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Section One: Service Philosophy

1a: Mission Statement

The Hartland Public Library is a focal point of the community, a gathering place for all people. The purpose of the library is to provide free access to materials, resources, and programs for the educational, recreational, and informational needs of the community.

1b: Statement of Purpose

We envision the library as:

- A hub for lifelong learning, information and community engagement
- A gathering place to connect with other community members
- A place to collaborate, innovate, learn new skills, and be creative

We will achieve this through:

- Digital literacy training and other technology support
- Ongoing early literacy education to support a lifelong love of reading
- Educational and recreational resources that serve community needs and interests
- Flexible spaces for collaboration, socialization, creative production, play and quiet study
- Ongoing collaboration with community groups and other libraries
- Excellent customer service and responsiveness to community needs
- Creative community engagement and outreach

1c: Governance

The Hartland Public Library is a municipal library governed by a Board of Trustees. The [Law of Public Libraries](#) provides that, for a municipal public library, created by a vote of the electorate, the elected Board of Trustees “shall have full power to manage the public library, make bylaws, elect officers, establish library policy, and receive, control, and manage property...” 22 V.S.A. § 143(a). The Library’s Board of Trustees (the Board)

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shall delegate day-to-day responsibilities for the operation of the library to the Library Director, and all policy decisions are the responsibility of the Board.

[<https://www.drml.org/wp-content/uploads/2018/03/1.8-law-of-public-libraries.pdf>]

Likewise, municipal public libraries and Towns must follow [Vermont Statutes: Title 22, Chapter 3, Subchapters 1 & 3](#), which state:

- (a) The State of Vermont declares that free public libraries are essential to the general enlightenment of citizens in a democracy and that every citizen of the State of Vermont should have access to the educational, cultural, recreational, informational, and research benefits of a free public library.
- (b) The trustees, managers, or directors of a public library may use library resources as a community center. Community centers may serve as forums and exhibition areas for the exchange of ideas that encourage the growth of artistic, educational, literary, and scientific knowledge as well as the intercultural understanding of the Vermont citizenry. Public libraries may cooperate with community groups to provide these services.
- (c) To ensure that Vermont libraries protect and promote the principles of free speech, inquiry, discovery, and public accommodation, it is necessary that the trustees, managers, or directors of free public libraries adopt policies that comply with the First Amendment to the U.S. Constitution and State and federal civil rights and antidiscrimination laws. [<https://legislature.vermont.gov/statutes/chapter/22/003>]

1d: Contacting the Library

Library Address

Hartland Public Library
153 U.S. Route 5
Hartland, Vermont 05048

Mail

Hartland Public Library
PO Box 137
Hartland, VT 05048

Phone

802-436-2473

Email Staff

- Library Director - director@hartlandlibraryvt.org
- Circulation and Technical Services Librarian - circulation@hartlandlibraryvt.org

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- Youth Services Librarian - kids@hartlandlibraryvt.org
- Circulation Services Coordinator - community@hartlandlibraryvt.org

Email the Board of Trustees

- Board Chair - hplbotchair@gmail.com
- Vice Chair - hplbotvicechair@gmail.com
- Secretary - hplbotsecretary@gmail.com
- Treasurer - hplbottreasurer@gmail.com
- Member at Large - hplbotmember@gmail.com

1e. Primary Users and their Needs

The Hartland Public Library provides timely access to print and electronic materials and services to promote informed citizenship, life-long learning, and recreational reading for the Hartland community.

1f: Service Goals

Library staff will select and organize books and materials which best meet the needs of the community and provide guidance and assistance to help patrons find the information they seek. Staff will strive to initiate programs to enhance the use of the library by people of all ages. Interlibrary loans will be made available to all patrons when materials needed are unavailable at the Hartland Public Library according to the Interlibrary Loan policy (see section 2j). The library will maintain a balance in services for all ages. Periodic review of library services will determine whether the needs of the community require changes in these services.

(Policy adopted July 13, 2010)

Section Two: General Operation of the Library

2a: Hartland Public Library Card Holders and Patrons

Resident Library Cards

The Hartland Public Library issues cards and provides free loan service to any Town of Hartland resident or employee, or Hartland Elementary School student, or staff. Home delivery is also available for Hartland patrons with disabilities, or residents who are unable to leave their homes. To obtain a Hartland Public Library card, proof of residence is required, which includes:

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- A valid form of I.D.;
- A current utility bill, piece of mail, or other proof of Hartland address or taxes paid to the Town, such as a tax bill.

Hartland library cards expire every two years. At that time account information will need to be updated for expired cards.

Library Access for Area Upper Valley Residents

Area residents are encouraged to opt into the OneCard agreement at their home library, which enables patrons to borrow materials from participating Vermont Upper Valley libraries.

Library Cards for Non-Hartland Residents

Because the Hartland Public Library is funded by town taxes, services are sustained to non-residents through a comparable membership fee. These fees are calculated by local per capita tax support.

- Out-of-town/state borrowers can purchase a \$50.00 library card valid for one year.
- Visitors may purchase a 6-month visitor card for \$25.00.
- Non-resident cards expire annually or within 6 months for the visitor card.
- No residency I.D. or other proof of address is required to obtain a non-resident card.
- Financial assistance to the non-resident fee will be considered by the Library Director.

Service will not be denied on the basis of race, age, values, gender, sexual orientation, gender identity, cultural or ethnic background, physical, sensory, cognitive or learning disability, economic status, religious beliefs, or political views.

Library card privileges can be revoked due to misuse of library materials, building and grounds, negligence in returning materials when due, or failure to make restitution for lost materials. Library card privileges can be revoked if patrons fail to adhere to our behavior policy (section 2c).

(Policy adopted March 1, 2025)

2b. Home Delivery

The Hartland Public Library's objective is to bring the library to Hartland residents who may be dealing with temporary or permanent physical disabilities, visual impairments, or

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do not have means of receiving Library services, such as delivery through family members or friends. Use of the Library's Home Delivery Service will be governed by this policy, the Library's Policy Manual, and any applicable rules or regulations adopted by the Library.

The Library Director, Library staff, and volunteers are authorized to act accordingly, including limiting the use of the Home Delivery Service by individuals whose activities interfere with Library operations, adversely affect public safety, or cause public disturbances. At-home patrons must adhere to the Library's Behavior Policy (section 2c).

1. Home Delivery Service Qualifications:

Patrons who are residents of Hartland, regardless of age, are eligible for Home Delivery Service if they are confined to their residences either temporarily or permanently, due to illness, accident, disability, or other mobility issues. This includes patrons who are the live-in caregivers of individuals who are unable to leave their homes.

2. Application Process:

Applicants must have a Hartland Public library card in good standing. If needed, new library card applications will be given and returned through a volunteer service in a sealed envelope. Patrons can also submit a library card application online, or on the phone at 802-436-2473. Proof of residence in Hartland is required for library and delivery service.

3. Service Requests:

Patrons may request specific items by looking at our catalog, or by choosing items for staff to find based on preference. A staff member or volunteer will give you a form to fill out so that the Library Staff can fulfill your requests. You can also fill out an online form [here](#).

4. Delivery Schedule:

Deliveries and pickups are at the discretion and availability of Library Staff and volunteers.

5. Fines/Fees:

There is no fee for home delivery. The library will only charge for damaged or lost items. Patrons are responsible for all library materials while in their custody and will be responsible for lost or damaged items.

6. Renewals:

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Patrons can renew items that do not have holds by calling the library at 802-436-2473 or emailing us at circulation@hartlandlibraryvt.org, or by accessing the patron account and renewing items from the account.

7. Conditions for Home Delivery:

Patrons requesting home delivery services must provide a safe and appropriate environment for volunteers or staff who make deliveries to their homes. Volunteers and staff may choose to deny service if any of the following conditions exist:

- Person/s in the home behave in a threatening, obscene, harassing, or abusive manner.
- Person/s in the home are not dressed properly or not fully clothed.
- Person/s in the home are engaging in illegal activity.
- Person/s in the home show signs of contagious illness that may jeopardize the health of the Library Staff.
- With the exception of service animals, pets are not confined or behaving in a safe manner. (E.g. aggressive, biting, or attacking.)
- There is no clear pathway to the home, it is unsafe, or unsanitary.
- Staff feel that their safety is ultimately at risk.

If the Library Staff or volunteers must leave a patron's home for any reason listed above, or if a recommendation is made to deny services or suspend the service due to any violation of the policy regulations aforementioned, the Library Staff shall provide the Library Director with notice of why such action occurred. Failure to comply with Library policies and rules will be grounds for suspension and/or discontinuation of the Home Delivery Service for the patron.

A patron who feels their Home Delivery privileges have been wrongly limited or suspended may request in writing that the suspension be reviewed by the Library Director and the Board of Trustees.

2c: Behavior Policy

The Hartland Public Library should be a place where the public and Library Staff feel safe and secure. This policy is designed to provide clear and reasonable guidelines governing patron behavior within the library, on library premises, and through telephone and electronic interactions with Library Staff.

Unacceptable behavior includes but is not limited to behavior within the library, on library premises, or through phone or electronic communications that interferes with the use of the library by other patrons, creates a risk of injury to

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other patrons or library personnel, interferes with the work of library personnel, or creates a risk of damage to library property.

These rules apply to all patrons of the library regardless of age. Violations may result in the person being told to leave and/or contacting the Town Constable or other law enforcement officer(s).

1. Show respect for everyone in the library (patrons and staff members);
2. Allow others to use the library in peace. Loud, boisterous behavior is not acceptable. Profanity, abusive or threatening language is not acceptable. Threatening gestures or unwanted physical, or excessive electronic contact, is not acceptable;
3. Treat library property with care and respect, including all shared common areas, the Community Rooms, and restroom facilities. Treat library materials, shelves, and staff displays with care;
4. Neither the library or its staff is responsible for patrons' personal belongings left unattended;
5. Talking on a cell phone is limited to closed meeting rooms or the foyer;
6. Eating and drinking is allowed only in library meeting rooms, using caution to not spill;
7. Appropriate attire, including shirts, pants, shorts, or skirts, and shoes, must be worn at all times;
8. Sleeping is not allowed inside the library;

10. No weapons of any kind (guns, knives, tasers, axes, swords, etc.) in the Library or on the Library grounds unless carried by a law enforcement officer.

Respect of Library Staff

The safety and security of Library Staff is of the utmost importance. The library's staff has the right to work in a safe and respectful work environment.

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Accordingly, patrons will use appropriate language and tone when engaging with staff, either in person or through electronic means. In-person or electronic conduct that causes or threatens harm to staff, interferes with their performance of duties, or constitutes persistent, unwanted, hostile or aggressive behavior will not be tolerated. Patrons who persistently harass staff will have library card and library access privileges revoked.

Sanctions

In most cases, one verbal warning will be issued to any patron who violates the Behavior Policy. A second violation may result in revoked access to the library and its services. No warning will be required, however, if in the judgment of the Library Director or staff the behavior in question (a) violates federal, state, county, or municipal laws, or (b) poses an immediate threat to the safety or well-being of other library patrons or staff.

The library reserves the right to revoke or restrict library privileges of any patron for behavior contrary to these rules and regulations. In cases where the offending individual does not comply with library directives, the Town Constable or the police may be called for assistance.

(Policy updated May 2026)

2d: Dog Policy

Pets are not permitted in the library building, with the exception of service animals providing support for individuals with disabilities. Dogs must not be left unattended on the library porch. Exceptions may be granted for animals that are part of a library program, or at the discretion of the Library Director.

2e: Checkouts and Service Fees

The Hartland Public library does not charge late fines or fees, however, restitution must be made for lost/damaged materials. Time spent working at the library will not be accepted as payment in lieu of lost or damaged items.

- New Materials: Checkout times for all new materials except audio CDs is two weeks (14 days) and may be renewed up to two times if there are no holds placed on the item(s).
- All other books, DVDS, and audiobooks are checked out for three weeks (21 days) at a time. Items may be renewed twice unless there is a hold on the item.

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- Board Games may be checked out for two weeks (14 days).
- Museum and Park Passes: Passes are available on a first-come-first-serve basis and patrons may check out one pass at a time for one week (7 days). Passes are not renewable, are not available to OneCard patrons, or those who do not have a Hartland Public Library card. Passes will be held on the reserve shelf for no more than three days.
- Tech equipment and items from the Library of Things may be checked out for one week (7 days).
- All items placed on hold, with the exception of passes and equipment, will be available on the reserve shelf for one week (7 days) after the patron has been contacted by Library Staff. At five days, staff will contact the patron as a courtesy and at the end of the seventh day, staff will remove the hold and reshelve the item. This ensures that other library patrons have access to the item. If you need additional days to pick up your hold, please contact the library.
- OneCard users can place items on hold by calling the library, and we will hold the item for 24 hours. If the item has not been picked up, it will be reshelved or checked out to another patron.

The library has a fax machine, scanner, and copier for public use. Prices for the use of these items are as follows:

- **Copies and Prints:** Black and white copies and printed pages are \$0.25 per page (per printed sheet). Color copies are \$0.50 per page (per printed sheet).
- **Faxing:** The first faxed page is \$1.00 and additional faxed pages \$0.25 each. Receiving faxes: \$0.25 per page. There is no charge for the cover letter if you choose to use one.
- **Scanning:** Single and double-sided scanning available for free.
- **High Quality Photo Scanner:** Epson Perfection v600 scanning is available for free.
- *Fees are subject to change at the Library Director and Board of Trustees' discretion.*

(Policy updated October 2024, effective January 1, 2025.)

2f: Hours of Operation

The Library is open during hours convenient to the community. The Library will be open at least 36 hours per week, not including some evening and weekend hours for after-hours programming and events.

2g: Library Closures

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The Library will be closed on the following days:

- New Year's Eve: Early closure at 2:00 PM
- New Year's Day: Closed
- Martin Luther King Jr. Day: Closed the Tuesday following
- President's Day: Closed the Tuesday following
- Town Meeting Day: Closed until adjournment, or at 2:00 PM
- Memorial Day: Closed the Tuesday following
- Juneteenth: Closed
- Fourth of July: Closed
- Labor Day: Closed the Tuesday following
- Indigenous People's Day: Closed the Tuesday following
- Veteran's Day: Closed day of, or the Tuesday following if the holiday falls on a Monday or Saturday
- Day Before Thanksgiving Day: Early closure at 2:00 PM
- Thanksgiving Day: Closed
- Friday after Thanksgiving Day: Closed
- Christmas Eve: Early closure at 2:00 PM
- Christmas Day: Closed
- Day after Christmas: Closed if falls on a library day of operation
- Two Staff Development Days per year TBD annually (staff is working but building is not open to the public)

On Federal holidays that land on a Monday or a weekend, the library will be closed the following Tuesday.

Regarding Staff Development Days:

These two days are designated for staff to improve upon their knowledge of the library field; best practices for public library work; to stay up-to-date on library technologies and public outreach, to receive professional training, and work on special projects within the library. The library will be closed on Staff Development days, giving at least one month's notice to the public.

Regarding Inclement Weather:

The library will be closed due to inclement weather at the discretion of the Library Director in consultation with the Hartland Elementary School closing decision and the Library Board of Trustees. Staff will be paid their regularly scheduled hours for holidays, snow days, and other unexpected building closures or emergencies and will shift to work remotely.

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Regarding Minimum Staffing:

In order for the Hartland Public Library building to be open to the public and operational, there must be two persons on duty – two paid staff, or which could at minimum be one paid staff member and one experienced volunteer. There are exceptions for events and programs that occur before or after Library hours, which will be decided on a case-by-case basis by the Library Director and staff.

2h: Building Responsibilities

The Hartland Selectboard has oversight and approval of exterior alterations including additions, renovations, and lighting changes; interior structural alterations; and landscaping including plant and tree placement, structures, and changes of surfaces.

The Hartland Public Library Board of Trustees is responsible for interior decorating including paint, wallpaper, carpet, wall hangings, window coverings, furnishings, and appliances.

Being that all of the land surrounding the Library is Town-owned, the following perimeter lines will act as a guidance for the Library trustees future planning: 20' from the building on the north side; to the bottom of the slope on the west side (approximately 80'-100'); to the bottom of the bank along the hedgerow on the south side; to include the current parking lot on the east side.

The Library is welcome to use any of the land surrounding the building for its programs as long as prior notification is given to the Recreation Department and any other affected entities.

- Memo from the Town, January 22, 2002

(Policy updated November 2017)

(Policy subject to change based on a 2026 Memorandum of Understanding (MOU) between the Town and the Library in progress as of May 2026.)

2i: Relationships and Cooperation with Other Groups

The Board of Trustees recognizes that no single library can meet all the demands in its community and, with the Library Director, will be alert to opportunities for cooperation with other libraries and community partners, to strengthen the services and resources of the Hartland Public Library.

2j: Interlibrary Loans

General:

A patron must be a Hartland Public Library card holder in good standing to place an interlibrary loan (ILL) request. Items that are in the Library's Vermont historical collection or Genealogy collection may not be requested for interlibrary loan. A patron may only have three active ILL requests at any time. Renewals are decided by the lending library.

Borrowing From Other Libraries:

The Hartland Public Library will make every effort to borrow material from other Vermont libraries or out-of-state libraries if items are not available within Vermont. In such cases, a loan or a copy of any material may be requested from another library. Out-of-state libraries will decide in each case whether or not a particular item can be provided or if there will be a fee.

Patrons are responsible for any related fees incurred with late or damaged/lost ILL materials, at the request of the lending library. Failure to pay ILL late fees or replacement costs for damaged items, will result in restrictions on your Hartland Public Library account, until paid in full.

Loaning to Other Libraries:

The Hartland Public Library will loan materials in accordance with ALA and Vermont Department of Libraries Guidelines. These guidelines state that there is no charge for this service.

(Policy updated February 2025)

2k: Use of Library Meeting Rooms

The Library has two meeting rooms available for public use.

Small Meeting Room:

One small meeting room on the second floor of the library (full capacity is 7). The small meeting room may be reserved by individuals or groups who wish to have a more private/quiet place of work, study, meetings, and/or interviews. The small meeting room on the second floor is available for use only during the Library's operating hours. For persons needing assistance getting to the second floor, the library has a lift.

Community Room:

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The Library's larger Community Room is located on the first floor (full capacity is 42 with the addition of chairs and tables). The Community Room is available by prior request for local, non-profit groups or organizations for civic, cultural, informational, or recreational programs, which must be open to the public and free of charge.

Not-for-profit civic organizations may host private meetings in the Community Room at the discretion of the Library Director and the Board of Trustees. For meetings in the large Community Room that occur outside of the Library's operating hours, arrangements can be made to obtain a door code. Members of the community may also exhibit art in our Community Room.

Library meeting room space is not available for private, social purposes (family parties, weddings, dances, for example) or for the benefit of commercial concerns. No individual or group entity may profit from an event or meeting held within the Library. In the week prior to an election, partisan political programs may not be scheduled.

How to Reserve Library Meeting Rooms

Small Meeting Room:

Individuals and groups may use the small meeting room by booking the room with a Library staff member beforehand (either by phone, email, or in person). The small meeting room is available on a first come, first served basis. It's a good idea to call or email the Library to reserve the Library's meeting room in advance.

Community Room:

The Community Room is available for public use. All meetings and events held in the Community Room must be free and open to the public. If you are holding a public meeting, community event, an art exhibit, or an after-hours event, a Community Room request form will need to be filled out and approved by the Director before the reservation is confirmed.

An applicant or representative of the group requesting a meeting must sign the meeting room reservation form, assuming responsibility for any damage done to Library facilities or equipment, as well as a key code policy, if applicable. The signed release will be kept on file at the Library.

General Meeting Room Rules

- There is no charge for meeting room use. All community events and programs held at the Library must be open to the public and no attendance or entry fee may be charged.
- Fundraising by groups other than the Library and/or the Friends of the Library is not allowed.

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- Use of the Library's meeting rooms does not imply endorsement of the event or its sponsor by the Hartland Public Library. Promotional endeavors should clearly state that the Library is merely the location of the meeting or event. Groups may not use the Library's name or address as their own address or headquarters.
- Refreshments are allowed in the meeting rooms, but the Library has no commercial kitchen facilities. All food and drink waste must be cleaned up after the meeting. Tables and chairs must be put away. There is no alcohol or smoking permitted in the building or on Town property. Exceptions for alcohol use are reserved for Library sponsored events.

Community Room Rules

- Any and all events in the Community Room must be free and open to the public.
- Attendance is limited to 42 individuals with tables and chairs.
- Attendance is limited to 60 individuals without tables and chairs.
- Arrangements may be made for groups who wish to use the Community Room outside of Library operating hours. Please see the Key Code Policy.
- No meetings in the Community Room may last beyond 10:00 P.M.
- Groups are responsible for set-up and clean-up of the room and putting away tables, chairs, trash, and/or equipment.
- Community Room usage must be approved by the Library Director.

Small Meeting Room Rules

- Attendance is limited to seven (7) individuals.
- Meetings must begin and conclude during Library hours.

A/V Usage in the Community Room

- Library audio-visual equipment is available for use by prior arrangement. The use of the audio-visual equipment requires training and a signed separate agreement form.
- Library staff may not be available to provide meeting support, room set-up, or equipment trouble-shooting.

Art Displays in the Community Room

- All exhibits must be arranged in advance and be approved by the Library Director.
- Exhibits will be limited to one month, unless no other artists have reserved exhibit space.
- Artworks will be hung in the Community Room using the installed gallery moldings and accompanying hardware.

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- Sculpture, depending on its size, may be suitable in open areas. Its placement must be approved by the Director so the Library complies with ADA protocols.
- If there is an art reception, Community Meeting room policies prevail.
- Publicity, marketing, and outreach is the exhibitor's responsibility, and the Library will assist by including it on the Library's calendar and website, and hanging flyers on Library bulletin boards.
- The artist will be responsible for setting up and removing art displays at the show's conclusion.
- The Library is not liable for theft or damage to the display. It is up to the artist to obtain insurance.

Key Code Policy

For public meetings/events held in the large Community Room that occur outside of the Library's operating hours, arrangements must be made to obtain a door code.

For One-Time Usage of the Community Room (not meeting monthly or weekly):

- The door key code must be picked up within a week of the event and its use is restricted to the scheduled event only. Sharing with other individuals and events is prohibited and may result in forfeiture of the code;
- The individual who obtains the key code is responsible for ensuring that the building is properly secured after use. All lights must be turned off, Keurig coffee and other coffee machines turned off, windows shut, and doors closed and locked upon leaving the building;
- Library staff will not be available to provide meeting support, room set-up, or equipment trouble-shooting;
- Please make every effort to put away tables and chairs after your meeting, and clean up any food items or spills that might occur;
- Failure to secure the facilities may result in forfeiture of future Community Meeting Room use and/or privileges;
- The individual key code given to you will be deleted after your event.

For Continuous Usage of the Community Room (groups that meet monthly or weekly):

- Sharing your door code with other individuals and events outside of your group is prohibited and may result in forfeiture of the code;
- The individuals who obtain the key code are responsible for ensuring that the building is properly secured after use. All lights must be turned off, Keurig coffee

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- and other coffee machines turned off, windows shut, and doors closed and locked upon leaving the building;
- Library staff will not be available to provide meeting support, room set-up, or equipment trouble-shooting;
 - Please make every effort to put away tables and chairs after your meeting, and clean up any food items or spills that might occur;
 - Failure to secure the facilities may result in forfeiture of future Community Meeting Room use and/or privileges;
 - The individual key code given to you will be deleted if your group disbands or decides to meet in a location other than the Library.

(Policy Updated May 2024)

2l: Child Accompaniment

This policy has been adopted in order to protect the safety of children in the Library and the rights of everyone to enjoy the Library.

Parents should not view the Library as an alternative to daycare or afterschool care. Staff are not in the position to supervise children except when children are attending scheduled Library programs. Understand that the Library does not act *in loco parentis* (in place of the parent), which is the standard held in the public schools.

1. The Library cannot guarantee the safety of, or assume responsibility for, a child of any age who is unattended at the Library.
2. Parents or the guardians will be held liable for personal injury and damage done by their children to the Library materials, equipment or the building and grounds.
3. Children aged 9 or younger must be accompanied and adequately supervised by a responsible adult or someone over the age of 16 who is taking an active role in attending to the younger child.
4. Children aged 10 or older may use the Library unattended provided their behavior does not interfere with others' rights to enjoy the Library and adheres to the Library's behavior policy.
5. Children who behave in a disruptive manner will be told to leave the Library. If a child in this age group is not able to leave the Library alone, Library Staff will contact the child's parent or guardian to pick them up.
6. Continued inappropriate behavior will result in additional and/or long term restrictions from the Library at the discretion of the Library Director and the Board of Trustees.

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7. All children should have the emergency contact information of someone who can assist them in the event that the Library should have to close due to an emergency or unforeseen circumstances.
8. Children must be picked up promptly at closing time. A staff member will stay with any child under the age of 9 who is not picked up at closing. After 15 minutes, staff will contact the constable or other law enforcement personnel. Staff will be compensated for time spent with an unattended child after hours at their normal rate of pay.

2m: Confidentiality

In Vermont, library patron records are confidential and protected by state law. 22 V.S.A. § 172 states that library registration and transaction records are confidential and cannot be disclosed to third parties except in response to a valid court order or warrant. Vermont law also exempts these records from public inspection and copying. Furthermore, libraries generally do not voluntarily disclose patron information to third parties without the patron's written permission or a court order.

Library substitutes and volunteers shall act in accordance with library policies and procedures, following Vermont patron privacy statutes. [[Vermont Statutes: Title 22, Chapter 4, § 171 - § 173](#)]. Should volunteers or library substitutes have questions about patron confidentiality, they should speak with the Library Director.

It is the policy of the Library to protect the confidentiality of Library users to the extent permitted under Vermont and federal laws. The Library will comply with all lawfully issued court orders and subpoenas properly served upon it and furnish the documents and materials specifically listed in the court order or subpoena.

It is further understood that compliance with validly issued court orders does not eliminate the right of the Library to challenge their issuance in proper legal manner. The Library will seek the advice from an attorney retained for such purpose or from legal counsel supplied by the Freedom to Read Foundation on the scope and content of the applicable laws pertaining to that particular search, and on compliance with the search of Library and patron records.

Act 150 (S.220), which was signed into law July 1, 2024, relates to Vermont's Public Libraries, embraces free speech, inquiry, discovery, public accommodation, and policies guiding collection development/reconsideration of materials.

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One Act 150 policy centers around the privacy of minors by expanding the confidentiality of public library records to minors aged 12 and older. This means that youth aged 12-17 patrons must give written consent for parents or guardians to access their accounts, pick up materials, or otherwise use or view a 12 and older patron account. The summary to Act 150 (S.220) can be read here.

[<https://legislature.vermont.gov/Documents/2024/Docs/ACTS/ACT150/ACT150%20Act%20Summary.pdf>]

All Library staff and volunteers are responsible for adherence to these policies and procedures. All Library personnel and volunteers are to be fully informed on this policy and procedure and on their own role if such situations arise.

2n: Library Programs

Library staff select topics, speakers, and resource materials for Library-initiated programs based upon the interests and needs of the Hartland community. Topics, speakers, and resource materials will not be excluded from Library-initiated programs due to potential controversy.

Concerns, questions, or complaints about Library programs should be directed to the Library Director. Requests for reconsideration of a Library program will be handled in the same way that a request for reconsideration of any Library material would be, as outlined in the Collection Development, Section 3, of this policy.

2o. Library Bulletin Boards

Community bulletin boards may be used by organizations engaged in informational, educational, cultural, or non-profit activities in the community. The library does not advocate or endorse the viewpoints of any group or individual displaying material. The library welcomes a broad spectrum of opinions and a variety of viewpoints.

All materials for display must be approved by Library Staff. Any materials placed on display without approval can be discarded. Permission shall be granted based upon the limitations of display space, the timeliness and subject of the material, and the relevance of the material to the community. Efforts will be made to display all approved materials, but limited space may impact the duration of time materials will be available.

Postings planned by a company, group, or individual to promote, advertise, or lead to the sale of products and services – including company or individual profit – are not permitted.

The library will make every effort to accommodate as many items as possible. Postings will remain until the day after the event date. Display materials are considered disposable and Library Staff may remove and discard as necessary.

Section Three: Collection Development

3a: Principles of Intellectual Freedom

The Hartland Public Library endorses and agrees to be guided by the Library Bill of Rights and Freedom to Read statement, attached as appendices.

- American Library Association – Library Bill of Rights:
<https://www.ala.org/advocacy/intfreedom/librarybill>
- American Library Association – Freedom to Read Statement:
<https://www.ala.org/advocacy/intfreedom/freedomreadstatement>

Likewise, Vermont municipal public libraries and Towns must follow [Vermont Statutes: Title 22, Chapter 3, Subchapters 1 & 3](#), which state:

- (a) The State of Vermont declares that free public libraries are essential to the general enlightenment of citizens in a democracy and that every citizen of the State of Vermont should have access to the educational, cultural, recreational, informational, and research benefits of a free public library.
- (b) The trustees, managers, or directors of a public library may use library resources as a community center. Community centers may serve as forums and exhibition areas for the exchange of ideas that encourage the growth of artistic, educational, literary, and scientific knowledge as well as the intercultural understanding of the Vermont citizenry. Public libraries may cooperate with community groups to provide these services.
- (c) To ensure that Vermont libraries protect and promote the principles of free speech, inquiry, discovery, and public accommodation, it is necessary that the trustees, managers, or directors of free public libraries adopt policies that comply with the First Amendment to the U.S. Constitution and State and federal civil rights and antidiscrimination laws. [<https://legislature.vermont.gov/statutes/chapter/22/003>]

3b: Responsibility for Selection

Authority for selection of specific materials rests with the Library Director and Youth Services Librarian, who utilize professional judgment, enhanced by an understanding of community needs in the process of selection, based on the Library's Mission Statement,

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Statement of Purpose, Strategic Goals, as well as the American Library Association's Freedom to Read Statement and Library Bill of Rights.

3c: Criteria Used to Evaluate the Collection

The Library will provide materials which will help to meet its objectives and community and literacy needs, and will include both print and non-print materials.

For this process, the Library Director and the Youth Services Librarian will use professional reviews, standard lists of basic works, recommendations from professional journals and from Department of Library Materials Review Sessions. Recommendations from the public will receive careful consideration in terms of the overall objectives and the existing collection.

Materials acquired should meet high standards of quality in content, expression, form, and affordability. Relevance to the reading public and the existing collection should be taken into account. Works (which may not meet all standards) may be purchased at the discretion of the Library Director and the Youth Services Librarian.

3d: Restrictions

Textbooks are not generally purchased, except in cases when certain materials are not readily available in other forms. All materials except reference books and those which are in special demand and cannot be duplicated, including rare and fragile materials, will be lent under Library regulations and procedures.

3e: Donations and Gifts

Books and other materials will be accepted on the condition that the Library Director has the authority to make whatever disposition of the material they deem advisable.

Gifts of money, real property, and/or stock will be accepted if conditions attached thereto are acceptable to the Board of Trustees. Monetary gifts of \$500.00 or less will be spent at the discretion of the Library Director. Monetary gifts of over \$500.00 will be spent by the Library Director with the approval of the Board of Trustees.

Gifts which are donated to the library for display, such as art or archival items for reference, should be donated with the understanding that the library as a municipal entity owns the item and has the authority to remove the item(s) from the collection. All material gifts – not including book donations – donated should include a name and contact information, date donated, and approximate value of the item, if given for loan and not as a gift to the library.

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All monetary and property, art, or other non-books gifts and donations will be acknowledged by letter, and the value to be established by the donor. The Library Director reserves the right to refuse donations.

3f: Weeding, Withdrawal, and Disposal of Materials

The criteria used in selection will apply to the systematic removal or replacement of materials. Each withdrawal will be judged with reference to standard Library tools and catalogs and to the existing collection as a whole. Staff will discard withdrawn materials after final approval from the Library Director.

The Library does not promote particular beliefs or views, but will try to present quality materials containing opposing views for examination by the public. The presence of an item in the Library does not indicate an endorsement of its content by the Library. The Library will resist efforts to force inclusion of proselytizing works representing political, economic, moral, religious or other vested positions when the materials do not conform to the selection process.

In no case should any material be excluded from the collection because of the race, nationality, sexual orientation, gender, political, and/or religious views of the author.

3g: Availability of Materials for People with Disabilities

Large print books and audiobooks are available in the Library for circulation. The ABLE Library Vermont Department of Special Services (ABLE: Audio, Braille, Large print, Electronic books) offers items for loan to the Hartland Public Library by request. The Library also offers electronic materials and resources through the Green Mountain Library Consortium (Libby) and through the VT Department of Libraries (Palace).

3h: Procedure for Review of Selections

Materials of the required quality, serving the purposes of the Library and relating to an existing need, interest, or literacy requirement, will not be removed from the collection due to pressure by groups or individuals expressing disapproval of content.

It is the responsibility of parents or guardians to determine what their children, and only their own children, may read. The selection of materials will not be restricted by the possibility that young people may obtain materials that their parents consider

inappropriate.

In the event that a patron wishes to protest the inclusion of a particular item in the collection, they will be given an opportunity to submit the “Request for Reconsideration of a Book” form. This form should be filled out in full and submitted to the Library Director, who will refer the recommendation to the Library Board of Trustees for appropriate action. The Library Director and the Library Board of Trustees reserve the right to make a final decision on reconsiderations. The item in question will not be removed from the shelves before a final decision is made.

(Policy adopted May 11th, 2010, revised June 2024)

Section Four: Public Access to Electronic Resources, Including the Internet

4a: General Use

The Hartland Public Library is committed to providing its patrons with public computers and the internet. The Hartland Public Library espouses the basic principles governing information freedom and access as outlined in the American Library Association’s Library Bill of Rights. The Library and its patrons must observe all applicable local, state, and federal laws governing information access.

The freedom to access information extends to access to the internet. The Library does not monitor and has no control over the information patrons, including children, access on the internet. Although the internet and its resources may contain controversial or inappropriate material and may provide information that is obsolete, inaccurate, or incomplete, the Library does not restrict access or protect users from information they might find offensive or misleading. Patrons use the internet at their own discretion.

All internet resources accessible through the Hartland Public Library are provided equally to all Library users. Parents or guardians, not the Library or its staff, are responsible for the internet information selected and/or accessed by their children. Parents and/or guardians are advised to supervise children’s internet access.

4d: Software

Patrons may not load executable programs or data files on the hard drive of the Library computers.

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Patrons may save data temporarily on the desktop or on a portable storage device. Patrons should provide their own storage devices. Patrons should be mindful of leaving personal data or sensitive searches on the computer for others to see. All patron files are automatically deleted from public computers at the end of the day.

Patrons must not alter settings on the computer, nor delete or modify files. Patrons must properly exit from all applications when leaving the public computer.

4e: Miscellaneous

Computer users should be sensitive to others when loading pages and images because the computers are in a public area and the screens are visible to other patrons, including children.

All patrons of the Library, regardless of age, have equal access to information provided at the Library.

4f: Copyrighted Material

Users may not use the service to upload, transmit or post copyrighted or otherwise protected material and/or software to the internet without the permission of the owner(s) or person(s) owning the copyright or other intellectual property rights in the transmitted materials.

Downloading from the internet copyrighted or otherwise protected material must be done with the express permission of the owner(s) or otherwise authorized person(s) regarding copying, redistribution, modification, or publication. The Library is not responsible for any software or shareware fees incurred through the downloading of software. Users may not use the identity of the Hartland Public Library as an educational institution to download software designated "for educational use only" for personal use.

Software registered to the Hartland Public Library is not intended for personal use and copies of the applications may not be made for home use. Doing so is a violation of The United States' copyright laws and the Library's licensing agreement with software publishers. Access to Hartland Public Library electronic services will be terminated for such a violation.

4g: Termination of Access

The Hartland Public Library reserves the right to suspend or terminate access to the

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internet or other network services without prior notice at any time and for any reason. Violations of the law (see above, Copyrighted Material), and destruction or damage to equipment, software, or data belonging to the Library or other users will be dealt with in a serious and appropriate manner. Illegal acts involving Library computing resources may also be subject to prosecution by local, state, or federal authorities.

4h: Internet Rules of Conduct

1. Adult and minor patrons shall not intentionally access material that is obscene, pornographic, or otherwise inappropriate.
2. Minors are advised to use caution in their use of email and other forms of direct electronic communications, as these forms of communication can expose minors to dangerous situations.
3. Internet connections shall not be used for illegal activity or to access illegal materials.
4. Internet connections will not be used to engage in "hacking" or to otherwise compromise system security.
5. Installation, downloading, or modification of software on Library computers is prohibited.
6. Users will not make any attempt to gain unauthorized access to restricted files or networks, or to damage or modify computer equipment or software.
7. Prompt payment is required by users who incur charges for printing.
8. Headphones must be used for computer audio.
9. Library staff may limit the use of public computers and equipment.

4i: Use of Library Consumable Resources

The Library reserves the right to limit the use of its resources to the public. Such limitations may include, but are not limited to: restricting time on computers; limiting the applications or functions used on Library computers; and charging a fee for the use of certain consumable supplies such as paper. Any damage to computers or peripherals due to negligence by a patron will be charged to that patron.

4j: Privacy

In general, the Library will treat information displayed on its computers and/or printers as confidential. Requests for disclosure of information will be honored when required by local, state, or federal law.

Section Five: Review/Revision of Policy

Policies may be reviewed at any Library Board of Trustees meeting and may be revised by the Board of Trustees at any time. The Library Policy manual and the policies within, will be reviewed once a year, and discussed by Library Board members, in accordance with the requirements of the Vermont State Library Standards, which calls for yearly review.

(Revised June 17, 2026)

Board Chair

Board Vice Chair

Board Secretary

Board Treasurer

Board Member at Large

APPENDIX

American Library Association 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.

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VII. All people, regardless of origin, age, background, or views, possess a right to privacy and confidentiality in their library use. Libraries should advocate for, educate about, and protect people's privacy, safeguarding all library use data, including personally identifiable information.

(Adopted June 19, 1939, by the ALA Council; amended October 14, 1944; June 18, 1948; February 2, 1961; June 27, 1967; January 23, 1980; January 29, 2019.)

Inclusion of "age" reaffirmed January 23, 1996.

Although the Articles of the Library Bill of Rights are unambiguous statements of basic principles that should govern the service of all libraries, questions do arise concerning application of these principles to specific library practices. See the documents designated by the Intellectual Freedom Committee as Interpretations of the Library Bill of Rights.

American Library Association Freedom to Read Statement

The freedom to read is essential to our democracy. It is continuously under attack. Private groups and public authorities in various parts of the country are working to remove or limit access to reading materials, to censor content in schools, to label "controversial" views, to distribute lists of "objectionable" books or authors, and to purge libraries. These actions apparently arise from a view that our national tradition of free expression is no longer valid; that censorship and suppression are needed to counter threats to safety or national security, as well as to avoid the subversion of politics and the corruption of morals. We, as individuals devoted to reading and as librarians and publishers responsible for disseminating ideas, wish to assert the public interest in the preservation of the freedom to read.

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Most attempts at suppression rest on a denial of the fundamental premise of democracy: that the ordinary individual, by exercising critical judgment, will select the good and reject the bad. We trust Americans to recognize propaganda and misinformation, and to make their own decisions about what they read and believe. We do not believe they are prepared to sacrifice their heritage of a free press in order to be "protected" against what others think may be bad for them. We believe they still favor free enterprise in ideas and expression.

These efforts at suppression are related to a larger pattern of pressures being brought against education, the press, art and images, films, broadcast media, and the Internet. The problem is not only one of actual censorship. The shadow of fear cast by these pressures leads, we suspect, to an even larger voluntary curtailment of expression by those who seek to avoid controversy or unwelcome scrutiny by government officials.

Such pressure toward conformity is perhaps natural to a time of accelerated change. And yet suppression is never more dangerous than in such a time of social tension. Freedom has given the United States the elasticity to endure strain. Freedom keeps open the path of novel and creative solutions, and enables change to come by choice. Every silencing of a heresy, every enforcement of an orthodoxy, diminishes the toughness and resilience of our society and leaves it less able to deal with controversy and difference.

Now as always in our history, reading is among our greatest freedoms. The freedom to read and write is almost the only means for making generally available ideas or manners of expression that can initially command only a small audience. The written word is the natural medium for the new idea and the untried voice from which come the original contributions to social growth. It is essential to the extended discussion that serious thought requires, and to the accumulation of knowledge and ideas into organized collections.

We believe that free communication is essential to the preservation of a free society and a creative culture. We believe that these pressures toward conformity present the danger of limiting the range and variety of inquiry and expression on which our democracy and our culture depend. We believe that every American community must jealously guard the freedom to publish and to circulate, in order to preserve its own freedom to read. We believe that publishers and librarians have a profound responsibility to give validity to that freedom to read by making it possible for the readers to choose freely from a variety of offerings.

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The freedom to read is guaranteed by the Constitution. Those with faith in free people will stand firm on these constitutional guarantees of essential rights and will exercise the responsibilities that accompany these rights.

We therefore affirm these propositions:

It is in the public interest for publishers and librarians to make available the widest diversity of views and expressions, including those that are unorthodox, unpopular, or considered dangerous by the majority.

Creative thought is by definition new, and what is new is different. The bearer of every new thought is a rebel until that idea is refined and tested. Totalitarian systems attempt to maintain themselves in power by the ruthless suppression of any concept that challenges the established orthodoxy. The power of a democratic system to adapt to change is vastly strengthened by the freedom of its citizens to choose widely from among conflicting opinions offered freely to them. To stifle every nonconformist idea at birth would mark the end of the democratic process. Furthermore, only through the constant activity of weighing and selecting can the democratic mind attain the strength demanded by times like these. We need to know not only what we believe but why we believe it.

Publishers, librarians, and booksellers do not need to endorse every idea or presentation they make available. It would conflict with the public interest for them to establish their own political, moral, or aesthetic views as a standard for determining what should be published or circulated.

Publishers and librarians serve the educational process by helping to make available knowledge and ideas required for the growth of the mind and the increase of learning. They do not foster education by imposing as mentors the patterns of their own thought. The people should have the freedom to read and consider a broader range of ideas than those that may be held by any single librarian or publisher or government or church. It is wrong that what one can read should be confined to what another thinks proper.

It is contrary to the public interest for publishers or librarians to bar access to writings on the basis of the personal history or political affiliations of the author.

No art or literature can flourish if it is to be measured by the political views or private lives of its creators. No society of free people can flourish that draws up lists of writers to whom it will not listen, whatever they may have to say.

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There is no place in our society for efforts to coerce the taste of others, to confine adults to the reading matter deemed suitable for adolescents, or to inhibit the efforts of writers to achieve artistic expression.

To some, much of modern expression is shocking. But is not much of life itself shocking? We cut off literature at the source if we prevent writers from dealing with the stuff of life. Parents and teachers have a responsibility to prepare the young to meet the diversity of experiences in life to which they will be exposed, as they have a responsibility to help them learn to think critically for themselves. These are affirmative responsibilities, not to be discharged simply by preventing them from reading works for which they are not yet prepared. In these matters values differ, and values cannot be legislated; nor can machinery be devised that will suit the demands of one group without limiting the freedom of others.

It is not in the public interest to force a reader to accept the prejudgment of a label characterizing any expression or its author as subversive or dangerous.

The ideal of labeling presupposes the existence of individuals or groups with wisdom to determine by authority what is good or bad for others. It presupposes that individuals must be directed in making up their minds about the ideas they examine. But Americans do not need others to do their thinking for them.

It is the responsibility of publishers and librarians, as guardians of the people's freedom to read, to contest encroachments upon that freedom by individuals or groups seeking to impose their own standards or tastes upon the community at large; and by the government whenever it seeks to reduce or deny public access to public information.

It is inevitable in the give and take of the democratic process that the political, the moral, or the aesthetic concepts of an individual or group will occasionally collide with those of another individual or group. In a free society individuals are free to determine for themselves what they wish to read, and each group is free to determine what it will recommend to its freely associated members. But no group has the right to take the law into its own hands, and to impose its own concept of politics or morality upon other members of a democratic society. Freedom is no freedom if it is accorded only to the accepted and the inoffensive. Further, democratic societies are more safe, free, and creative when the free flow of public information is not restricted by governmental prerogative or self-censorship.

It is the responsibility of publishers and librarians to give full meaning to the freedom to read by providing books that enrich the quality and diversity of thought and expression.

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By the exercise of this affirmative responsibility, they can demonstrate that the answer to a "bad" book is a good one, the answer to a "bad" idea is a good one.

The freedom to read is of little consequence when the reader cannot obtain matter fit for that reader's purpose. What is needed is not only the absence of restraint, but the positive provision of opportunity for the people to read the best that has been thought and said. Books are the major channel by which intellectual inheritance is handed down, and the principal means of its testing and growth. The defense of the freedom to read requires of all publishers and librarians the utmost of their faculties, and deserves of all Americans the fullest of their support.

We state these propositions neither lightly nor as easy generalizations. We here stake out a lofty claim for the value of the written word. We do so because we believe that it is possessed of enormous variety and usefulness, worthy of cherishing and keeping free. We realize that the application of these propositions may mean the dissemination of ideas and manners of expression that are repugnant to many persons. We do not state these propositions in the comfortable belief that what people read is unimportant. We believe rather that what people read is deeply important; that ideas can be dangerous; but that the suppression of ideas is fatal to a democratic society. Freedom itself is a dangerous way of life, but it is ours.

This statement was originally issued in May of 1953 by the Westchester Conference of the American Library Association and the American Book Publishers Council, which in 1970 consolidated with the American Educational Publishers Institute to become the Association of American Publishers.

(Adopted June 25, 1953, by the ALA Council and the AAP Freedom to Read Committee; amended January 28, 1972; January 16, 1991; July 12, 2000; June 30, 2004.)