



Scope of Service Policy

12/21/2016

Community and Library Description:

Norfolk is a residential community that has recently experienced rapid growth, but still retains characteristics of a small New England town. The town encompasses 15 square miles and has 11,227 residents according to the latest US census. The public Library has made every effort to keep pace with a community that has nearly doubled in size over the past 30 years.

Service Priorities

The Library's service priorities are:

- offering learning support services to the student population,
- provision of current topics and titles including popular materials/recreational reading,
- supporting lifelong learning,
- providing a “commons” environment for community interaction, and
- enabling access to business and career information.

Mission

It is the mission of the Norfolk Public Library to serve the educational, informational, and recreational needs of the community.

As an **educational** resource, the Library plays a significant role in delivering services to young children, students, adults, and retired persons.

As an **informational** resource, the Library and its staff seek to enhance access to large amounts of materials through active links with other libraries and the regional Library system, through the use of electronic resources, and through the development of Norfolk Library's own circulating and reference collections.

As a **recreational** resource, the Library circulates popular recreational materials in all relevant media, and serves as a venue for community-based nonprofit meetings, workshops, and other collaborative activities.

In order to meet the needs of these groups, collection development focuses on current topics and titles, curriculum related non-fiction materials for school age children and young adults, and early literacy materials for preschool children. Audio, video, and electronic resources continue to be developed.

Massachusetts Board of Library Commissioners (MBLC)

The Norfolk Public Library participates in the Library Incentive Grant (LIG), the Massachusetts Equalization Grant (MEG), and the Non-Resident Offset programs offered through the MBLC. Through compliance with MBLC standards, the Library provides high quality service to Norfolk residents.

Massachusetts Library System (MLS)

The Norfolk Public Library is a member of the Massachusetts Library System and utilizes its support services as a means of enhancing services to Library patrons.

Southeastern Massachusetts Library Network (SAILS)

The Library is a participant in the SAILS Library Network consortium, which serves 73 public, school, and academic libraries and their satellites in Southeastern Massachusetts, and provides resource sharing for patrons on a walk-in basis and through direct inter-Library loans.

Library Service Hours and Holidays

The Library is open to all residents of the Commonwealth of Massachusetts. Borrowing privileges are extended to holders of Library cards issued by other Massachusetts public libraries that comply with the minimum service requirements set forth by the Massachusetts Board of Library Commissioners.

The Library is open according to the following schedule:

Regular Hours:

Sunday (January through Mid-April)	12:00 pm to 4:00 pm
Monday through Thursday	10:00 am to 7:30 pm
Friday and Saturday	10:00 am to 4:00 pm

Summer Hours (effective Memorial Day)

Saturday	10:00 am to 2:00 pm
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Sunday Hours (October-April)

12:00 pm to 4:00 pm

Library hours may be changed at any time by the Board of Library Trustees.

The Library is closed on the following public holidays:

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| New Years Day | Labor Day |
| Martin Luther King Day | Columbus Day |
| Presidents Day | Veterans Day |
| Patriots Day | Thanksgiving Day |
| Memorial Day | Christmas Day |
| Independence Day | |

Emergency Closure of the Library

The Library Director is authorized to close the Library in the event of severe weather or other circumstance that makes travel difficult or occupancy of the building unsafe, uncomfortable or inappropriate. When closure is required, efforts are made to post a notice on the Library home webpage.

CIRCULATION AND RELATED ACTIVITIES

Registration:

All borrowers are required to have a SAILS Library card. A Library card may be obtained by completing and signing a Borrower Registration Form that contains legal name, residential mailing address and telephone number. Proof of identification is required. The following are acceptable forms of identification:

- **Driver license showing current address, or**
- **Government-issued photo ID showing current address.**

In the absence of the above identification documents, any one the following documents may be substituted:

- **utility bill,**
- **mortgage bill, or**
- **checkbook with legal address imprinted.**

A school-issued photo ID is an acceptable form of identification for high school students

Borrowers under 16 years of age are required to have a parent's or legal guardian's signature on the registration form. Identification is required.

Seniors 60 years of age or above are extended fine-free privileges (except for certain materials designated by the Director), by displaying proof of age.

Borrowers must present their own personal SAILS card in order to borrow materials. A one-time only exception is made for borrowers who have forgotten their SAILS card. In this case, one item may be borrowed upon presentment of Driver License. Should a borrower misplace their card, items placed on hold will be retained at the desk for 24 hours, after which items are returned to the collection or lending library.

Lost SAILS card

Lost SAILS cards are subject to a \$5.00 replacement fee.

Circulation Periods

Local history materials, and current issues of magazines do not circulate. All other materials circulate according to the following schedule:

Media	Borrowing Period		Media	Borrowing Period
Books	4 weeks		New DVDs Christmas DVDs	3 days
New books	2 weeks		DVDs	2 weeks
Summer reading books	2 weeks		New DVD series	1 week
Juvenile Holiday books	2 weeks		Juvenile Book with CDs	2 weeks
Magazines	2 weeks		Circulating encyclopedias	2 weeks
Music CDs	2 weeks		Reference books	1 week
Audio books on CD	4 weeks		Curriculum kits	4 weeks
E-Reader Devices	2 weeks		Museum passes	Overnight
Marquee Movies <i>(Holds not accepted)</i>	Up to 3 days		Bakeware <i>(Holds not accepted. Bakeware does not circulate in SAILS.)</i>	2 weeks
MiFi Wireless hot spot <i>(Holds not accepted. Reservations required. Hotspots do not circulate in SAILS.)</i>	Up to 14 days			

Renewals

Books, music discs and Audio book may be renewed for an additional 2 or 4 week period unless the item is needed for reserve. Other items cannot be renewed. Renewals may be made in person, by telephone, or via the Online Catalog. Overdue materials that have reached the maximum fine cannot be renewed. Wireless hot spots may not be renewed. Bakeware may be renewed once.

Reserves

Reserves are accepted for all circulating materials, except for wireless hot spots, Marquee Movies, and rental items.

Borrowing Limits

Patrons may borrow up to a maximum of 30 items within the limits stated below. Preschool cardholders are limited to a maximum of 5 items. Additional limits may be imposed at the discretion of the Library Director. The following table describes borrowing limits according to type of material:

Number of items	Type of Material
3	Books per subject (except only 2 for school projects)
3	Issues of a single magazine title
6	CD's (except only 2 Christmas theme CD's)
2	Audio Books on CD
6	Juvenile audio books
2	Curriculum kits
6	Adult DVDs and 2 juvenile DVDs <i>per household</i>
1	E-Reader device
1	Wireless hot spot
1	Museum pass per household per day. Non-residents must have SAILS Library card. An individual museum pass may not be borrowed more than once per week. During school vacation weeks, 2 passes per family per week are allowed.
1	Bakeware

Liability for Damage to Patron-Owned Devices

The Library assumes no liability for damage caused by Library materials to any patron-owned property of any description.

Returning Materials

Materials may be returned during regular Library hours, or by use of the 24-hour materials drop slot located near the front entrance of the Library. When using the drop slot, patrons are requested to observe marked usage instructions. E-Reader devices, wireless hot spots and bakeware must be returned in-person to the Circulation Desk.

Overdue Materials

Materials are expected to be returned on time. Three days before materials are due, SAILS sends a courtesy email advising materials will soon be due. The following table describes how overdue materials are managed:

At this number of days past due...	This action occurs...	And...
1	A fine is assessed according to the schedule shown in the next section entitled "Fines and Charges".	An additional fine is assessed for each day the material is overdue.
14	The SAILS system generates an overdue materials notice.	The patron is notified by e-mail.
28	The SAILS system generates a second overdue materials notice.	The patron is notified by e-mail.
29	The patron is notified by telephone.	Overdue item(s) are expected to be returned immediately.
60	Overdue items are assumed lost.	The patron is billed the full replacement cost of the item(s) and a processing fee of \$5.00 per item.
90	The patron account is sent to a collection agency.	The patron account is assessed an additional \$15 charge.

Fines/Fees

Materials not returned by their due date accrue fines and fees according to the following schedule:

Media	Charge per day	Maximum Fine	Lost Material Processing Fee
Juvenile Books	\$.10	\$3.00	\$5.00
Mass Market Paperbacks	\$.10	\$3.00	\$5.00
Magazines	\$.10	\$3.00	\$5.00
Adult Books	\$.10	\$5.00	\$5.00
Young Adult Books	\$.10	\$5.00	\$5.00
Reference	\$1.00	\$10.00	\$5.00
Audio Books on CD	\$.50	\$5.00	\$5.00
Music CDs	\$.10	\$5.00	\$5.00
Rental Books	\$.25	\$5.00	\$5.00
Media Kits	\$.10	\$5.00	\$5.00
Curriculum Kits	\$.50	\$10.00	\$5.00
Juvenile DVDs	\$.50	\$10.00	\$5.00
DVDs	\$1.00	\$10.00	\$5.00
E-Reader devices	\$1	\$10.00	\$5.00
Museum Passes	\$5.00	\$15.00	\$5.00
Wireless Hot Spot	\$5.00	Cost of replacement	\$5.00
Bakeware	\$.10	\$5.00	\$5.00

Lost or Damaged Materials

Assumed lost and lost items are charged to the patron account. The amount of charge is the full replacement cost of the item(s), and a processing fee of \$5.00 per item. When a claimed-lost item is not returned prior to expiration of a 60-day period, the patron is responsible to pay the full replacement cost and the accrued fine. When a lost or claimed lost item is returned in useable condition prior to expiration of a 4-month period, the amount paid for replacement is refunded, less a non-refundable \$5.00 processing fee.

Patrons returning item(s) in damaged but repairable condition are assessed a repair fee of \$5.00 per item. If an item cannot be repaired, the full replacement cost and a \$5.00 processing fee is assessed.

Suspension of Borrowing Privileges

Patrons owing \$10.00 or more in past due fines and/or lost/damaged material fees may not borrow until all fines and fees are paid in full, or until satisfactory payment arrangements have been made with the Library Director. The extension of payment arrangements is at the sole discretion of the Library Director.

Patrons with 5 or more unreturned items that are 4 or more weeks overdue are not permitted to borrow until all materials are returned and all fines and fees are paid in full.

Revocation of Borrowing Privileges

Borrowing privileges may be revoked for any individual found to be in violation of Library Policies. In addition, privileges for an entire family may be suspended when an individual family member account is blocked due to unreturned items that are more than 60 days past due. New SAILS cards are not issued to additional family members until all accounts are cleared.

Privacy and Uses of Registration Information

Registration information provided by individuals applying for a Library card is not shared with third parties, except only as may be required to provide patron service. This includes name, address, telephone number, date of birth, and e-mail addresses.

Patron e-mail addresses are also used for the purposes of SAILS interlibrary loan transactions and notifications, including reserve, courtesy and overdue notices, and for Library newsletters and announcements. E-mail addresses are not shared with any business, organization or individual, nor is e-mail sent on behalf of any business, organization, or individual.

Privacy of Borrower Records

In accordance with Chapter 78 Section 7 of the Massachusetts General Laws, borrower records that reveal the identity and intellectual pursuits of a person using a Library shall be kept confidential and are not released as a public record, nor to law enforcement or to other agencies or individuals, except only where such release is required by lawful authority. Patrons may opt out of either SAILS or NPL e-mail by informing the Library.

Retention of Records

The Library retains information to the extent required to provide patron services. The Library itself keeps no individually-identifiable permanent record of books or materials that have been borrowed and returned, Internet use, Internet sites visited, electronic databases used, nor searches made. Computers in the Library may hold personally-identifiable or sensitive information to the extent a user has entered such information into a computer during usage. Patrons concerned about possible retention of personally-identifiable or sensitive information are recommended not to enter such information while using Library computers.

Security and Integrity of Data and Records

The Library does not guarantee the security or integrity of any data, records, activities, or transactions conducted using publicly-available Library computers. Patrons are recommended not to use Library computers for the conduct of critical, sensitive or confidential transactions. Neither the Library, its employees and agents, the Library Director, the Board of Library Trustees, nor the Town of Norfolk shall be liable to any person or entity for the direct or indirect consequences arising from or related to use of publicly-available Library computers.

Release of Records

The USA Patriot Act allows Federal authorities to apply for warrants to seize records of all types, including those from libraries. Federal law supersedes Library policy and Massachusetts State Law. Therefore, if a valid request is received from federal authorities, the Norfolk Public Library must comply. The Patriot Act further stipulates that no person with knowledge of such a request may disclose the fact that a request for records was made, nor may a person disclose the requested information to any person other than as stipulated in the request.

Surveillance, Monitoring and Recording

The Norfolk Public Library strives to maintain a safe and secure environment for staff and patrons. In pursuit of this objective, selected public areas of the Library premises are under continuous video surveillance and recording. Signage is posted throughout the Library disclosing this activity.

Images from the Library surveillance system are stored. It is the intent of the Library to retain recorded images for a minimum of 30 days. Images may be monitored in real-time, saved, printed, copied to other forms of storage, and/or reviewed by Library management and other authorities when an incident is suspected to have occurred or has been reported. The retention period for images may be extended for such time as may be deemed necessary by the Library Director and/or as may be directed by lawful authority.

Use of Surveillance Images and Recordings

Surveillance images and recordings are used to inform investigations of administrative, civil and criminal wrongdoing, and any other action/s considered disruptive to Library operations or out of compliance with Library policies. Images may be shared with Library staff, and with all other individuals or entities as may be necessary in the pursuit of helping maintain a safe and secure environment, enforcing Library policy, informing investigations, and for any and all purposes consistent with state and Federal law.

Liability

While it is recognized that surveillance will not prevent incidents, its potential deterrent effect and value as a resource to identify and pursue offenders, and as an evidentiary tool, is considered worthwhile. Notwithstanding the above, neither the Library, its employees and agents, the Library Director, the Board of Library Trustees, nor the Town of Norfolk shall be liable to any person or entity for the direct or indirect consequences related to use of surveillance systems. By entering an area under surveillance, individuals doing so consent to the creation and maintenance of images depicting their likeness and actions while in such areas.

Public Access to Surveillance Records

Pursuant to the Massachusetts Public Records Law, and notwithstanding any prohibition that may exist by virtue of Federal, state or other lawful authority, the Library will provide public access to available images recorded within areas under its governance. Access to images is provided under the terms described in the form entitled "Request for Access to Library Surveillance Records", which may be obtained from Library staff.

Patron Conduct

The Norfolk Public Library is an active information and cultural center open to the public. It is therefore appropriate and necessary to maintain an atmosphere which promotes the use and enjoyment of the resources and services of the Library, and which protects the safety and well-being of the general public, Library staff, equipment and materials of the Library.

Rules of Conduct

Please refer to section 4 of the Safety and Security Policy.

Attending to Children

Parents shall attend to and protect their children and ensure their behavior is appropriate and in compliance with Library policy at all times. Library staff shall not be responsible for the supervision of children left unattended by their parents. Disruptive children will be requested to leave after receiving two verbal warnings. Library staff shall notify appropriate authorities if they have reason to suspect there is evidence of child abuse or neglect.

Children 6 years of age or younger shall at all times be attended and adequately supervised by a responsible person, (adult, guardian or person 16 years of age or above). Children between ages 6 and 9 may be left unattended for up to one half hour in the Library. (Exceptions may be made during scheduled children's Library programs at which time a parent or guardian may elect to be absent for the duration of the program.)

Children age 9 years of age and above may use the Library unattended, subject to all Library policies, rules and regulations.

Liability for Children and Their Actions

Medical Emergency

The Norfolk Public Library assumes no responsibility for children of any age left unattended at the Library. Parents assume all liability for damage done by their children to the Library facility and materials. If a problem arises with a child of any age and staff cannot contact the parent(s), law enforcement authorities may be called at staff discretion. In the case of medical emergency, Emergency Medical Technicians will be summoned. Parents will then be contacted, provided contact information is available.

Left Children

If a child 12 years of age or younger is found alone at Library closing time, Library staff will attempt to contact the parent(s) or guardian. If staff cannot reach a parent or guardian on the first attempt, the Library employee or agent in charge will call Police, who will assume responsibility for the child. A staff member shall remain with the child inside the Library entrance until a parent, guardian or Police arrive. At that time, Library policy will be explained and a copy of the Service Policy will be given to the parent or guardian. Ongoing or chronic problems with a family may require involvement of law enforcement or the Department of Children and Families. **Under no circumstances will Library staff transport or take a child away from the Library building.**

Specific Services

Children

Programs for preschool age children are conducted on a weekly basis throughout the school year. A summer reading program is offered for school age children during July and August. Children's services are available during all hours the Library is open. Staff do not restrict materials used or borrowed by children. Responsibility for materials borrowed or used by children for their reading, listening and viewing rests with the parents or guardian/s.

No Age Restriction

All Library services and materials are available to users of all ages.

Photocopier & Printing Services

A self-service photocopier is available for public use at a charge of 20 cents per page. A laser printer is available for personal computer users at a charge of 10 cents per page.

Public Telephone

The Library does not have a public telephone. Should an urgent situation arise, a patron may make a brief local call at the reference desk.

Self-Service Fax and Scan Service

This service is available for public use, according to the following schedule:

US, Canada and the Carribean: (Send) :	\$1.75 first page, \$1 each additional page
International (Fax only, Send) :	\$3.95 first page, \$3.45 each additional page
All locations (Receive) :	\$1.00 first page, 50 cents each additional page

Reference Service

The Library supports the "Guidelines for Reference Service in Libraries", developed by the Massachusetts Reference Services Committee.

Reference services are provided when the Library is open, and are available on an equal basis to individuals of all ages regardless of place of residence. Service is provided on-site, by telephone, fax, paper and/or electronic mail.

Reference transactions are considered confidential and will not be discussed, except only as may be necessary with other Library staff or affiliated service providers to fulfill a patron request. Medical, legal and tax information contained in reference sources is provided for informational purposes only, with no endorsement or guarantee of accuracy or fitness for a particular use. Library staff provides no interpretation of reference information.

Assistance with School Assignments

Library staff are available to assist students with school assignments by helping them locate and properly use needed materials. Reference inquiries made by telephone are limited to 5 minutes.

Interlibrary Loan (ILL)

When requested material or information is not available through resources within the Norfolk Public Library, Interlibrary Loan service is offered. This service is available to all users regardless of age, and includes resources of the SAILS Network, Commonwealth Catalog, and Mediated Interlibrary Loan service. Requests are submitted to Massachusetts Library System (MLS) and must conform to the MLS Interlibrary loan code. Up to 10 active requests at a time may be placed by a patron when the material is not within the scope of the Library's collection, missing from the collection, or out-of-print.

Borrowers receiving materials through Interlibrary Loan are notified on the day requested material is received. Materials not called for within one week are returned to the lending Library. The Library reserves the right to refuse Interlibrary Loan service to borrowers who repeatedly fail to pickup requested materials or return them when due.

All materials are lent to other Libraries through Regional Interlibrary Loan, with the exception of museum passes, reference and local history items.

Bulletin Board

The Norfolk Public Library accepts material for posting on the foyer bulletin board for the following purposes and organizations:

- **Norfolk Public Library events and information,**
- **Official Town of Norfolk notices, and**
- **Non-profit & community organizations (meetings, announcements, events, services).**

Acceptance of material for posting is subject to available space on the bulletin board. Acceptance of material does not imply endorsement of an organization nor content presented. Materials of a partisan or commercial nature are not accepted for posting.

Materials are removed and discarded when their information is no longer current, or at the discretion of the Library Director or their designate. Additional bulletin boards throughout the Library are reserved for Library use only.

Use of Meeting Rooms and Exhibit Space

The Library encourages use of its meeting rooms and exhibit space by charitable, non-profit and community groups and individuals to help meet the educational, recreational, and informational needs of the community. Meeting Rooms and exhibit space is available to the public provided the use of these facilities does not interfere or conflict with regular Library services and programs. Use of meeting room space is governed by the Meeting Room Use Policy for Non-Library Sponsored Events, which can be read at:

http://library.virtualnorfolk.org/Public_Documents/NPL_docs/meetuse.pdf

Equal Access and Availability

Based on the democratic philosophies expressed in the Library Bill of Rights, the Library does not discriminate in permitting use of its meeting rooms or exhibit space based on content of a program or exhibit. The Library endeavors to make its facilities equally available to individuals and groups with different or opposing viewpoints. Notwithstanding the above, the Library Director shall be the final authority with respect to requests to use Library meeting rooms and exhibit space.

Priority Protocol: Use of Meeting Rooms and Exhibit Space is subject to a priority protocol, where Library programs are given top priority, followed by Town Boards and Commissions, followed by charitable, non-profit and community groups.

Responsibility and Indemnification: Users of meeting rooms and/or exhibit space are responsible for all damages to and/or misuse of Library property arising from such use, and shall indemnify and forever hold harmless the Library, its staff, employees, agents and assigns, the Board of Library Trustees, and the Town of Norfolk against all damages or injuries arising from or related to use of meeting room and/or exhibit space.

Supervision: An organizer must be designated for every group using meeting rooms or exhibit space. Organizers are responsible to familiarize themselves with all relevant Library Policies prior to use of space, and are responsible to provide proper supervision of their group at all times during use of space. Groups must comply with all Library Policies. Groups failing to comply with Library Policies may be denied future use of Library facilities.

ADOPTED - Nov. 15, 1993
REVISED – June 20, 1994
REVISED – August 5, 1996
REVISED – March 19, 1998
REVISED – October 17, 2002
REVISED – October, 2005
REVISED – September, 2007
REVISED – Nov. 2009 & Jan. 2010
REVISED – September, 2010
REVISED – March, 2012
REVISED – September, 2012
REVISED – April 16, 2014
REVISED – May 6, 2014
REVISED – October 15, 2014
REVISED – May 20, 2015
REVISED – June 24, 2015
REVISED – May 25, 2016
REVISED – October 26, 2016
REVISED – December 21, 2016