



Program Policy

Effective Date: September 8, 2025

Purpose

The purpose of this policy is to establish the principles and guidelines that govern the development, selection, and delivery of programs offered by the Granby Public Library. This policy ensures that programs are planned and implemented in a consistent, inclusive, and transparent manner. It provides a framework for staff decision-making and helps the public understand how programs are selected, evaluated, and aligned with the library's goals, values, and strategic priorities.

Library programs are an integral part of fulfilling the library's mission to educate, inform, inspire, and engage the community. They support lifelong learning, cultural enrichment, civic engagement, and equitable access to information for all ages and backgrounds. Library programs shall reflect the diverse needs and interests of the community, supporting interest, information, and enlightenment of all residents. They provide access to content that is relevant to the research, independent interests and educational needs of residents.

Definition of a Program

A **library program** is any planned activity or event organized and offered by a library to engage, educate, or entertain its community beyond the traditional services of lending materials.

Programs are designed to connect people with information, culture, technology, and each other. They can take many forms, such as storytimes, author talks, technology workshops, book clubs, craft sessions, lectures, film screenings, or community forums.

Scope

This policy applies to all public programs offered, hosted, or co-sponsored by the Granby Public Library, regardless of format, location, audience, or funding source. It includes in-person and virtual programs, those conducted on-site at the library or off-site in the community, and programs presented independently by the library or in collaboration with external partners.

The scope of this policy encompasses programs for all age groups—children, teens, adults, and families—and covers a wide range of formats including educational workshops, author talks, cultural performances, storytimes, technology training, and civic discussions. Programs developed by library staff, as well as those proposed or delivered by community members, outside presenters, or partner organizations, fall within the bounds of this policy.

This policy does not govern internal staff training, private facility rentals, or third-party meetings held in library spaces unless they are marketed as official library programs.

Objectives

- Ensure that all library programs align with and advance the mission, values, and strategic goals
- Offer programs that educate, inform, inspire creativity, and encourage civic and cultural participation for people of all ages and backgrounds.
- Provide a broad range of programs that reflect and serve the diverse interests, identities, and needs of the community, with equitable access for all.
- Guide library staff in the planning, selection, and evaluation of programs to ensure quality, relevance, and consistency across all offerings.
- Encourage partnerships with individuals, organizations, and agencies that enhance the library's capacity to deliver meaningful and accessible programs.
- Uphold the principles of intellectual freedom by offering programs that represent a variety of viewpoints and by resisting censorship or exclusion based on content, perspective, or presenter identity.
- Provide a clear framework for public understanding of how and why programs are selected, including the process for community input or feedback.

Program Selection

Program selection is guided by community interests, expressed needs, staff expertise, and the Library's strategic priorities. Consideration is given to the suitability of the topic, presenter qualifications, budget, space and staffing requirements, and the potential to reach diverse audiences. The Library seeks to provide a balanced range of programs for all ages, backgrounds, and viewpoints, while maintaining a safe, inclusive, and welcoming environment. Programs are not used for commercial, religious, or partisan purposes, though educational presentations on these topics may be offered when they support community learning. Final decisions on program selection rest with the Library Director or their designee.

Program Development

Librarians are professionally trained to curate and develop programs. The Library develops programs to support its mission of providing educational, cultural, and recreational opportunities for the community. The Library utilizes staff expertise, collections, equipment, and facilities in developing and delivering programming. The following criteria are used in making decisions about program topics, speakers, and accompanying resources:

- Relation to Library mission and service goals

- Community needs and interest
- Presentation quality and treatment of content for intended audience
- Presenter background/qualifications/reputation
- Availability of program space
- Availability of necessary technology
- Budget and staffing considerations
- Connection to other community programs, exhibits, or events

Library programs are used to highlight seasonal themes, cultural observances, events, community interests, and topics of local or national relevance. They serve as tools for reader's advisory, collection promotion, and public education, and are designed to encourage exploration of a wide range of varying viewpoints and experiences. Library programs help support voluntary inquiry, the dissemination of information and ideas, independent ideas and educational needs of residents.

Coordination

The Library draws upon community resources in developing programs and actively partners with other community agencies, organizations, educational and cultural institutions, and individuals to develop and present public programs. Professional performers and presenters that reflect specialized or unique expertise may be hired to present Library programs. Library staff who conduct programs do so as part of their regular job and are not hired by the Library as outside contractors for programming.

Anyone interested in presenting a Library program may submit a proposal that would be reviewed according to the above criteria. The Library's philosophy of open access to information and ideas extends to Library programming. Library sponsorship of a program does not constitute an endorsement of the content of the program or the views expressed by participants. Program topics, speakers and resources are not excluded from programs because of possible controversy.

Program Access & Supervision

All Library programs are open to the public. Some programs require advance registration for planning purposes or when space is limited, or may be limited to Town residents. Permission slips signed by a parent or guardian may be required for some programs intended for minors. Attendance for some programs may be limited based on age or grade level to create an appropriate environment for participants.

Any individual requiring an accommodation to participate in a Library program should contact the Library two weeks prior to the program.

At least one staff member is required to be present, two if the library is closed, and they are responsible for oversight at every program, even when volunteers or guest presenters are assisting. Appropriate supervision ratios will be maintained, particularly for children's and teen programs, and staff will remain on-site or on-call during adult programs. Parents and guardians are responsible for their children outside of structured programs, and for drop-off events, they must provide necessary registration and contact information. Staff are

responsible for upholding the Library's Code of Conduct during programs and addressing unsafe or disruptive behavior as needed. Guest presenters must be approved by the Library Director or designee, may not be left alone with children without staff present, and are expected to follow library policies and safety procedures. All supervising staff must be familiar with emergency protocols, and the presence of staff trained in basic first aid/CPR is recommended for children's programs.

Virtual Programs

The Library provides virtual programs to extend access to educational, cultural, and recreational opportunities beyond the physical building. All virtual programs are developed and supervised by library staff, with outside presenters approved by the Library Director or designee. Staff are responsible for monitoring the program to ensure a safe, welcoming environment and to uphold the Library's Code of Conduct. Participants are expected to engage respectfully and follow guidelines provided by the Library. Parents and guardians are responsible for supervising their children's participation in virtual programs, as library staff cannot provide the same level of oversight online as in person. The Library reserves the right to remove disruptive participants, end sessions if necessary, and adjust virtual program offerings to best serve community needs.

Program Materials/Fees

The Library may provide materials or supplies for use during library programs, either in-person or virtual, to support participation and engagement. Whenever possible, materials will be supplied free of charge; however, in some cases, participants may be asked to provide or share in the cost of specialized supplies. The Library is not responsible for the condition or availability of materials brought in by participants, nor for any allergies or sensitivities related to program supplies. Staff will make reasonable efforts to select safe, appropriate materials, but participation is at the discretion and responsibility of each attendee or their guardian.

Performers, presenters and authors may sell books, CDs and other merchandise as long as it is part of a Library program and they have been given prior approval by the Library Director or designated staff. Program presenters are responsible for the handling of all sales. Programs sponsored by Library Friends' groups may include the sale of merchandise as a fundraiser to benefit the Library.

Programs may not be used for commercial, religious or partisan purposes, or for the solicitation of business. The presenter may leave business cards for participants to pick up after the program should anyone be interested in contacting the presenter outside of the Library.

Co-Sponsored Programs

The Library may partner or co-sponsor programs with other agencies, organizations, and businesses provided the programs are compatible with the Library's mission and vision. The Library will generate joint programming and invite partners to co-sponsor or collaborate. Co-sponsored programs must include involvement by Library staff in the planning of program content, and all program registration will be done through the

Library. In partnering with outside organizations, patron privacy must be preserved, and therefore no Library patron information would be provided to non-Library personnel.

Program Location

The Library holds the majority of its programming at one of Granby's two Library Branch locations in order to promote their use. When it is not possible to accommodate all community members who wish to attend the program at a Library location, Library staff may elect to move a program off-site to another Town of Granby (Town) or local facility, or to a virtual platform.

All relevant Library policies, for example but not limited to, the Code of Conduct and the Photography Policy apply to all Library programs regardless of venue.

Program Evaluation

The Library is committed to offering high-quality programs that reflect the educational, cultural, and recreational interests of the community. To ensure programs remain relevant and effective, staff will regularly evaluate offerings through attendance data, participant feedback, and staff observations. Evaluations may include surveys, informal discussions, or digital feedback tools, and results will be used to inform future program planning, improve delivery, and allocate resources responsibly. Program evaluation is an ongoing process intended to measure impact, identify community needs, and ensure the Library continues to provide meaningful, engaging, and inclusive experiences for all participants.

Requests for Reconsideration of Program

Program offerings will not be made based on anticipated patron approval or disapproval, but solely on the merits of the work in relation to serving the interests of Library patrons. Responsibility for the children and teens rests with their parents or legal guardians. The selection of any Library Program is not a Library endorsement of the viewpoint expressed. No library program shall be cancelled because of origin, background or viewpoints expressed in such material, or because of the origin, background or viewpoints of the creator. Items shall only be excluded for legitimate professionally accepted standards of library practices as adopted in the Library's Program Policy.

All library programs are evaluated and made accessible in accordance with the protections against discrimination set forth in section 46a-64 of the CT general statutes. No person within the jurisdiction of this state, will be denied full and equal accommodations in any place of public accommodation, resort or amusement because of race, creed, color, national origin, ancestry, sex, gender identity or expression, marital status, age, lawful source of income, intellectual disability, mental disability, physical disability, including, but not limited to, blindness or deafness, or status as a veteran, of the applicant, subject only to the conditions and limitations established by law and applicable alike to all persons

No programs which have been duly challenged by a Town of Granby resident shall be cancelled without the item being formally excluded as the result of the evaluation of the Library Director per this process.

Only residents of the Town of Granby can request reconsideration of any program. They should first review a copy of the Program Policy. The individual should then speak with the Librarian in whose department the program is featured (Children's Librarian or Program Coordinator) about their concerns. If the resident continues to recommend the reconsideration of the program, they must then submit a signed copy of the "Request for Reconsideration" form giving reasons for exclusion to the Library Director.

The Library Director will review the form in consultation with relevant professional Library staff members and make a formal written reply to the individual.

If the individual is not satisfied with the reply, they can bring the matter to the attention of the Granby Library Board (Board) in writing, not less than one week prior to a scheduled board meeting. The Library Director will provide a copy of the original complaint and the response to the Board. The Board will review the communication, the decision, and the issues raised, and will respond to the individual, per the timeline outlined in the "Request for Reconsideration" form.

This program policy does not apply to:

- Events that are developed only for special purposes such as donor recognition, fund-raising, or media conferences.
- Programs offered by other organizations on Library premises where space is reserved under the terms and conditions of the Meeting Room Policy.

Roles and Responsibilities

Library Director

- Provides overall leadership and oversight of the library's programming strategy.
- Ensures that programs align with the library's mission, policies, and strategic goals.
- Approves program budgets, partnerships, and any exceptions to policy.

Library Program Staff

- Plan, develop, and deliver programs based on community needs, usage data, professional expertise, and strategic priorities.
- Evaluate program effectiveness and community impact.
- Ensure programs are inclusive, accessible, and in compliance with library policies and procedures.
- Collaborate with external presenters, organizations, and community partners as appropriate.
- Promote programs through appropriate library communication channels.

Program Presenters and Partners

- Work collaboratively with library staff to develop and deliver content that meets the goals of the program.
- Adhere to library values, policies, and expectations regarding respectful and inclusive conduct.
- Provide program-related information and materials in a timely manner.

Community Members

- May suggest program topics or speakers for consideration.
- Are encouraged to provide feedback on programs through surveys or comment forms.
- May submit formal proposals for partnership or co-sponsored events, subject to staff review and approval.

Compliance and Enforcement

All library programs must comply with this policy, as well as all applicable local, state, and federal laws; library policies; and the Granby Public Library's code of conduct.

Library staff are responsible for ensuring that programs are planned and delivered in alignment with the library's mission, values, and the standards set forth in this policy. The Library Director has the authority to approve, modify, or cancel programs if they do not meet policy requirements or if they pose safety, legal, or reputational risks to the library.

Policy Review and Updates

This policy will be reviewed and amended by Library Administration and the Library Board. Revisions may be made based on feedback, technology changes, library funding or evolving community needs.

*Adopted by Granby Library Board 03.22.2021
Revised and Approved June 10, 2024*

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