



Policies & Procedures Manual

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Approved by Cresskill Board of Trustees October 18, 2021

LENDING & CIRCULATION

Available Items and Lending Policies

Lending:

- New fiction and non-fiction books – 14 days (overdue fines \$0.20/day).
- Regular collection books – 28 days (overdue fines \$0.20/day).
- Audio books – 28 days (overdue fines \$0.20/day).
- New DVDs – 7 days (overdue fines \$1.00/day).
- DVDs – 14 days (overdue fines \$1.00/day).
- Music CDs – 28 days (overdue fines \$0.20/day).
- Magazines – 7 days (overdue fines \$0.20/day).
- Children's/Young Adult Graphic Novels (new or otherwise) - 14 days (overdue fines \$0.20/day).
- Children's/Young Adult books (new or otherwise) – 28 days (overdue fines \$0.20/day).
- Children's/Young Adult audiobooks - 28 days (overdue fines \$0.20/day).
- Children's/Young Adult video games – 14 days (overdue fines \$1.00/day).
- Children's New DVDs – 7 days (overdue fines \$1.00/day).
- Children's DVDs - 14 days (overdue fines \$1.00/day).
- Children's CDs - 28 days (overdue fines \$0.20/day).
- School Summer Reading titles during the summer - 28 days (overdue fines \$0.20/day).
- Korean & Hebrew books - 28 Days (overdue fines \$0.20/day).
- Korean & Hebrew New books - 14 Days (overdue fines \$0.20/day).
- Korean Graphic Novels - 14 days (overdue fines \$0.20/day).
- Museum Passes - 3 days (overdue fines \$10/day) \$40 cash deposit required.

In accordance with Bergen County Cooperative Library System ("BCCLS") policy, borrowing privileges are blocked on cards that owe \$10 or more in fines.

Newspapers

We have current issues of *The New York Times*, *The Wall Street Journal*, *Barrons*, *The Record*, and *The Suburbanite*. Recent back issues are shelved for 1 week. Newspapers are not available for loan.

Magazines

All issues are available for borrowing. Back issues are kept for one to two years (depending on the issue).

Digital Materials

CPL cardholders receive complimentary membership in eBCCLS, a county-wide ebook and digital audiobook lending service. This includes:

- Overdrive/Libby (ebooks, digital audiobooks and emagazines): Up to 5 digital items may be checked out at one time. Items circulate for 14 days.

To access eBCCLS, please click [here](#).

Hoopla (ebooks, digital audiobooks, comics, films, music, and television episodes): Hoopla is provided by CPL separately from eBCCLS. Patrons may check out 4 digital items each month. Ebooks, digital audiobooks, and comics circulate for 21 days. Music circulates for 7 days. Movies and television episodes circulate for 3 days.

Kanopy (films): Kanopy is provided by CPL separately from eBCCLS. Patrons may check out movies, series, and documentaries for 2 or 3 days; and Great Courses and Kanopy Kids for 30 days.

Library Cards

A Library Card is available to Cresskill residents age 5 and older upon proof of residence. Patrons must present their Library card in order to check out any item.

Proof of Residency Requirements:

Driver's license, non-driver ID, current utility bill, or current property tax bill. A parent or legal guardian can present proof of residence for minors in their care.

Library Cards are valid for three years and may be renewed by presenting continued proof of residence.

Lost or damaged cards may be replaced by paying a \$5.00 fee.

Museum passes and digital content are available only to resident card holders of Cresskill.

PIN (personal identification number)

Library card holders are provided with a PIN upon registration. This number allows patrons with internet access use of the following services:

- Review of all current loan items and their due dates .
- Ability to reserve items online.
- Ability to renew allowable items online (overdue and items on request are not renewable).
- Ability to pay fines with a credit card online.

Alpine Resident Pay Courtesy Cards

Alpine residents can pay for a Cresskill Library Courtesy Card by registering at Alpine Borough Hall. The fee is \$100 for access to all material at Cresskill Library only. Alpine Courtesy cards are issued for a period of one year.

Non-Resident Courtesy Cards:

Cresskill issues Non-Resident Courtesy Cards to certain individuals to facilitate access to Library materials.

Non-residents who attend K–12 schools in Cresskill are eligible for a Courtesy Card, provided the student does not reside in a town in which there already is a BCCLS Member Library. Students must present proof of enrollment. Library privileges are restricted to the individual only; family members do not qualify for Library privileges.

Upon proof of employment, a Non-Resident Courtesy Card is available to any individual who works in Cresskill, provided the individual does not reside in a town in which there already is a BCCLS Member Library. Library privileges are restricted to the individual only; family members do not qualify for Library privileges. Non-Resident courtesy card applicants must present a photo ID and proof of local employment, such as a pay stub showing the company's address or a letter from the owner or human resources manager.

Cards must be renewed on an annual basis. Cardholders must provide the same type of documentation used to apply for a new card.

Non-Resident Courtesy Card holders are not eligible for museum passes or to borrow digital content.

The Non-Resident Courtesy Card owner is responsible for all materials borrowed on the card and agrees to abide by Library lending rules and all policies and regulations. Any borrowed materials must be returned to the Cresskill Public Library. Cresskill Public Library reserves the right to rescind card privileges at any time.

Requests and Reserves

Items belonging to the BCCLS, but not available at our Library, may be requested at the circulation desk or online through the [BCCLS website](#). These items are usually available within a few days to a week. Popular items may be reserved and are lent on a first-come, first-served basis. All items that originate from another Library are subject to the lending Library's loan periods, number of renewals, and fine policies.

Renewals

Renewals may be made in person at the circulation desk, by telephone, or online through the patron's BCCLS account. New materials come with 1 renewal period, all other materials have 2 renewal periods.

Cresskill Public Library will not acknowledge, honor, act upon, or respond to renewal or hold requests received via e-mail or voice mail message systems. Furthermore, hold pick up dates cannot be extended by sending an e-mail or voice mail message. Inquiries regarding a change in status to a borrowed or requested item must be conducted on-site with Library circulation staff during the posted regular business hours or in a person-to-person telephone call conducted during the posted regular business hours.

Card holders are solely responsible for managing their accounts. Fines or fees that are the consequence of disregarding this policy will be borne entirely by the card holder.

Returns

Items checked out of the CPL may be returned to the circulation desk during our operating hours, or into the book drop outside our front door. Patrons may also return our items to any of the other BCCLS libraries. If a patron receives an item via JerseyCat from a Library outside of BCCLS, that item must be returned to Cresskill. We do not accept JerseyCat returns acquired via any Library other than Cresskill.

Lost or Damaged Materials

Patrons are responsible for all items checked out on their Library card. In the event of a lost item, or an item damaged so as to be judged by the Library as being unsuitable for the collection, the patron will pay the owning Library for the cost of the item in accordance with BCCLS policy. For lost or damaged **CRESSKILL ITEMS ONLY**, an identical replacement copy in new condition, with the same ISBN/UPC is acceptable. No refunds will be issued for payment of lost material.

CONFIDENTIALITY OF PATRON RECORDS

The Trustees and staff of the Cresskill Public Library recognize the need to protect the Library user's right to privacy regarding information obtained for registration purposes and for information sought or received by the Library, including materials borrowed.

By the laws of the State of New Jersey and in accordance with the American Library Association's Code of Ethics, the records of patron use of Library resources, materials or services are regarded as confidential.

N.J.S.A. 18A:73-43.2, entitled "Confidentiality of Library Users' Records", reads:

Library records which contain the names or other personally identifying details regarding the users of libraries are confidential and shall not be disclosed except in the following circumstances:

- a. The records are necessary for the proper operation of the Library;
- b. Disclosure is requested by the user; or
- c. Disclosure is required pursuant to a subpoena issued by a court or court order.

The American Library Association's Code of Ethics (1995) Section 3 states, "We protect each Library user's right to privacy and confidentiality with respect to information sought or received and resources consulted, borrowed, acquired or transmitted."

COLLECTION DEVELOPMENT

The purpose of the collection development policy is to provide guidelines for acquisitions and withdrawal decisions, the allocation of resources and long-range planning in accordance with the Library's mission statement; "The mission of the Cresskill Public Library is to serve the

educational, information, cultural and recreational needs of the community and to ensure every citizen's freedom to access of all Library resources.”

The Director, Youth Services Librarian, and Korean Reference Librarian are responsible for the selection of books and other materials. Library materials (print and nonprint) shall be chosen on the basis of their value in terms of interest, information and enlightenment of all people of our community. No Library material shall be excluded because of the origin, background, or views of those contributing to their creation. Staff will select materials in a variety of formats using published reviews, professional and trade publications, and patron requests and recommendations. General selection criteria for all materials includes, anticipated and popular demand, accuracy and currency of information, age appropriateness, cost, historical significance, literary and/or artistic merit, significance of the author, and the strengths and weaknesses of the existing collection.

The Director may accept or reject the gift of Library materials. Gifts shall be accepted only with the stipulation that the Library will use them as it sees fit.

The Library keeps the collection vital and useful by retaining or replacing essential materials, and by removing, on a systematic and continuous basis, those works that are worn, outdated, of little historical significance, or no longer in demand. Materials which are removed from the Library collection may or may not be made available for public purchase at book sales, discarded, or donated.

The Cresskill Public Library endeavors to build a collection representing varying points of view. The choice of Library materials by users is an individual matter. Responsibility for the reading materials of children and adolescents rests with their parents or legal guardians. While parents may reject materials for themselves or their children, they cannot exercise censorship to restrict access to the materials by others. The Library supports intellectual freedom and has adopted the following statements as policy: [ALA Freedom to Read Statement](#), [ALA Library Bill of Rights](#), and the [ALA Freedom to View Statement](#).

Reconsideration of Materials

Registered patrons of Cresskill Public Library who wish the Library to reconsider the acquisition or removal of an item, must fill out a “Request for Reconsideration of Material” form. The request is reviewed by the Director and appropriate department head.

The Director shall:

- a. read and examine the challenged material.
- b. consider the specific objections to the material voiced by the complainant.
- c. weigh the values and faults of the material as a whole.
- d. where appropriate, solicit advice or opinion from other Library Directors, BCCLS , the American Library Association Office for Intellectual Freedom and the New Jersey State Library.

e. issue a written report within ninety days to the Board containing recommendations concerning any complaint.

The Cresskill Library Board shall review the report of the Library Director and notify the complainant. The decision of the Board is final.

Request for Reconsideration of Library Materials

If you wish to request reconsideration of library materials, please return the completed form to the Library Director.

Name _____

Date _____

Address _____

City _____

State, Zip _____

Phone _____

Do you represent yourself? _____ Organization? _____

1. Material on which you are commenting

_____ Book _____ Video _____ CD _____ Display

_____ Magazine _____ Library Program _____ Newspaper _____ Other

Title _____

Author/Producer _____

2. What brought this material to your attention?

3. Have you examined the material?

4. What concerns do you have regarding this material? (Use the other side or additional pages if necessary.)

5. Are there materials you suggest to provide additional information and/or viewpoints on this topic?

LIBRARY SERVICES

NOTARY SERVICES:

The Cresskill Public Library offers free (limited) Notary Public services subject to the availability of certified staff. Please call the Library (201-567-3521) before you come to ensure a notary is available or to schedule an appointment.

The guidelines are as follows:

The Notary may ask the person(s) needing service to wait while the Notary takes a telephone call, or tends to other Library matters. Valid photo identification is required of any customer seeking Notary service and of all witnesses. The Library will not provide witnesses and witnesses may not be solicited from customers using the Library. A witness must (previously) personally know the customer needing the service of the Notary. All forms and documents must be completed before being notarized; forms with blank spaces will not be notarized. Notaries cannot pre-date or post-date any action, prepare a legal document, give advice on legal matters, or notarize documents in which they have a personal interest. Only documents written in the English language will be accepted for notarization. The information must be clearly written. The Notary and the customer requesting Notary services must be able to clearly communicate with each other. Notaries are not permitted to make use of a translator to communicate with the customer requesting Notary services. Notary service is not available for Deeds, Wills, Power of Attorney, Living Wills, Living Trusts, Codicils, or Depositions. Certain public documents cannot be copied and/or notarized such as Birth Certificates, Adoption Records and/or Marriage Licenses. In addition, the Notary cannot perform oaths of office. Notaries will not provide service if the customer, the document or any of the circumstances of the request for Notary service raise any issue of authenticity, ambiguity, doubt or uncertainty for the Library.

If the Notary is needed to perform other Library matters, or should a problem appear/occur, the Library Notary may at his/her sole discretion, decline to provide Notary service.

COMPUTERS:

The Cresskill Public Library offers free access to the Internet. Public computers can be used by patrons for one one-hour session each day. If no other patron is waiting, the session may be extended.

The Internet is an unregulated medium, providing information that may be inaccurate, unreliable, illegal, or perceived as disturbing or offensive. The Library neither monitors nor controls the information accessed through the Internet and cannot be held responsible for its content. It is the responsibility of the parent or guardian to oversee a child's access to the Internet, as well as all other Library materials.

The Internet must be shared and used in a manner that respects the rights of others. Library personnel do not monitor or supervise Internet use, except for the length of time a patron is accessing it. The Library reserves the right to intervene and terminate a session if the display of information and images is inappropriate for the Library setting, or if it creates a disturbance.

Internet users must abide by the following rules:

- Computer usage is limited to one session of up to one hour per day, with the ability to extend the session if no other patron is waiting.
- No playing of computer games is allowed at any time.
- Black and white prints are \$0.10 per page, including patron errors in printing. Color prints are \$0.25 per page.
- Patrons who tamper with computers will be held financially responsible for the repairs.
- Library computers and printers are turned off 15 minutes before closing time.
- Viewing of obscene materials is strictly prohibited.

The Cresskill Public Library reserves the right to modify this policy at any time without prior notice.

The Library provides a wireless network to allow public access to the Internet before, during and after Library business hours. It is a separate network from the Library wired network. Users of the Library wireless network assume any and all risk associated with unencrypted communications and must adhere to all the provisions contained in this policy.

PRINTING/COPYING SERVICES:

The Copy-Print resource duplication service provided by the Library is made available to its patrons and wider public community as a common service.

Printing charges apply:

- **To all pages printed, even if printed by mistake or are later deemed unnecessary by the customer,**
- To all pages printed even if the customer supplies the paper.

The charge for printing or copying a black and white single-sided page is \$0.10. The charge for printing or copying a double-sided black and white page is \$0.20. The charge for printing or copying a color single-sided page is \$0.25. The charge for printing or copying a double-sided color page is \$0.50. Payment is expected for all pages printed.

The use of the copier machine is subject to U.S. Copyright law. All customers will be responsible for all copied materials in accordance with all copyright laws. Library staff will not assist in making copies of materials from an electronic source deemed in violation of federal copyright laws and regulations. Library staff are not responsible for assisting patrons in collating materials

or in the printing/copying process beyond ensuring the technical components are in working order.

MUSEUM PASSES:

Cresskill card holders age 18+ who are in good standing (no fines) are eligible to borrow museum passes. Museum passes are restricted to one per household during a check out period. The lending period for museum passes is 3 (three) days. For museums issuing vouchers, those tickets are considered one pass and cannot be combined with any other passes..

A valid Library card and a \$40 cash deposit are required to borrow passes. The deposit is refunded when the pass is returned on time and in good condition during normal Library business hours. The Library reserves the right to limit passes and tickets at its discretion.

Passes may NOT be returned in the book drop. If the pass is returned via the book drop, a \$10 fine will be placed on the patrons account. For each day late, a \$10 fine will be placed on the patron's account. If the pass is not returned, the deposit will be kept and the patron will be billed the difference for the cost of the museum pass.

DONATION & SPONSORSHIP

The Cresskill Public Library is always grateful to receive monetary gifts for the purchase of Library materials selected by the Director and/or for the sponsorship of programs and events. For more information, to enquire about sponsoring a program/event or to pledge a donation, please contact the Library Director at 201-567-3521.

Patrons may make a monetary donation to the Cresskill Public Library for the purchase of a book to celebrate a special occasion (birthday, memorial, etc.). If you would like to make a donation in memory of a friend or loved one, a book is purchased by the Library and a book plate is placed inside the book. Patrons are encouraged to specify a subject area so the Library may purchase a suitable book in that area.

CODE OF CONDUCT

Cresskill Public Library does not tolerate harassment of patrons, attendees, staff, venue workers, speakers or other participants at the Library or at any meetings or events we sponsor. We recognize a shared responsibility to create and maintain an environment based on mutual respect for the benefit of all. No one may engage in conduct which interferes with anyone else's ability or right to use and benefit from the Library facilities. Events sponsored by the Library are an extension of the Cresskill Public Library and are subject to this policy.

1. Patrons shall not assault, harass or annoy others in the Library. This includes, but is not limited to, noisy or boisterous activities, staring at another person with the intent to annoy that person, following another person about the building with the intent to annoy that person, playing audio equipment so that others can hear it, singing or talking loudly to others or in monologs, using profanity, displaying print or non-print materials of an offensive nature to others or by behaving in a manner that can be reasonably expected to disturb others.
2. The Library requires all individuals to set their cell phones to no-ring (vibrate) mode upon entering the Library. Voices must be kept at a reasonable level so as not to disturb other Library patrons.
3. The Library is a smoke-free facility. Vaping, pipe and cigar smoking, the smoking of cigarettes, e-cigarettes and/or the use of smokeless tobacco products is strictly prohibited on Library property, including walkway and entrance ramp.
4. To preserve Cresskill Public Library resources and facilities, the Library regulates the consumption of food and beverages in public areas of the building. Beverages such as water, juice and coffee are permitted in the Library, under the following conditions:
 - Covered, spill-proof containers must be used.
 - Care must be taken when consuming liquids around books, carpets and furniture.
 - Beverages are not allowed near Library copiers, printers, scanners or computers.
 - Hands should be clean and dry when handling Library materials.
 - Trash and leftovers must be disposed of properly.
 - Bottles, cans, and other recyclables must be placed in designated recycling bins.
 - If a spill should occur, the individual responsible must clean it up.
 - The distribution or sale of food or drink in Library public spaces is prohibited unless previously approved by the Director.
 - Unless it is provided for as part of a scheduled Library program, food is not permitted to be consumed in the public sections of the Library, Food delivery to the Library for individuals (such as pizza deliveries) is prohibited.
5. The possession, consumption or attempted sale of cannabis and illegal substances is prohibited on Library property and will be prosecuted to the full extent of the law.
6. Patrons shall not engage in any illegal activity while in the Library building. Persons whose actions violate state or local law will be prosecuted.
7. Patrons shall not interfere with the use of the Library by other patrons or with Library employees' performance of their duties.
8. Patrons shall not deface Library materials including books, magazines, newspapers, recordings or other items in the Library collection. Nor shall they deface, mar or in any way destroy or damage Library furnishings, walls, machines, or other Library property.
9. Patrons shall not enter the building without appropriate clothing including a shirt and shoes. Patrons whose bodily hygiene constitutes a nuisance may be required to leave the building.
10. Customers shall not bring pets or animals into the Library, other than service dogs. Please refer to the *ADA definition of service dogs*.
11. Unauthorized possession or use of weapons on Cresskill Public Library property is prohibited. Weapons include but are not limited to firearms, ammunition, explosives, swords or knives of greater than 3", fireworks, pellet guns, and paintball guns.

12. Any materials removed from the Library must be checked out on a valid Library card.

13. In cases of disruptive behavior customer identification including name, address and phone number, may be requested.

Attendance at the Cresskill Public Library or a Library-sponsored event signals your agreement to comply with this Code of Conduct. Any breach of this Code of Conduct will result in an appropriate course of action including but not limited to:

- verbal or written warning.
- expulsion from the event or meeting.
- exclusion from future events and/or meetings.
- suspension of Library privileges.
- revocation of membership and Library privileges.

Anyone can report harassment. If someone's behavior has made you uncomfortable, or if you witness the same happening to someone else, you should immediately contact a Library staff person.

NOISE POLICY

As a shared space, Cresskill Public Library strives to accommodate diverse needs while offering a respectful environment prized by all users. Collaborative work is expected and welcome and talking in a low conversational tone is permitted. Loud and/or unreasonable noise, abusive, threatening or obscene language, and disruptive communications are not permitted.

Verbal discourse rises to the level of noise when it disturbs or interferes with the activities of other patrons or staff. In consideration of those who require a quiet place to study, read, or work, Library staff are authorized to act as the sole arbiters of noise level and will, at their discretion, alert patrons if volume needs adjusting. Those not able to conform to Library noise standards may be asked to leave the premises.

Please be considerate of your neighbors and aware of your surroundings. When entering the Library, cell phones and other electronic devices must be set to silent/vibrate mode. Brief phone conversations are permitted in the interior of the Library's facilities; however, those requiring more time must be conducted in the lobby or outdoors.

The Library is not an appropriate venue for excessive socializing.

Patrons must wear headphones while using cell phones, laptops, tablets, and computers, if sounds from applications on those devices would otherwise be audible.

TELEPHONE USAGE

Library Landline Telephones

The use of Library telephones by patrons for personal or business calls is strictly prohibited. Telephones at the Cresskill Library are reserved for use by staff engaged in official Library

business only. Telephone lines must be available at all times to assist patrons, enable contact with Library business partners, and receive potential communications from emergency response officials and Borough support personnel.

A Library staff member may place a local call (though not long-distance) on behalf of a patron in the following limited circumstances:

- An emergency situation requiring the need for medical attention or police;
- Contacting a parent, guardian or caregiver of a patron to inform them of injury or illness;
- At Library closing time, alerting a caregiver or parental authority to the need for transportation for a vulnerable adult or a minor, in advance of placing the vulnerable adult or minor in police custody.

Cell Phones

Cell phones are permitted in the Library. They must be placed on vibrate or silence mode when inside the building.

Patrons may speak quietly and briefly on cell phones while in the Library so long as they are not disruptive to others. Patrons must exit the building to participate in lengthy conversations.

Use of cell phones at the Circulation Desk or during programs is strictly prohibited.

Photography and other forms of recording (including visual and/or audio) of others in the Library without their knowledge and express consent is prohibited.

LOST AND FOUND

Customers are responsible for their personal items when visiting the Cresskill Public Library. The Library is not responsible for personal items left in the Library by patrons. Patrons should report all lost personal property to the Library staff. Customers who find personal property should turn it in at the Circulation Desk.

The Cresskill Public Library has a centralized Lost and Found depository bin across from the Circulation Desk.

Items of value (e.g. car keys, cell phone) or for identity (e.g. Driver's License) will be held at the Circulation Desk. Customers who can satisfactorily identify their lost items that have been turned in may claim their items from the Circulation Desk.

Library staff do not log or track any Lost and Found items.

Library staff have no responsibility to attempt to contact customers regarding their found property.

After two weeks, unclaimed items will be discarded, donated to a charity, or turned over to the Police where appropriate.

PATRON COMPLAINTS

While the Cresskill Public Library tries to provide the highest levels of satisfaction and service to its patrons, we recognize that occasionally a patron may wish to make a complaint.

A Library patron may initiate a complaint on an informal, oral basis to the Library's staff. If the patron chooses not to do so, or if the complaint does not lend itself to informal resolution, the patron should request and complete a Patron Complaint Form. The Library Director will promptly review the completed Complaint Form and, where appropriate, attempt to resolve the complaint directly.

If the patron is not satisfied with the response provided, and/or if the Director decides that the situation warrants the input of the Board, either or both parties may bring the completed Complaint Form to the attention of the Board. A patron desiring to do so may also request an opportunity to address the Board at one of its monthly meetings.

The Board will promptly review a complaint presented to it, provide an oral and/or a written response to the complainant, and take any further remedial action the Board deems warranted by the particular circumstances.

The decision of the Board with respect to a complaint will be final.

PUBLIC SPACES & FACILITIES USE

Library use is a privilege, reserved for those who respect its rules of use and comply with its Code of Conduct. The Library defines what constitutes reasonable use of its facilities, in accordance with adopted Library policies, regulations, rules and practices, and within the confines of all applicable local, state and federal laws. This policy covers the public and staff areas for both users and employees. It includes the physical facilities, both indoors and outdoors, equipment, furniture, materials and inventory, fixtures, bulletin boards, parking lot, and other ancillary structures, book drops, exhibit/display areas, signage, vehicles and all other physical items not specifically cited herein. The policy also includes facilities the Cresskill Public Library rents or uses in its service to the public.

Anyone violating these policies may be asked to leave the Library and may be refused future access. Such persons may be subject to warning, suspension, forfeiture of membership, prosecution, requests for restitution, civil fines, and/or criminal penalties.

Related policies addressing regulations and standards of behavior within Library facilities, while published under separate titles, are hereby incorporated into the Public Spaces and Facilities Use Policy.

Note: The Library complies with the American with Disabilities Act (ADA) with respect to its policies, practices, and procedures.

In addition to those activities prohibited pursuant to the Library's Code of Conduct, the following activities are not permitted within any part of the Library facility at any time, unless expressly required to conduct Library business:

- Distribution of leaflets, flyers, or other written publications.
- Distribution and circulation of petitions to collect signatures.
- Public demonstrations.
- Solicitation for funds.
- Tutoring.

Library facilities must be used in a manner that maintains clean and orderly conditions and appropriate decorum.

Users may not injure, mar or in any way deface the premises or make alterations of any kind, nor may they make temporary or permanent modifications to the property.

All portions of sidewalks, entries, doors, passages, vestibules, halls, corridors, passageways, and all ways of access to public utilities of the premises must be kept unobstructed. They must not be used for any purpose other than ingress to or egress from the premises.

Users may not disguise, cover, tamper, or interfere with any safety device, including fire safety equipment such as fire extinguishers, exit signs, sprinkler heads and piping, electrical panels, and fire alarm pull stations.

Users must leave the building at closing, during emergencies/evacuations, and whenever so requested by Library staff or public safety personnel.

Other than child strollers and assistive vehicles used by persons with physical disabilities, wheeled vehicles or personal wheeled items such as skateboards are not permitted in the Library building.

The Americans with Disabilities Act (ADA) allows service animals to accompany persons with disabilities in this facility in all areas where the public is permitted. The ADA defines a service animal as any guide dog, signal dog, or other animal *individually and specifically trained to provide assistance to a person with a disability*. Emotional support, therapy, comfort or companion animals, which have not been trained to perform a specific job or task necessary to aid a disabled person under the terms of the ADA, do not qualify as service animals under the ADA. Only service animals or animals which are part of Library programming are permitted in the facility.

All such ADA defined service animals must be under the control of the handler at all times. Service animals must be harnessed, leashed or tethered unless the individual's disability prevents using these devices or the device interferes with the animal's safe and effective performance of necessary tasks. Library staff are not required to provide care for or supervision of a service animal.

Heating and air conditioning fixtures and other climate control apparatus are pre-set and are not to be altered.

No temporary structures or signs will be placed upon any Library facilities, except with prior written approval, and only once all legally required permits are obtained.

Neither panhandling, bathing, nor sleeping is permitted on these premises.

At the discretion of the Library Administrator and only with his/her advance written permission, community organizations may be given the opportunity to offer items for sale on these premises, such as charitable event tickets, foodstuffs for fundraisers, etc. The community organization must abide by the terms and conditions for such sales as established by the Library.

At no time may the number of individuals in the Cresskill Library facility exceed the maximum occupancy. The Library reserves the right to limit or deny entry when room capacities established by the Cresskill Fire Official are reached.

As an information center, the Library provides access to free community publications as space allows. Placement of such publications requires the express permission of the Library Director. The display of non-library produced publications does not constitute sponsorship or endorsement of the policies, views, or beliefs expressed in each publication.

The Library offers space on its lobby bulletin board on an as-available basis to not-for-profit community groups from Cresskill and the surrounding area that are engaged in educational, cultural, intellectual, civic or recreational activities. Display or posting of information does not imply Library endorsement. Information regarding contests or solicitations, notices of merchandise for sale, and notices of sales or auctions may not be displayed unless the event or sale is for the benefit of a local non-profit organization. Political, profane, or suggestive literature of any nature is not permitted. All submissions must be approved by the Library Director prior to posting.

The Library reserves the right to remove any material from the Community Information Area at any time and for any reason. It is the responsibility and right of Library personnel to remove postings after a reasonable period of time. The Library is not responsible for returning materials.

MEETING ROOM POLICY

Policy for the Use of the Meeting Room Facilities by Non-Library Organizations and Individuals

The Trustees and staff of the Cresskill Public Library welcome the use of the Library's meeting room by community groups for events of an educational, cultural or civic nature. Library programs have first priority when it comes to room use. It shall be the policy of the Library Board to grant permission, at its discretion, to organizations for appropriate use when Library meeting room facilities are available.

The use of Library property is a privilege granted by the Board of Trustees and may be revoked by the Board or its designated representatives. In addition to the Library's Code of Conduct, all users must comply with the following policies and procedures:

Scheduling & Application Fee

- Applications for room use must be completed and submitted to the Director. Applications are available online.
- Organizations of the Borough of Cresskill have priority for use of all meeting rooms.
- Groups using the Library on a regular basis must reapply annually.
- Use per group is limited to twice monthly.
- Applicants must be at least 18 years of age.
- The room occupancy must not exceed 30 (thirty).
- Any applicable fee and payment for use must accompany each completed application.

- The Board of Trustees has the right to cancel, within 48 hours, the use of the room, should it be deemed necessary for use of Library programs or in the event of a failure to comply with these or other Library policies and procedures.
- Candidates for office or political groups may not use meeting rooms to campaign or raise funds.
- Rooms are not available for social gatherings.
- Certain types of decorations such as confetti, open flames of any kind, and/or decorations incorporating metallic glitter are not allowed.
- Furniture in other parts of the Library may not be moved into the meeting room without the express consent of the Library Director.

Liability Insurance

- All organizations using the facility must present a certificate of insurance demonstrating coverage of at least \$1 million for general liability and property damage in which the Library and Borough of Cresskill are named as an Additional Insured.

Hold Harmless

- All organizations must provide a properly executed Hold Harmless Agreement in which it agrees to defend and hold the Library, its employees and the Borough of Cresskill harmless from any liability, claims, suits or actions of any kind arising out of and resulting from any acts, omissions or errors by the organization in connection with its use of Library facilities.

Admission Fees

- Organizations using the room may not charge admission fees nor take up any collection unless approval is received in writing in advance of the event from the Library Board of Trustees. No purchase may be required of those attending events in Library meeting rooms.

Set Up and Clean Up

Set-up of the meeting room is the responsibility of the organization. Tables and chairs are available in the meeting room. It is suggested that someone arrive 15 minutes before the event to set up the room to best suit the organization's needs. The meeting room can be set up earlier in the day ONLY if nothing else therein is scheduled.

No alcoholic beverages or intoxicating substances are allowed on the Library premises. Smoking is not permitted in the Library. No musical programs or events producing any noise which will interfere with Library patrons are permitted. Loudspeaker systems are discouraged. Overloading electrical outlets is not permitted.

The meeting room must be left as it was found. No meeting items may be left behind. Furniture arrangements must be restored as found. The floor should be vacuumed if necessary. (Please ask the staff for the vacuum). All full garbage bags must be removed

and placed in the parking lot garbage stall. **A \$50 fee will be charged** if the staff must clean up the room. Anyone using the Library for any occasion shall be responsible for damages incurred during their use, and failure to do so will result in the organization being barred from the use of the meeting room. Any accidents or injuries shall be reported to the Library staff immediately.

Hours

The meeting room is available for scheduling during normal Library hours, when the Library is open and program groups must leave the Library building fifteen minutes prior to closing.

The applicant is responsible for supervision of any and all children who attend the event.

The applicant may not use the Library logo in promoting or advertising their meeting without prior written permission from the Library.

Use of a Library meeting room by an organization does not constitute an endorsement by the Library or its Board or staff of the content of the event or the views expressed therein by participants, event topics and/or speakers.

PROGRAMS & EVENTS

Ultimate responsibility for programming at the Library rests with the Director, who administers under the authority of the Board. The Director, in turn, delegates the authority for program management to certain staff members.

The Library uses staff expertise, collections, services and facilities in developing and delivering programming. The Library's staff use the following criteria, among others, in making decisions about program topics, speakers, and accompanying resources:

- Community needs.
- Availability of program space.
- Treatment of content for intended audience.
- Presentation quality.
- Presenter background/qualifications in content area.
- Budget.
- Relevance to community interests and issues.
- Historical or educational significance.
- Connection to other community programs, exhibitions or events.
- Relation to Library collections, resources, exhibits and programs.

In addition, the Library draws upon other community resources in developing programs and actively partners with other community agencies, organizations, educational and cultural institutions, or individuals to develop and present co-sponsored public programs. Professional performers and presenters that reflect specialized or unique expertise may be hired for Library programs; performers and presenters will not be excluded from consideration because of their

origin, background, or views, or because of possible controversy. Library staff who present programs do so as part of their regular job and are not hired as outside contractors for programming.

All Library programs are open to the public. A fee may be charged for certain types of Library programs. The Library's philosophy of open access to information and ideas extends to Library programming, and the Library does not knowingly discriminate through its programming. Library sponsorship of a program does not constitute an endorsement of the content of the program or the views expressed by participants, and program topics, speakers and resources are not excluded from programs because of possible controversy.

Registration may be required for planning purposes or when space is limited. First priority for registration goes to Cresskill Library card holders and residents, then to non-residents, who may be put onto a waiting list in advance of securing a spot. Unless confirmed by Cresskill Library personnel, attendance at programs is not guaranteed. Programs may be held on site, or off site. Any sales of products at Library programs must be approved by the Library and benefit the Library. Programs are not used for commercial, religious, or partisan purposes or the solicitation of business.

External organizations or individuals partnering with the Library on programs must coordinate marketing efforts with the Library's Director or staff assigned by the Library Director.

The Library welcomes expressions of opinion from customers concerning programming. If a customer questions a Library program, they should first address the concern with a Library staff member.

PHOTOGRAPHY AND VIDEO RECORDING

Photography by Non-Library Staff:

Anyone who wishes to take pictures in the Library must notify staff. Pictures of the building and facilities are permitted but in order to respect the confidentiality and privacy of our patrons, photographs and recording of Library users are not allowed. Photography and video recording must not disrupt service or violate the rights of others.

News organizations and those seeking to conduct formal photo sessions must contact Library administration in advance to request permission.

Photography by Library Staff:

Programs, events and classes may be photographed or video recorded for Library promotional purposes. It is incumbent on the attendee to notify staff if they prefer not to be photographed/recorded. A completed photo release form shall be completed prior to publication of photos or videos.

Photo/Video Release Form

I hereby grant permission to the Cresskill Public Library to use my photograph/video on its website or in other official library printed materials, or in other publications, print, e-newsletter or other form of promotion, publicity or information without further consideration.

I acknowledge the Library's right to crop or treat the photograph/video at its discretion. I also acknowledge that the Library may choose not to use my photograph/video at this time but may do so at its own discretion at a later date. I agree that the Cresskill Public Library may use these photographs of me with or without any lawful purpose.

Signature of this form releases the Cresskill Public Library, its agents and staff from any violation of any personal or proprietary right I may have in connection with such use.

I have read and understand the above.

Signature: _____ Date: _____

Signature of parent or legal guardian (if under age 18): _____

Printed Name: _____

Address: _____

TUTORING, PRIVATE AND COMMERCIAL BUSINESS POLICY

The Cresskill Public Library Board of Trustees prohibits tutoring and private or commercial business activities or solicitation to be conducted on Library premises. Private or commercial business and solicitation are defined as for-profit activities involving payment for services.

PUBLIC SAFETY & EMERGENCIES

The Cresskill Public Library is committed to providing a safe and secure environment for its patrons and staff; to having a plan in place to manage potential emergency situations in a way that reduces risk to those present on the premises; and implementing effective response procedures should emergency incidents occur. The Board recognizes that emergencies are unforeseen and unexpected; therefore, no policy can cover all possible circumstances.

Evacuation of the facility may be necessary in the event of certain emergencies, natural disasters, and critical incidents, which can include but are not limited to occurrences of fire, compromised gas lines, hazardous spill, explosion, bomb threat, terrorism, intruder, earthquake, severe storm, flooding, or loss of electrical power or other utility.

In an emergency, patrons are required to follow the instructions of the Library Director, and/or Library staff.

In the case of minor medical emergencies, a stocked first-aid kit is available in the Library. Library staff are not trained in first aid, and are not expected to intervene nor to have other than rudimentary skills. No one is authorized to render aid for which they do not have adequate training.

DISABILITY SERVICES

The Cresskill Public Library complies with the Americans with Disabilities Act (ADA), which prohibits discrimination on the basis of disability. The ADA, as applied to cities, counties, and other local governmental entities, requires that no qualified individual with a disability shall, on the basis of a disability, be denied the benefits of local government services, programs, or activities.

Accordingly, Cresskill Public Library will:

- Take reasonable and appropriate steps where required to ensure that communications with applicants, participants, and members of the public with disabilities are as effective as communications with others.
- Make reasonable accommodations in policies, practices, or procedures when necessary to avoid discrimination on the basis of disability.

- Endeavor to provide reasonable accommodations when operating its programs so that they are substantially accessible to and usable by individuals with disabilities.

CHILDREN'S AREA

The children's area is specifically designed and reserved for the use of children under the age of 12 and their caregivers, or patrons using the children's collection, seeking assistance from Library staff.

It is the parent, guardian or caregiver's responsibility to supervise children. Library staff do not act in place of the parent or guardian and are not responsible for the care of unsupervised children. The Children's Room is reserved for the use of children. Adults unaccompanied by a child may use the Children's Room only if they are looking for materials to check out and must leave the room once they have located the items. Library-owned technology resources in the children's room are reserved solely for use by children. Adults unaccompanied by a child may not use the Children's Room to lounge. Any adult found in the Children's Room not supervising a child or browsing for materials to check out will be asked to leave immediately. An adult supervising a child in the Children's Room may bring materials from other areas of the Library into the Children's Room. Library users on the sex offender registry are not permitted to enter the Children's Room.

While all computers in the children's room are filtered, the technology is imperfect. It is the responsibility of the parent, guardian or caregiver to supervise children's access to materials on the Internet. Library staff are not responsible for monitoring children's use of the Internet.

Children must conduct themselves at all times in a manner appropriate to a Library setting. Running, roughhousing, loud noise, inappropriate conduct with the furniture, books or toys (such as pushing or climbing) or other disruptive, damaging, and/or dangerous behavior is not acceptable. It is the responsibility of the parent, guardian or caregiver to supervise children's behavior in the Library. Library staff are not responsible for monitoring children.

All other behavior rules outlined in the Code of Conduct apply to the children's room.

UNATTENDED CHILDREN

The Cresskill Public Library is committed to providing a welcoming and safe environment for children of all ages. The well-being and safety of children and dependent persons (individuals of any age who are unable to make decisions about their own safety and well-being) can be of serious concern. The Library is a public building open to all individuals. It is not the Library's staff's function or purpose to provide supervision or to care for children or dependent persons while parents, guardians or caregivers are unavailable.

The Library staff is not authorized to act in place of parents, guardians or caregivers. Staff members are responsible for assisting all Library customers and cannot adequately monitor unattended children. **Responsibility for the safety and behavior of minor children and dependent persons in the Library rests with the parent, guardian or caregiver, not with the staff.** Parents or caregivers should not expect that staff can meet the specific needs of their child or dependent person nor expect that staff will know if a child or dependent person is leaving the building with parents or strangers.

For the protection of children and dependent persons who visit the Library, the following policy has been instituted:

- Children from birth through 10 years of age must be attended and adequately supervised by a responsible mature caregiver when visiting the Library and Library grounds. Running, pushing, shouting, rowdy activities and playing in the Library is prohibited and should be stopped at once.
- All patrons, including unattended minors using the Library alone or independent of parental supervision are subject to the Library's Code of Conduct set forth in the Library Conduct policy. If the behavior of a patron of any age is in violation of this policy, Library staff may ask the patron to leave the Library and Library privileges may be suspended or revoked.
- Children ages 11-17 may be left unattended in the Library for reasonable periods of time provided they demonstrate purposeful intent to use Library resources, and that their behavior is not disruptive to other patrons or Library staff. Staff will warn children if their behavior is not acceptable, and they may be ordered to leave the building if their behavior does not improve.
- If the Library is closing and an unattended child is left at the Library without transportation home, Library staff will allow the child to call home to remind their parents or guardian to pick them up. If a child is unable to contact their parents, Library staff will remain no longer than 15 minutes after closing.
- At that time, local law enforcement authorities will be contacted, and the child will be placed in their care. Staff members will not drive the unattended child home. Any time an unattended child is left more than 15 minutes after the Library closes the staff will complete an incident report.

BOARD OF TRUSTEES

The Cresskill Public Library is administered by the Board of Library Trustees ("Board") (appointed by the Borough Mayor) in accordance with By-Laws adopted by the Board.

2021 Board members are:

Beryl Skog, President

Elizabeth Cleary, Vice President

Bobbi Bauer, Secretary

Julie Kim, Treasurer

Andrew Bolson

Kathy Savas, Alternate to the Mayor

John Orfini, Liaison to Superintendent of Schools

Except where noted, meetings of the Board will be held on the third Monday of each month (except August) at 7:00 PM at the Library. Members of the public are invited to attend.

FRIENDS OF THE LIBRARY

The Friends of the Library (FOCL) is a nonprofit service organization committed to the support of the Cresskill Public Library. FOCL are committed to helping the Library reach its educational, entertainment, and enrichment goals through support for programming, materials, and projects. The FOCL conduct an annual fund drive as well as holding a year-round book sale. All proceeds raised directly benefit the Cresskill Public Library.

The FOCL generally meets the second Tuesday of each month, September-June, at 4:00pm, at the Library. Dues for membership are \$20 per year. All are welcome to join and attend. To become a member of the FOCL, please complete and submit the Friends of the Library Membership Form.

FRIENDS OF THE LIBRARY MEMBERSHIP FORM



**We Invite You to Join the Friends
of the Cresskill Library**

**The Friends support the Cresskill library by fundraising
to make new technologies & programs available for
people of all ages.**

Be a Friend - Join the Friends!

Name _____
Address/City _____
Phone _____
Email _____

Benefactor (\$200) _____
Sponsor (\$100) _____
Family (\$50) _____
Individual (\$20) _____

Make checks payable to
Friends of the Cresskill Library
Mail or drop off check and completed form to
Cresskill Public Library
53 Union Avenue
Cresskill, NJ 07626

VOLUNTEER POLICY

The Cresskill Public Library accepts volunteers on an as needed basis. Individuals who are interested in volunteering may submit a Volunteer Application, which will then be kept on file by the Library. In the event that a new volunteer is needed, the Library will reach out to applicants based on interest, applicable skills, and order of submission. All interested volunteers under the age of 18 must have their application signed by a parent or guardian.

Those seeking to volunteer at the Cresskill Public Library understand and agree that the Library may, at its discretion, require a criminal history record background check, to be conducted by the Cresskill Police Department.