

## **Program Policy**

The Lindenhurst Memorial Library conducts programs and presentations to fulfill its mission to provide the community quality services and life-long learning opportunities. Library programs shall generally be open to all patrons, but some programs may not be appropriate for all audiences, accordingly, registration may be limited to certain age groups. Programs targeted toward specific audiences will be publicized as such.

### **1. Library Programs**

Library programs may utilize Library staff, books, Library and community resources, resource professionals, and other displays or media presentations. The Library may present cooperative programs with other agencies, organizations and educational institutions to encourage and promote Library use. Library programs conducted by staff are offered free to patrons. Programs may require a fee to defray the cost of a presenter's material costs and any other expendables for attendants in the program. Program fees are non-refundable in the event of a patron cancelling his/her registration. The Library may cancel programs due to severe weather, absence of the presenter, low registration, or any other reason at the discretion of the Library Director. In those instances, refunds will be made available to patrons for program fees. Library programs may be held on-site or off-site. Programs being held off-site will be publicized as such.

Selection of Library program topics, speakers, courses, classes, and resource materials will be made by staff on the basis of the interests and needs of Library users and the community. Acceptance of a program topic by the Library does not constitute an endorsement by the Library of a group's or individual's policies or beliefs. However, programs are not to be presented for commercial, religious, electioneering, or the solicitation of business for funds.

In scheduling events, priority is to be given to Library-initiated programming. Programs sponsored by outside groups are scheduled in accordance with the regulations set forth in the Library policy "Meeting Room Policy and Application."

#### **Program Presenters:**

- May not distribute literature or material that advertises, promotes, or solicits business for a product, service, or enterprise conducted for private gain.

- Presenters must receive prior approval from the Library Director for selling books or media materials. Presenters are responsible for completing their own sales; Library staff are not to be made available to assist in this regard.
- Presenters are responsible for any damage to the Library premises or its contents resulting from their use of the Library.

The Library may host programs for specific age groups off-site at local and regional locations such as county parks, bowling alleys, movie theaters, etc. Unless otherwise noted, patrons are responsible for their own transportation to and from off-site program locations. Library staff may not drive patrons to or from off-site programs.

Off-site programs for teen patrons (defined as students in grades 6-12) require a signed permission slip from a parent or responsible guardian on or before the date of the program. No teen will be permitted at off-site programs without a signed permission slip. Permission slips are available at the time of registration, and on the Library's website under the "events" tab for phone or online registrations.

Programs that are held off-site for children attending fifth grade or younger require attendance of a parent or responsible caregiver. At no time shall a child be dropped off to attend an off-site program without an adult or caregiver present.

The Library welcomes feedback from patrons concerning programs. Patrons who wish to request a review of any Library program may submit a Request for Review form to any service desk for the Library Director's attention.

## **2. Library Sponsored Bus Trips**

The Lindenhurst Memorial Library may, as an extension of its offerings, sponsor trips for the cultural enrichment of the community. Bus trips may be cancelled at the Library's discretion or if there is inadequate registration. If a trip fails to receive adequate registration, refunds will be mailed to patrons. Requests for refunds due to extenuating circumstances will be evaluated individually. Missing the departure time or location, etc. does not qualify for a refund. Patrons are expected to arrive at least fifteen minutes before the scheduled departure time on the day of a trip. The Library is not responsible for late patrons missing the bus. Any refunds, rebates, etc. from the Tour Company are to be deposited in the Library's special programming fund. All transportation services used by the Library are to be duly licensed and insured. A certificate of insurance in the prescribed amount is to be required.

Contracts for bus trips will state the charge per person for each trip so that the Library may calculate a charge per participant. The Library includes a fee to cover the cost of the trip chaperone and gratuity, and charges a rounded fee (i.e. \$50, not \$49.75). In the case of a co-sponsored trip, this may vary. The goal is not to make a profit, nor to cause a loss to the special programming fund for these trips.

Eligibility for bus trips may be limited to Lindenhurst Memorial Library cardholders. Depending on the number of seats and/or tickets, trips may be opened to non-residents after the first week of registration. No children under the age of 18 years may travel with the group unless accompanied by a parent or responsible caregiver.

Registration must include a name, address, phone number, and the name and number of an emergency contact person for each registrant. Payment in full (cash or check) is required at the time of registration. A wait-list will be established upon a full trip booking. Monetary reservations are not required for a wait-list placement. Lindenhurst residents are given priority over non-residents in the filling of vacancies.

In the event that the Library must cancel a trip, the amount of refund to participants will depend on the amount of reimbursement from the contracted transportation agency. If and when a new date is established, those patrons originally scheduled for the trip shall be given priority for the new date. Individuals who cancel will be granted a refund only if a replacement can be obtained from the wait-list.

All Library-sponsored bus trips shall be chaperoned by the employee who planned and scheduled the trip. In the event the trip planner is unable to chaperone, selection of a replacement staff member shall be made at the discretion of the Library Director or his/her designee.

The day of a bus trip counts is to be considered as a full day for employee chaperones, regardless of the length of the trip. Compensatory time will be earned when a full time employee leads a trip on his/her usual day off.

Patrons attending bus trips are responsible for knowing the itinerary, including the scheduled times for returns to the bus. Trip chaperones will:

- Take attendance at every stop
- Count heads before every departure
- Acts as the Library's liaison and representative

- Carry detailed information relating to the itinerary and those in attendance
- Distribute tickets and confirm destination
- Describe itinerary and schedule of day's activities prior to commencing trip, and again upon reaching destination
- Have the contact information for the Tour Bus Company
- Take charge in the event of an emergency
- Provide the Library Director or his/her designee with a list of emergency contact information and a list of registrants the day before a bus trip
- Contact the Library Director or his/her designee immediately in the case of an emergency
- Detail any problems or situations that arose on the trip to the Library Director or his/her designee no later than the next working day

Adopted: October 18, 1984  
Amended: November 1984  
January 17, 1985  
February 20, 1986  
October 23, 1986  
July 7, 2010  
May 17, 2014  
August 15, 2018



**Program Policy: Patron Request for Review of a Program**

Date of request: \_\_\_\_\_ Program Title: \_\_\_\_\_

Patron Name: \_\_\_\_\_

Address: \_\_\_\_\_

Telephone number: \_\_\_\_\_

Email address: \_\_\_\_\_

Please be specific as to what your objections are:

\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

Did you attend the program? Yes \_\_\_\_\_ No \_\_\_\_\_

Patron signature: \_\_\_\_\_

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**Signature of staff member who accepted request form/date:** \_\_\_\_\_

***Completed forms are to be given to the Library Director or his/her designee.***

Library Director: date received \_\_\_\_\_ Follow up with patron:

\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_