. Patrons may not bring in their own games.
 - b. Patrons may sign up to use the computer for one half-hour time slot per day. Telephone reservations are accepted. Reservations may be made up to one week in advance.
 - c. There are no age limitations for use. The Library has games and educational software for all ages.

- d. The Children's Department staff reserves the right to limit the number of people using the computer at one time.
- e. If at any time a patron had trouble with the computer, he/she should ask for assistance from Children's desk staff.

2. Internet Computers

- a. There are Internet computers available for all patrons in the Children's Department. All Children's Department public Internet computers have filtering software installed.
- b. Patrons with up-to-date Milford Public Library cards may register for the computer through the PC Reservation software. Out-of-town residents are registered through PC Reservation by the Library staff.
- c. The Library's wireless Internet service is accessible in the Children's Department. No permission slip is required for wireless access. Wireless access is not filtered.
- d. Please consult the Milford Public Library Internet Policy for more details.

3. Printer

A color printer is provided for the Internet computers. There is a printer fee of 10 cents per page.

VII-H. PROGRAMMING AND OUTREACH

1. School Visits

- a. Milford schools, school-related groups, summer camps etc. are encouraged to schedule visits to the Library. Every effort will be made to accommodate all reasonable requests as scheduling permits.
- b. Milford schools are encouraged to schedule visits from the Children's Librarian to their classrooms and/or other appropriate school-related functions. Every effort will be made to accommodate all reasonable requests as scheduling permits.

2. Children's Program Room

The Children's Program Room is limited to Milford Public Library functions. It is used for story hours, class visits and other Library programs.

VIII. MEDIA

[Approved by the Library Board 4/7/94]

VIII-A. SERVICE DEFINED

The Media Department is responsible for selecting, cataloging, classifying, and overseeing the following types of materials: phonograph records, 16 mm films, compact discs, audio tapes, and video tapes. As new technologies become available, other items may be added to the Media Department. In addition, the Media Department is responsible for audiovisual equipment owned by the Library.

VIII-B. SELECTION CRITERIA

1. The selection criteria follows the general principles noted in Section IV – Materials Selection. The Media Department also applies the following guidelines.
 - a. As a reflection of the new technology, the Library is making the transition from phonograph records to compact discs. This will be accomplished over an extended period of time.
 - b. In order to avoid duplication, audio tapes are only purchased in the spoken word format e.g. Books-On-Tape. The Library does not develop the audio tape collection to include music selections.
 - c. When the Library selects videotapes, preference is given to informational videos over entertainment videos. However, both types are purchased.

VIII-C. MEDIA AUDIO-VISUAL EQUIPMENT

Library audio-visual equipment which is owned and used by the Library is not available for public use. This limitation applies to both in-library use as well as home or business use. Only the equipment which is specifically designated for public use e.g. the 16mm projector may be used by patrons.

VIII-D. MEDIA BORROWING RULES

1. General Rules for all Media Materials

- a. There are no reserves taken on any Media materials (except 16mm films and projector).
- b. There are no interlibrary loans of any Media materials.
- c. Media items may be renewed one time, in person.
- d. Media materials borrowed from the Milford Public Library must be returned to this library.
- e. All Circulation Department policies apply. Media materials are checked out at the Circulation Desk.
- e. Patrons are asked to be considerate of the next person and rewind the audio and video tapes. Patrons are asked to be sure that the correct item is in the correct box.
- f. The borrower assumes all risks to their equipment when using Library media materials. The Library is not responsible for any alleged damages that may occur to equipment in the playing of Library media materials.
- g. The Library Staff has not been trained in the area of audio-visual equipment. Therefore, the Library can not assume the liability to advise patrons on how to use their equipment. We suggest that patrons consult their owner's manual and/or authorized service technician for instructions on using their equipment.

2. Video tape Borrowing Rules

- a. To borrow video tapes a patron must be over 18 years old and have a valid adult Connecticut public library card.
- b. Video tapes borrowed from the Milford Public Library must be returned to this library.
- c. Video tapes are loaned for 2 days (unless otherwise noted).
- d. You may check out up to 5 video tapes per library card.
- e. The fines for video tapes are \$1.00 per day for each video tape that is overdue.

3. Audio tape, Compact Disc, Phonograph Record Borrowing Rules

- a. To borrow audio tapes, compact discs or phonograph records a patron must have a valid adult Connecticut library card. There is no limit on the number of audio tapes, compact discs or phonograph records which may be borrowed.
- b. Audio tapes, compact discs or phonograph records borrowed from the Milford Public Library must be returned to this library.
- c. Audio tapes are loaned for 14 or 28 days; compact discs or phonograph records are loaned for 14 days (unless otherwise noted).
- d. The fines for audio tapes, compact discs or phonograph records are 10 cents per day for each item that is overdue.

4. 16mm Film and 16mm Projector Borrowing Rules

- a. To borrow 16mm film a patron must be over 18 years old and have a valid adult Milford Public Library card. Films are loaned for one day; films borrowed on Friday are due back on Monday. Patrons may only borrow three films or 90 minutes worth of film.
- b. To borrow the 16mm projector a patron must be over 18 years old and have a valid Milford Public Library card. A ten dollar, refundable deposit is required to borrow the projector. The projector is loaned for one day; if the projector is borrowed on Friday, it is due back on Monday.

IX. TECHNICAL SERVICES
[APPROVED BY THE LIBRARY BOARD 7/16/94]

IX-A. SERVICE DEFINED

1. The Technical Service Department is responsible for the acquisition, ordering, processing, cataloging, catalog maintenance, and collection maintenance functions of the Library.
2. The Assistant Head Librarian also serves as the Technical Services Department Head. In that capacity he/she is responsible for ordering and maintaining the materials in the non-fiction collection. In addition, he/she oversees the entire collection and directs the other departments of the Library in the development and maintenance of their materials.
3. The Technical Service Department follows the general principles noted in Section IV – Materials Selection.

IX-B. BOOK ORDERING

1. Acquisitions will be responsible to order all books which have been selected for purchase. Where circumstances justify a deviation from this procedure, a copy of the order should be given to acquisitions.
2. Acquisitions will maintain a record of the books ordered and received; submit bills to the Library administration for payment processing through the City; and keep a financial tabulation for each department.
3. The Library will utilize the services of one or more of the recognized book jobbers. These companies provide the Library a variety of services such as electronic ordering, discounts and the pre-processing of books. Staff discounts are also offered. Where appropriate the Library will use individual publishers and established book distributors. The Library will not purchase used books from individuals.
4. The Library cannot act as a purchasing agent for books or other materials for the general public. The Library will not sell books which are currently in our collection to the public.

IX-C. PROCESSING

1. The Library will use the cataloging supplied as part of the pre-processing whenever possible. Books without kits will be cataloged in-house in accordance with established library standards and practices (e.g. authority files).
2. Books will be entered into the database following the rules established by BIBLIOMATION. At the present BIBLIOMATION follows the MARC [Library of Congress] record format.
3. Additional processing is performed for the following general purposes: identifying the books as being owned by the Milford Library, preserving the book to increase its life span, protecting the book from theft, and preparing the book for circulation.
4. [Books which have been weeded from the collection will have their cards withdrawn from the card catalog.] *crossed out with no authorization date*

IX-D WEEDING/DISCARDING

1. Weeding or discarding is the removal of an item from the Library's collection. It is a standard practice in libraries to discard items which are no longer valid. The Library will follow established library procedures in making this determination. The criteria that is applied includes some of the following factors: comparison to standard bibliographies, outdated, no longer of interest or in demand in our community, duplicates, worn or mutilated, frequency of circulation, the availability of newer and more valid materials, and the need for additional shelf space.
2. Items selected for weeding will be de-processed and deleted from the Library's holdings. Some items may be thrown out while other items which are assessed to have some re-sale value will be placed on the discard table, and sold to public on a first-come-first-served basis. The Library will not take "reserves to purchase" on items when and if that particular item should be discarded.
3. [Books which have been weeded from the collection will have their cards withdrawn from the card catalog.] *crossed out with no authorization date*

IX-E. OTHER FUNCTIONS

1. Statistics. Statistics will be kept on the number of books added to and withdrawn from the collection. Additional statistical categories [e.g. Dewey Decimal System Classification] will be kept which are determined to be useful.

2. Inventory.

- a. A library takes inventory by comparing its master holdings [called the shelf list] with the books on the shelves or out in circulation. Those books that cannot be located are marked missing and deleted from the Library's holdings.
- b. A complete inventory is time consuming and requires the assistance of the entire staff. The Library has done complete inventories on a ten year cycle.

2. Binding and mending

- a. Books which are worn will be mended, re-bound by a professional bindery, or discarded. Each decision is based on a variety of factors as has been outlined under Weeding.
- b. If the title is still available, a replacement will be considered for purchase.
- c. Binding is expensive and will be done if the book is expected to have a long-term usefulness, and/or is an irreplaceable title of importance to the collection.
- d. Mending will be done on an as needed basis.

IX-F. GIFTS

1. Gifts defined

- a. Gifts of materials fall into two separate categories. The first category involves individuals who own materials and wish to donate those materials to the Library. These are essentially used materials. The second category involves individuals who wish to donate money to the Library to be used to purchase materials. These individuals often specify the type of material and subject area. In some cases, these gifts are to be in memoriam or in commemoration of people who have had a special meaning in their lives.
- b. Whenever possible inquiries concerning gifts should be referred to Technical Services.

2. Used Materials

The Library's experience in dealing with used materials shows that a large percentage of materials cannot be used by the Library. It requires a great deal of time for the Head of Technical Services to sort through the materials. The Library has a problem with the physical transportation and movement of large quantities of boxed books. Since Furthermore, it is a problem to dispose of materials which can not be added to the collection or sold by the Friends of the Library. Therefore, the following are the guidelines for accepting book donations.

- a. The Library will not send staff to people's homes for the purposes of selecting or transporting gifts to the Library.
- b. As a general guideline non-fiction material should be less than five years old to be accepted for consideration. Fiction titles may be added to fill voids in our literature collection. Materials must be in good condition, free of dust or mildew odor, and without writing or markings in the text.
- c. Gift materials will be added to the collection if they meet the Library's selection criteria. Materials which are not added to the collection will be given to Friends of the Library for their book sale, sold on the Library's discard table, or simply discarded.
- d. The Library sends letters of acknowledgement to the donors of materials. However, in accordance with the IRS regulations and the Tax Reform Act of 1984 (Section 155a), the Library cannot provide any statement as to the value of the donated items.

3. Commemorative Gifts

- a. When a commemorative donation is made, the money will be deposited in the Library Gift Account. The Head of Technical Service Department will select the appropriate adult material; juvenile gifts will be selected by the Children's Librarian. An order will be placed with our book supplier. The bill will be paid from the Gift Account, in accordance with City accounting procedures.
- b. An inscription acknowledging the donation is inscribed on a parchment bookplate which will be placed in the front of the item.
- c. Notification will be sent to the individual making the donation and/or to the family or individual in whose memory or commemoration the materials are being donated.

XII. INTERNET POLICY

INTRODUCTION

The Milford Public Library is committed to providing its users with advances in information technology. Access to the Internet, a vast global electronic network, is one of the most significant tools of our time. In keeping with its mission and technology plan, the Milford Public Library offers Internet searching to support the educational and informational needs of the community.

DISCLAIMER

The Internet is a complex and constantly changing global network with a wealth of information. However, much of this information is unregulated in terms of its content and authenticity. The Library has no control over the validity, timeliness, or accuracy of the information available on the Internet. Each user must exercise his/her own critical judgment and determine how to utilize that information.

PARENTAL CONSENT REQUIRED FOR MINORS, AGE 16 AND UNDER

The Milford Library cannot control the ideas, information, and images, which are available on the Internet even with the use of filtering software on the Children's Department computers. Therefore, in order to meet our responsibility to parents, it is the policy of the Milford Public Library to require that minors, age 16 and under, must have a consent form signed by their parent or guardian in order to use any of the Library's computers.

CENSORING AND FILTERING SOFTWARE

The Milford Library does not censor or filter information on the computers located in the Adult Department. However, the Children's Department computers do have filtering software. Parents must be aware that filtering software does not guarantee blocking objectionable materials. Parents should familiarize themselves with the functionality of filtering software to determine if it is correct for their children. Parents are reminded that it is their responsibility to supervise and monitor their children's use of the Internet both in the Adult and Children's Departments.

RESTRICTIONS

The Library does not provide assistance or support for e-mail. The Library assumes no responsibility for patrons' email. Patrons may not use the Library's e-mail address. Email sent to patrons after their session is over will not be saved.

Electronic discussions groups (chat rooms) are not permitted through the Milford Public Library.

The Library cannot guarantee an Internet connection. The library is not responsible for lost data.

The Library reserves the right to restrict or modify Internet use when circumstances indicate that it is in the best interest of the Library and/or its patrons to do so.

LEGAL AND ETHICAL USE

Use of the Internet computers implies a patron's consent to comply with the General Rules of Behavior of the Milford Public Library Internet Policy. Violation of the Library's policies may result in suspension of Internet and/or Library privileges. Library personnel may monitor patrons' use of the Internet to assure that Library policies and procedures are being followed.

The Library's Internet may not be used for illegal or unethical purposes including but not limited to 1) violation of copyright or intellectual property rights or 2) destruction of, damage to, or interference with any equipment, software, or data belonging to the Library.

WIRELESS ACCESS

THE LIBRARY'S WIRELESS CONNECTION IS UNENCRYPTED AND UNFILTERED. USE OF THE WIRELESS CONNECTION IS AT THE PATRON'S OWN RISK. SECURITY CANNOT BE GUARANTEED AND IS AN INHERENT RISK ASSOCIATED WITH WIRELESS SERVICE. THE LIBRARY IS NOT RESPONSIBLE FOR ANY CLAIM OR LOSS ARISING OUT OF OR RELATED TO USE OF THE WIRELESS CONNECTION, INCLUDING BUT NOT LIMITED TO IDENTITY THEFT, HACKING, SOFTWARE DOWNLOADED, EMAIL SENT OR RECEIVED, SITES ACCESSED, VIRUSES, OR DAMAGE DONE TO THE USER'S EQUIPMENT OR PERSON. SUCH USES AND THEIR CONSEQUENCES ARE THE SOLE RESPONSIBILITY OF THE USER.

THE LIBRARY IS NOT RESPONSIBLE FOR THE ABILITY OF THE USER'S EQUIPMENT TO CONNECT TO THE WIRELESS NETWORK, AND LIBRARY STAFF CANNOT PROVIDE TECHNICAL ASSISTANCE RELATED TO ANY USE THEREOF, INCLUDING BUT NOT LIMITED TO LAPTOP CONFIGURATIONS, SECURITY, SETTINGS, OR CHANGES TO DATA FILES. THE LIBRARY DOES NOT PROVIDE PRINTERS FOR WIRELESS CONNECTIONS.

WIRELESS ACCESS WILL BE AVAILABLE DURING TIMES AND UNDER CONDITIONS ESTABLISHED BY THE LIBRARY BOARD. INFORMATION ON TIMES AND CONDITIONS IS AVAILABLE FROM THE REFERENCE DEPARTMENT.

PROCEDURES FOR INTERNET USE - ADULT/REFERENCE DEPARTMENT

To use the Internet, a patron must have a library card, driver's license or other valid form of identification, and adhere to all library regulations for use. Each patron using the Internet may sign up at the Information Desk in the Reference Department and present his/her identification. Each patron may also reserve time by using the designated software program available in the library. Reservations may be made up to one week in advance by contacting the Reference Department at 783-3292 or by use of the designated software. Each Internet sessions is 60 minutes in length. If another patron is waiting, patrons who arrive 10 minutes late will forfeit their Internet session. Patrons must report to the Reference at the time of their scheduled appointment and present their identification .

If no one is waiting to use the Internet, a patron may remain on the computer for a second session. However, each patron is limited to a maximum of two sessions per day.

If you have difficulty with the Internet, or when technical problems arise, please ask the staff for help. Although the staff is limited by time constraints and does not have a detailed knowledge of the Internet, we will be happy to provide what help we can. Please note that additional time cannot be added to a person's session due to technical problems when another patron is waiting.

Users must save data on their own portable storage devices. Files may not be saved on the computer's hard drive. The Library will delete files that are saved to the hard drive.

Only software programs owned by the Library may be used. Due to considerations of security, virus protections, and hard drive space limitations, users may not install their own software applications.

The library charges a printing fee; the price per page is set by the Library Board. In order to avoid potential damage to the printer, patrons are not permitted use their own paper in the printer. In addition, envelopes or other items should not be used in the printer.

PROCEDURES FOR INTERNET USE – CHILDREN’S DEPARTMENT

The Adult/Reference procedures apply to the Children’s Department except as noted below.

Each patron using the Internet must sign up at the Children’s Circulation Desk and present his/her identification.

Internet usage time is scheduled by reservation. Users may register up to one week in advance, in person, through use of the appropriate software or by phone (783-3312). Reservations may be made for 45 minutes per person, per day. Two people may sign up to use the computer together, but only those who have signed up should be operating on the computer. Users who are more than 10 minutes late will forfeit their computer time if another user is waiting. No one will be put on the computer if there is less than 15 minutes in the time slot.

If no one is waiting to use the Internet, a patron may remain on the computer for a second session. However, each patron is limited to a maximum of two sessions per day.

APPROVED BY THE LIBRARY BOARD 3/3/99; REVISED 10/6/99, REVISED 4/4/07]

INTERNET CONSENT FORM

The Milford Public Library is committed to providing its users with advances in information technology. The Milford Public Library offers Internet searching to support the educational and informational needs of the community.

The Library cannot control the ideas, information and images, which are available on the Internet. The Milford Library does not censor or filter information on the computers located in the Adult Department. However, the Children's Department computers do have filtering software. Parents must be aware, that filtering software does not guarantee blocking objectionable materials.

In order to meet our responsibility to parents, it is the policy of the Milford Public Library to require that minors, aged 16 years and under, have a consent form signed by their parent or guardian in order to use any of the Library's Internet computers.

MINOR'S
NAME _____

MINOR'S DATE OF BIRTH _____

As parent or guardian of this minor, I have read the Milford Public Library's Policy for Internet Use. I understand that there is filtering software on the computers in the Children's Department, which offers limited protection. I understand that the computers in the Adult Department **AND THE WIRELESS NETWORK CONNECTION** are not censored or controlled. I understand that my permission will allow my child to access computers in both the Adult and Children's Departments without any supervision or restrictions from the Library staff.

CHILDREN'S WIRELESS ACCESS IS NOT CONTROLLED, RESTRICTED, OR SUPERVISED BY LIBRARY STAFF.

I understand that it is my responsibility as the parent or guardian to supervise and monitor my child's use of the Internet and to instruct my child as to which computers I want my child to use. I will not hold the Milford Public Library, including its employees and Board of Directors, or the City of Milford responsible for any claim of any nature that is related to my child's use of the Internet and understand that the City of Milford is not responsible for my child's access to any materials on the Internet.

I hereby give permission for my child to access the Internet at the Milford Public Library.

PARENT OR GUARDIAN'S NAME (PRINT):

SIGNATURE: _____

DATE: _____

**MILFORD PUBLIC LIBRARY
REPORT OF LIBRARY DIRECTOR
JULY 1, 2008-JUNE 30, 2009**

The Milford Public Library continues to meet its mission as an educational and community center. In the last two years of operation we have seen a 16% increase in circulation. The recession has caused many people to use the library more frequently. This coupled with the renovations and enhanced program services has kept us busy. Our users are making use of the wireless, Internet, reference services, and adult and children's programming. The number of people entering our building this year was 149,582. Program attendance was up 22%.

City funds do not cover all the needs and wants of our community. The Friends of the Library supplement many of these needs and act as goodwill ambassadors to the community. Several items counted in our annual statistics are funded through Friends and other gift monies. The Friends pay for: Art Prints, Museum Passes, a share of the DVD collection, and programming funds. The Friends supplemented gift monies to begin a Playaway or MP3 book collection. The Friends have set up their own webpage which is yet another way to advertise library events and services. We are grateful to the Friends of the Milford Public Library but do anticipate the group will generate less money this fiscal year; the economy is affecting most non-profits.

Our goals for the 2009-2010 year include a continuation of the varied and dedicated public service we offer to our community. The Library will put together a Strategic Plan. Our last long-range plan was approved in April 2001. In October we will hold three meetings to look at mission, vision and community perception of what our plans should include. The first two meetings will include Library Board members, staff members, and Friends of Milford Public Library. The third session will include invited members of the community. We have hired a facilitator and will use the SWOT (Strengths, Weaknesses, Opportunities, and Threats) approach.

Another plan is to create a computer training lab in the Library Program Room. Passport money will pay for a locking case and tables, grant money and some city computer money will pay for laptops. The recession has caused an influx of library users who need assistance with basic computer skills. Many of these are job seekers who need to set up email accounts and need to fill out applications on line. Some are seniors who have asked for assistance in setting up basic email accounts. It is our goal to hold classes that will teach basic computer skills. The lab will also facilitate staff training and aid our genealogy classes.