



Program Policy

The Lindenhurst Memorial Library conducts programs and presentations to fulfill its mission to provide the community with 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 staff, books, community resources, resource professionals, and other displays or media presentations. The Library may present cooperative programs with other agencies, organizations and educational institutions. As a certified Sustainable Library, most programs are offered without additional fees attached. However, programs of monetary value (exercise, cooking, craft classes etc.) are limited to the residents of the LUFSD. Certificate type classes (CPR, Defensive Driving, etc.) are to be paid in full by the program registrant, and will be advertised as such.

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.

The Library offers programs on a diverse range of topics, and uses its current Strategic/Long Range Plan as a guiding document for the types of programs offered to the public. 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.

Program Vendors:

- 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 must sign and return the Library's Program Contract prior to the date of the program, or the class will be cancelled and no payment, if warranted, shall be made.

The Library may host programs for specific age groups off-site at local and regional locations. 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.

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. Refunds are not given for patron cancellations unless another patron on an existing wait-list can take the spot. 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 and tour companies 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).

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. 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, email and phone number, along with 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, 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 a full-time employee of the Library.

The day of a bus trip is considered a full day of work for employee chaperones. Compensatory time will be earned when a full time employee leads a trip on his/her usual day off or for hours worked over the standard work day of eight (8) hours. Compensatory time earned shall be used by the employee within the next two (2) pay-periods.

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
Revised: November 1984
January 17, 1985
February 20, 1986
October 23, 1986
July 7, 2010
May 17, 2014
August 15, 2018
August 21, 2023



Lindenhurst Memorial Library
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 to the program and/or its content:

Did you attend the program? Yes _____ No _____

Patron signature: _____

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:

