

Pflugerville Public Library Policies

Approved by Library Board 1

Mission Statement:

The Library joyfully engages, inspires, informs & entertains the Pflugerville community.

I. Library Board

The Library Board serves in an advisory capacity to the Librarian. 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 Library Board members serve two year terms and may be appointed two additional terms by the City Council. The Board Alternate serves a one year term.

The Library Board meets the second Wednesday of the month at 6:00 P.M. Citizens may address the Board however if they are not on the posted agenda their comments will be limited to 3-4 minutes. To be placed on the agenda the citizen should contact the Director or Board Chair at least one week in advance. Requests received later than one week in advance will be considered for the following months meeting agenda.

II. People in the Library

A. Who May Use the Library

Anyone may come into the 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. Residents 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 or sexual orientation.

The use of the Library may be denied for due cause. Such cause may include failure to return Library materials or to pay penalties, destruction of Library property, unauthorized postings of materials at the Library, disturbance of other patrons, or any other illegal, disruptive, or objectionable conduct on Library premises.

B. Patron Responsibilities

It is a patron's responsibility to maintain necessary and proper standards of behavior in order to protect his/her individual rights and the rights and privileges of other patrons. Patrons of all ages should wear appropriate clothing and footwear to conform to public health issues. Cell phone use in the Library will be permitted as long as conversational tones are maintained. Drinks with lids and snack foods will be allowed as well. Patrons are expected to clean up any trash associated with food or drink consumption. If trash remains after appropriate warnings from staff the patron may be considered to have created a public nuisance.

If a patron creates any public nuisance, that patron may be restricted from the Library and from the use of Library facilities. Disruptive patrons 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 the staff has to intervene a second time, the disruptive patron 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 the staff, may be referred to the Pflugerville Police Department. Dangerous or illegal behavior will be reported to the police immediately. Under no circumstances will the Library staff provide transportation to patrons of any age.

Young Children:

The Pflugerville Community 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.

Children under the age of six must be accompanied by a parent/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 Community 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.

C. Volunteers

The City of Pflugerville and the Library Board encourage individuals and groups to volunteer their time and efforts in the service of the Pflugerville Public 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 Library 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 Library Board. The total number of students appointed as liaisons to the Board shall not exceed five. The Library Board may appoint up to two student representatives from each high school as needed and at the discretion of the Library 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.

D. Patron Privacy

Pflugerville Public Library patrons have the legal right to privacy in use of Library resources. Staff members 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 his/her minor under the age of 17. Permission of the cardholder.

Pflugerville Library staff shall consider use of the Library, questions asked, materials borrowed, attendance at Library programs, and the presence of the patron 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. The staff may ask to see a patron's driver's license for identification.

The Library Advisory Board designates the Library Director as the legal Custodian of Library records.

1. The Library will support the actions of any staff member who handles a confidentiality request in compliance with the Pflugerville Library Policy.
2. Any time a city, county, state or federal law enforcement agent requests information about a Library patron including review of security video, Pflugerville Library staff members shall refer the agent to the Director or his/her designee in his/her absence.

Third party library service providers The Pflugerville 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 users. 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.

III. Library Services

A. 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.

B. Library Materials & Equipment

1. Library Cards

Patrons 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 or state ID. 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.

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

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2. Borrowing Materials

A patron wishing to check out materials must show their PPL library card. If the PPL library card is not readily available, a valid Texas driver's license 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 patron limits shall be 20 items total per card at any given time. The 20 items may be materials of any medium or combination thereof. All items may be checked out for 2 weeks at a time. They may be renewed twice, unless there is a reserve waiting list.

Reference and special collections may not be checked out without arrangement by the Director. Patrons 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 patron's equipment if incurred while using library materials. Patrons 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 patrons 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' (closer to dollar for dollar)
- Replacement copies are often damaged or used
- Not all replacements are unabridged or the same edition
- Quality control

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

Commented [JC4]: This has always been the case but we did not have it in the policies

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

3. Interlibrary Loans (ILL)

ILL service allows patrons 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 patron, if the transaction cost of a requested item is in excess of \$5, the patron 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 patron to the lending library's fee policy and will result in suspension of all PPL privileges.

4. *TexShare Card Program*

PPL participates in the TexShare Program. This program allows our patrons 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 patron to the lending library's fee policy and will result in suspension of all PPL privileges.

Patrons must present both their PPL card and Texas driver's license to be issued a Pflugerville Library sponsored TexShare card. The card expires after one year and can be renewed provided the patron has no unpaid fees or overdue materials.

5. *Online Access*

Patrons can access their account, the card catalog, databases and extensive e-resources on-line. The circulation desk will provide patrons 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 users from offensive information. It is not responsible for damages to a patron's equipment or data that might be incurred from the use of technologies at the library.

6. *Equipment*

The library provides a wide-range of equipment and technology for patron 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 patrons as possible, the library may limit the time available to each patron 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 patrons in the use of application programs.

7. *3D Printing*

The Pflugerville Public Library maintains and furnishes a 3D Printer for sole use by patrons with Library Cards. By using the 3D printer in the Library, a library patron 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 patron'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.

Certain uses of the 3D printer 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 patron'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 3D printer, usage of the 3D printer 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 3D printer, including any harm or injury incurred as a result of any usage of the 3D printer.

C. Meeting Rooms

This policy establishes guidelines and procedures for the use of the Library's Meeting Rooms. The Library Director is responsible for implementing this policy and for maintaining reservation lists.

- The meeting rooms are to be used to meet the general educational, informational, cultural and civic needs of the Pflugerville community.
- To reserve the room, the group or organization must be non-profit, **civic or community group** and include three or more individuals.
- There is no charge for use of a meeting room. 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 activity 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.
- Solicitation, political endorsements, campaigning (except candidate forums), admission or other charges, money raising activities or sales by groups other than the Library are not allowed. Exceptions may be made for Library events or events specifically sponsored by the library, at the discretion of the Director.
- A meeting room may not be used for social gatherings such as showers, birthday parties, dances or religious services.
- 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.
- 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.
- Refreshments may be served if they are provided by the group. Smoking and alcoholic beverages are not allowed.

Reservations

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

- Before an organization schedules its first use of a Library meeting room, and annually thereafter, an adult representative of that organization will complete an application form, which will be kept on file at the Library.
- 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 may use a room no more than once a month and for no more than 3 consecutive hours. Groups may annually apply for an exception from this policy. Request for an exception to this policy must be received by the Library Director between January 1st and January 15th. 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 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.
- Meetings scheduled for times outside of ordinary Library hours must be approved by the Asst. City Manager. The three larger rooms, Poppy, Cosmos, & Lantana, may be made available outside of Library hours under the following conditions: A request for out-of-hours reservation is made at least 30 days in advance of the event. For each hour outside of regular Library hours, a staff and cleaning fee will be assessed. This fee must be paid during regular Library hours prior to the event.

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.

D. Art & Displays

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 deemed of general interest may be exhibited.

Displays will be chosen on as inclusive a basis as possible 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.

1. Facilities

The Pflugerville Library has these display areas:

- The Great Hall
- The three main meeting rooms: Poppy, Cosmos, and Lantana
- The Texana 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.

2. Exhibitions

Exhibit length is for 4 to 8 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. Artist Responsibilities

- Artists/Exhibitors are responsible for: all types of insurance for his/her exhibits the installation and removal of his/her 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.

IV. Library Management

A. Collection Development

The purpose of the Pflugerville Public 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.

1. 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, and availability of newer editions. This ongoing process is the responsibility of the Library Director. Withdrawn materials will be handled in a similar manner and under the same authority as donated materials.

2. Potential Problems or Challenges

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

Responsibility for the reading of children rests with their parents or legal guardians. 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.

3. Challenged Materials

Although materials are carefully selected, differences of opinion can arise regarding suitability of materials. Patrons requesting that materials be withdrawn from or restricted within the collection may complete a "Statement of Concern about Library Resources" form which is available in the Library. The inquiry will be placed on the agenda of the next regular meeting of the Pflugerville Library Board.

4. Collection development and selection criteria

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

Public libraries are diverse and represent a broad demographic. With a patron base that can include infants to the elderly, selection criteria takes into account the various interests and needs of the patrons the library serves. The Pflugerville 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 provide a broad range of opinion 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.

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

General Criteria:

- Present and potential relevance to community needs
- Suitability of physical form for library use

Commented [JC5]: The American Library Association (ALA) has expanded out its collection development and selection policies due to recent challenges of materials

- 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 patrons

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 users
- 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 Pflugerville Community Library Board and are integral parts of the policy.

1. Criteria for Selection

The main points considered in the selection of materials are:

- a. Popular demand/appeal
- b. Individual merits of the item
- c. Existing Library holdings
- d. Budget

B. Programs and displays

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

C. Donations

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 Community Library and the City of Pflugerville are not obligated to bear any present or future expenses or other obligations related to or ensuing from the gift.

Donor gifts will be retained as long as 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.

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D. Lost & Found

The Library is not responsible for items left behind.

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