<div align="center">

The Norfolk Library

<u>Program Policy</u>

</div>

Purpose

The Norfolk Library ("the Library"), in keeping with its mission to enable learning and literacy, promote culture through the arts, and encourage the sharing of ideas, develops and presents programs that provide information, education, and entertainment. Programming is an integral component of Library services that promotes and complements the Library's other services and collections. It supports the Library's role as the center of the community. Programs are provided for the interest, information, and enlightenment of all residents. They aim to represent a wide range of varied diverging viewpoints and provide access to content that is relevant to the research, independent interests, and educational needs of residents.

The Library recognizes the importance of programs as resources for voluntary inquiry, the dissemination of information and ideas, and the promotion of free expression and free access to ideas by residents. This policy provides guidelines for the development, management, and oversight of programs presented by the Library.

Key Definition

A Library program is a free event, virtual or in-person, planned by the Library staff for the benefit of those members of the public who opt to attend. It may involve outside presenters, facilitators, or performers, and it may be presented in cooperation with other entities. Note: Use of a public meeting room by an organization or individual to hold a public event is not a Library program.

Scope

This policy applies to all Library programs.

Roles and Responsibilities

The Library Board delegates development, presentation, and oversight of programs to the Library Director and staff. The final responsibility for the Library program is held by the Library Director, but planning, scheduling, and implementation of programs is shared by Library staff that are professionally trained to curate and develop programs.

Attendees are responsible for complying with the Library's Rules of Conduct.

Procedure

1. Program Selection

The Library strives to present programs that are educational, informational, cultural, or recreational and avoids programs that do not meet these standards. Topics, content, and timing of Library programs are developed with consideration of available resources and community needs and interests in mind. Program selection is based upon the suitability of topic, format, and intended audience. A program will not be excluded because its topic may be regarded by some as controversial. Library sponsorship of a program does not constitute

or imply an endorsement of the content or of the presenter of the program. The Library provides programs created or curated by Library staff as well as allows displays and programs created by members of the public or community groups and exhibited in the Library.

a. Library programs must have an educational, informational, cultural, or recreational value to the community. Programs of a purely commercial nature or those designed for the solicitation of business will not be offered by the Library.

b. Programs that support or oppose any political candidate or ballot measure will not be approved or offered by the Library. However, educational programs, such as candidate forums that include invitations to all recognized candidates, may be offered.

c. Programs that support or oppose a specific religion will not be approved or offered. Programs are planned to be inclusive of all cultures and of all religions and no religion. Library programs may address religious themes to educate or inform, but not to promote, observe, or proselytize a particular religious conviction. Holiday programs may be offered for the entertainment of Library patrons.

2. Program Development, Coordination and Supervision

Library programs may originate from Library staff, partnering institutions, or members of the public. In the event of a co-sponsored program, supervision of the program may be delegated to the co-sponsoring organization depending upon the timing and venue of the program. All programs sponsored or co-sponsored by the Library, however, must abide by this policy regardless of where they are hosted.

3. Program Access

Library programs are free and open to the public on a first-come, first-serve basis. Registration may be in advance online or at the door. For programs targeted to a specific audience, e.g. children or teens, and promoted as such, preferential admission may be offered to those groups on a first-come, first-serve basis, limited to those individuals as the Library deems appropriate. Any individual requiring accommodation to participate in a Library program should contact the Library in advance.

4. Virtual Program Delivery

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 the virtual program, Library staff, partnering organizations, and program facilitators will 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.

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.

Patrons attending virtual programs are expected to adhere to the Library's Rules of Conduct 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.

5. Program Materials

Books, CDs, DVDs or other ancillary materials related to the content of a program may be offered for sale at a Library program as a convenience to attendees.

6. Program Evaluation

To provide the highest quality and most useful programming, Library staff will gather information about program results to guide future programming decisions. Outputs, such as the number of attendees at a program, will be gathered for all or almost all programs. Outcomes, such as how well the content of a program helped attendees learn about the program's topic, will be gathered at times when such data is required for grant reporting or would be helpful in evaluating a new program topic or format.

7. Procedures for the Questioning of Library Programs by Patrons

The Library limits consideration of requests to reconsider material, displays, or programs to residents of Norfolk. Please see our Material Review and Reconsideration Policy and Request for Reconsideration Form for further information on this process.

All Library materials are evaluated and made accessible in accordance with the protections against discrimination set forth in section 46a-64 of the general statutes.

8. Location

This policy is housed on the Norfolk Library website: https://www.norfolklibrary.org/about. A copy is maintained in the Library Director's Office.

Approved by the Norfolk Library Board of Trustees   September 12, 2025
                                                                          (Date)