Town of Glastonbury – Welles-Turner Memorial Library

Library Program Policy

The Welles-Turner Memorial Library (WTML or "the Library") works towards its mission to provide a vibrant hub for learning, exploration, and community connection by developing and presenting Library-initiated programs for patrons of all ages. Library programs are an integral component of Library service that extend and promote the role of the Library as a community resource; enhance the information found in Library collections; offer a way for people to obtain new information and ideas; and encourage participation in civic life. Programs are an important resource for voluntary inquiry and the dissemination of information and ideas and to promote free expression and free access to ideas by residents. Library Programs represent a wide range of varied and diverging viewpoints, promote free access to ideas, and provide access to content that is relevant to the research, independent interests, and educational needs of our community.

Purpose

This Programming Policy exists to provide guidelines for the programs and events planned by Library staff for the community. It is intended to ensure that all members of the public are provided with consistent and equitable services from the Library and that patrons and presenters understand their rights and responsibilities.

Definition of a Program

For the purposes of this policy, Library programs are free events, virtual or in-person, planned by the Library staff for public benefit. Library programs include, but are not limited to, lectures, community forums, arts performances, workshops, technology programming, wellness programs, story times, continuing education, fairs and conventions, book clubs, discussion groups, demonstrations, and presentations for social, cultural, educational, or entertainment purposes. Library-initiated programs may take place onsite at the library, off-site, or online, and may be presented by library workers, volunteers, or library partners.

Programs held in the Library building but not organized by Library staff are not covered by this policy.

Roles and Responsibilities

Professionally trained Library staff members are responsible for developing and delivering Library programming. Final approval for library programs is the responsibility of the Library Director.

Library Program Development, Coordination, and Supervision

The Library employs staff expertise, collections, equipment, and facilities in developing and delivering Library programming. Professionally trained Library staff members use the following criteria in making decisions about program topics, speakers, and accompanying resources:

- Relation to Library mission and service goals
- Community needs and interest
- Popular appeal and/or historical, cultural, informational, or educational significance
- Presentation quality and treatment of content for intended audience

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- Presenter background/qualifications/reputation
- Availability of program space
- Availability of necessary technology
- Budget and staffing considerations
- Connection to other community programs, exhibits, or events

Co-Sponsored Programs

The Library may partner or co-sponsor programs with other agencies, organizations, and businesses provided the programs align with the Library's mission.

- All co-sponsored programs must include involvement by Library staff in the planning of program content.
- All programs sponsored or co-sponsored by the Library must abide by this policy regardless of where the program is hosted.
- The supervision of a co-sponsored program may be delegated to the co-sponsoring organization depending upon the timing and venue of the program.
- To preserve patron privacy, no Library patron information will be provided by the Library to non-Library personnel.

Program Selection

Library programs should be provided for the interest, information, and enlightenment of all residents. All Library programs are evaluated and made accessible in accordance with the protections against discrimination set forth in section 46a-64 of the Connecticut General Statutes, including, but not limited to, discrimination based on race, color, sex, gender identity, religion, national origin, sexual orientation or disability.

In alignment with the Library's commitment to intellectual freedom and open access to information, program topics, presenters, and materials will not be excluded on the basis of potential controversy. Library sponsorship of a program does not constitute endorsement of any presenter's business affiliation, their program content, or of the views expressed by presenters or participants.

Program Scheduling

Library programs will generally take place as scheduled whenever the Library is open, regardless of religious, cultural, or other community observances. While the Library recognizes that some observances may affect community members' ability to attend, maintaining a consistent programming schedule helps ensure reliable access to Library services and programs.

Program Access and Attendance

All Library Programs are free and open to the public.

- Registration, either in advance or at the door, may be required for planning purposes, when space is limited, or to give priority to Town residents.

- Information collected during the registration process will be used only to communicate information about that program or to confirm eligibility to participate in that program.
- Attendance for some programs may be limited based on age or grade level in order to create an appropriate environment for participants. The Library reserves the right to deny attendance at programs with specific age restrictions or to those who become disruptive to others in attendance.
- Permission slips signed by a parent or guardian may be required for some programs intended for minors.
- The Library reserves the right to photograph/record individuals and groups attending library services and programs for promotional use. Participants may request that their image, or that of their child, not be used by the Library for these purposes.
- Any individual requiring an accommodation to participate in a Library program should contact the Library two weeks prior to the program.

Program Materials

- Materials used as part of a Library program will be provided free of charge for program participants when possible. If a materials fee is charged for a particular program, it will be clearly communicated at or before the time of registration.
- The sale of books and other media by authors or performers is permitted as a part of a library program if approved by the Library Director. Presenters are responsible for completing their own sales. Library staff cannot make change nor can they be made available to assist in handling sales.

Program Location

- The Library holds the majority of its programming at the Library, however Library staff may elect to move a program off-site to another facility or to a virtual platform as the staff determines will best serve the community.
- If a program is held in a location not controlled by the Library, the Library will assure that the space is accessible to all users. Reasonable accommodations will be made to have interpretation or real-time captioning for the deaf or hard of hearing at Library-initiated programs when requested by Library users.
- All relevant Library polices apply to Library programs regardless of venue.

Virtual Library Programs

Some Library programs may be offered using a Library-approved virtual meeting platform that registered patrons may use to access the virtual program from their own internet-enabled devices. This may include programs that are simultaneously run at the physical Library as well as programs that are offered only virtually. While hosting a virtual program, the Library will make every effort to follow industry standard best practices for virtual events.

- Some virtual programs may be pre-recorded and broadcast via the internet or recorded as presented for later viewing. In the event an interactive program is being recorded, attendees will be informed of that fact at the start of the program.
- Live virtual programs require advance registration. Registered participants will receive via email a link to log on to the program and must not share that link with others.
- Patrons attending virtual programs are expected to adhere to the Library's Behavior Policy and failure to do so may result in their immediate removal from said program. The Library will make all reasonable

efforts to ensure the digital security of virtual events, however attendees must understand that all online activity carries some degree of risk.
- Patrons are required to provide their own equipment and internet connection to attend virtual programs. The Library will make a good faith effort to utilize platforms that will be compatible with the widest array of hardware and software, but makes no guarantee that every patron will be capable of accessing every Library program successfully. Nor can the Library guarantee the quality of the audio, video, or internet connection of program presenters or attendees.

Program Cancellation

The Library reserves the right to cancel a program for any reason deemed necessary. In the event a program is cancelled, the Library will make a reasonable effort to alert all registered participants prior to the event; patrons are encouraged to fill out all program registration information fully to help Library staff communicate changes effectively. Patrons are encouraged to check the Library website for updates and/or changes to program schedules prior to visiting the Library.

Program Evaluation

Library staff collect program attendance data and may assess outcomes (e.g., learning impact, community interest) to improve future offerings or fulfill grant requirements.

Outside (Contracted) Program Presenters

The Library may contract with professionals with specialized expertise to deliver Library programs. To do so, the Library collaborates with local agencies, organizations, educational and cultural institutions, and individuals to design and present programming that is informative, enriching, and reflective of community interests.

- The Library may contract with professional performers and presenters possessing specialized knowledge or unique expertise to conduct programs. Library staff who lead programs do so as part of their regular professional responsibilities and are not compensated as outside contractors.
- A signed performer contract is required for all presenters/performers.
- All publicity for a Library program will be produced by Library staff.
- Presenters cannot collect their own signups for Library-sponsored programs, but can provide patrons with the opportunity to share their contact information voluntarily. Presenters may also provide their own contact information after a program has concluded so that attendees can contact them if they so choose.
- Programs cannot be used for solicitation or for partisan purposes, whether commercial, political, religious, or otherwise.
- If applicable, presenters are encouraged to donate a copy of their work to the library for possible inclusion in the library collection in accordance with the Collection Development and/or Local Author Policy.

Individuals interested in presenting a Library program at WTML are invited to submit a proposal to Library staff.

Requests for Reconsideration of Library Programs

The Library recognizes that not all programs will appeal to all library patrons. Library programs will not be scheduled on the basis of anticipated patron approval or disapproval, but solely on the merits of the event as it relates to the Library's mission to serve the interests of Library patrons. Responsibility for program attendance of children and teens rests with their parents or legal guardians. The presentation of any program is not a Library endorsement of the viewpoint expressed. No programs which have been duly challenged by a Glastonbury resident shall be removed from the Library's calendar before the request for reconsideration has been formally addressed following the process below.

Procedure for Reconsideration:

Glastonbury residents requesting reconsideration of any Library program should:

1. Review a copy of the Programming Policy.
2. Speak with a Librarian in whose department the program originated / primary intended audience (Children's Librarian, Teen Librarian, or the Adult Services Librarian) about their concerns.
3. If the patron wishes to formally recommend the reconsideration/exclusion of a program from the calendar after speaking with a staff member, they should submit a signed copy of the "Request for Reconsideration – Library Program" form to the Library Director. Such requests are not confidential patron records under section 11-25 of the general statutes.

The Library Director will review the form in accordance to the Library's Review and Reconsideration Policy.

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