

**CITY OF PFLUGERVILLE
PFLUGERVILLE PUBLIC LIBRARY**

POLICIES AND PROCEDURES MANUAL

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

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SECTION 1: Governance

1.1 Mission Statement:

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

I.2 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.

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>

Section2: Library Guests

2.1 Use of 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. 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.

Guests with fees for lost or damaged materials are still able to come to 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 use of the Library may be denied for due cause. Such cause 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 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.
- 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 be considered to have created a public nuisance.

If a guest creates any public nuisance, 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 the staff has to 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 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 guests of any age.

2.3 Unattended children

The Pflugerville Public 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 loco parentis.

- 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.

2.4 Public Computers

The library provides public computers on a first come, first served basis. Guest passes are available for those 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 in order to verify identity.

2.5 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.

2.6. Guest Privacy

Pflugerville Public Library guests 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 their minor under the age of 17 and is listed on the account as the responsible party.
- 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 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. The staff may ask to see a user's driver's license or photo ID 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 guest including review of security video, Pflugerville Library staff members shall refer the agent to the Director or their designee in their absence.

2.6.1 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 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 Library Director with assistance from the Library Board and approval of the Pflugerville City Council. The Library follows the holiday schedule of the City of Pflugerville.

3.2 Lost and Found

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

3.3 Library cards

Guests must have a Library Card to borrow materials. This requires an application and the presentation at the Circulation Desk of a current state issued driver's license, Mexican Consulate card, Military ID, passport, state ID, or similar identification. If the address is not current on these, an acceptable proof of address is required. This would include a checkbook, recent mail received at that address or house/rent contracts. If a guest's chosen name is not reflected on their ID, they are encouraged to inform staff at the time of sign-up.

Applicants under the age of 18 must have the consent of a parent or legal guardian to obtain a card. This releases the Pflugerville Public Library from responsibility for the content of materials within our Library. Parents or guardians are responsible for all monies accrued on the child's account.

The following statement will be printed on each Library Card:

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

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

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

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

3.4. Borrowing Materials

A guest wishing to check out materials must show their PPL library card. If the PPL library card is not readily available, a valid photo ID may be used. Minors without a library card at time of checkout may be questioned about address and telephone number for verification of identity.

At time of application, a new borrower shall be limited to five items the first check out. When those first items are returned, after they have been checked out for at least three days to establish cards, regular checkout rules will apply.

Regular guest limits shall be 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 local history collections may not be checked out without arrangement by the Director.

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

The library does not charge overdue fines. However, if materials are more than 10 days overdue, the account will be blocked. To restore privileges simply return or pay for the items.

For lost or irreparably damaged materials guests will be charged the Manufacturers Suggested Retail Price (MSRP) of the item at the time of purchase. A \$10 processing fee is also applied to re-catalog and make the item shelf-ready.

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

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

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

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

3.5 Interlibrary Loans (ILL)

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

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

ILL service is an interaction with other libraries. The Pflugerville Library cannot guarantee the requested item will be made available. Failure to return ILL items on time or when recalled by the lender will subject the guest to the lending library's fee policy and will result in suspension of all PPL privileges.

3.6. TexShare Card Program

PPL participates in the TexShare Program. This program allows our guests to have access to other libraries in the area without having to pay non-resident fees. TexShare service is open to all those who have held Pflugerville Library cards for 3 months or more and are currently in good standing. Good standing includes; no current Pflugerville Library fees in excess of \$5 and no current fees or materials outstanding on a Pflugerville TexShare card or ILL request.

TexShare service is an interaction with other libraries. The Pflugerville Library cannot guarantee the requested item will be made available. TexShare cardholders must observe the regulations of the lending library and return materials in person or by first class, insured mail as prescribed by the lending library. Failure to return TexShare items on time will subject the guest to the lending library's fee policy and will result in suspension of all PPL privileges.

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

3.7 Online Access

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

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

use of technologies at the library.

3.8 Online resources

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

3.9 Library programs

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

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

3.10 Equipment

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

Copiers and printers are available as well. There are federal restrictions on copyrighted materials. Any violation of copyright is the responsibility of the copy machine user.

Library staff is available for general assistance in using the public computers; however, they are not expected to train guests in the use of application programs.

3.10.1 Pfab Lab Equipment

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

The Library Director or his or her designee is responsible for administering this Policy. The Library Director may refuse a library guest's request to use the equipment at any time. Failure to abide by the Policy may result in revocation of the library guest's library use privileges.

Certain uses of the 3D printer and other equipment are prohibited and violate this Policy:

- Printing any object that is unlawful, threatening, abusive, obscene, or racially, ethnically or otherwise objectionable
- Printing any object that is intended to physically harm, or attempt to harm, an animal or person in any way

- Printing any object that infringes upon a patent, trademark, trade secret, copyright or other proprietary rights of any party unless consent from the rights-owner has been obtained; The Copyright law of the United States governs the making of photocopies or other reproductions of copyrighted material. The Library reserves the right to deny a library guest's use of the equipment if, in his or her judgment, use of the equipment would violate Copyright law.
- Printing any object or any part of an object that is regulated or requires a license to use or carry unless such person has the requisite license to use or carry the object printed

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

3.11 Meeting Rooms

3.11.1 Fees

Fee Comparison Pflugerville Public Library				
Room Use Fees				
	Current Fees	Proposed Fees	Revised	Last Approved
Non-Profit				
Courtyard	N/A	\$10.00 per use	X	
Thornton (Seats 10)	N/A	\$5.00 per use	X	
Classroom (Seats 12)	N/A	\$5.00 per use	X	
Lantana (Seats 25, 50 Standing)	N/A	\$10.00 per use	X	
Cosmos (Seats 35, 55 Standing)	N/A	\$10.00 per use	X	
Poppy (Seats 40, 65 Standing)	N/A	\$10.00 per use	X	
Cosmos - Lantana (Seats 50, 105 Standing)	N/A	\$20.00 per use	X	
Poppy - Cosmos (Seats 75, 120 Standing)	N/A	\$20.00 per use	X	
Poppy - Cosmos - Lantana (Seats 100, 180 Standing)	N/A	\$35.00 per use	X	
Private, Commercial, & Political Organizations*				N/A
Courtyard	N/A	\$60.00 per use	X	
Thornton (Seats 10)	N/A	\$50.00 per use	X	
Classroom (Seats 12)	N/A	\$50.00 per use	X	
Lantana (Seats 25, 50 Standing)	N/A	\$60.00 per use	X	
Cosmos (Seats 35, 55 Standing)	N/A	\$60.00 per use	X	
Poppy (Seats 40, 65 Standing)	N/A	\$60.00 per use	X	
Cosmos - Lantana (Seats 50, 105 Standing)	N/A	\$120.00 per use	X	
Poppy - Cosmos (Seats 75, 120 Standing)	N/A	\$120.00 per use	X	
Poppy - Cosmos - Lantana (Seats 100, 180 Standing)	N/A	\$180.00 per use	X	

* An additional \$30.00 cleaning fee will be charged for all private, commercial, and political organizations' use of indoor rooms.

Equipment Use Fees				
	Current Fees	Proposed Fees	Revised	Last Approved
Security Deposit on Equipment	N/A	\$100.00 per use	X	
Laptop Use	N/A	\$25.00 per laptop	X	
Projector/Screen	N/A	No charge	X	N/A
Microphone	N/A	No charge	X	
Podium	N/A	No charge	X	

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

3.11.2 Reservations

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

- Reservations must be made at least 24 hours before the requested meeting date. Organizations will be asked to notify the Library of canceled meetings at least 24 hours before the scheduled meeting.
- Reservations will not be accepted more than 90 days in advance.
- Groups other than partner groups may use a room no more than once a month and for no more than 3 consecutive hours. Applications for exceptions will be considered in the order they are received and will be granted only if the accommodation will not interfere with the public's use and enjoyment of the Library's facilities.
- The person signing the meeting room reservation form will be held responsible for any damages to Library equipment, furniture, the building, or the grounds. The person making the reservation must be a citizen of Pflugerville and will be asked to leave a Texas Driver's License, Identification Card, or car keys at the desk during the meeting. These items will be returned after the post-meeting damage and cleanliness check.

Exceptions to the above policies may be made at the discretion of the Library Director. The fact that a group is permitted to meet at the Library does not in any way constitute an endorsement of the group's policies or beliefs by the Library staff, Library Board, or the City of Pflugerville. The Library does not assume any liability for groups or individuals attending a meeting in the Library.

3.11.3 Displays by Outside Groups

As an educational and cultural institution, the Pflugerville Public Library welcomes exhibits and displays of interest, information, and enlightenment to the community. Displays of art, craft, historical material, nature study, or any other material of general interest may be exhibited.

Displays will be chosen on 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 open to people of all ages at all times.

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

Final decisions as to inclusion of materials will be made by the Director.

The Library assumes no responsibility for the preservation or protection, and no liability for possible damage or theft of any item displayed or exhibited. All items placed in the Library are there at the owner's risk.

3.11.4 Facilities

The Pflugerville Library has these display areas:

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

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

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

3.11.5 Exhibitions

Exhibit length is for 4 to 8 weeks, to coordinate with reasonable holiday calendars and breaks and is confirmed with the artist by the Director. It is expected that materials will remain on exhibit for the entire period.

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

3.11.6 Artist Responsibilities

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

Section 4: Library Management

4.1 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.

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, 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.

4.3 Potential Problems

The Pflugerville Public Library recognizes that certain materials may be controversial and that any item may offend some guests. 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.

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 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.

4.5 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 guest base that can include infants to the elderly, selection criteria takes into account the various interests and needs of all guests 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 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.

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

4.6 Library 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

Section 5: Library for everyone

5.1 Non-Discrimination, Anti-Harassment

The Pflugerville Public Library is committed to an environment in which all individuals are treated with respect and dignity. Each individual has the right to work and volunteer in a professional atmosphere that prohibits discriminatory practices, including harassment. Therefore, the Library expects that all relationships among persons in the Library will be business-like and free of bias, prejudice and harassment.

The Pflugerville Public Library maintains a zero tolerance stance in regard to discriminatory, sexual or any other type of harassment of or by any of its employees, volunteers, guests, and vendors. Actions, words, jokes, or comments based on an individual's sex, race, national origin, age, religion, disability, sexual orientation, gender identity, or any other legally protected characteristic will not be tolerated.

This policy should not, and may not, be used as a basis for excluding or separating individuals of a particular gender, gender identity, sexual orientation, race, religion, or any other protected characteristic, from participating in work, use of facilities, activities or discussions in order to avoid allegations of harassment.

Definitions of Harassment

Sexual harassment may occur whenever there are unwelcome sexual advances, requests for sexual favors, or any other verbal, physical, or visual conduct of a sexual nature when:

1. Submission to the conduct is made either implicitly or explicitly a condition of the individual's employment, use of facilities, access to materials, etc.;
2. Submission to or rejection of the conduct is used as the basis for an employment decision affecting the harassed person; or
3. The harassment has the purpose or effect of interfering with the person's work performance, use of facilities, or creating an environment that is intimidating, hostile, or offensive to the individual.

Sexual harassment may include a range of subtle and not so subtle behaviors and may involve individuals of the same or different gender. Depending on the circumstances, these behaviors may include, but are not limited to: unwanted sexual advances or requests for sexual favors; sexual jokes and innuendo; verbal abuse of a sexual nature; commentary about an individual's body, sexual prowess or sexual deficiencies; leering; catcalls or touching; insulting or obscene comments or gestures; display or circulation in the workplace of sexually suggestive objects or pictures (including through e-mail); and other physical, verbal or visual conduct of a sexual nature.

2. **Harassment on the basis of any other protected characteristic is also strictly prohibited.** Under this policy, harassment is verbal or physical conduct that denigrates or shows hostility or aversion toward an individual because of their race, religion, sex, sexual orientation, gender identity, age, national origin, disability or any other characteristic protected by law, and that: (i) has the purpose or effect of creating an intimidating, hostile or offensive environment; (ii) has the purpose or effect of unreasonably interfering with an individual; or (iii) otherwise adversely affects an individual's employment or use of the Library.

Harassing conduct includes, but is not limited to: epithets, slurs or negative

stereotyping; threatening, intimidating or hostile acts; denigrating jokes and display or circulation in the workplace of written or graphic material that denigrates or shows hostility or aversion toward an individual or group (including through e-mail). Conduct prohibited by these policies is unacceptable in the workplace and in any work-related setting outside the workplace, such as during business trips, professional conferences, business meetings and business-related social events.

Employees/Volunteers: Any employee or volunteer engaging in practices or conduct constituting sexual harassment, discrimination or harassment of any kind shall be subject to disciplinary action, up to and including discharge.

Any guests or vendors engaging in practices or conduct constituting sexual harassment, discrimination or harassment of any kind shall be subject to banning from the Library and/or discontinuation of Library Director not excluding the involvement of law enforcement when necessary.

Retaliation Is Prohibited

The Pflugerville Public Library prohibits retaliation against any individual who reports discrimination or harassment, participates in an investigation of such reports, or files a charge of discrimination or harassment. Retaliation against an individual for reporting harassment or discrimination, for participating in an investigation of a claim of harassment or discrimination, or for filing a charge of discrimination or harassment is a serious violation of this policy and, like harassment or discrimination itself, will be subject to disciplinary action.

Any act of retaliation by any party directed against a complaining party, or participants in the process will be treated as a separate and distinct complaint and will be similarly investigated. Complaints of retaliation should be addressed to the Library Director or the Assistant City Manager overseeing Library Services.

Reporting Procedure

Employees/Volunteers: The Pflugerville Public Library strongly urges the reporting of all incidents of discrimination, harassment or retaliation, regardless of the offender's identity or position.

While no fixed reporting period has been established, the Library strongly urges the prompt reporting of complaints or concerns so that rapid and constructive action can be taken.

The availability of this reporting procedure does not preclude individuals who believe they are being subjected to harassing or discriminatory conduct from promptly advising the offender that his or her behavior is unwelcome and requesting that it be discontinued.

If an individual experiences or witnesses harassment or discrimination of any kind, they should deal with the incident(s) as directly and firmly as possible by clearly communicating the position to the offending person, the immediate supervisor, the department head, and/or the Director. One should also document or record each incident (what was said or done, by whom, the date, time and place, and any witnesses to the incident). Written records such as letters, notes, memos, e-mails, and telephone messages can strengthen documentation. It is not necessary that the harassment be directed at the reporter to make a complaint.

- **Direct Communication with Offender:** If there is harassing or discriminatory behavior in the workplace, one should directly and clearly express one's objection to the offending person(s) regardless of whether the behavior is directed at them. If one is the harassed employee or volunteer, they should clearly state that the conduct is unwelcome and the offending behavior must stop. However, they are not required to directly confront the person who is the source of the report, question, or complaint before notifying any of those individuals listed below. The initial message may be oral or written, but documentation of the notice should be made. If subsequent messages are needed, they should be put in writing.
- **Report to Supervisory and Administrative Personnel:** At the same time direct communication is undertaken, or in the event an individual, a guest or a volunteer feel threatened or intimidated by the offending person, one should promptly report the offending behavior to the staff person in charge or the Library Director. If one feels uncomfortable doing so, or if the director or supervisor is the source of the problem, condones the problem or ignores the problem, report directly to the Assistant City Manager who oversees the Library.
- **Report to Library Director/Assistant City Manager:** An employee, guests, or volunteer may also report incidents of harassment or discrimination directly to the Library Director. The Library Director or their designee will promptly investigate the facts and take corrective action when an allegation is determined to be valid. If a complaint alleges harassment by the Library Director, or if the Library Director condones the problem or ignores the problem, one should immediately report the incident or incidents in writing directly to the Assistant City Manager who oversees the Library. An investigation will be conducted and appropriate action will be taken when an allegation is determined to be valid. At no time will personnel involved in the alleged harassment conduct the investigation.

Responsibility of Supervisors and Witnesses

Any supervisor who becomes aware of any possible sexual or other harassment or discrimination of or by any employee, volunteer or guest should immediately advise the Library Director who will investigate the conduct and resolve the matter as soon as possible.

Everyone is encouraged to report incidents of harassment, regardless of who the offender may be or whether or not one is the intended victim.

The Investigation

Human Resources will be made aware of any reports immediately. Any reported allegations of harassment, discrimination or retaliation will be investigated promptly. The Pflugerville Public Library will make every reasonable effort to conduct an investigation in a responsible and confidential manner. However, it is impossible to guarantee absolute confidentiality. The investigation may include individual interviews with the parties involved, and where necessary, with individuals who may have observed the alleged conduct or may have other relevant knowledge. The Pflugerville Public Library reserves the right and hereby provides notice that third parties may be used to investigate claims of harassment. Everyone must cooperate in any investigation of workplace wrongdoing or risk disciplinary action, up to and including termination.

Reporting Public: If a Library user experiences, or witnesses, harassment or discrimination of any kind, they are free to deal with the incident(s) as directly and firmly as possible by clearly communicating their position to the offending person. Anyone who becomes aware of any possible sexual or other harassment or discrimination of or by any employee, volunteer, or user should immediately advise the Library Director who will investigate the conduct and resolve the matter as soon as possible.

If someone makes a complaint alleging harassment or discrimination against an agent, vendor, supplier, contractor, or person using Library programs or facilities, the Library Director will investigate the incident(s) and determine the appropriate action, if any. The Pflugerville Public Library will make reasonable effort to protect an individual from further contact with such persons. Please recognize, however, that the Library has limited control over the actions of non-employees and non-volunteers.

Responsive Action

The Pflugerville Public Library will determine what constitutes harassment, discrimination or retaliation based on a review of the facts and circumstances of each situation. Misconduct constituting harassment, discrimination or retaliation will be dealt with appropriately.

5.2 Pet Policy

The Pflugerville 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." With this in mind, 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 welcome at the library at all times 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 at all times, 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 staff. The City of Pflugerville, at its sole discretion, shall at all times, 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.

Individuals using service animals or bringing other pets, shall be solely responsible for such animals, including for any and 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 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.