

I. Library Patrons

A. Cardholders

- i. All patrons who borrow materials must be library card holders registered with the library's automated circulation system. Registration information will include the patron's name, current street address, mailing address, telephone number, date of birth, e-mail address (if applicable), and signature.
- ii. Library cards will be issued free of charge to the following individuals upon submission of photographic proof of identity, proof of current address, and a completed application:
 1. Any Greenville resident age five and over. Anyone under the age of 18 must have a parent or guardian co-sign the registration form as the responsible party. Proof of Greenville residency will be required.
 2. Anyone who works in Greenville. Proof of Greenville employment will be required.
 3. Any student in the Mascenic Regional School District. A student under the age of 18 must have a parent or guardian co-sign the registration form as the responsible party. Proof of student status must be provided;
 4. Teachers employed by the Mascenic Regional School District (SAU 87). Proof of SAU 87 employment will be required.
 5. Nonresident Greenville property owners who reside elsewhere are eligible for a library card free of charge. Proof of Greenville property ownership will be required.
- iii. All other nonresident users desiring borrowing privileges may purchase a library card for \$30 per year.

B. Changes to Card Registration Information

- i. Cardholders must notify the library of any changes to their registration information. Failure to do so may result in a temporary suspension of library privileges.

C. Card Renewal

- i. Cards are issued for one year and may be renewed.

D. Lost Cards

- i. Lost library cards will be replaced for a charge of one dollar.

E. In-House Use of Library Resources

- i. Within the library building, the use of Chamberlin Free Public Library's resources is free to all, regardless of place of residence.

F. Library Patrons Policy: Approved, as amended, 2/12/2024; Effective 2/12/2024.

II. Circulation

A. Responsibility

- i. Patrons assume responsibility for all materials checked out from the library. Parents or guardians assume responsibility for all materials checked out from the library by their minor children/wards (younger than 18 years of age).

B. Check-out Periods

- i. All circulating print and audio materials are checked out for two weeks. DVDs and T-Mobile hotspots are checked out for one week. Art prints are checked out for 90 days. Patrons may check out up to ten (10) books and up to five (5) DVDs.

C. Renewals

- i. Patrons may renew materials except for the T-Mobile Hotspot. Renewals may be made in person, by telephone, by e-mail, or via the library website. Print materials are limited to two (2) renewals. DVDs are limited to one renewal. If there is a hold on any library material by another patron, that item may not be renewed.

D. Non-circulating Materials

- i. Non-circulating items include certain reference materials and portions of the New Hampshire collection (including town reports).

E. Reservations and Holds

- i. Patrons may reserve or place a hold on library materials. Patrons are notified by telephone or e-mail when materials become available. The requesting patron must pick up reserved and held materials within one week.

F. Museum Passes

- i. Patrons may reserve a museum pass for a specific day, in person, by phone, or via the library website up to two weeks in advance. Passes may be picked up three days or less before the date on which they will be used. Passes must be returned in person within two days after the date they were used. If a patron loses a museum pass, the patron shall be charged for a replacement pass.

G. Interlibrary Loans

- i. Chamberlin Free Public Library participates in the New Hampshire Interlibrary Loan system. We do not charge fees for interlibrary loan services.
- ii. Any registered patron may request to borrow materials not available in the library's collection through an interlibrary loan. Materials obtained through interlibrary loans are normally lent to Chamberlin Free Public Library patrons for two weeks. Renewals may be possible within the loan periods granted by lending libraries.
- iii. When a patron has lost or damaged a book that the library has borrowed through the interlibrary loan, they are responsible for the cost of the replacement book and any processing fees assessed to Chamberlin Free Public Library by the lending library.

H. Lost or Damaged Materials

- i. Lost or damaged materials are the responsibility of the patron. The full cost of replacement materials, as determined by a librarian, plus any costs incurred securing a replacement, must be paid to the library. Replacements offered by the patrons cannot be accepted.

I. Overdue Materials

- i. Patrons are normally notified by telephone or Email when library materials are one month overdue. Patrons with long overdue materials (more than one month) will not be permitted to check out additional materials until the

materials have been returned or the patron has paid for them.

- ii. If materials are three (3) months overdue, notices will be sent by certified mail and will include the text of RSA 202-A:25, as follows:
 - a. RSA 202-A:25 states: Any person who willfully detains any book, newspaper, magazine, manuscript, pamphlet, publication, recording, film, or other property belonging to or in the care of any gallery or museum of any state, public, school, college, or other institutional library, may be given written notice to return it, which shall bear upon its face a copy of this section, mailed by certified mail to such person's last address or delivered by a person designated by the lawful custodian of such property; and if such person shall thereafter willfully and knowingly fail to return such property within 15 days after such notice, the person shall be guilty of a violation.

J. Circulation Policy: Approved 10.16.2023; Effective: 10.16.2023.

III. Public Information

A. Unaccompanied Minors

- i. A. Chamberlin Free Public Library welcomes children to use its facilities for customary library activities. However, responsibility for children using the library rests with the parent, guardian, or assigned chaperone, not with library personnel. Parents must be aware that Chamberlin Free Public Library does not have legal “provision of care” responsibilities. For the protection and well-being of children using the library, the following policy shall apply:
 - 1. Children 10 years or younger must be accompanied and supervised by an adult or a teenager (16 years or older).
 - 2. Library staff will not remain with a child after library business hours.
 - 3. In an emergency a child may use the library phone; however, library

staff may not provide their personal cell phone to a child.

4. Library staff may not provide food, transportation, or money to children.
 5. Library staff may not take legal responsibility for a child in a medical emergency.
- ii. **Unaccompanied Minors Policy: Approved 11.13.2023; Effective 11.13.2023.**

B. Meeting Space Policy

- i. While Chamberlin Free Public Library (“CFPL”) does not have a designated public meeting room, a portion of the library may be reserved for a public meeting, subject to the satisfaction of the criteria listed below:
 1. The meeting shall be limited to a total of eight (8) participants, and
 2. The meeting shall be open to all members of the public, and
 3. The meeting shall be held during regular library business hours, and
 4. The meeting shall not conflict with other scheduled library functions and/or programs; and
 5. At least seven (7) business days prior to the proposed meeting date, the meeting organizers shall submit to the library Director and/or Trustees, a Meeting Space Request form signed by an organizer who has or is eligible for, a CFPL library card.
- ii. The Library Director or Board of Trustees shall review and respond to the meeting request form within two (2) business days. A Meeting Space Request form for such meetings is available at the library.
- iii. **Meeting Space Policy:**
Approved, as amended: September 11, 2023, Effective: September 11, 2023.

C. Holiday Closings

- i. Chamberlin Free Public Library shall be closed on New Year’s Day, Martin Luther King Day, Presidents’ Day, Memorial Day, Independence Day,

Labor Day, Columbus Day, Veterans Day, Thanksgiving Day, and the day following, and Christmas Eve and Christmas Day.

- ii. **Holiday Closings Policy: Approved 2.12.2024; Effective 2.12.2024.**

D. Emergency Closings

- i. Chamberlin Free Public Library closes for a variety of emergency conditions, such as storms and power outages. Notice of closures will be posted on WMUR television and, if possible, on the library's website, www.chamberlinlibrary.org.
- ii. **Emergency Closings Policy: Approved 2.12.2024; Effective 2.12.2024.**

E. Animals

- i. Service animals and animals involved in Library sponsored events are welcome in CFPL; however, all other animals are prohibited in the Library.
- ii. **Service Animals and Pets Policy: Approved, as amended, 2.12.2024; Effective 2.12.2024.**

F. Trustees' Meetings

- i. Chamberlin Free Public Library Board of Trustees meetings shall be open to the public as described in the NH Open Meeting Law (RSA 91-A:2). Notice of meetings shall be posted in at least two public places at least 24 hours beforehand. Minutes of meetings shall be available at the library within five days of the meeting for public scrutiny. Board of Trustees meetings normally are held on the second Monday of every month at 6:30 p.m. in the library.
- ii. **Trustees' Meetings Policy: Approved 2.12.2024; Effective 2.12.2024.**

G. Library Public Notice Board

- i. Announcements of community interest from nonprofit organizations, individuals, schools, and government agencies may be displayed on the bulletin board in the library. The director or librarian will display materials

when requested. No materials, leaflets, or posters that advocate the election of a political candidate may be displayed on library property.

- ii. **Library Public Notice Board Policy: Approved 2.12.2024; Effective 2.12.2024.**

H. Bed Bug Control Policy

- i. Policy Statement

1. It is the library's responsibility to maintain a healthy and clean environment for all library patrons and to protect the library's collections, equipment, and property in this regard. To this end, the library may restrict a patron's ability to borrow material and/or to visit library facilities when such use may jeopardize the health and cleanliness of library facilities, collections, and users.
2. The presence of bed bugs in library materials is an ongoing challenge. There is no definitive way to prevent bed bugs from entering any public building. The Library will take all reasonable steps to mitigate the threat posed by bed bugs. This policy outlines Library protocols for the prevention of and reaction to, potential bed bug situations in its collections and on its premises.

- ii. Regulations

1. Library patrons must cease to borrow materials from the Library if they are experiencing a bed bug infestation in their residence until the infestation has been mitigated.
2. If a patron discovers a live or dead bed bug, bed bug eggs, bed bug nymphs, or feces or spotting associated with bed bugs in Library materials, the patron must immediately do the following:
 - a. If the materials are inside of the Library: bring the materials to a staff member and inform the staff member of the problem.
 - b. If the materials are outside of the Library and in the possession of the patron: place the materials into a sealable plastic bag and add tape to cover the sealed opening. Return the sealed materials directly to a staff

member and inform the staff member of the problem.

Patrons must not use book drops to return materials suspected or with evidence of bed bugs.

3. Patrons are prohibited from self-treating Library materials suspected to contain bed bugs. Patrons will be held responsible for any damages sustained to Library materials during an attempted self-treatment. Successfully eradicating bed bugs requires professional procedures and equipment.
4. Patrons donating items to the Library must inspect materials for evidence of live or dead bed bugs before donating them. The Library reserves the right to discard materials with signs of past or present bed bug activity.

iii. Procedure

1. Staff shall inspect all incoming materials, including those returned at the public desks, in the book drops, and through inter-library loan delivery, for signs that bed bugs are or have been present. These signs include live or dead bed bugs, bed bug eggs, bed bug nymphs, or feces or spotting associated with bed bugs.
2. All items identified by Library staff as potentially containing live or dead bed bugs in any stage shall be promptly quarantined in a sealable plastic bag and a Bed bug Report Form will be completed.
3. Supervisory staff will determine whether to discard or treat the items.
4. If the items are treated, they shall be re-inspected after treatment.
5. Staff shall inspect the items shelved or formerly shelved on either side, above, below, and behind the infested items for signs of bed bugs.
6. If the items in question were received from another library, staff will immediately contact the sending institution and inform it of the situation.
7. If a library patron returns the items in question, staff shall inspect all other items borrowed by the patron and all other patrons in the

same residence as the original patron for signs of bed bugs. A supervisor will contact the patron, explain the problem, and discuss the basis of the belief that the patron is the source.

8. Supervisors should document their discussion with the patron and assessment of the situation. If, in the supervisor's assessment, the patron's residence is the source of the bed bugs, that supervisor will notify the patron of their suspension of privileges and the reinstatement process, both verbally and in writing.

iv. Suspension and Reinstatement

1. So as not to jeopardize the health of patrons and operations of library facilities, collections, and users, if a patron returns library materials that show evidence of bed bugs, there shall be an immediate suspension of the library privileges of that patron and their household members; if patron resides in a multi-family building, the suspension shall extend to all patrons residing in that multi-family building.
 - a. All suspended patrons will have their borrower classification changed so that no checkouts of tangible items are permitted, yet remote access to digital collections is maintained.
 - b. Suspension of borrowing privileges will be considered temporary and will be restored upon verification of successful qualified extermination treatment.
1. Proof of successful treatment may include copies of receipts for treatment, a letter from a licensed bed bug control company, a written statement from the owner or property manager of a multi-family rental residence, or the local Health Inspector. In some circumstances, proof of a change of residential address may also be accepted. Proof should be accompanied by contact information for additional follow-up if needed.

v. Right of Appeal

1. Patrons may appeal a decision to suspend privileges or the conditions placed on reinstatement by sending a written appeal to the Library Board of Trustees within 10 business days of the suspension notice. This appeal should be sent to the Chair of the

Library Board of Trustees in the care of the Library Director. The decision of the Library Board of Trustees is final.

- vi. **Bed Bug Control Policy: Adopted and amended from Lane Library, Hampton, New Hampshire: 2.12.2024; Effective: 2.12.2024.**

I. Pandemic Policy

- i. The Chamberlin Free Public Library (hereinafter “Library”) Board of Trustees (hereinafter “Board”) has established the following policy to follow in the event of a pandemic as determined by the U.S. Center for Disease Control (CDC) or state and local health officials
- ii. Pandemic Policy Ongoing Review
 - 1. During a pandemic, a review of the Library Pandemic Policy, including, but not limited to, hours of operation, programming, and public access to the collection, shall be an ongoing agenda item for regularly scheduled and/or emergency meetings of the Library Board of Trustees (hereinafter “Board”).
- iii. The Pandemic Policy is data-driven and meant to reflect the best practices available at the time. Accordingly, the effective date of the initial Pandemic Policy and all subsequent revisions shall be included within the document.
- iv. Closure or curtailment of operating hours
 - 1. The Library shall close to the public due to a pandemic:
 - a. In the event that there is a mandate or recommendation for closure issued by public health or government officials on the local, county, or state level
 - b. The Library shall close to staff due to a pandemic:
 - c. In the event that there is a mandate or recommendation for closure issued by public health or government officials on the local, county, or state level;
 - 2. The Library Director, after consultation with the Board, may curtail operating hours in the event that personnel illness results in insufficient staff to maintain basic library service levels.

3. Subsequent to closure to the public, the Board and the Director shall meet electronically (i.e. via internet, email, telephone) and develop an emergency policy regarding, at a minimum, staff wages and work duties, and restoring the public's access to the collection and programming, while ensuring staff and public safety.
- v. The emergency policy shall be consistent with state, federal and local law applicable at the time.
- vi. The emergency policy shall reflect the findings and guidelines presented by relevant public health agencies and COVID-19 resources such as: the NHLTA website, the NHLA website, and the NHMA's COVID-19 Resources page.
- vii. **Pandemic Policy: Approved: 12.12.2022; Effective: 12/12/2022**

IV. Collection Development and Maintenance Policy

A. Introduction

- i. This policy explains the scope of collection development, the objective of the collection, deselection and collection maintenance, and Intellectual Freedom.
- ii. The mission of the Chamberlin Free Public Library is to provide free, open, and convenient access for all Library Patrons to acquire information for growth in their knowledge; for life-long learning and enjoyment; for the fulfillment of informational needs, desires, and curiosities; and for enhancing the quality of life in the community.
- iii. The Chamberlin Free Public Library participates in interlibrary loans with other libraries which enables card-holders access to a broad selection of materials.

B. Scope

- i. The Chamberlin Free Public Library selects materials in a variety of formats and languages to best serve the needs of the community. Selections are made by library staff to provide a balanced collection of educational, recreational, and cultural materials appealing to the interests

of a diverse population with consideration for convenient and cost-effective formats. The collection will emphasize current, popular materials and stimulate individuals' interest in and appreciation for reading while maintaining a core collection of classic works and local history. The library's focus is on popular and widespread formats. Material selection is based on awareness of community interests and concerns, national and international issues and events, publishing trends, review sources, new insights, societal trends, and the professional judgment of selectors regarding the material's value to the Library's collection. The Library intends the collection to address the needs and interests of the entire Library community.

C. Intellectual Freedom

- i. The Library will uphold the freedom to read as expressed in the [Library Bill of Rights](#) and the [Freedom to Read Statement](#) by the American Library Association. See ALA American Library Association, www.ala.org (1.11.2024)
- ii. The Library does not advocate particular views or beliefs but attempts to provide free access to a well-balanced collection of topics, appropriate for different age levels and opinions of all community members. Each individual has the freedom and responsibility for making choices about what to read and can apply their values to only themselves, without restricting others.

D. Responsibility for Selection

- i. The responsibility for the selection of library materials and the development of the collection is delegated by the Board of Trustees to the Library Director. Under the Director's guidance, staff has responsibility for the selection of materials. All staff members and the general public are encouraged to recommend materials for consideration. The library collection shall be an unbiased and diverse source of information, representing as many viewpoints as possible.

E. Selection Criteria

- i. Chamberlin Free Public Library selects materials for all ages and relies extensively on professional review sources. Material is not excluded because of the race, nationality, religion, gender, sexual orientation, or

political and social views of the author. The inclusion of materials does not imply agreement with or endorsement of content.

- ii. General criteria for selecting all formats of material include, but are not limited to:
 - 1. Patron interest and demand
 - 2. Historical and cultural significance of the work, author, or subject
 - 3. Timeliness of materials' subject
 - 4. Local emphasis
 - 5. Diversity of viewpoints
 - 6. Budgetary considerations
 - 7. Prominence, authority and accuracy
 - 8. Literary and artistic merit
 - 9. Availability of titles and formats from vendors
 - 10. Relation to existing collections, such as titles in a series
 - 11. Production quality
- iii. These criteria apply to both purchased and donated materials.
- iv. The Library may collect recreational and educational material in languages other than English for adults and juveniles to meet the needs of the community's population.

F. Patron Driven Acquisitions

- i. Chamberlin Free Public Library welcomes suggestions from the community for possible purchase of materials. All suggestions are given serious consideration. Titles are considered by the same criteria as all other materials purchased for the Library.

G. Donations to the Collection

- i. Authorization
 - 1. Per NH RSA 202-A:4-d, Acceptance of Personal Property Donated to Libraries: **Chamberlin Free Public Library shall retain the right to accept or refuse any donation offered to the library.**

- ii. The Library will consider donations of materials by local authors and individuals for addition to the collection.
- iii. Donations are considered by the same criteria as all other materials collected by the Library. The library will accept only those items that will serve a useful purpose in the Library. Acceptable materials include:
 - 1. Hardcover fiction and recent non-fiction.
 - 2. Trade and mass-market paperbacks in good condition.
 - 3. Audiobooks on CD - Must be operable and include original casing with artwork.
 - 4. DVDs - Must be operable and include original casing with artwork.
 - 5. Music CDs- Must be operable and include original casing with artwork.
 - 6. Gently used children's books.
 - 7. Other items deemed usable by the library.
- iv. Materials that are dirty, moldy, smelly, or water damaged, or have yellowed pages, missing covers or pages, excessive markings, or damaged bindings or pages are not accepted.
- v. The library retains the right to dispose of any items it has accepted that no longer serve a useful purpose, if they become unusable because of damage or wear, or if there is no longer space for those items to be used. Items donated to the Library become the property of the Library and will not be returned to the donating party. The library has no obligation to inform the donor of its intent to dispose of the items. Donated materials may be deselected from the collection at any time deemed appropriate under the standards of this policy.

H. Video and Music Collection

- i. The Chamberlin Free Public Library maintains a broad selection of entertainment, informational, and instructional video formats. The emphasis is on popular materials and is balanced with classic films, independent films, foreign films, and documentaries. Music is collected across all styles and genres.

I. Digital Resources

- i. Digital resources, including eBooks, audiobooks, streaming video, government documents, and databases are subject to the same general selection criteria as other materials. Digital resources extend the reach of the Library because they are available remotely and when libraries are closed. The Library accesses digital resources through a variety of vendors, including through consortia agreements. The Library may not have the ability to choose the selection or deselection of individual materials within the digital resource.

J. Library of Things Collection

- i. The Library of Things may include learning tools, toys, games, equipment, and other such items. The purpose of this collection is to provide occasional use items which:
 1. Save patrons money.
 2. Reduce waste in the community.
 3. Encourage experimentation, curiosity, and learning.
 4. Offer self-guided recreation.
- ii. Items may be added to the collection using the following criteria:
 1. There is patron demand or demonstrated community need for the item.
 2. There is adequate space to store the item.
 3. Instructions for using the item are available or can be created easily by library staff.
 4. It is reasonable to assume that patrons can use the item without extensive specialized training.
 5. Community demand.
 6. Ease of processing, maintenance and loaning procedures.
 7. Budget constraints.
- iii. The Library will require a cardholder, or the guardian of a minor cardholder, to sign a Library of Things borrower's agreement and safety waiver before checking out an item from this collection. The Library may

set age limits for various types of equipment based on its price and the safety guidelines for the object.

K. Deselection and Collection Maintenance

- i. Withdrawal of material from the circulating collections is a vital part of successful collection maintenance. Continuous evaluation is necessary and materials are regularly removed to maintain a current, accurate and appealing collection that is responsive to the community's needs. An item may be deselected for several reasons, including:
 1. Out-of-date or inaccurate information
 2. Wear or damage
 3. Item no longer responds to current needs or interests
 4. Materials in that format are no longer collected
 5. Insufficient use or lack of customer demand
 6. Space constraints for housing materials.
- ii. Such material may be disposed of at the discretion of the Director, in consultation with the Board of Trustees as needed. If there are articles of particular community value, the Library will attempt to donate the material to another local or state organization.

L. Request for Reconsideration of Library Materials

- i. Chamberlin Free Public Library believes all patrons are free to accept or question any materials, displays, or programs it offers. Written requests for the removal of library materials or objections to programs or displays will be considered by the Library Board of Trustees. A Reconsideration request form is attached, marked as Attachment A; in addition, such forms are available at the circulation desk, and on the Library's website and social media. The Reconsideration request form must be completed, in full, for each title or program, and submitted to the Library Director. If there are multiple submissions for reconsideration, each title will be considered in the order received.
- ii. The Board of Trustees will consider reconsideration requests of one title at a time at the first regularly scheduled meeting held at least ten (10) business days after receipt of the completed reconsideration request

form. A written decision on the request for reconsideration will be made within 30 days of the meeting at which the Request for Reconsideration was considered. The Decision of the Board of Trustees shall be final.

- iii. During reconsideration, no changes will be made in materials, programs, or displays.

M. Collection Development and Maintenance Policy:

Approved, as amended, 2/12/2024; Effective: 2/12/2024

- i. **Attachment A**

Request for Reconsideration of Chamberlin Free Public Library Resource

Chamberlin Free Public Library chooses materials, programs, and displays that may represent differing opinions on controversial matters. Our selection of library materials is made without regard to gender, race, sexual orientation, religion, political or moral philosophy. However, any patron has the right to challenge the inclusion of any library materials, programs, or displays. This form must be signed and dated by both the requestor and the librarian on duty. Completed forms will be forwarded to the library's Board of Trustees at their next scheduled meeting for consideration of the request. A written report of the trustees' findings will be provided to the requestor.

Name _____ Date _____ Library Card # _____

Address _____

City _____

Zip _____

Phone _____

Do you represent yourself? _____ Organization? _____

Type of resource for reconsideration:

____ Book ____ Video ____ Display ____ Magazine ____ Library Program ____ Audio
Recording ____ Newspaper ____ Internet ____ Other (please specify) _____

Title _____

Author/Producer/URL _____

1) What brought this resource to your attention?

2) Have you read or examined the entire resource?

3) What concerns you about the resource? (use other side or additional pages if necessary)

4) Are there resource(s) you could suggest to provide additional information and/or other viewpoints on this topic?

Requestor Signature _____ Date _____

Library Director Signature _____ Date _____

Reviewed by Trustees Date _____

Attachment A

V. Disruptive Behavior

A. Authorization

- i. Use of the library may be denied or restricted by the Board of Trustees or the Library Director for due cause. That authority is derived from New Hampshire RSA 202-A:6, in which the library trustees have the “entire custody and management of the public library.” Under RSA 202-A:11,1, the trustees “adopt by-laws, rules and regulations for its own transaction of business and for the government of the library.” The Chamberlin Free Public Library Board of Trustees base their policies on this statute.
- ii. Such due cause may be failure to return books (RSA 202-A: 25), destruction of property (RSA 202-A: 24), disturbance of other patrons or other objectionable conduct (RSA 644:2 et al).

B. The Library Director or Librarian may ask a patron who engages in disruptive or prohibited behavior to leave the building; however, all restrictions longer than twenty-four (24) hours require the Board of Trustees approval.

C. Patrons who engage in ongoing disruptive behavior or pose a threat to the comfort and safety of other patrons and staff may have their library privileges suspended for a time period specified by the Board of Trustees on the recommendation of the director. The individual may request a non-public meeting (RSA 91-A:3) in person with the Board of Trustees.

D. Prohibited Behaviors

- i. The right to use Chamberlin Free Public Library is extended to every cardholder; however, no patron shall engage in the following activities on library property:
 1. Smoking;
 2. Theft of items owned by the library or library patrons;
 3. Damaging, defacing, destroying, or misusing library property, including building, grounds, collection, and equipment;
 4. Any conduct that interferes with the use or enjoyment of the library by other patrons;

5. Any illegal act;
6. Being under the influence of or in the possession of alcohol or any controlled substance;
7. Obstructing any entrance, exit, or passageway;
8. Sleeping;
9. Soliciting, canvassing, campaigning;
10. Bicycling, in-line skating, skateboarding, or using other such devices on library walkways and steps during business hours.

E. Firearms in the Library

- i. New Hampshire law permits the possession and use of firearms. It is understood that some patrons may carry a concealed weapon into the library. Patrons armed for self-defense must use common sense when bringing firearms into the library. Any person who uses a gun in the library to intimidate or threaten a patron will be immediately reported to the police.

F. Disruptive Behavior Policy: Approved 11.13.2023; Effective 11.23.2023.

VI. Privacy And Confidentiality Of Information

A. User-specific information

- i. The Chamberlin Free Public Library collects and maintains the following user-specific information:
 1. The name, date of birth, address, telephone number and e-mail address of each person or family with circulation privileges;
 2. Record (if any) of the current and immediately preceding borrower of each of Chamberlin Free Public Library's circulating materials;
 3. A record of patron's circulation history, including titles of materials, and dates these materials were checked out, renewed and checked in; and
 4. Interlibrary Loan transactions.

B. Patron Privacy

- i. Chamberlin Free Public Library will protect the privacy of all patrons with respect to information sought or received, and resources consulted, borrowed, acquired, or transmitted. Accordingly, the library will treat as confidential all records containing patrons' personal identifying information.

C. When Release of Information is Required by Law

- i. RSA 201-D:11 identifies the circumstances under which a New Hampshire public library must disclose information about a user to a third party. Those circumstances are (1) when requested or authorized by the user, (2) pursuant to a subpoena, (3) pursuant to a court order (including a search warrant), or (4) when otherwise required by statute. Chamberlin Free Public Library will limit disclosures of such information to these four circumstances and to the extent necessary for the proper operation of the library.

D. Actions the Library Will Take

- i. When a member of the library staff is served with a subpoena or court order requiring the disclosure of patron information, or if the staff member is otherwise approached by law enforcement authorities in connection with the staff member's work at the library, the staff member shall immediately refer the matter to the director, who will, in turn, refer the request to the Library Board of Trustees.
- ii. It is the responsibility of the trustees to handle all such inquiries from law enforcement authorities. When possible, trustees shall seek the advice of counsel before complying with any court order or subpoena requiring the release of user information.

E. Patron List

- i. Chamberlin Free Public Library's patron list will not be available to anyone except library employees.

F. Statistical Information

- i. The library keeps ongoing statistical information about library use. Such statistical information does not identify specific users.

G. Collection and Use of E-mail Addresses

- i. Patron e-mail addresses gathered by Chamberlin Free Public

Library shall be used only by the library to contact patrons regarding overdue materials or to update current patron information. They shall not be used for any other purposes nor shared with any other organization or individual.

H. Privacy And Confidentiality Of Information Policy: Approved 11.13.2023; Effective 11.13.2023.