

External Policies Public Policies

1. Eligibility for use and registration:
 - a. You must have a valid library card to use the library's computers and to borrow items (a license/photo ID can be accepted in place of a library card if you don't have your card with you).
 - b. Individuals seeking a card must be either a resident of Southwick, or of a town with which the library has a reciprocal agreement.
2. Circulation
 - a. Loan of Materials
 - i. Books, audiobooks, and music CD's circulate for three weeks and can be renewed for an additional three weeks.
 - b. Items cataloged as Reference works shall not be available for circulation and must be used in the room that houses the reference collection.
 - c. Loan of serials
 - i. Individual issues of a serial shall be available for one week and can be renewed for an additional week.
 - d. Loan of non-print materials
 - i. Video materials are loaned for a one week period. Video kits are loaned for two weeks. Each can be renewed one time.
 - e. Reserving Materials
 - i. Individual patrons may request that an item included in the circulating collection be held on reserve for their use by requesting the item at the library or through the CWMars website. Once the item has been held for the patron, the library will notify the patron by telephone or email that the item will be held for one week past the notification date at which time the materials will be made available to other patrons or returned to the owning library.

Confidentiality of Records

Records of patrons of Adult status are private and confidential and will not be released to anyone but the patron except in the case of a subpoena. Records of patrons of Minor status are private and confidential and will not be released to anyone but the patron and the signatory parent, except in the case of a subpoena.

Complaints and Chains of Authority

Patron complaints that cannot be reasonably resolved by a staff member will be referred to the director. If the complaint is not resolved to the patron's satisfaction, the appropriate course of action is to make a statement in writing to the Board of Library Trustees to be addressed at a regularly scheduled meeting open to the public.

Programs and Special Events

Organizations outside of the Southwick Public Library wishing to use library facilities must submit a request in writing to the Director, stating the date, start time, probable finish time and attendance, person responsible and nature of the program at least a few weeks in advance of the time requested.

Special Collections

The SPL presently owns a collection of Local History materials. These materials will be housed in the Reference section of the library and will be non-circulating due to the historical nature of the materials. Special collections are the responsibility of the Reference Librarian. It is the policy of the SPL to facilitate operation with the Historic Commission and Historic Society to make materials pertaining to the history of Southwick available to our patrons.

Exhibits and Displays

The SPL will not assume responsibility for the content of the articles displayed or any damage or theft of the articles there displayed. Articles will not be displayed for longer than one month at a time, unless previously arranged. Patrons objecting to the content of a display may fill out a request for reconsideration that will be reviewed by the Trustees.

Display Cabinet

Items in the display cabinet will be available to view for three months (Approved by the Trustees 12/11/2002). The SPL will not be held responsible for any damage or theft.

Updated by the Library Trustees 2/14/2023