
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
- Austin 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 Austin 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

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- 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 Austin 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 Austin.

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.

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

Fees

	Proposed Fees
Laptop Use	\$25.00 per laptop
Projector /Screen	No charge
Microphone	No charge
Podium	No charge

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.