

Approved August 12, 2026

**CITY OF PFLUGERVILLE
PFLUGERVILLE PUBLIC LIBRARY**

POLICIES AND PROCEDURES MANUAL

Pflugerville Public Library
1008 W. Pfluger St.
Pflugerville, TX 78660

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Glossary

Friends of the Pflugerville Public Library: non-profit that supports the Library

Library Board: Citizen's advisory group

Guest: A patron of the library

eResource (eBook, eAudiobook): a book, video or other material in electronic format

Pfab Lab: Library space for specialized equipment

SECTION 1: Governance

1.0 Library Bill of Rights and the Freedom to Read Statement

The Pflugerville Public Library affirms that all libraries are forums for information and ideas, and that the basic policies of the Library Bill of Rights should guide their services, and that the freedom to read is essential to our democracy. We support the Library Bill of Rights and the Freedom to Read Statement of the American Library Association.

https://www.ala.org/aboutala/sites/ala.org.aboutala/files/content/LBOR_FTR%20statement_print%20ready_NEW.pdf

1.1 Mission Statement:

The Pflugerville Public Library is a library for Everyone. Library staff joyfully engage, inspire, informs & entertains the Pflugerville community.

1.2 Library Board

The Library Board (“Board”) serves in an advisory capacity to the library director. It is composed of seven volunteer citizens who are appointed by the City Council. There may also be a non-voting alternate member as well as student representatives from Pflugerville ISD High Schools.

The Board members serve two-year terms and may be appointed to two additional terms by the City Council. The Board alternate member serves a one-year term.

The Board meets the second Wednesday of the month at 6:00 P.M. Citizens may address the Board on a library or library board related topic during citizen’s communication; however, if they are not on the posted agenda, their comments will be limited to 3-4 minutes. To be placed on the agenda, a citizen should contact the library director or Board Chair at least one week in advance. Requests received less than one week in advance of a meeting will be considered for the Board’s next meeting agenda.

1.3 Ordinances and Statutes

City ordinances: Chapter 31: Departments, Boards and Commission, Library Board
<http://z2codes.franklinlegal.net/franklin/Z2Browser2.html?showset=pflugervilleset>

State Statutes: Chapter 441. Libraries and Archives – Subchapter A. Texas State Library and Archives Commission
<https://statutes.capitol.texas.gov/Docs/GV/htm/GV.441.htm>

Section 2: Library Guests

2.1 Use of the library

Anyone may come into the Pflugerville Public Library (“library”) and use materials on the premises. Residents of the area encompassed by the boundaries of the Pflugerville Independent School District are eligible to apply for free library cards. Guests of areas outside these limits may apply for a non-resident card for an annual fee.

Service will not be denied or abridged because of religious, racial, social, economic, or political status; or because of mental, emotional, or physical condition, age, gender identity, or sexual orientation.

The use of the library may be denied for due cause. Such causes may include destruction of library property, unauthorized postings of materials at the library, disturbance of other guests, or any other illegal, disruptive, or objectionable conduct on library premises.

2.2. Guest Responsibilities

It is a guest’s responsibility to maintain necessary and proper standards of behavior in order to protect their individual rights and the rights and privileges of others.

- Guests of all ages must wear appropriate clothing and footwear to conform to public health standards.
- Cell phone use in the library will be permitted if moderate, conversational tones are maintained.
- Drinks with lids and snack foods are allowed.
- Guests are expected to clean up any trash associated with food or drink consumption.

If a guest creates a disturbance, that guest may be restricted from the library and from the use of library facilities.

- Disruptive guests of any age will be given a warning; warnings for young children will be directed to the parent or attending adult if they can be found.
- If library staff must intervene a second time, the disruptive guests will be asked to leave the library.
- Those who are unwilling to leave or do not leave within a reasonable amount of time, after being instructed to do so by library staff, may be referred to the Pflugerville Police Department.
- Dangerous or illegal behavior will be reported to the police immediately.
- Under no circumstances will library staff provide transportation to guests of any age.

2.3 Unattended children and teens

1. The library encourages visits by young children, and it is our desire to make every visit memorable and enjoyable for the child. However, library staff is not permitted to assume responsibility for the care of unsupervised children in the library. We do not act in place of a caregiver, guardian or parent. The responsibility for the safety and behavior of children in the library rests solely with the parent/caregiver.

- Children under the age of six must be accompanied by a parent, caregiver, or adult guardian while in the library.
- Children between the ages of six and eleven must be accompanied by a caregiver over the age of sixteen while in the library.
- If a young child is attending a library program, the parent/guardian is to remain in the library throughout the program.

Parents who leave a child unattended in the Pflugerville Public Library are exposing their child to potential harm and may themselves be committing an offense under Texas Penal Code, Section 22.041c, Abandoning and Leaving Unsupervised Children which states,

A person commits an offense if, having custody, care, or control of a child younger than 15 years, he intentionally abandons the child in any place under circumstances that expose a child to an unreasonable risk of harm.

If the library staff becomes aware of any child left at the library, and the parent/guardian cannot be located, the Pflugerville Police Department will be notified.

2.3.1 Truancy

The library does not encourage or condone truancy; it is the responsibility of parents and police to enforce truancy ordinances. **We do not act in place of a parent, guardian, or caregiver.**

Young people who use library may attend public or private schools or be homeschooled. In addition, young people may be suspended or have excused absence from school. Library staff cannot assume that children in the library during public school hours are truant.

For the safety of our guests, library staff will not identify the presence of a guest in the library. Parents, school officials and officers are welcome to come to the library if they suspect truant students are using the facility.

2.4 Public Computers

The library provides public computers on a first come, first served basis. Guest passes are available for any adults without library cards. Children under the age of 17 must have a parent or guardian present to obtain a guest pass. If a child has a library card but forgot to bring it, they may be asked for guardians' name to verify identity.

2.5 Volunteers

The City of Pflugerville and the Board encourage individuals and groups to volunteer their time and efforts in the service of the library.

All volunteers undergo a background check to ensure a safe environment for children and staff. In appreciation of volunteer services, the library acknowledges the need to organize volunteer activities and provide for appropriate recognition befitting the benefit to the library and the communities it serves.

The Board is appointed by the City Council to serve as an advisory entity to the library. Student representatives from area high schools are encouraged to apply as a teen liaison to the Board. The total number of students appointed as liaisons to the Board shall not exceed five. The Board may appoint up to two student representatives from each high school as needed and at the discretion of the Board. In the case of more than two applicants from the same school, grade level and age may be among the factors used to determine the individuals appointed as representatives.

2.6. Guest Privacy

Library guests have the legal right to privacy in the use of library resources. Library staff may not disclose information about a cardholder's record or use of the library to anyone other than the cardholder, except in the following cases:

- Subpoena or warrant as outlined in the state statute, Texas Government Code, Section 552.124 and the surveillance provisions included in The USA PATRIOT ACT (Public Law 107-56).
- At the request of a parent or guardian, who has the library card or card number of their minor under the age of 17 and is listed on the account as the responsible party.
- Permission of the cardholder.
- For the safety of our guests, library staff will not identify the presence of a guest in the library.

Library staff shall consider use of the library, questions asked, materials borrowed, attendance at library programs, and the presence of the guests in the library, as being protected by this law.

Staff will use identifying information to accomplish the work of the library. Identifying information includes – but is not limited to – e-mails, phone numbers, driver's license, mailing addresses and other contact information. Library staff may ask to see a user's driver's license or photo ID for identification.

The Board designates the library director as the custodian of library records.

- The library will support the actions of any library staff who handles a confidentiality request in compliance with the library policy.
- Any time a city, county, state, or federal law enforcement agent requests information about a library guest including review of security video, library staff shall refer the agent to the Director or their designee in their absence.

2.6.1 Third party library service providers

The library works with a variety of partners to provide eContent (i.e., eBooks, eVideo, eMusic, databases, online resume makers, online test prep, eAudiobooks, and like services) to our guests. When using eContent provided by the library, cardholders should read the privacy policy of the company that is providing the service in question. For example, like most content providers, these companies may collect and store user information. Some information may be shared with partner companies. It is the cardholders' responsibility to inform themselves of these policies.

Section 3: Library Services

3.1 Hours

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

3.2 Library cards

Guests must have a library card to borrow materials. This requires an application and the presentation at the checkout desk of a valid, current proof of identification and proof of address.

Acceptable proof includes:

- State issued driver license (any state)
- State Department of Public Safety ID (any state)
- State passport
- Military ID
- International Driver License
- Non-US Driver License or permit
- Credencial Para Votar ID (Mexico voter registration card)
- Non-US Consular ID
- Resident Alien Card
- Pflugerville Police Department ID
- Texas Offender ID
- Texas Concealed Handgun License
- Educational Institution Photo ID
- Service Point ID
- Government issued ID with an identifying number
- Written verification issued by a homeless service agency, hospital, health clinic, social services agency, or faith-based agency within Travis County confirming residency (original, signed copy on official letterhead)

*Digital forms of identification are also accepted

Acceptable Proof of Address Documents

- Driver license, temporary Texas Driver's License or Learner's Permit
- Texas Department of Public Safety ID
- Bank or credit union statement
- Utility deposit receipt or utility bill from the past 60 days
- Credit card bill from the past 60 days
- Current Voter Registration Card or notarized temporary Voter Registration Permit
- Current vehicle registration or liability insurance
- Official rent receipt; rental agreement, contract or lease
- Employment pay stub from the past 60 days
- Written verification issued by a homeless service agency, hospital, health clinic, social services agency, or faith-based agency within Travis County confirming residency (original, signed copy on official letterhead)
- Mail postmarked within the last 60 days (if none of the above is available)

*Digital forms of proof of address documents are also accepted

*Non-resident membership fees apply for customers who do not live in the Pflugerville School District.

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 library from responsibility for the content of materials within our library. Parents or guardians are responsible for all monies accrued on a child's account. Parents and guardians are responsible for their children's selections.

The following statement will be printed on each library Card:

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

Each guest is expected to sign their card at the time it is issued. Guests 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.

3.3 Borrowing Materials

A guest wishing to check out materials must show their library card. If the 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 cardholder shall be limited to ten items at 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.

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, the library, library staff and/or the City of Pflugerville are 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 including a \$10 processing fee.

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.

Guests with fees for lost or damaged materials are still able to utilize the library and services within the building. A payment plan may be worked out at the discretion of the director for fees associated with lost or damaged items. In some cases, fees may be waived.

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

- Reimbursement of taxpayers (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.

Guests will be charged a flat \$5.00 fee for lost or irreparably damaged magazine issues

For materials containing bed bugs or other pests, the **member account(s)** will be blocked until the

problem has been addressed. For materials that contain pests that cannot be treated, the member account will be charged in the same manner as lost or irreparably damaged materials.

3.4 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 guests who are currently in good standing. Good standing includes no current library fees more than \$5 and no current fees or materials outstanding on a Pflugerville TexShare card or ILL request.

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

ILL service is an interaction with other libraries. The 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 library privileges.

3.5 TexShare Card Program

The library 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 guests who are currently in good standing. Good standing includes no current Pflugerville Public library fees more than \$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 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 library card and photo ID to be issued a library sponsored TexShare card. The card expires after one year and can be renewed provided the guest has no unpaid fees or overdue materials.

3.6 Online Access

Guests can access their account, the card catalog, databases, and extensive e-resources online. The circulation desk will provide guests with the information necessary to access online 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.

3.7 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. Parents and guardians are responsible for their child's checkouts.

3.8 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.

3.9 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, 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. 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.

3.9.1 Pfab Lab Equipment

The library maintains and furnishes a Pfab Lab equipment for sole use by **guests with library cards**. By using the Pfab Lab equipment, the guest agrees to abide by these policies and procedures.

The Director or his or her designee is responsible for administering this policy. The 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, sublimation 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.
- Usage Subject to Refusal or Revocation. The Equipment is provided to further the purposes of the library and not as a benefit to a library patron. In accordance with this Policy, including the stated purposes herein, the 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 patron's library use privileges.
- ***Disclaimer:*** While the library and the 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 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 because of any usage of the equipment.

The library maintains and furnishes a Sublimation Printer ("Equipment") for sole use by library guests.

3.10 Meeting Rooms and Study Pods

This policy establishes guidelines and procedures for the use of the library's meeting rooms and study pods. The Director is responsible for implementing this policy and for maintaining reservation lists.

- Meeting rooms and pods 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.
- 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 to effectuate official City business or the operation of the library.
- Uses of a meeting room or pod which will substantially interfere with the operation of the library, such as those uses that produce excessive noise, a safety hazard, or a security risk will not be permitted.
- Public Performance Rights must be secured by the group or individual, before recorded media are used in a public meeting or at an event.
- The maximum capacity of each room shall be determined by the Fire Marshal. No more than this maximum is allowed in a meeting room at one time.
- The maximum capacity of the single pod is one guest. The maximum capacity of the ADA pod is four guests.
- Meetings and events must be held during the regular operating hours to include room set-up

and breakdown. Any problems with the condition of the meeting room, pod, and/or library equipment should be reported to the library staff.

- Refreshments may be served if they are provided by the group. Use of any tobacco or vaping products and the consumption of any alcoholic beverages or illegal substances are not allowed.
- Guests are expected to clean up any trash associated with food or drink consumption. If trash remains after appropriate warnings from staff the guest may lose meeting room privileges.
- All Meeting Room and pod users are subject to Section 2: library Guests (code of conduct). Staff reserves the right to request an individual to leave the premises should an individual's conduct not be in conformance with this policy. The library Director's decision is final.
- The library is not responsible for the loss of, or damage to, personal property left unattended in the Meeting Room or pod. Any property left unattended may be removed by staff.
- Misuse or damage of the meeting room or pod will result in the loss of use privileges. Destruction or defacement of library property will not be tolerated, and the individual will be required to bear the cost of any damage to the meeting room or its contents.

3.10.1 Fees

Pflugerville Public Library	
Fees	
	Fees
Non-Profit	
Single Courtyard	\$10.00 per use
Thornton (Seats 10)	\$5.00 per use
Classroom (Seats 12)	\$5.00 per use
Lantana (Seats 25, 50 Standing)	\$10.00 per use
Cosmos (Seats 35, 55 Standing)	\$10.00 per use
Poppy (Seats 40, 65 Standing)	\$10.00 per use
Cosmos - Lantana (Seats 50, 105 Standing)	\$20.00 per use
Poppy - Cosmos (Seats 75, 120 Standing)	\$20.00 per use
Poppy- Cosmos - Lantana (Seats 100, 180 Standing)	\$35.00 per use
Private, Commercial, & Political Organizations	
Courtyard	\$60.00 per use
Thornton (Seats 10)	\$50.00 per use
Classroom (Seats 12)	\$50.00 per use
Lantana (Seats 25, 50 Standing)	\$60.00 per use

Cosmos (Seats 35, 55 Standing)	\$60.00 per use
Poppy (Seats 40, 65 Standing)	\$60.00 per use
Cosmos - Lantana (Seats 50, 105 Standing)	\$120.00 per use
Poppy - Cosmos (Seats 75, 120 Standing)	\$120.00 per use
Poppy- Cosmos - Lantana (Seats 100, 180 Standing)	\$180.00 per use

There is no charge for use of the projector /screen, microphone, or podium

Currently, there are no fees to use a study pod. When Study pods are on reserved, they are on a first come, first serve basis.

3.10.2 Reservations

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

- Reservations must be made at least 24 hours before the requested meeting date.
- Reservations will not be accepted more than 90 days in advance.
- Payment is made at the time of reservation. Organizations will be asked to notify the library of canceled meetings at least 24 hours before the scheduled meeting. A refund will be made if cancellation is made at least 24 hours of meeting date.
- 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.

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.

3.10.3 Displays by Outside Groups

As an educational and cultural institution, the 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 as inclusive a basis as possible and may include subjects that

represent the broad range of human experience and with the understanding that the library is always open to people of all ages.

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.

3.10.4 Facilities

The library has these display areas:

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

All 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.

3.10.5 Exhibitions

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

3.10.6 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 and any other activities occurring during the use of facility. This also includes cleaning the room and returning furniture to its usual locations so that it is ready for library use, providing contact information, and providing publicity information (usually a photo or short biography). Publicity information may be edited for length by the library.

Section 4: Library Management

4.1 Collection Development

The purpose of the library collection is to provide all individuals in the community with selected books and other materials to aid the individual in the pursuit of education, information, research, pleasure, and the creative use of leisure time. Because of the volume of publishing, as well as the limitations of budget and space, the library must have a selection policy with which to meet community interests and needs. The materials selection/collection development policy is used by the library staff in the selection of materials and also serves to acquaint the general public with the principles of selection.

4.2 Weeding

An up-to-date, attractive, and useful collection is maintained through a continual withdrawal and replacement process. Replacement of worn volumes is dependent upon current demand, usefulness, more recent acquisitions, accuracy, and availability of newer editions. This ongoing process is the responsibility of the Director. Withdrawn materials will be handled in a similar manner and under the same authority as donated materials. The library does not remove items based on content or point of view.

4.3 Potential Problems

The library recognizes that certain materials may be controversial and that any item may offend some guests. Selection of materials will not be made based on anticipated approval or disapproval, but solely based on the principles stated in this policy.

Parents and guardians are responsible for the materials their child consumes. Selection of library materials will not be inhibited by the possibility that materials may come into the possession of children. Library materials will not be marked or identified to show approval or disapproval of their contents.

4.4 Challenged Materials

Although materials are carefully selected, differences of opinion can arise regarding suitability of materials. Guests requesting that materials be withdrawn from, or restricted within the collection, may speak with the Director. The Director, and when necessary, professional library staff, will review the materials according to the American Library Association standards, and report back to the concerned guest.

If not satisfied with the material review, concerned guests may complete a “Statement of Concern about Library Resources” form for each item they are concerned with. The form is available in the library. The inquiry will be placed on the agenda of the next regular meeting of the Pflugerville Public Library Board.

Persons filling out the “Statement of Concern about Library Resources” must be a Pflugerville resident, hold an active library card, and have read/watched/etc. the entire work. The Board will review the material and may advise the Director of their opinion.

The Director will weigh the advice of the staff and board in making the final decision regarding the material and will report back to the concerned party.

Once an item has gone through the formal process, the decision on that material will remain in place for a period of two years.

The Director will be the custodian for the library collection.

4.5 Selection criteria

To build a collection of merit, materials are evaluated according to one or more of the following standards. An item need not meet all criteria to be acceptable.

The library takes its selection criteria directly from the American Library Association.

Public libraries are diverse and represent a broad demographic. With a guest base that can include infants to the elderly, selection criteria consider the various interests and needs of all guests the library serves. The Pflugerville Public Library provides collections containing a wide variety of material formats, including print, audio-visual, and electronic.

In selecting materials and developing collections for adults, as well as for children and teens, library staff includes materials that represent the broad range of human experience, reflecting the ethnic, religious, racial, and socio-economic diversity not only of the region it serves but also the larger global perspective. Library collections will also provide a broad range of opinions on current issues.

Collections contain popular works, classic works that have withstood the test of time, and other materials of general interest. Works are not excluded or included in the collection based solely on subject matter or on political, religious, or ideological grounds. In building collections, library staff is guided by the principle of selection, rather than censorship. Furthermore, the selection of a given item for a library’s collections should not be interpreted as an endorsement of a particular viewpoint.

General Criteria:

- Present and potential relevance to community needs
- Suitability of physical form for library use
- Suitability of subject and style for intended audience
- Cost
- Importance as a document of the times

- Relation to the existing collection and to other materials on the subject
- Attention by critics and reviewers
- Potential user appeal
- Requests by library guests

Content Criteria:

- Authority
- Comprehensiveness and depth of treatment
- Skill, competence, and purpose of the author
- Reputation and significance of the author
- Objectivity
- Consideration of the work as a whole
- Clarity
- Currency
- Technical quality
- Representation of diverse points of view
- Representation of important movements, genres, or trends
- Vitality and originality
- Artistic presentation and/or experimentation
- Sustained interest
- Relevance and use of the information
- Effective characterization
- Authenticity of history or social setting

Special Considerations for Electronic Information Sources:

- Ease of use of the product
- Availability of the information to multiple simultaneous guests
- Equipment needed to provide access to the information
- Technical support and training
- Availability of the physical space needed to house and store the information or equipment
- Available in full text

The ALA *Library Bill of Rights* and the *Freedom to Read Statement* have been endorsed by the Board and are integral parts of this policy.

4.6 Library Programs and Displays

The library follows the American Library Association recommendations in regard to services, displays, collection development and programming.

Public Library Support for Intellectual Freedom: *“The library provides an impartial environment in which individuals and their interests are brought together with the universe of ideas and information spanning the spectrum of knowledge and opinions. The library board*

affirms the American Library Association's Library Bill of Rights, Freedom to View, and Freedom to Read policy statements in support of acquiring and managing collections." – American Library Association

As with library materials, library programs and displays for adults, as well as for children and teens, *"include materials and subjects that represent the broad range of human experience, reflecting the ethnic, religious, racial, and socio-economic diversity not only of the region it serves but also the larger global perspective. Library programs and displays will provide a broad range of opinion on current issues."* – American Library Association

Section 5: A Library for everyone

5.1 Non-Discrimination, Anti-Harassment

<https://codes.findlaw.com/tx/penal-code/penal-sect-42-07.html>

5.2 Pet Policy

The library embraces all members of the community. According to the Centers for Disease Control, "Studies have shown that the bond between people and their pets can increase fitness, lower stress, and bring happiness to their owners." The library has expanded its dedication to service and emotional support animals to include well behaved domesticated pets.

All registered service and emotional support animals are always welcome at the library under the following conditions.

- All service animals must be harnessed, leashed, or tethered, unless these devices interfere with the service animal's work or unless the individual's disability prevents them from using these devices. Individuals who cannot use such devices must maintain control of the animal through voice, signal, or other effective controls.
- The City of Pflugerville shall always, have the right to deny the use of service animals if (i) the animal is not in control by the user and (ii) the handler cannot or does not regain control of the service animal. The City of Pflugerville shall not be responsible for any such service animal. At all times, the service animal must be under the care or supervision of the individual. Failure to comply may result in removal from the library at the sole discretion of staff.
- Other domesticated pets must also be harnessed, leashed, or tethered. If a guest complains about a pet, removal may be requested at the sole discretion of library staff.
- The City of Pflugerville, at its sole discretion, shall always, have the right to deny the entry of pets that are not service animals.
- The City of Pflugerville shall not be responsible for any such pets. At all times, the pet must be under the care or supervision of the individual. Failure to comply may result in removal from the library at the sole discretion of staff.
- If an animal is aggressive or creates a disturbance, the owner will be asked to remove them.

- Individuals using service animals or bringing other pets, shall be solely responsible for such animals, including for all claims or losses to third parties arising from or relating to such animals.

Section 6: Support

As the library is a public, tax-supported institution, no special favors, or privileges will be granted to any individual or organizational donor. In accepting a gift, the library, Friends of the Pflugerville Public Library, and the City of Pflugerville are not obligated to bear any presenter future expenses or other obligations related to or ensuing from the gift.

Donor gifts will be retained if they serve the best interests of the library, with no obligation for perpetual use, display, maintenance, or housing, unless otherwise set forth by agreement with the City Council.

The library and City may choose to recognize donations with a display. Individual, family, and/or corporate donors may be recognized by name or, in the case of a memorial, honor, or tribute donation, by the designee's name. No business or corporate logos will be displayed in association with names on a donor wall. Requests for donor anonymity will be honored.

The final decision for acceptance of any naming gifts or exceptional contributions for the library rests with the City Council of the City of Pflugerville.