



Scope of Service Policy

POLICY: It is the policy of the Norfolk Public Library (NPL) to provide a scope of services, consistent with its mission, which includes an accessible collection of physical and digital materials that recognizes two main service roles of being a popular materials library and an educational center that supports lifelong learning; that provides a welcoming environment for community interaction; and enables access to business and career information.

DEFINITIONS:

Commonwealth Catalogue: a system that allows library users to locate and request library materials from all across Massachusetts and have them delivered directly to their home library.

Massachusetts Board of Library Commissioners (MBLC): agency of state government with the statutory authority and responsibility to organize, develop, coordinate, and improve library services throughout the Commonwealth.

Massachusetts Library System (MLS): a state-supported collaborative, established in 2010, that provides services to about 1,600 Massachusetts libraries of all types and sizes throughout the Commonwealth.

Mediated interlibrary loan: borrowing and lending requests between one library to another facilitated by the MLS Resource Sharing staff on behalf of its member libraries. This does not refer to items shared within networks or via the Commonwealth Catalog, or point-to-point sharing.

SAILS: a non-profit, private incorporation, funded by member libraries, government and state grants, and private grants that runs and supports the Enterprise Online Catalog and Circulation systems for 72 libraries and branches throughout 40 communities in Southeastern Massachusetts.

PROCEDURE:

Collection Development

1. Collection development decisions are driven by the NPL mission to promote and encourage lifelong learning, recreational interests, cultural exchanges, and a sense of community.
2. In order to meet the diverse needs and interests of all residents, the library provides materials in a variety of formats including print materials such as books, magazines and large print editions, as well as non-print materials including audio books, videos, and music. The library also hosts

electronic databases and participates in a collective resource through SAILS that provides downloadable audio and e-books.

3. When requested material or information is not available through resources within the NPL, interlibrary loan service is offered. This service is available to all users regardless of age, and includes, in addition to the resources of the SAILS Network, the 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.
4. Borrowers receiving materials through interlibrary loan are notified on the day the requested material arrives at NPL. Materials not picked up 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 pick up requested materials or return them when due.
5. All materials are lent to other libraries through interlibrary loan, with the exception of museum passes, reference and local history items, and Stuffbrary items.
6. The NPL's collection development policy, procedures, and practices are fully described in its Collection Development Policy.

Scope of the Collection

1. The Popular Adult Collection highlights genres and topics for which local interest and need is known to exist. These areas include current, high-interest fiction, biographies of popular figures, self-help, cooking and crafts, home-repairs, how-to material, and other high demand non-fiction.
2. The Popular Juvenile Collection focuses on highly recommended picture books for preschoolers and on popular reading of standard titles by school age children.

Environment for Community Interaction

1. The NPL develops, organizes, delivers, and sponsors programs that include but are not limited to lectures, community forums, performing and visual arts, participatory workshops, technology programming, creative learning programming, wellness programs, story times, continuing education, fairs and conventions, book clubs, discussion groups, demonstrations, and presentations for social, cultural, educational, or entertainment purposes.
2. The NPL provides meeting rooms for the use of non-profit and community groups to help meet the diverse cultural, educational, recreational, and informational needs of our community as well as for-profit and business organizations that pay a fee for such use.
3. The NPL provides a Community Bulletin Board in order for local organizations to display information that meets the educational, information, and recreational needs of the community and serves as a resource for the community to stay informed of upcoming events and workshops in the area.

4. Lastly, the NPL provides residents and others exhibition space to display materials in a physical or digital format in designated spaces.
5. The policy and procedures governing these programs, spaces for community meetings, bulletin board, and exhibition spaces are described in the Library-Initiated Programs Policy, the Meeting Room Use Policy for Non-Library Sponsored Events Policy, the Community Bulletin Board Policy, and the Exhibition Policy.

Library Access

1. The NPL and its resources and staff can be accessed by visiting it in person during its service hours; by telephone during business hours at 508-528-3380; by email at norfolkpl@sailsinc.org; or remotely 24/7 at <https://norfolkpl.org/>
2. All library services and materials are available to all users regardless of age, gender, gender identification, race, ethnicity, and immigration status.
3. The library offers home delivery of materials through and in cooperation with the Council on Aging.

Library Service Hours

1. The library is open to all. 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.
2. The library is open according to the following schedule:

Sunday	Closed
Monday	10 am to 4 pm
Tuesday, Wednesday, Thursday	10 am – 7:30 pm
Friday	10 am – 4 pm
Saturday	10 am – 2 pm
3. The NPL is closed on the following public holidays:
 - New Year's Day
 - Martin Luther King, Jr. Day
 - Presidents Day
 - Patriots Day
 - Memorial Day
 - Independence Day
 - Labor Day
 - Columbus Day
 - Veterans Day
 - Thanksgiving
 - Christmas Day

4. Library hours may be changed at any time by the Board of Library Trustees.
5. The Library Director is authorized to close the NPL for up to 72 hours in the event of severe weather or other circumstance that makes travel difficult or occupancy of the building unsafe, uncomfortable, or inappropriate. A closure extension that extends or is anticipated to extend beyond 72 hours requires the approval of the Board of Library Trustees.

Circulation and Borrowing

1. Individuals who wish to borrow materials from the NPL or through the SAILS system must possess a valid SAILS library card and have a SAILS account.
2. The procedure for obtaining a SAILS library card and the terms and conditions of borrowing materials from the NPL is described in the Borrowing Policy.

Privacy and Retention and Dissemination of Records

1. The NPL recognizes and respects the confidentiality of information given, sought or received, and materials consulted, borrowed or acquired by a library patron.
2. The NPL collects, stores, retains, uses, and disseminates patron information in accordance with its Privacy Policy.

Specific Services

Children

1. Programs for pre-school age children are conducted on a weekly basis throughout the school year.
2. A summer reading program is offered for school age children during July and August.
3. Children's services are available during all hours the library is open.
4. 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.
5. Information about programs and services for pre-school and school-age children is at <https://norfolkpl.org/> under the "Kids & Teens" tab.

Photocopier & Printing Services

1. 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 for black and white and 25 cents per page for color.

Public Telephone

1. 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

1. This service is available for public use, according to the following schedule:
 - US, Canada, and the Caribbean: (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
2. Fax services are provided by a third-party vendor and not directly by the NPL.
3. Payment for fax services must be made by credit card only.

Reference Services

1. 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.
2. 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

1. 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.

Patron Conduct

1. The NPL's rules regarding patron conduct, including attending to children, is described in the Safety and Security Policy.

Source of Financial Support for Services

1. The services provided by the NPL have four sources of financial support: the Town of Norfolk; the Commonwealth of Massachusetts; volunteer, non-profit organizations; and a gift fund for donations.
2. The primary source of funding for the NPL is the Town of Norfolk annual operating budget which is approved by voters at the Norfolk Town Meeting held in the spring.
3. The Commonwealth of Massachusetts, through the MBLC, has three programs which provide funding for the NPL. These are the Library Incentive Grant (LIG), the Massachusetts Equalization Grant (MEG), and the Non-Resident Offset programs. Through compliance with MBLC standards,

the library maintains eligibility for these programs and provides high quality service to Norfolk residents.

4. The Friends of the Norfolk Public Library, a non-profit organization, through a program of volunteer, promotional, and fundraising activities helps the NPL acquire important materials and equipment beyond the limit of its regular operating budget. The Friends also aim to inform the community of the library's resources, services, and needs. In addition, the Norfolk Lions Club, another non-profit organization, supports the NPL through the purchase of resources and furnishings. The Norfolk Community League also generously sponsors a museum pass and programming.
5. Individuals may also donate money to the Norfolk Public Library Gift Fund. The Gift Fund supports the commemorative book program which offers the donors the opportunity to honor an individual through a meaningful and enduring gift to the library's collection.

REFERENCE: None

CANCELLATION: This policy cancels all previous policies, procedures, memorandums, messages, and directives on this subject.

APPLICABILITY: This policy applies to all NPL trustees, staff members, and patrons.

REVIEW DATES: Adopted Nov. 15, 1993; revised and adopted June 20, 1994; revised and adopted August 5, 1996; revised and adopted March 19, 1998; revised and adopted October 17, 2002; revised and adopted October 2005; revised and adopted September 2007; revised and adopted November 2009; revised and adopted January 2010; revised and adopted September 2010; revised and adopted March 2012; revised and adopted September 2012; revised and adopted April 16, 2014; revised and adopted May 6, 2014; revised and adopted October 15, 2014; revised and adopted May 20, 2015; revised and adopted June 24, 2015; revised and adopted May 25, 2016; revised and adopted October 26, 2016; revised and adopted December 21, 2016; revised and adopted May 17, 2017; revised and adopted April 18, 2018; revised and adopted April 17, 2019; revised and adopted April 16, 2020; revised and adopted April 12, 2021.