

Section 3: Library Services

3.1 Hours

The Library will be open for regular hours set by the Library Director with assistance from the Library Board and approval of the Pflugerville City Council. The Library follows the holiday schedule of the City of Pflugerville.

3.2 Lost and Found

The library is not responsible for items left at the library.

3.3 Library cards

Guests must have a Library Card to borrow materials. This requires an application and the presentation at the Circulation Desk of a current state issued driver's license, Mexican Consulate card, Military ID, passport, state ID, or similar identification. If the address is not current on these, an acceptable proof of address is required. This would include a checkbook, recent mail received at that address or house/rent contracts. If a guest's chosen name is not reflected on their ID, they are encouraged to inform staff at the time of sign-up. Applicants under the age of 18 must have the consent of a parent or legal guardian to obtain a card. This releases the Pflugerville Public Library from responsibility for the content of materials within our Library. Parents or guardians are responsible for all monies accrued on the child's account.

The following statement will be printed on each Library Card:

This card is a contract with the Pflugerville Library. I accept responsibility for all use of this card, including fees & policies.

Each borrower is expected to sign their card at the time it is issued. Borrowers are responsible for lost or stolen cards until the missing cards are reported to the Library.

If the qualifications listed above are met, free Library Cards may be issued to all residents within the boundaries of the Pflugerville Independent School District. Non-resident cards can be issued for an annual fee of \$25.00. Replacement cards are available for a \$1.00 fee.

Resident cards expire after three years. Disaster relief cards expire after six months. All other library cards expire after one year. Guests may renew online and are encouraged to verify residence and contact information and clear all outstanding fees.

3.4. Borrowing Materials

A guest wishing to check out materials must show their PPL library card. If the PPL library card is not readily available, a valid photo ID may be used. Minors without a library card at time of checkout may be questioned about address and telephone number for verification of identity. At time of application, a new borrower shall be limited to five items the first check out. When those first items are returned, after they have been checked out for at least three days to establish cards, regular checkout rules will apply.

Regular guest limits shall be 30 items total per card at any given time. The 30 items may be materials of any medium or combination thereof. All items may be checked out for 3 weeks at a time. They may be renewed twice, unless there is a reserve waiting list.

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Reference and local history collections may not be checked out without arrangement by the Director.

Guests are responsible for the use, care and damage of library materials checked out by them. Conversely, PPL, its staff and/or the City of Pflugerville is not responsible for any damage to guest's equipment if incurred while using library materials. Guests use library materials at their own risk.

The library does not charge overdue fines. However, if materials are more than 10 days overdue, the account will be blocked. To restore privileges simply return or pay for the items. For lost or irreparably damaged materials guests will be charged the Manufacturers Suggested Retail Price (MSRP) of the item at the time of purchase. A \$10 processing fee is also applied to re-catalog and make the item shelf-ready.

The library does not accept replacement copies of lost or damaged items for the following reasons:

- Reimbursement of tax payers (dollar for dollar)
- Replacement copies are often damaged or used
- Not all replacements are unabridged or the same edition
- Quality control

However, the library may consider a payment plan when necessary at the discretion of the Director.

Lost or irreparably damaged magazine issues are a flat \$5.00 fee.

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3.5 Interlibrary Loans (ILL)

ILL service allows guests to receive and check-out materials from libraries all over the world. ILL service is open to all those who have held Pflugerville Library cards for 3 months or more and are currently in good standing. Good standing includes; no current Pflugerville Library fees in excess of \$5 and no current fees or materials outstanding on a Pflugerville TexShare card or ILL request.

There is a limit of 5 outstanding ILL items at any one time. While ILL service is generally free to the guest, if the transaction cost of a requested item is in excess of \$5, the guest who requested it will be contacted before the item is processed and given the choice to pay the fee in excess of \$5 or nullify the transaction.

ILL service is an interaction with other libraries. The Pflugerville Library cannot guarantee the

requested item will be made available. Failure to return ILL items on time or when recalled by the lender will subject the guest to the lending library's fee policy and will result in suspension of all PPL privileges.

3.6. TexShare Card Program

PPL participates in the TexShare Program. This program allows our guests to have access to other libraries in the area without having to pay non-resident fees. TexShare service is open to all those who have held Pflugerville Library cards for 3 months or more and are currently in good standing. Good standing includes; no current Pflugerville Library fees in excess of \$5 and no current fees or materials outstanding on a Pflugerville TexShare card or ILL request. TexShare service is an interaction with other libraries. The Pflugerville Library cannot guarantee the requested item will be made available. TexShare cardholders must observe the regulations of the lending library and return materials in person or by first class, insured mail as prescribed by the lending library. Failure to return TexShare items on time will subject the guest to the lending library's fee policy and will result in suspension of all PPL privileges.

Guests must present both their PPL card and photo ID to be issued a Pflugerville Library sponsored TexShare card. The card expires after one year and can be renewed provided the guest has no unpaid fees or overdue materials.

3.7 Online Access

Guests can access their account, the card catalog, databases and extensive e-resources on-line. The circulation desk will provide guests with the information necessary to access on-line resources when a library card is granted.

The library will not censor access to material or protect guests from offensive information. It is not responsible for damages to a guest's equipment or data that might be incurred from the use of technologies at the library.

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3.8 Online resources

The Library offers many electronic resources that can be accessed inside or outside the library on most devices. Access to materials like ebooks, movies, and research databases are granted through your library account (card number and PIN or password). The Pflugerville Digital History Project is an electronic archive of local history materials and does not require a login.

3.9 Library programs

Anyone is welcome to attend library programs with or without a library card.

Note: Due to space limitations, some programs may require registration and/or may otherwise limit attendance.

3.10 Equipment

The library provides a wide-range of equipment and technology for guest use. Unless these items are circulating, they are available on a first-come first-served basis. However, in order to make the service available to as many guests as possible, the library may limit the time

available to each guest in times of high demand.

Copiers and printers are available as well. There are federal restrictions on copyrighted materials. Any violation of copyright is the responsibility of the copy machine user. Library staff is available for general assistance in using the public computers; however, they are not expected to train guests in the use of application programs.

3.10.1 Pfab Lab Equipment

The Pflugerville Public Library maintains and furnishes a Pfab Lab equipment for sole use by guests with Library Cards. By using the Pfab Lab equipment the library guest agrees to abide by these policies and procedures:

The Library Director or his or her designee is responsible for administering this Policy. The Library Director may refuse a library guest's request to use the equipment at any time.

Failure to abide by the Policy may result in revocation of the library guest's library use privileges. Certain uses of the 3D printer and other equipment are prohibited and violate this Policy:

- Printing any object that is unlawful, threatening, abusive, obscene, or racially, ethnically or otherwise objectionable
- Printing any object that is intended to physically harm, or attempt to harm, an animal or person in any way
- Printing any object that infringes upon a patent, trademark, trade secret, copyright or other proprietary rights of any party unless consent from the rights-owner has been obtained; The Copyright law of the United States governs the making of photocopies or other reproductions of copyrighted material. The Library reserves the right to deny a library guest's use of the equipment if, in his or her judgment, use of the equipment would violate Copyright law.

- Printing any object or any part of an object that is regulated or requires a license to use or carry unless such person has the requisite license to use or carry the object printed

Disclaimer: While the Library and the Library Director make every effort to oversee the use of the Pfab Lab equipment, usage of this equipment is not under the direction or control of the Library, the Library Director or the City of Pflugerville. Neither the Library nor the City is responsible for any object created with the use of the Pfab Lab equipment, including any harm or injury incurred as a result of any usage of the equipment.

3.11 Meeting Rooms

3.11.1 Fees

This policy establishes guidelines and procedures for the use of the Library's Meeting Rooms.

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The Library Director is responsible for implementing this policy and for maintaining reservation lists.

- The person reserving the room must be a Pflugerville resident.
- Meeting rooms are to be left clean and ready for the next user. Tables and chairs are available in each room. Setting up and breaking down the furniture arrangement is the responsibility of each group.
- Any non-profit activities held in a meeting room must be open to the public.
- Events may not extend beyond the meeting room(s). Use of other areas of the library including the hall, parking lot, courtyard or any other public area is not allowed. For the safety of our customers, the library discourages use of surrounding public streets and roadways for parking.
- The City of Pflugerville and the Library reserve the right to preempt any other scheduled event in order to effectuate official City business or the operation of the Library.
- Uses of a meeting room which will substantially interfere with the operation of the Library, such as those uses that produce excessive noise, a significant safety hazard, or a significant security risk will not be permitted.
- Public Performance Rights must be secured before recorded media are used in a public meeting or at an event.
- The maximum capacity of each room shall be determined by the Library Director. No more than this maximum is allowed in a meeting room at one time.
- Meetings and events must be held during the regular operating hours to include room set-up and breakdown.
- Refreshments may be served if they are provided by the group. Smoking and alcoholic beverages are not allowed.

3.11.2 Reservations

Library programs have first priority in reserving Library meeting rooms. Other reservations will be accepted on a first-come, first-serve basis.

- Reservations must be made at least 24 hours before the requested meeting date. Organizations will be asked to notify the Library of canceled meetings at least 24 hours before the scheduled meeting.
- Reservations will not be accepted more than 90 days in advance.
- Groups other than partner groups may use a room no more than once a month and for no more than 3 consecutive hours. Applications for exceptions will be considered in the order they are received and will be granted only if the accommodation will not interfere with the public's use and enjoyment of the Library's facilities.
- The person signing the meeting room reservation form will be held responsible for any damages to Library equipment, furniture, the building, or the grounds. The person

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making the reservation must be a citizen of Pflugerville and will be asked to leave a Texas Driver's License, Identification Card, or car keys at the desk during the meeting. These items will be returned after the post-meeting damage and cleanliness check. Exceptions to the above policies may be made at the discretion of the Library Director. The fact that a group is permitted to meet at the Library does not in any way constitute an endorsement of the group's policies or beliefs by the Library staff, Library Board, or the City of Pflugerville. The Library does not assume any liability for groups or individuals attending a meeting in the Library.

3.11.3 Displays by Outside Groups

As an educational and cultural institution, the Pflugerville Public Library welcomes exhibits and displays of interest, information, and enlightenment to the community. Displays of art, craft, historical material, nature study, or any other material of general interest may be exhibited. Displays will be chosen on an inclusive basis as possible and may include subjects that represent the broad range of human experience and with the understanding that the Library is open to people of all ages at all times.

The Library will be offering its exhibit space with a priority on Library programs and a preference for broadly defined local artists.

Final decisions as to inclusion of materials will be made by the Director. The Library assumes no responsibility for the preservation or protection, and no liability for possible damage or theft of any item displayed or exhibited. All items placed in the Library are there at the owner's risk.

3.11.4 Facilities

The Pflugerville Library has these display areas:

- The Great Hall
- The three main meeting rooms: Poppy, Cosmos, and Lantana
- The Special Collections area
- The Classroom

All of these areas are limited to materials that hang on the wall. The Library will provide a hanging system for these pieces and further holes in the wall are not allowed. Floor mountings requiring screws, bolts, or holes in the floor will not be possible. These spaces offer extensive natural light and further special lighting will not be provided.

Artwork in these areas may be listed for sale using small cards posted on the pieces. Nothing may be affixed to the walls. These cards must provide direct contact information for the artist as the Library cannot handle sales of displayed items.

3.11.5 Exhibitions

Exhibit length is for 4 to 8 weeks, to coordinate with reasonable holiday calendars and breaks

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and is confirmed with the artist by the Director. It is expected that materials will remain on exhibit for the entire period.

Meeting Rooms may be reserved for receptions to celebrate exhibition openings.

3.11.6 Artist Responsibilities

· Artists/Exhibitors are responsible for: all types of insurance for their exhibits the installation and removal of their materials within the deadlines specified by contract the planning and execution of his or her own exhibit opening if one is desired. This includes cleaning the room and returning furniture to its usual locations so that it is ready for Library use providing contact information, providing publicity information (usually a photo or short biography). Information may be edited for length by the Library.