



Castroville Public Library Policies & Procedures

Michael Estus

Library Advisory Board President, Mike Estus

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Date

Jeff Gardner

City of Castroville Mayor, Jeff Gardner

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Purpose Statement

The purpose of the Castroville Public Library Policies and Procedures Manual is to establish guidelines of library practices for overall management and operation of the Library while defining the needs specific to the City of Castroville and its community.

About the Castroville Public Library

Mission Statement

The mission of the Castroville Public Library (CPL) is to promote, encourage and inspire imagination, creativity, lifelong learning and the sharing of ideas.

Vision Statement

The Castroville Public Library is key in preserving local history and Alsatian heritage, fostering the development of a literate and informed citizenry through equal access to cultural, intellectual, recreational and informational resources while serving as a dynamic community hub.

Service Priorities

Learning for All Ages: Provide Library services and programs that support all peoples in learning and sharing for academic success, career readiness, personal growth, leisure and entertainment.

Technology & Access: Serve as Castroville's primary point of access to information, lifelong learning, economic development and creative expression through innovative use of technology and digital resources.

Community Engagement: Provide programming, services and a collection that reflects community needs and interests for meaningful experiences and discovery.

Castroville Culture and History: Connect our community with the local history and culture of Castroville through local history collection, local experts, and engaging programs.

Administrative Policy & Procedure

Policy and Procedure Updates

As the Castroville Public Library continues to grow and serve its diverse population policies are subject to revision as needed. The Library reserves the right to modify, revise, or remove policies and procedures. All policy changes will be reviewed and approved by the Library Advisory Board and City Council. Procedural changes need not be referred to the afore mentioned governing bodies unless it conflicts with a current or new policy. The Librarian is responsible for the administration and dissemination of the Castroville Public Library policies and procedures.

Accreditation

Statistical and informational reports for accreditation with the Texas State Library and Archives Commission (TSLAC) are collected and maintained for a period of one year.

American Library Association

The Castroville Library has adapted the following American Library Association (ALA) statements and policies:

[ALA Library Bill of Rights](#)

[Code of Ethics of the American Library Association](#)

[Freedom to Read Statement](#)

[Libraries: An American Value](#)

Americans with Disabilities Act

The Castroville Public Library complies with United States Americans with Disabilities Act (the "ADA"). The Library also complies with Texas state laws regarding ADA and supports the American Library Association policy regarding services to people with disabilities.

Accordingly, the Library will take appropriate steps to ensure that library communications with customers with disabilities are as effective as communications with others; make reasonable accommodations in library policies, practices and procedures when necessary to avoid discrimination on the basis of disability, unless a fundamental alteration in a library program would result; and operate its services, programs and activities so that, when viewed in their entirety, they are readily accessible to and usable by individuals with disabilities.

1. The Librarian, or designee, is the library's ADA Compliance Officer. The ADA Compliance Officer's telephone number is 830.931.4095.
2. Implementing this policy is the responsibility of all library staff.
3. A copy of this policy shall be included with the library's other policies and shall also be posted on the Library's website.
4. If a person with visual impairment or other disability inquires about this policy or about the library's ADA services, staff shall offer to read the policy and to provide appropriate ADA services.

5. The following notice will be posted on the library's website: Any person needing an accommodation for a disability in accordance with the Americans with Disabilities Act to access library meetings, services, programs, or activities should contact a member of the library staff by telephone 830.931.4095 or in writing five working days prior to the event.
6. All library staff are available to provide ADA assistance and to assist a customer in the communication of an ADA request, if needed. Staff will assist a customer with a disability in any reasonable way needed, including opening doors, carrying or retrieving library materials, completing library forms, etc.
7. Despite the library's best efforts, not all library materials may be available in accessible formats, not all areas of the library are available to individuals with disabilities, and not every library program, service and activity can be made accessible to every disabled person without fundamentally altering the nature of the service, activity or program. However, the library does make every reasonable effort to provide assistance to individuals with disabilities upon request.
8. Groups using the program room and presenters are required to meet the requirements of the Americans with Disabilities Act. The library offers the facility as a service to community groups, but has no responsibility for the groups using the room.

Grievance Procedure

Persons who believe they have been discriminated against based on their disability should file a complaint with the Librarian. An ADA complaint should be submitted to the Librarian in writing and should contain information about the alleged discrimination, including the name, address and telephone number of the individual filing the claim, and also the location, date and description of the problem. The ADA complaint should be submitted to the Library Director as soon as possible, but not later than 60 calendar days after the alleged ADA violation.

Within 15 calendar days after receipt of the complaint, the Librarian or designee will meet with the individual to discuss the complaint and possible resolutions; and within 15 days after such meeting, the Librarian or designee will respond in writing, and where appropriate, in a format accessible to the individual, such as large print, Braille, or audiotape. The response will explain the position of the library and offer options for possible resolution of the complaint.

Individuals may also file an administrative complaint with the U.S. Equal Opportunities Commission (EEOC) within 180 days of the date of the alleged discrimination or may file a lawsuit for injunctive relief and damages.

Any or all of these methods may be pursued at the same time. Individuals are protected from retaliation or coercion when pursuing their rights or responsibilities under the ADA.

For Further Information In accordance with Section 35.106 of the ADA's Title II Regulations, all applicants, participants, beneficiaries, and other interested persons are advised that further information may be obtained from the Librarian and also from the Office on the Americans with Disabilities Act, Civil Rights Division, U.S. Department of Justice, Washington, DC 20035-6118. Telephone: (202) 514-0301 (Voice) or (202) 514-0381 (TDD).

Animals in the Library

It is the policy of the Castroville Public Library to prohibit all animals from entering Library facilities, with the exception of assistance/service animals, assistance animal trainees, and animals featured in programs sponsored by the Library.

Definitions

Service Animal - means any dog that is individually trained to do work or perform tasks for the benefit of an individual with a disability, including a physical, sensory, psychiatric, intellectual, or other mental disability. Other species of animals, whether wild or domestic, trained or untrained, are not service animals for the purposes of this definition. The work or tasks performed by a service animal must be directly related to the handler's disability. Examples of work or tasks include, but are not limited to, assisting individuals who are blind or have low vision with navigation and other tasks, alerting individuals who are deaf or hard of hearing to the presence of people or sounds, providing non-violent protection or rescue work, pulling a wheelchair, assisting an individual during a seizure, alerting individuals to the presence of allergens, retrieving items such as medicine or the telephone, providing physical support and assistance with balance and stability to individuals with mobility disabilities, and helping persons with psychiatric and neurological disabilities by preventing or interrupting impulsive or destructive behaviors. The crime deterrent effects of an animal's presence and the provision of emotional support, well-being, comfort, or companionship do not constitute work or tasks for the purposes of this definition.

Beginning on March 15, 2011, only dogs are recognized as service animals under titles II and III of the ADA.

Assistance Animals - a newer term being proposed to replace the term "service animals." It is similar to a service animal but instead of limiting the animal to assisting one person with a disability, an assistance animal works either with a specific person with a disability or a group of people with disabilities under the guidance of a trainer or owner. The animal's training is similar to that given service animals.

Companion Animals - pets are not allowed in the Castroville Public Library.

Social/therapy Animals - usually service animals that did not complete training and have become the pet of a person with a disability. Other therapy animals are the personal pets of their handlers and work with their handlers to provide services to others, such as patients in nursing homes. Therapy animals might or might not meet the definition of service animals. Federal laws do not legally define therapy animals. In addition, Federal laws have no provisions for people to be accompanied by therapy animals in places of public accommodation that have "no pets" policies.

Under the Americans with Disabilities Act (ADA), organizations that serve the public, like the Castroville Public Library, must allow people with disabilities to bring their assistance/service animals into all areas of the facility where customers are normally allowed to go.

The ADA provides greater protection for individuals with disabilities and so it takes priority over local and state laws and regulations.

Library employees may ask if an animal is an assistance/service animal, or ask what tasks the animal has been trained to perform. They cannot require special ID cards for animals or ask about person's disabilities, e.g. "Are you blind?" or "Are you under a physician's care for this?"

People with disabilities who use assistance/service animals cannot be isolated from other customers or employees or treated less favorably than other customers or employees.

A person with a disability cannot be asked to remove his or her assistance/service animal from the premises unless:

1. The animal is out of control and the animal's owner does not take effective action to control it (for example, a dog barks repeatedly) or
2. The animal poses a direct threat to the health or safety of others.

Allergies or fear of animals are generally not valid reasons for denying access to the Library facility or refusing Library service to people with assistance/service animals.

Any assistance/service animal that displays vicious behavior towards customers may be excluded. Employees may not make assumptions, however, about how a particular animal is likely to behave based on past experiences with other animals. Each animal must be considered individually. In these cases, the Library should offer to give the person with the disability the option to obtain materials and services without having the animal on the premises.

The Library is not required to provide care or food for an assistance/service animal or provide a special location for it to relieve itself.

The only persons permitted to bring assistance/service animals or assistance animal trainees into Library facilities are persons who require the assistance of such an animal and of assistance animal trainers. All assistance/service animals must remain under a responsible person's control and on a leash at all times.

Liability

Violators of the ADA can be required to pay monetary damages and penalties.

If the Library normally charges customers for damage they have caused, a customer with a disability may be charged for damage caused by his or her assistance/service animal.

A person utilizing an assistance/service animal or a service animal trainer may be liable for all injury and damage caused by his or her animal while within the Library.

[Americans with Disabilities Act-Texas](#)

[Library Services for People with Disabilities Policy 2001](#)

[Interpretation of Services to Persons with Disabilities 2009](#)

[U.S. Department of Justice Civil Rights Americans with Disabilities Act](#)

[U.S. Department of Justice Civil Rights –Service Animals](#)

[Commonly Asked Questions about Service Animals in Places of Business](#)

Nondiscrimination

The Castroville Public Library provides equal access to its services, resources, and facilities to all persons regardless of affiliation, disability, gender, sexual orientation, age, national origin, race, or religion. This policy will prevail in all matters concerning staff members, the public and individuals with whom the library does business.

Any person who feels unlawfully discriminated against by an agent or employee of the library or who knows of such discrimination against another person should file a complaint with the Librarian.

The library is committed to investigating each complaint and to taking appropriate action on all confirmed violations of policy. The Librarian shall investigate and document complaints filed pursuant to this policy as soon as reasonable. In investigating the complaint, the Librarian will maintain confidentiality to the extent reasonably possible.

Library Staff

Library Personnel Policies

Library Staff should refer to the City of Castroville Personnel Policies and Procedures manual. For assistance, they may contact the Librarian or the Castroville Human Resources Department.

Service/Information Desk

Much of the orientation and instruction is performed on a one-to-one basis at service/information desks. Since the manner and attitude displayed by the person in charge reflects directly on the image of the library service care should be taken to ensure that the patron receives the most courteous and accommodating service possible. The following guidelines apply:

- A. Patrons are to be provided with excellent customer service regardless of their information seeking needs, race, creed, ethnicity, skill level, age, background, gender, etc. as per the Nondiscrimination Policy.
- B. A patron's motives or purposes for requesting material should never be challenged.
- C. The goal is retrieval of information that is complete and accurate. All available sources or methods should be exhausted in helping a patron. In referring a patron to another area within the library or to a department or service outside the library, a call ahead should be made to assure that the patron's needs will be met. Information service is a collaborative activity. Therefore, all public service personnel with reference desk experience are on call to help out with questions or staffing at the desk as unusual or urgent needs dictate. Doubts about information correctness, for example, should prompt a librarian to seek another opinion.
- D. Throughout the retrieval process, the goal is to educate patrons to help themselves whenever possible. However, they should be encouraged to return for help if results are not satisfactory.
- E. If information is not available, patrons should be provided with an explanation as to why the library cannot deliver a solution.
- F. Library personnel should be alert, interested, and seek out patrons who appear to need assistance, in the spirit of "the patron comes first." The patron should be recognized and greeted early and never kept waiting, if possible. Service to patrons always takes preference over any other activity at the desk.
- G. Persons acting against library policies should be approached diplomatically, tactfully, and cordially in the spirit of soliciting their cooperation. Related policies and regulations should be courteously explained and the rationale behind them, if necessary. Any continued opposition should be referred to proper authority. Every effort should be made to avoid confrontation or embarrassment.
- H. Absences from public desk areas should be as brief as possible. If it is necessary to leave for more than a few minutes and a replacement is not available, a sign giving direction to patrons should be placed in a visible position on the desk until the person in charge returns.
- I. Lengthy or loud social conversations with either patrons or colleagues should be avoided. Reference discussions between patron and librarian should be carried out in a low or normal voice, the volume depending on the proximity to occupied patron areas.
- J. When working alone and assisting a patron away from the desk, every attempt should be made to keep the desk in sight so that any patron waiting at the desk can be seen.

- K. When the phone is ringing and several patrons are waiting at the desk, the in-house users should be served first.
- L. When several patrons are waiting, they should be served in order. The attempt should be made to help several users concurrently by getting some started and assuring them that a return contact will be made to check on progress after others have been helped.
- M. A sign shall be in place to identify each major collection and service area within public services. Similarly, signs shall be used to indicate the sections and local peculiarities of the card catalog.
- N. Ethics - Every library employee engaged in public service activities:
 - 1. has a responsibility to sustain the principles of the Library Bill of Rights, should learn and faithfully execute the policies of public services, and endeavor to change those policies which conflict with the spirit of the Library Bill of Rights.
 - 2. must protect the patron's right to privacy in the seeking and use of acquired information.
 - 3. must avoid any possibility of personal financial gain at the expense of the library.
 - 4. has an obligation to insure equality of opportunity and fair judgment of competence in actions dealing with appointments, retentions, and promotions.
 - 5. is obligated when making appraisals of the qualifications of any individual to report the facts clearly, accurately, and without prejudice.
 - 6. is under obligation to always take library user needs seriously and treat these needs with respect. There should never be any discussion of an individual user or group of users or of any transactions between user and library employee outside of a professional context.
 - 7. No personal opinions should be expressed on a patron's query outside of a professional context.

Library Volunteers

The Castroville Public Library shall use the services of volunteers to supplement the efforts of paid library staff in meeting demands for quality public service. Volunteers aid the library in making the best use of its fiscal resources and contribute to sound working relationships with community groups and organizations. Volunteers are liaisons to the community and by their contribution are advocates for quality library service. The library and its volunteers work together to meet the goals and mission of the organization.

Volunteers are expected to act in accordance with library policies and to reflect positive customer service attitudes to all library patrons.

The Castroville Public Library shall make use of the services of interested volunteers to supplement and not to replace the work done by library staff.

Definition of a Volunteer

A volunteer shall be considered as any individual, 12 years of age or older, who contributes time, energy and talents directly or on behalf of the East Lansing Public Library and is not paid by Library funds.

All volunteers must be accepted by the library prior to performance of assigned tasks.

How to Become a Volunteer

- All volunteers are required to fill out a Volunteer Application Form.
- Library Staff will review the completed application form.
- Volunteers are selected based on their qualifications in relation to the needs of the library at any given time.
- Volunteers under consideration may be subject to a background check.
- If selected, volunteers will be contacted for an interview.
- If not selected, applications will be kept on file for six months.
- Volunteers under age eighteen must have the application signed by a parent or legal guardian.
- Acceptance of an application is at the library's discretion

Supervision

Each volunteer will have an on-site supervisor and is expected to follow the procedures established by that staff member. This supervisor is responsible for day-to-day management and guidance of a volunteer's work and will be available for consultation and assistance. Volunteers should feel free to ask any questions of this person or report any problems or concerns about their assignment. If this supervisor is not available, the volunteer may also discuss any changes or problems with the Volunteer Coordinator.

Volunteers are expected to perform their assigned duties to the best of their abilities and to be loyal to the mission, values, goals and policies of the library. All volunteers should keep their supervisor informed of their projects and work status, and of their comings and goings in the library.

Orientation and Training

Before beginning a volunteer assignment, the supervisor in charge will be responsible for the following:

- Take the volunteer on a tour of the building;
- Introduce volunteer to library staff;
- Review library and volunteer policies;
- Review job duties and expectations;
- Confirm work dates, times, and anticipated duration of the assignment;
- Supply volunteer with a name tag and review sign-in and sign-out procedures;
- Provide training on any new skills needed to perform assigned tasks;
- Discuss procedures for obtaining, using, and caring for needed supplies;
- Provide safety orientation;
- Review locations of parking, restrooms, water fountains, soda machines, first aid kits, and places for personal items such as purses/coats, etc.

Tasks that may be performed by volunteers are listed below, however not all opportunities are available at all times.

- Shelf books and other materials
- Dust books and shelves
- Shelf read
- Clean materials
- Help with programs and projects

- Process new materials
- Clerical tasks

Guidelines for Volunteers

1. Volunteers work hours at the library when supervisors are readily available. The number of volunteers accepted is based on the amount of work and supervisory time available.
2. Volunteers should notify Library Staff as soon as possible if they know they will be late or absent.
3. Volunteers must sign in and sign out of the volunteer notebook.
4. Volunteers should always wear their name badges while working in the library.
5. Volunteers are ambassadors for the library and need to present a positive image to the public. It is expected that each volunteer's dress and grooming will be appropriate for a business casual environment and in keeping with his or her work assignment. If a volunteer is dressed in an inappropriate manner, they may not be able to work their shift.
6. Volunteers should maintain a professional, friendly demeanor at all times and are asked to direct all questions to a staff member. Staff members are trained to deal with questions about the library's collection, services, policies and procedures.
7. Volunteers are responsible for updating personal data, such as change of address or telephone number, etc., with the Volunteer Coordinator.
8. Volunteers will be familiar with and agree to abide by the library's Confidentiality of Library Records policy, as well as all other library rules and policies.
9. Volunteers agree that the library may at any time, for whatever reason, decide to terminate the volunteer's relationship with the library, or to make changes in the nature of their volunteer assignment.
10. Library owned equipment and supplies are for library use only and may not be used for personal business.
11. Volunteers are asked to be alert at all times to safety hazards and to report unsafe acts or conditions to their supervisor. Volunteers should also notify their supervisors of any assignment which causes physical discomfort or which could lead to personal injury. All injuries, whether minor or serious, must be reported directly to your supervisor or the Volunteer Coordinator.
12. Volunteers who are interested in paid employment with the library should apply through the City of Castroville's Human Resources Department and will compete with all other applicants responding to notices for available positions.
13. Volunteers who fail to meet the requirements of the job descriptions, violate library policies, or violate city, local, state or federal law while working at the library, are subject to dismissal.
14. To end a volunteer commitment, please notify your supervisor or the Volunteer Coordinator of that decision and the effective date.
15. Use of alcohol or illegal drugs in the workplace is prohibited, as is the abuse of any drug or alcohol, or reporting for duty under the influence of drugs or alcohol.
16. All volunteers, employees, supervisors, and members of management, both male and female, are strictly prohibited from sexually harassing or making improper advances towards other volunteers, guests, employees, supervisors, or members of management. Sexual harassment includes unwelcome or unsolicited verbal, physical, or sexual conduct that is made a term of condition of service or employment, is used as the basis of employment or advancement decision, or has the purpose or effect of unreasonably interfering with work or creating an

intimidating, hostile, or offensive environment. Any sexual harassment needs to be reported immediately to the volunteer's supervisor or the Volunteer Coordinator.

17. Volunteers required to perform court-ordered community service will be subject to interview and approval from the Librarian.

18. The Volunteer Coordinator may meet with the volunteer regularly to review job performance. Evaluations may be formal or informal and may be written or verbal.

[Library Volunteer Application](#)

Library Service Hours

The Library's hours of operation are intended to serve the needs of the greater community. Hours of operation will be set by the Librarian with approval of the City Administrator. Hours of operation are dependent upon budget, staffing levels, and usage patterns. Hours may be modified, reduced, or extended depending upon these factors.

Library Closures

Unscheduled Closings

The Castroville Public Library will remain open during adverse weather conditions as permitted by The City of Castroville and the City Administrator or the Librarian.

In adverse condition where opening or remaining open to the public poses danger to the Library, Library staff or patrons, the Librarian will attempt to contact the City Administrator for approval. In the event that the City Administrator cannot be reached, the decision to close the Library will fall to the Librarian.

Holidays

The Castroville Public Library observes all City of Castroville recognized holidays. Pending approval from the City Administrator, the Library, if closed on Friday, the Library may remain closed on the following Saturday.

Staff Development Days

Staff development provides opportunity for the Library Staff to stay abreast of library trends and best practices to better serve the needs of the public. The Library may close to the public for two staff development days per fiscal year.

Inventory

The Library may close to the public to conduct a full library inventory one day per fiscal year.

Public Behavior in the Library

To maintain a comfortable, safe and secure environment for the Library staff and public, patrons using the Library have a responsibility to conduct themselves in a manner that does not threaten the safety or interfere with the rights of any other patron or staff member. The Library reserves the right to restrict a person's use of the Library if they violate the Library's Rules of Conduct, and inappropriate behavior will be addressed with a response proportionate to the severity of the behavior.

Enforcement of this policy is the responsibility of all Library staff. The following guidelines outline the roles and responsibilities of staff regarding the handling of situations concerning Library security.

Roles of Employees

All staff members are expected to address the problems they encounter by either resolving the problem directly, or contacting supervisory staff in a timely manner.

Any staff member has the right to ask other staff members for assistance, and should provide assistance when requested.

Any staff member may contact the Castroville Police Department at any time to preserve his or her own safety, the safety of Library patrons, or for assistance in enforcing the Library's Rules of Conduct.

Supervisors and librarians are expected to have a greater awareness of policy, and to step in and serve as a resource in helping staff members deal with problems.

Library staff acting in their best judgment in confronting a person on violations of policies and rules will be supported by their supervisor, the librarian or staff member in charge at the time of the incident, and by the Library Director.

Response Guidelines

Any staff member observing serious criminal behavior, such as assault, robbery, child pornography, child endangerment, etc., should contact the Castroville Police Department immediately, followed by contacting the Librarian and the City Administrator.

The Librarian may ban individuals in response to inappropriate behavior. Individuals may be banned for a limited time, indefinitely pending some specified legal condition, or permanently. The length of the ban will depend on the following factors, as applicable, though other factors may be relevant in specific cases:

- Severity of offense
- Repeated offenses
- Likelihood of possible continued offenses
- Safety of staff and patrons

When an individual is banned, that person will be notified via certified letter where possible. In the case of a juvenile offender the letter will be sent to the parent/guardian where possible. The information relating to the ban will be made available to all Library staff. Should a banned individual return to the Library in violation of the ban, staff should contact the Castroville Police Department.

Any staff member may stop someone from using equipment if the use violates rules or policy, or may contact a supervisor as the situation warrants. Supervisors or the Librarian may bar patrons from using the equipment for a period or permanently.

Any staff member may issue a verbal warning, or may refer a problem to a supervisor.

Any staff member may evict a patron for violations of Library rules or policies. Eviction will generally be from the Library as a whole, not just an area, and is generally for the balance of the day. In the case of juvenile patrons, staff may contact their parents or guardians if possible.

Any staff member is authorized to request identification from Library users as necessary and appropriate for safety and security, or when Library rules have been violated. Refusal to provide identification under these circumstances may be grounds for contacting the police. Staff may take photographs of patrons and review security camera footage as needed to identify them for security purposes.

Library staff will communicate disciplinary actions with one another, including reports to the supervisor on duty and Library Director. Disciplinary actions should be followed by completing an Incident Report form. Incident Report forms should be sent to the Library Director within 24 hours of the incident.

Customer Conduct

Library customers expect a safe, orderly, and comfortable atmosphere in which to access library resources. The Library promotes an environment that encourages all customers to use the Library in a safe and respectful manner. This policy supports staff members' actions when customer behaviors or activities are unreasonably interfering with others' enjoyment of the library.

In consideration of other customers and Library staff, customers must behave in an appropriate manner and follow staff instructions. Prohibited behaviors while on Library property include but are not limited to the following:

- Smoke or use of any tobacco, including electronic cigarettes, personal vaporizers or electronic nicotine delivery systems or any battery powered devices which simulate tobacco smoking, in any building. Smokers must move at least 25 feet away from all entrances.
- Use or possess alcoholic beverages or illegal drugs; exhibit symptoms of being under the influence of alcohol or illegal drugs.
- Recline, sleep, lie down, loiter; place feet/shoes on furniture/walls.
- Enter the Library barefoot or without appropriate clothing; remove one's footwear or clothing while in the Library; or be otherwise attired so as to be disruptive to the Library environment.
- Solicit, panhandle, or otherwise accost or harass customers or staff on Library property.
- Bathe, shave, wash clothes, or otherwise misuse facilities.
- Expose customers and staff to feces or urine through lack of hygiene, leaky diapers, or clothing that contains feces or urine.
- Bring bicycles, skateboards, skates, scooters into the Library without the express permission of Library staff.
- Interfere with the staff's performance of its duties. This includes, but is not limited to, engaging in inappropriate conversation or behavior, sexual advances, physical or verbal threats, or harassment.

- Use electronic devices, with or without headphones, at a volume level audible to others. Devices include, but are not limited to, radios, sound recording players (mp3 players, iPods, CD or cassette tape players, etc.), TV's, videogames (Play Stations or similar devices, games on public PCs, etc.), and laptops or notebooks.
- Engage in voyeurism/peeping.
- Conduct extended conversations, with other persons or on a phone, inside the Library.
- Conduct oneself in a disorderly manner which includes, but is not limited to shouting, screaming, loud verbal outbursts, belching, flatulence, extended crying, spitting, littering, running, rowdiness, pestering other customers, playing on the stairwells or in the elevators, causing disarray of the collections, or climbing or banging on Library furniture, shelving, or security gates.
- Carry into the Library sleeping bags, bedrolls, large bags, bed blankets, large boxes/bags or containers, or other items that may impede traffic or pose a hazard to others.
- Bring animals inside buildings, except for special service animals.
- Leave young children unattended anywhere in the library, including the children's areas. A parent, guardian, or other responsible adult must accompany any children under the age of 10.
- Camp in library facilities or on library grounds. "Camping" refers to the use of library property for living or accommodation purposes.
- Sit or stand on display or work surfaces, such as tables, end tables, counters, stair railings, desks, etc.
- Exhibit personal hygiene that does not meet community standards. Persons whose bodily hygiene causes other customers to complain may be asked to leave.
- Use rude gestures, abuse physically or verbally, or assault Library staff or customers.
- Act in any way that violates the laws of the State of Texas or City of Castroville Ordinances.

Incident Report (Appendix A)

Personal Belongings

CPL is not responsible for the security of personal items brought in to the building. Library users are expected to keep their belongings, especially valuables such as cell phones, tablets and laptops, etc., within their sight at all times. The library takes no responsibility for materials lost, stolen or damaged.

Items found unattended by Library Staff will be taken to the Lost and Found at the Circulation Desk. Unclaimed items will be disposed or donated after a 30 day period.

Food and Drink in the Library

To maintain the CPL's collections, furnishings and study environment, we have adopted the following policies regarding food and drink in the library:

- You can consume light snacks and covered drinks in most areas
- Please note that messy and strong-smelling foods are prohibited
- Major spills and messes should be cleaned immediately.

Unattended Children

The Castroville Public Library welcomes and encourages children to visit the Library, use library resources and services, and attend library programs. Staff members are available to help and support children; however, the Library is not able to provide short- or long-term child care, or be responsible for unattended children.

Unattended children are children of any age who are apparently unaccompanied by a parent, guardian, and/or responsible caregiver. Children who are unable or unwilling to care for themselves may not be left alone in the Library and must have adequate supervision while in the Library. The Library is not responsible if children leave Library property unattended.

Parents, guardians, and/or caregivers are responsible for the safety, behavior, and supervision of children at all times in the Library and on library property. Children are expected to respect library property and adhere to the rules outlined in the "Public Behavior in the Library" policy.

Library staff will attempt to contact a parent, guardian, and/or caregiver in circumstances such as the following:

- An unattended child is engaging in behavior that is disruptive to other library users, staff, or the normal operations of library business.
- An unattended child is involved in a situation that is potentially harmful to the health or safety of the child and/or others.
- An unattended child is left alone at the Library at closing time.

Such situations will be handled on a case-by-case basis. If parents, guardians, and/or caregivers cannot be reached, or are unresponsive, the Library will work with other city agencies as needed.

Meeting Space

Meeting spaces in the Castroville Public Library are provided to support the goals of the CPL: to promote, encourage and inspire imagination, creativity, lifelong learning and the sharing of ideas. Meeting space is available to educational, civic, and cultural groups, as well as businesses and residents. No private parties, showers, or meetings for the purpose of personal or business profits are allowed.

Permission to use Library meeting space shall not in any way constitute an endorsement of the group, its policies or activities by the Library, or by the City of Castroville. Publicity for outside groups are the responsibility of the outside group unless they are co-sponsored by the Library as the location, this disclaimer must be included in all publicity for the event: "This event is not sponsored by the Castroville Public Library."

- Fundraising within the Library is prohibited unless it is to directly benefit the Library. No fees, payments for items sold or donations may be collected from those attending the meeting.
- The Castroville Public Library reserves the right to have a staff member present at any meeting held in a Library facility.
- The library has the right to limit the number of people attending so as not to exceed occupancy levels.
- The library has the right to limit the number of hours an organization can use library facilities.
- No group shall assign its space or reservation to another group.
- Groups using Library meeting rooms are responsible for any possible copyright infringement; the Library disclaims any responsibility or liability resulting thereof.
- Food may be served in the meetings rooms. Light snacks and appetizers are permitted. All meals must be prepared by a licensed food service establishment. The Library does not furnish dishes or kitchen equipment.
- Using/consuming alcoholic beverages, drugs, or other controlled substances in Library facilities or on Library property is strictly prohibited.
- Smoking in Library facilities strictly prohibited.
- The Castroville Public Library reserves the right to cancel or change a reservation due to events sponsored or co-sponsored by the City or Library. In such cases, fees will be refunded.

Computer and Internet Access

In keeping with its mission and with advances in information technology, the Castroville Public Library provides the community with access to the Internet to enhance the Library's existing collection in size and depth and to provide access to information available only on the Internet. The Internet is a worldwide network of information. Its content reflects the diversity of human experience and thought. This content is continually expanding. It changes frequently and its sources are limitless. Just as the Library does not vouch for or endorse the content or viewpoints in its collections, it is unable to vouch for the accuracy of information or endorse the various viewpoints accessed through the Internet.

Customers may be required to have a Library card to access information through computer workstations or wireless internet connections.

- The Library's computer workstations may be used for legal purposes only.
- Customers may not damage, destroy or steal data, equipment or software belonging to the Library or to others.
- The Library's computer workstations may only be used to operate legally licensed software owned by the City. The installation of software applications by the customer is considered a violation of this policy.
- Library customers are expected to show courtesy to others; they may not engage in activities that are hostile, intimidating.
- Customers are expected to represent themselves truthfully; they are in violation of this policy if they represent themselves as another person.
- Library customers are expected to honor the privacy of others.
- Customers may display, print or view non-offensive graphical images; they may not display, print or view explicit graphical images in violation of Texas Law PC 43.24 -- Sale, Distribution, or Display of Harmful Material to Minors.
- Customers may access the Internet through the Library's wireless connection using devices that are compatible with the wireless connection; when access is available at that Library location; and when there is enough capacity through the wireless connection to accommodate their access. Customers are advised that the wireless Internet connection is unblocked and unfiltered in accordance with federal law.
- The customer understands that he/she accesses the wireless internet connection at his/her own risk, and that the Library shall in no way be held liable for any injury to any person, or injury to any property, received or sustained by any person or persons or property arising out of, or occasioned by, the customer's use of wireless internet access.
- Library personnel are not trained to, nor obligated to provide any technical assistance to customers regarding the customer's computer equipment.
- Customers are expected to use Library computer workstations as they are currently set up; they may not add, alter or delete files on workstations, hard drives, networks or other equipment. They are not to attempt to bypass network security functions, obtain passwords, or alter the configuration of Library computer workstations in any way.
- Customers may access, edit, print or attach personal documents from an electronic storage device; the Library may restrict the downloading, uploading, installing, setting up, running or executing of any program or software on Library workstations or systems.

- Customers are expected to honor U. S. Copyright law. U. S. Copyright Law (Title 17, U. S. Code) prohibits unauthorized reproduction or distribution of copyrighted materials except as permitted by principles of "fair use." Responsibility for copyright infringement lies solely with the customer.
- Customers are expected to honor all Federal and State laws. They are not to violate Federal Law 18 USC 1030, VTCA or Texas Law PC 33.01 regarding computer crimes.
- Customers are expected to honor the Library's Computer and Internet Access Policy. Violations will be dealt with in an appropriate and serious manner. Illegal acts involving electronic resources provided by the Library may be subject to prosecution by local, state, or federal authorities.

Conditions of Use

In order to achieve the Library's goal to provide access to its electronic resources to all customers in a fair and equitable manner, the following conditions apply.

- Computer workstations are available during the Library's normal hours of operation until approximately ten (10) minutes prior to closing.
- The Library reserves the right to limit or restrict use of its computers and electronic resources.
- Customers accessing the wireless Internet connection using personal computer equipment are subject to Texas Penal Code 43.24 regarding Sale, Distribution, or Display of Harmful Material to Minors.
- When saving information to an electronic storage device, the customer is cautioned regarding computer viruses, "adware", and "spyware". The Library is not responsible for damage or loss of data to the customer's electronic storage device or computer from the use of electronic resources provided by the Library.
- Customers are personally responsible for charges incurred for goods or services purchased via the Internet; the Library accepts no responsibility whatsoever. Purchases made via the Internet are at the customer's own risk.
- Only Library staff may restart computers or log into the Library's network.
- The Library reserves the right to monitor customer computer use to maintain the security and usability of electronic resources provided by the Library.
- In accordance with the federal Child Internet Protection Act (CIPA), all of the Library's computer workstations are equipped with blocking and filtering software which is enabled.

Personal Information

The Castroville Public Library acknowledges that online security and privacy are important concerns. For that reason, the Library does not ask for personal information unless it is needed to access a Library record or to reserve a PC.

Children and the Internet

A minor's access to or use of electronic resources is the responsibility of the minor's parents or legal guardians. The Library encourages parents and legal guardians to be aware of what the child is viewing.

Sanctions

Library staff may terminate computer sessions of customers, remove customers from the Library, or revoke the privileges of customers who violate or refuse to comply with any of the Library's policies.

Computer Availability

To achieve the Library's goal of providing access to electronic resources to all customers in a fair and equitable manner, the Library reserves the right to designate time limits on computers.

- To use a PC, a customer is required to have a valid Castroville Public Library card in good-standing with the Library.
- The Library reserves the right to limit total daily computer usage per customer.
- Customers are granted 2 hours of CPL computer usage per day. Extensions are granted on a case by case basis or if a wait list does not exist.

Printing, Scanning and Faxing

The Library reserves the right to charge for printing, scanning and faxing services. Although there is no limitation on how many pages a customer may print or fax, customers are asked to conserve Library resources. Customers may print on Library-supplied paper only.

Fee Schedule

Faxing	Printing	Scanning
.50 per page local (830, 210, and toll free area codes)	.10 per page Black & White	.10 per page
\$1.00 per page long distance	\$1.00 per page Color	

Staff Assistance

The Library provides computers and wireless access as a resource to the community, and expects customers to use them independently. Library staff does not provide one-on-one training on how to use the computers. Library staff does not provide technical services for gaining access to the wireless network.

Disclaimer

Although the Library provides access to electronic information, this does not imply sponsorship or endorsement. It is the responsibility of the customer to determine the accuracy, appropriateness, and usefulness of information accessed through electronic resources. Restriction of a minor's access to — or use of — electronic resources is the responsibility of the minor's parents or legal guardians. The Library is not responsible for the content of electronic resources to which its customers link, or for the content of sources accessed through secondary links.

Customers should expect no privacy when using electronic resources provided by the Library whether accessed from an external site or internally. These are public computers used in a public place. Neither the City of Castroville nor the Library can be held responsible for losses or liabilities, direct or indirect, incurred through use of electronic resources provided by the Library. The Library does not guarantee the availability of electronic resources.

Confidentiality of Patron Records

Residents, visitors, and businesses have the right to seek information without threat of disclosure. The Castroville Public Library supports intellectual freedom for everyone and has established these regulations to protect personal identifiable information contained in library records or accessible in the Library or through its computer systems.

1. Customer records are regarded as confidential by Library employees. Library staff will not discuss contents with other customers.
2. Library staff accesses customer records to conduct Library business only.
3. Library staff will seek counsel from the City Attorney's office before responding to any request by a third party for personally identifiable information about any user. Such information includes database search records, reference interviews, electronic requests for information, circulation records, Interlibrary Loan records, and other personally identifiable uses of library materials, facilities, or services.
4. A person who presents a library card belonging to another individual for any purpose is not granted access to the confidential records associated with the library card, unless that person is the parent or guardian of the card owner who is a minor. Exceptions for cases involving extreme circumstances may be authorized only by the Librarian.
5. Library employees face disciplinary action, up to and including dismissal, if they violate any portion of this policy.

Copyright Compliance

Compliance with federal copyright law is expected of all Library customers and staff at the Castroville Public Library. "Copyright" is legal protection for creative intellectual works, which is broadly interpreted to cover just about any expression of an idea. Text (including email and web information), graphics, art, photographs, music, movies, videos and software are examples of types of work protected by copyright. The creator of the work, or sometimes the person who hired the creator, is the initial copyright owner. You may "use" all or part of a copyrighted work only if:

- you have the copyright owner's permission, or
- you qualify for a legal exception (the most common exception is called "fair use").

"Use" of a work is defined for copyright purposes as copying, distributing, making derivative works, publicly displaying, or publicly performing the work. Copying, distributing, downloading, and uploading information on the Internet may infringe the copyright for that information. Even an innocent, unintentional infringement violates the law. Responsibility for any possible copyright infringement lies solely with the user; the Library disclaims any responsibility or liability resulting thereof.

Exhibits and Displays

In keeping with its role within the community and its mission statement, the Castroville Public Library believes in serving the community as a source and focal point for reading and providing education in a variety of forms, to both children and adults. Such information may be in the form of displays or exhibits.

Materials considered for exhibition are subject to the following guidelines:

- Library exhibit spaces are available to the public on an equitable basis, regardless of the beliefs or affiliations of individuals or groups requesting their use but must fall within the guidelines of the Library's mission statement.
- Exhibitors wishing to use display space are required to submit a completed "Exhibit Display Application".
- Designated, limited exhibit space is available to organizations and individuals engaged in educational, cultural, intellectual or charitable activities.
- Exhibits cannot in any way disrupt the normal routine of the library.
- All exhibits must be approved by the Library. It is at the sole discretion of the Library to approve or disapprove the "Exhibit Display Application." The Library may request to view samples of the exhibit prior to approving or disapproving the request. Contact person(s) will be notified by email or telephone to confirm request upon approval. The Library reserves the right to deny an organization's or an individual's request if it is deemed inappropriate for general audiences. The Library facilities are public spaces which are used and viewed by community members of all ages. This factor will be a prime consideration in the approval or rejection of a display request.
- The Library reserves the right to make a final decision on the content and arrangement of all exhibits. The Library reserves the right to reject any part of any exhibit or to change the manner of the display if deemed necessary.
- Materials displayed or distributed in the Library reflect the views of the exhibitor. Provision of exhibit space does not constitute an endorsement by the Library.
- There is no charge for the use of exhibit space and no fees may be charged to view library exhibits or displays.
- The scheduling of Castroville Public Library exhibits will take priority over scheduling of exhibits for other individuals or groups.
- A portion of proceeds from a work sold will be donated to the Friends of The Castroville Library.
- The Library cannot assume responsibility for loss or damage of any items exhibited or for insurance liability for items on display. The contact person must sign a release before any item is placed in the library. Individuals, groups or organizations must provide their own insurance coverage.
- Applications for the use of exhibit space will be honored on a first-come first-served basis. The length and number of exhibits in one calendar year may be limited for each organization or individual depending on demand.
- The Library is responsible for scheduling setup and removal dates. If the exhibitor does not bring the display to the Library within three days following the agreed upon setup date, the Library may cancel the exhibit.
- The setup and removal of exhibits is the responsibility of the exhibitor.

- The Library will not provide storage space and reserves the right to dispose of exhibits left after the conclusion of the exhibit period.

Appendix C Library Exhibit Space Application

Appendix D Exhibit Loan Agreement

Appendix E Inventory of Works

Cooperation with Other Libraries, Agencies and Organizations

The Castroville Public Library actively promotes cooperation with other libraries to ensure its users access to the information they need.

- The library supports planning for and participation in networks of cooperating libraries to share resources, technology, and information. The library also makes available materials from other libraries through existing state and regional interlibrary loan systems.
- Cooperating with other libraries and agencies is a strategy used by the Castroville Public Library to fulfill the mission of the Library.
- Cooperation may take place at all levels—local, state, regional, national, and international.
- The Castroville Library Advisory Board (LAB) exists to advise, recommend and advocate to the City Council regarding Library matters. The CPL supports and cooperates with the LAB.
 - Meetings are held on the 2nd Wednesday of the month at 6:30pm with exceptions of June and July.
- The Library supports and cooperates with the Friends of the Library. The City of Castroville and the Castroville Public Library may enter into formal agreements with the Friends of the Library for the purpose of furthering their mutual goals.
 - Friends of the Library meetings are held on the 4th Tuesday of the month at 7pm.
- Library staff will actively seek out and cooperate with like-minded community agencies and organizations for the purpose of enhancing the capabilities of the Library in serving the community.
- The Library supports and cooperates with the Junior Friends of the Library (JRF). The JRF are sponsored by The Friends of the Castroville Public Library for school age children and young adults spanning the 3rd to 12th grades.
 - A member of the CPL Staff serves as the JRF Coordinator and will create programming under the direction of the Librarian.
 - Meetings are held on the 2nd Saturdays of the month at 2pm.

Donations, Gifts, Memorials and Sponsorships

The Castroville Public Library appreciates and encourages gifts and donations from groups, individuals, foundations, corporations, etc. These contributions are vital to the future of the Library and its services. The Library is prepared to receive material, money, and other types of gifts and donations.

- Major gifts to the Library may be accepted by the City Council upon recommendation of the Library Board and the Library Director. Major gifts may include but are not limited to land, buildings, art objects, and substantial collections of books or other materials that have a significant monetary, historical, or literary value.
- Special collections of materials will be accepted if they meet the Library's Collection Development policy. The Library reserves the right to determine such issues as classification, arrangement, and shelving of gift materials. The Library will not accept special collections of materials with any donor's stipulations.
- Memorials and tributes are accepted in the form of monetary donations to a special fund administered by the Castroville Public Library. The Library will make every effort to honor the donor's wishes regarding the selection to be purchased. However, the final decision rests with the Library in accordance with its needs and selection criteria.
- In those instances where an individual wishes to donate a memorial book from his personal library, the decision to accept the gift will be based on the principles described in the Collection Development policy.
- The Library accepts donations of books and other items with the understanding that the donated items become the property of the Castroville Public Library and that the Library may distribute the donated items as it deems best.
- Upon receipt of gift materials and upon the request of the donor, a receipt is given to the donor acknowledging the gift items.
- Due to Internal Revenue Service regulations, the Library is prohibited from providing an estimate of monetary value of the donation.
- The Library actively encourages monetary donations. Monetary gifts are administered by the Friends of the Castroville Public Library on behalf of the Library. Determination as to the expenditure of such gifts remains with the Library after consultation with the donor.
- Individual Library staff cannot accept valuable gifts or any form of currency for the services they provide as library staff. Appreciative customers are encouraged to make contributions to the library as a whole, or provide a gift that all staff can enjoy equally.

Sponsorships

The CPL seeks sponsors that support the Library's mission.

- Library customers and residents must benefit from sponsorships.
- The Librarian may refuse sponsorships.
- Sponsor recognition will be commensurate with the level of received support.

This policy is to ensure that staff will treat all members of the public equally, and that no preferential treatment is shown or expected.

Interlibrary Loan (ILL)

Interlibrary loan is a service that has developed among libraries through coordinated systems, reciprocal agreements, and regional and national code standards to provide a wider range of reading and research materials than can be purchased by an individual library. Interlibrary loan allows the Library to borrow library materials from other libraries throughout the United States. The Castroville Public Library participates in this system and subscribes to its rules, codes, and procedures.

Castroville Public Library is a signatory to and abides by the current Interlibrary Loan Code for the United States, the AMIGOS Resource Sharing Agreement, and the TexShare Interlibrary Loan Protocol. CPL abides by and applies U. S. Copyright Law Title 17, U.S. Code in both borrowing and loaning materials. The Library may also promulgate such rules, guidelines, and procedures as may be necessary to insure fair and equitable interlibrary service within the constraints of budget and staffing.

- Castroville Public Library shall establish rules, guidelines, and procedures for the number of items and types of materials that may be borrowed and loaned through the Interlibrary Loan system.
- Interlibrary Loan service is available to approved customers with a record of good standing with the CPL.
- The decision whether to request interlibrary loan materials for customers shall rest with the Library staff.
- Borrowing is subject to the rules of the library loaning the material.
- Customers shall abide by the interlibrary loan rules established by the lending library and CPL, including prompt return by the date due and payment of any assessed charges or fees. Failure to comply may result in suspension or forfeiture of interlibrary loan privileges.
- Customers shall handle borrowed materials with care and return them in good condition.
- The customer is responsible for any and all loss of, or damage to materials borrowed from other libraries.
- The customer is responsible for payment of all charges, fines and fees imposed by the lending library.
- The CPL reserves the right to charge fees to loan or borrow materials from other Libraries, subject to restrictions of signed resource sharing agreements.

Collection Development

The collection development policy of the Castroville Public Library is based on the following principles:

- The freedom to read, along with the freedom to hear and to view, is protected by the First Amendment to the Constitution. These freedoms are held to be essential to our democracy and will be upheld, supported, and defended in the selection and the provision of accessibility to all library materials.
- Access to library materials will not be restricted, prejudiced, denied, or abridged by the Library because of a customer's origin, race, age, abilities, gender, background, or views.
- Library materials will be logically organized and maintained according to subject, format, type, user level or other category to achieve their most effective utilization by the public and by library staff. Access will be assured through the application of rules recognized as National or International standards and guided by other professional tools, rule interpretations and local procedures.
- Freedom of choice in selecting materials is a necessary safeguard to the freedom to read, to hear, and to view.
- It is the essence of democracy that citizens shall have the right of free inquiry and the equally important right of forming their own opinions. In a free society, each individual is free to determine for him/herself what he/she wishes to read, to hear, or to view.
- Selection of materials and their inclusion in the collection do not constitute or imply agreement with or approval of the content, viewpoint, implications, or means of expression of the materials.
- As budgetary constraints limit the procurement of materials to a small portion of what is available, selections will be made in furtherance of the principles stated in this policy while attempting to maintain diversity, quality and responsiveness to customers' interest patterns.
- The Library keeps the collection vital and useful by retaining or replacing essential materials, and by removing, on a systematic and continuous basis, those works that are worn, outdated, of little historical significance, or no longer in demand.
- Final responsibility and authority for materials selection rests with the Librarian of the Castroville Public Library who will operate within a framework of policies and principles adopted by the City Council of Castroville. The staff of the library will operate under the Librarian's delegated authority.
- The Library is authorized to develop such selection procedures and guidelines as may be necessary to carry out these Collection Development Principles.
- The Library and its associated authorities do not serve in loco parentis. Only the parents or legal guardians may restrict their children, and only their own children, from access to library materials. Selection will not be inhibited by the possibility that materials may inadvertently come into the possession of children.
- The Library will provide materials for all members of the community the library serves without exclusion. Diversity will be pursued by providing materials for all ages and educational levels, in as many subject fields as possible, including alternative and/or opposing viewpoints, and by providing a variety of materials reflective of the diversity existing in our culture and society.

- The Library recognizes that citizen input is a vital component in materials selection. This is important both for considering acquisition of new materials and for considering retention of materials already in the collection.
- The Library will strive to provide access to a collection that balances perspective across a broad range of opinion and subject matter in formats suitable to furthering civic, educational and recreational interests in the community and for library customers of all ages.
- Quality will be pursued by the application of the professional discretion and standards established by the library profession and through the use of appropriate selection aids, such as reviews in professionally recognized periodicals, standard bibliographies, booklists, and recommendations by recognized authorities.
- Responsiveness to the interest patterns of the community served will be pursued by careful consideration of requests for purchase, patterns of utilization of existing materials, patterns of purchases of similar materials from retailers, and any other source of information indicative of community interest patterns. An attempt will be made to meet, to the degree possible, the interests of all in the community, while acknowledging and recognizing that this is an ideal to be pursued rather than an achievable objective. Responsiveness to the interest of one individual or group will not be restricted based on the dislike or disinterest of another individual or group.
- Excessive duplication will not occur in the selection of materials. Materials may not be selected if the field is already adequately covered by the existing collection.
- Materials which do not conform to or lend themselves to library use or format will usually be excluded.
- Selections will be made within budgetary constraints and regarding the overall pattern of the existing compliance with all policies and principles.
- Gifts and unsolicited materials will be evaluated per these policies and principles as per any other selection.
- Requests for the purchase of materials will be evaluated according to these policies and principles as per any other selection.
- Restriction will be avoided by allowing all customers access to all materials and by allowing all library card holders to check out any library materials (subject to library card use restrictions) regardless of origin, race, age, gender, ability, background, or views.
- The Library's collections are organized through the application of National/International standards in the field of library science, including standard classification schemes and professional cataloging practices. The Library uses the Dewey decimal classification as its primary organizational scheme.
- Materials will not be labeled other than to provide classification (e.g. Dewey Decimal System), directional aids, and major categorization of interest patterns.
- The distinction between the children and youth versus the adult section will be made on assumed differential interest patterns. Appropriateness of the materials for minors is the sole responsibility of the parent/legal guardian.

Archives and Special Collections

The Castroville Public Library collects historical records relating to Castroville and the Alsace region, and provides them to customers in the Local History area of the Library.

The CPL collects historical records relating to the history of Castroville, its residents, and its predecessor communities in order to preserve them and make them available to customers.

Collecting Scope and Objectives

1. Collecting Scope

The CPL collects information in all media and all formats relating to the history of Castroville, its residents, and its predecessor communities. This includes records and publications of historical value produced by and received by the City of Castroville and other government entities in Castroville and/or relating to Castroville, and records and papers of historical value produced by and received by private individuals and groups.

2. Collecting Objectives

The archives collects the following materials in order to:

- a. preserve the items themselves, in the case of original or rare items;
- b. preserve a record copy, or permanent official copy, of certain series of
- c. City of Castroville records;
- d. preserve the information in items by copying or securing copies of originals;
- e. document the history of Castroville, its residents, and its predecessor communities;
- f. provide this information to both external and internal customers; and
- g. produce exhibits, web pages, programs, and publications.

Type of Collections

Archives, Manuscripts, and Castroville Related Published Materials

1. City of Castroville Records

The Library serves as a repository of city publications, documents and of office records deemed to be of historical significance.

2. Private Papers

The CPL collects papers and publications from individuals and from group such as businesses, places of worship, families, clubs, and other organizations. Many of these items are unique and unpublished. These may include correspondence, financial records, minutes, diaries, abstracts, photographs, etc.

3. Books and Media relating to Texas History

The CPL collects materials about Texas History, geography, biographies of Castroville residents and former residents and Texas historical figures; and the works of Castroville authors. These materials may be purchased or donated and are retained by the CPL permanently.

Circulation

Borrowing materials from the Castroville Public Library is a service and a privilege extended by the City of Castroville to facilitate the use of its library books and other materials.

The purpose of these circulation policies is to ensure that the use of the materials outside the library is handled fairly and equitably, providing reasonable protection and inventory control for the items.

The Librarian is authorized to promulgate and enforce such rules, procedures, and limitations as may be necessary for the protection of this City's library property, as well as for the widest and best use of the materials. This includes limiting by type, subject, format, quantity, and time the materials may be circulated. The Library is also authorized to establish rules, procedures, and parameters for the provision of borrower registration privileges, library card use, and the renewal of privileges.

The Library is authorized to develop and provide alternative circulation services (e.g. for homebound/disabled and corporate/business usage). The Library is further authorized to develop such rules and procedures as may be necessary to implement these alternative services.

Registration and Borrower Cards

Borrowing privileges are obtained through registration and receipt of a valid library card at the Castroville Public Library.

- Borrowing privileges are available to all persons residing within the geographical service area designated by the Castroville Public Library.
- Privileges may also be made available to those who reside outside the designated geographical service area.
- Qualified individuals may register for a library card by presenting positive identification, verification of current address, and a permanent address in the case of a temporary resident. The individual must be present at the time of registration (unless rules for alternative services apply).
- By registering for a library card and the associated privileges, the individual agrees to abide by all policies and rules of the library and acknowledges responsibility for all items checked out on the card including reasonable care and protection from damage. By use of the library card the customer agrees to pay for any lost or damaged materials checked out on the card, as well as any fees assessed on the account. The customer also agrees to promptly notify the library if the card is lost or stolen.
- Individuals who have attained the age of sixteen (16) are considered by the City to be adult as to Library usage and may, therefore, assume the responsibilities that accompany the obtaining of a library card. (This does not relieve the parent/guardian of any obligations incurred by their minor child, as defined by and under the laws of the State of Texas.)
- Individuals younger than sixteen (16) must be present and accompanied by a parent or legal guardian to register for a library card. The parent or legal guardian must present the required positive identification and verification of address set by the library and qualifies as a borrower in good standing with the library. The parent accepts legal responsibility for the child's use of the library and all materials checked out on the child's card, including charges for lost or damaged materials or any library fees assessed on the account.

- Library cards are issued for a designated period and may be renewed for successive periods upon confirmation of current address, phone number, and other information as required by the library. The Library reserves the right to verify identity and confirm customer information at any time.
- Replacements for lost or stolen cards may be obtained upon verification of identification and replacement fee.
- The borrower's card remains the property of the City of Castroville and borrowing privileges may be suspended or revoked if the borrower flagrantly or habitually violates the Library rules and policies.

Library Card in Service Area	Library Card Out-of-Area	Library Card Replacement
Free	\$25.00	\$1.00

Materials Lending

Books

A total of 10 books and 5 audiobooks may be checked out for a period of three weeks. Books and audiobooks may be renewed twice for a period of two weeks per renewal.

Media

A total of 4 DVDs/Blu-Rays may be checked out for a 1 week period. DVD/Blu-Rays may also be renewed twice if no holds are placed on the title.

Fines and Fees

Materials must be returned on or before their due dates to avoid late fees.

Material	Fines	Maximum
Book	.25 / day	Replacement Value
Audiobook	\$1.00 / day	Replacement Value
DVD/Blu-Ray	\$1.00 / day	Replacement Value
Texana	\$1.00/day	Replacement Value
Lost Items	Replacement Cost or replacement of item in good-excellent condition of item lost approved by library staff.	

Castroville Public Library staff will accept cash, checks, or money orders as payment for overdue fines and lost items. Patrons owing fines of \$5.00 or more will be blocked from checking out materials until payment is made. If patrons refuse to pay fines, borrowing privileges will be cancelled.

Refunds

- Refunds will be issued by the City of Castroville Finance Department within 30 business days.
- Item(s) returned for a refund are subject to applicable overdue fines.
- Original receipts are required.
- For receipt assistance regarding online payments, please see a staff member.
- Processing fees, when assessed, will be refunded if item(s) is returned within 30 days from payment date.

- Lost items that have been partially paid are not eligible for refunds.
- Refunds will not be processed if returned item(s) is damaged or considered irrelevant material.
- No refunds are issued for printing or copying.

Payment Plan

The Library understands that we all have occasional difficulty making payments. While full payment on accounts is appreciated, we realize that it may not be possible for all patrons. As long as a patron continues to make scheduled payments, the Library will extend limited borrowing privileges during the payment process and the account will not be considered for cancellation or suspension.

A Payment Plan can be arranged with the card holder or parent/guardian if a minor, to settle overdue fines balances. An agreement will be made with the patron or parent/guardian if a minor, to pay a set amount until the balance is paid in full with the approval of the Librarian or designee. Borrowing privileges will be restricted to a 4 item check out and the patron cannot return materials late while under the payment plan. If borrowed items are late while on the Payment Plan the plan is nullified and the balance must be paid in full.

Public Notices and Non-Library Materials

As a source of information for the community, the Library may allow organizations engaged in educational, cultural, intellectual, or charitable activities to display printed materials of local interest or benefit to Castroville residents in designated areas of the Library as space allows.

The following regulations will be followed by Library staff to allow fair and equitable handling of requests for displaying, distributing, or posting materials.

- Permission to display, distribute or post materials inside or outside the Library must be granted by the Librarian or designee. Materials left without this approval will be discarded without notification.
- The Library reserves the right to refuse to display, distribute, or post any material, and the decision of the Library in this regard is final.
- Postings about Library services, events, and activities and displays of Library materials are given priority over non-library materials.
- Notices/posters that display charges or fees for an event may be accepted if sponsored by an organization which can prove a non-profit, tax-exempt status.
- The Library is not responsible for loss of or damage to materials left for distribution or posting.
- Postings or notices promoting an event will be displayed no earlier than 30 days prior to the event and will be removed and discarded immediately after the date of the event. No attempt will be made to contact the sponsoring organization.
- Permission from the Library to display, distribute, or post materials does not imply advocacy, endorsement, or co-sponsorship by the Castroville Public Library or the City of Castroville.
- Materials the Library will consider for display, distribution, or posting must be printed and legible. Materials the Library will not display, distribute or post include, but are not limited to:
 - Materials of a commercial nature
 - Materials of a personal nature
 - Petitions
- Solicitations of funds for any purpose except for the direct benefit of the Library or the Friends of the Library.
- Materials advocating the election or defeat of a candidate for public office.
- Materials advocating a vote for or against any proposition, political or otherwise.

Materials Challenge

The Castroville Public Library believes that censorship is a purely individual matter and declares that, while any person is free to reject for himself or herself materials of which he or she does not approve, he or she cannot exercise this right of censorship to restrict the freedom of others to read, view, listen, or inquire. The Castroville Public Library subscribes to the American Library Association's Bill of Rights and has set these regulations in place to assist in fulfilling the Library's mission to serve all the residents of Castroville.

- Any customer who is a resident of the City of Castroville and holds a borrower's card in good standing from the Castroville Public Library is encouraged to speak with Library staff if they have questions on the Library's collection development policies.
- If a resident's concern is not satisfied through discussion with Library staff, the resident may complete and submit a formal, written Recommendation for Reconsideration of Materials. Copies of this request form may be obtained from the library service desk, by fax, mail from the Library or the City website.
- For a Recommendation for Reconsideration of Materials to be considered by the Librarian, it must meet the following criteria:
 - The current recommendation form must be completed in full.
 - The customer must be a resident of the City of Castroville and hold a borrower's card in good standing from the Castroville Public Library.
 - The recommendation form must be submitted to the Librarian.
- The Librarian will then make a recommendation report and present it to the Library Advisory Board for review.
- The review process will be completed within thirty (30) days from the date the Recommendation for Reconsideration of Materials form is received by the Librarian.
- The customer will be notified of the Library Advisory Board meeting(s) at which the Recommendation for Reconsideration of Materials is to be considered and is invited to attend these meetings.
- The decision of the Library Advisory Board is final.

Reconsideration of Materials Form (Appendix B)

Programs

The Castroville Public Library offers Library initiated information in the form of programs. This policy reflects the Library's philosophy regarding free and open access to information and ideas.

- The Library may co-sponsor programs with other agencies, individuals or community organizations. When a community group or individual approaches the Library with a programming idea or request, the Library staff will examine the request to determine if the program supports the mission of the Library and if the resources needed to accomplish program goals are available.
- The Library provides space for programs that are not Library initiated or co-sponsored.
- Membership or residency requirements may be set in place for program attendance when demand exceeds resources.
- If a child under the age of ten (10) is participating in a program, a parent/adult caregiver must remain in the Library facility during the program.
- In some instances, a parent may be required to attend a program with a child. Examples include but are not limited to Storytime.
- Registration or tickets may be required for some programs.
- Strollers or other large objects may be excluded from the program areas.
- The Library reserves the right to restrict attendance to any program based on age appropriateness, behavior, request of a performer, content of the program, safety, quality control, system program requirements, or available resources including space, staff, and funding.
- The Library has the right to cancel a program due to unforeseen events and without notice. Examples include, but are not limited to weather, safety, mechanical failure, and nonappearance of a performer.
- The Library will list any restrictions/requirements in Library-created publicity. The Library is not responsible for misrepresentations of Library programs and activities that appear in magazines/newspapers/documents that are not created by the Library.
- Library programs shall not exclude topics because these might be controversial. Topics shall be viewpoint neutral; that is, more than one view will be presented, whenever practicable.
- Library sponsorship of a program does not constitute an endorsement of the content of the program or the views expressed by the participants.

Social Media

The Castroville Public Library (CPL) selects carefully chosen social media tools as an important enhancement to communication, collaboration and information exchange between CPL staff, library users and the general public. CPL recognizes that new tools will emerge which have useful application in the library setting; thus, this policy addresses social media in general.

Library social media offerings are intended to create a welcoming and inviting online space where library users will find useful and entertaining information. In some forums, users may be able interact with library staff and other library users.

“Social Media” refers to community created content sites like blogs, forums, Flickr, YouTube, wikis, social networks, Pinterest, Twitter and other content sharing sites. It includes:

- material created by the library and maintained by library staff
- material created by library staff on sites hosted and created by the library
- material created on other social media sites when acting as a library employee

When staff uses social media, behavior and content is not only a reflection of the staff member, but also of the Library. This policy complements, rather than overrides, any existing requirements that staff act professionally, respectfully and honestly.

If a staff member does not know how to act or communicate within Social Media, please review these guidelines with him/her.

If a staff member is about to publish something that makes him or her even the slightest bit uncomfortable, take a minute to review these guidelines and try to figure out what the issue is, and then fix it. If the staff member is still unsure, discuss it with the Librarian.

Procedures

- Social Media accounts are only created with the consent of the Librarian. The names of pages or accounts should not be changed and should clearly represent CPL.
- Decisions regarding new social media outlets are made by the Librarian.
- All content is reviewed and is subject to being edited or deleted by the Librarian or as per The City of Castroville.
- Where possible, each social media page should clearly indicate that it is maintained by CPL and should have CPL contact information prominently displayed.
- Where possible, each social media page/profile should include an introductory statement about the page/profile.
- Where possible, social media pages should link to CPL’s official website and this social media policy.
- User discussion and contribution on library social media sites is subject to the Public Terms of Use. This shall be clearly indicated on the social media page that invites participation.
- Social media content shall adhere to applicable laws, regulations, and policies, including all information technology and records management policies.
- Content is subject to public records laws.
- Content shall be managed, stored, and retrieved to comply with open records laws and e-discovery laws and policies.

Staff Responsibilities

When representing CPL via social media, staff should:

- Conduct themselves at all times as representatives of CPL
- Identify themselves by name as CPL personnel
- Not make statements about patrons, or post, transmit, or otherwise disseminate confidential information in violation of CPL's Confidentiality Policy.
- Not represent postings as official CPL opinion or policy, unless this has been clearly approved by the Librarian.
- Not conduct political activities or personal business.
- Observe and abide by all copyright, trademark, and service mark restrictions in posting materials to electronic media.

Public Terms of Use

- CPL has no affiliation with any advertisements or other material posted by third party sites or software.
- By choosing to comment on CPL Social Media sites, public users agree to these terms:
- Comments are moderated by CPL staff, and CPL has the sole discretion to not post or to remove comments that are unlawful or off topic.
- Persons who repeatedly violate these terms may be barred from further postings.
- The library does not collect, maintain or otherwise use the personal information stored on any third party social media site in any way other than to communicate with users on that site.

Appendix A

Castroville Public Library Incident/Accident Report

Date/Time Occurred: _____ Date/Time Reported: _____

Type of incident: _____ Reported by: _____

Describe the incident/accident in the chronological order the event(s) occurred. Attach additional pages if necessary. _____

Name, address, and phone number of the patron(s) involved. If this was an incident, please provide a description of the perpetrator: _____

Names, addresses, and phone numbers (if possible) of any witnesses: _____

Was an outside agency called? If so:

Which agency? _____ Responding officer? _____

Was an arrest made? _____

Was any library property damaged? If so, please describe. _____

Staff member filing this report: _____

Provide any additional information on the back or on additional pages.

Appendix B

Reconsideration of Library Materials Form

Revised 1.11.17

Date: _____

If you have found materials or library resources about which you have concerns, please complete this form to assure prompt and complete consideration by Library staff.

MATERIAL FOR CONSIDERATION		
Author/Producer:		Publisher:
Dewey Number (if any):		Date/Edition:
Type of Material: <input type="checkbox"/> Book <input type="checkbox"/> Magazine/Newspaper <input type="checkbox"/> DVD/CD <input type="checkbox"/> Electronic Database <input type="checkbox"/> Audio/CD <input type="checkbox"/> Other		
Did you read, view or listen to the entire work or a portion of the work? <input type="checkbox"/> All <input type="checkbox"/> Part		
Please describe your concerns regarding this material:		
What specific pages/sections illustrate your concerns:		
How did this material come to your attention?		
CONTACT INFORMATION		
Name:		
Address:		
City:	State:	Zip:
Organization Represented: (optional)		
Telephone:		
Email:		

Please send completed form to: Castroville Public Library, Attn: Librarian, 802 London St, Castroville, TX 78009

Appendix C

Library Exhibit Space Application

Name of exhibit _____

Proposed dates of exhibit _____

Library location for exhibit _____

Applicant's name _____

Applicant's email _____

Applicant's phone number _____

Applicant's address _____

Organization name if applicable _____

Exhibit description: list artist(s) name and media; number of pieces; artwork dimensions and any other special requirements.

Purpose of the exhibit and how it fits the mission of the Castroville Public Library:

Please include photos of artwork or photo CDs, artist statements, history of the organization and/or biographies of artists. All proposals will be reviewed by Library staff to determine if space is available and whether the exhibit fits within the mission of the Library. All applicants will be notified of the outcome of the review.

Appendix D

Exhibit Loan Agreement

Title of Exhibit / Artwork:

Name of Entity/Individual Loaning the Items: _____

Location of Exhibit / Artwork:

Dates of Exhibit:

I, _____, agree to loan the item(s) listed on the attached document (Attachment A) to the City of Castroville, Texas, for the purpose of exhibiting said item(s). I understand that all reasonable care will be used in the display and security of said item(s). I also agree that I am loaning this item/these items at my own risk and that the City of Castroville, Texas, assumes no responsibility and bears no liability for any loaned item(s) after delivery of said item(s) has been made to the authorized representative of the Library.

Signature of owner/representative:

Printed name: _____

Name of Organization: _____

Address: _____

Telephone Number: Date:

I, _____, hereby acknowledge the receipt of the item(s) listed on the attached document (Attachment A) and agree to ensure that all reasonable care will be taken to safeguard the said item(s) during the loan period. I agree that the item(s) will not be altered in any way during the preparation, installation, and dismantling of the exhibit without the written consent of the owner/representative. I agree that the item(s) will be returned by a mutually acceptable method by the date specified above.

Signature of Authorized Library Staff: _____

Address:

I acknowledge that all loaned items have been returned safely to my custody.

Signature of owner/representative: _____

Date: _____

