

# Flower Mound Public Library

## Policy Manual

October 2019

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## **1. CIRCULATION SERVICES**

### **1.1. Library cards**

- 1.1.1. Library cards are issued to any Flower Mound, or Denton County resident. Library cards are also issued to people who work in Denton County upon presentation of identification and proof of employment by a business located in Denton County. Corporate cards are issued to any business located within Denton County. The owner or manager of the business or a person showing authorization on company letterhead to sign for the card may apply for a card by showing proof of business address. The user of the corporate card must present the Corporate Card at the time of check out.
- 1.1.2. Library cards are issued in person, at the library, upon presentation of identification and proof of address.
- 1.1.3. Individuals under the age of 17 must have a parent or guardian present when applying for a library card. If the child is not present, parents or guardians applying for a child's card may be asked to show a copy of the child's birth certificate. Legal guardians must present proof of guardianship.
- 1.1.4. Individuals may have only one Library account.
- 1.1.5. Library cardholders are responsible for all items checked out on their cards.
- 1.1.6. "Digital Content Only" cards will be issued to students entering grade 9 or above without a parent or guardian present. This card may be upgraded to full access upon request of the parent or guardian.
- 1.1.7. The Library Director, in consultation with library staff, determines material checkout periods to best utilize limited library resources.

### **1.2. Fees**

- 1.2.1. The library does not charge late fees, but cardholders are expected to pay for lost or damaged material. Additional items may not be checked out until overdue items are returned. Failure to return items or pay assessed fees may result in suspension of borrowing privileges or use of library services, including public computer usage.
- 1.2.2. Material checked out of the Library belongs to the Town of Flower Mound and the borrower is responsible for Town property while it is in their possession. If material is returned to the library damaged to the degree that it cannot be used again, the material will be withdrawn from the collection as set by Town ordinances. If the item is found and returned in good condition, a refund may be given as determined by the Town of Flower Mound's Finance Office. The receipt is required for a refund to be processed and a refund check will be mailed. Any damaged items are disposed of in accordance with Town of Flower Mound policies.
- 1.2.3. Replacements for lost cards may be obtained upon verification of identification and upon payment of the current replacement fee.

### **1.3. Holds**

- 1.3.1. Items may be placed on hold and the cardholder will be notified when the item is available to be picked up.
- 1.3.2. The card used to place the hold must be presented to check out the item.

#### **1.4. Temporary Library Cards**

- 1.4.1. Non-resident temporary library cards are available for people who are residing within Denton County on a temporary basis.
- 1.4.2. The Flower Mound Public Library will issue a non-resident, temporary card for a six-month period. Renewals may be allowed at the discretion of a library manager. A photo ID with a permanent home address, such as a driver's license, passport, etc., must be presented to obtain a Flower Mound Public Library card.
- 1.4.3. Temporary cards will not be issued to anyone under the age of 17.
- 1.4.4. All non-resident, temporary library cards issued will be subject to the same policies and procedures as regular Flower Mound Public Library cardholders.

#### **1.5. Texshare Card Program**

- 1.5.1. The library participates in the Texas State Library Texshare program. Texshare cards are issued to any Flower Mound library cardholder who has had a Flower Mound Library card for three months or longer, is in good standing at the Flower Mound Public Library and is 17 years of age or older.
- 1.5.2. Texshare cardholders from other libraries will be issued a Flower Mound Public Library card if they present a valid Texshare card issued from their home library and show a photo I.D. with their correct mailing address or another item with their correct mailing address. The card will expire on the date the Texshare card from the home library expires.
- 1.5.3. Texshare card borrowers are limited to 5 items checked out on their card at one time.
- 1.5.4. Texshare cards may not be used to borrow e-books and e-audiobooks, or to request Interlibrary Loan services
- 1.5.5. All other policies for Texshare borrowers are the same as for Flower Mound residents.

*Rev. January 2019*

## **2. INTERLIBRARY LOAN AND INTERLIBRARY LENDING**

- 2.1. The library participates in the nation-wide Interlibrary Loan System. Requests for items not owned by the Library may be in person, by telephone or through the Library website. Some interlibrary loan requests require the payment of a postage fee.
- 2.2. Interlibrary loan materials cannot be renewed. Interlibrary loan service is available to all adult Flower Mound Library cardholders who are in good standing. Borrowing items through ILL is subject to the policies of the lending library. Members are responsible for any fees or fines assessed by the lending library. Individuals may borrow no more than three items at one time.
- 2.3. Flower Mound Public Library will loan materials to other Texas libraries which are participating members of the Texpress Courier service. Individuals must initiate an interlibrary loan request through their home library and must be a member in good standing at that library. Requests must be submitted through the home library.
- 2.4. The Library does not loan reference materials, audio-visual materials, newspapers, periodicals or anything with a publication date less than six months old. The Library does not provide photocopies of materials.
- 2.5. The Library will not borrow textbooks through interlibrary loan.
- 2.6. The loan period for Interlibrary Loan items is set by the lending library. Renewals are at the discretion of the lending library. Borrowers are responsible for reimbursement for lost or damaged items.

*Rev. October 2018*

## **3. INFORMATION SERVICES**

- 3.1. Information services are provided to all library customers without discrimination. These services include quick reference; in-depth assistance in locating information; reader advisory; referrals; and basic technical assistance with computer hardware, software and online services offered at the Library. In-person queries will be given priority, followed by telephone, written and online queries. Requests for Information Services from outside the Library's service area will be answered at the discretion of the Library Director, as time permits.
- 3.2. Information service will be provided using materials from the collection, electronic resources, the Internet and through access or referral to sources outside the Library. The reference collection of the Library is maintained to meet the information needs of the general public, elementary and secondary students, the business community and the Town staff within budget constraints. It is not intended to provide information of a highly specialized or technical nature or to support college level curricula.
- 3.3. Library staff serves as a link between Library users and Library resources but does not offer personal advice or opinion on legal, medical, consumer or tax matters, or in any other area where their advice or opinion might be viewed as authoritative, or is prohibited from being offered by law.

*Rev. October 2018*

## 4. LIBRARY PROGRAMMING

- 4.1. Library programs are provided as a service to library customers based on the goals of the Library's Strategic Plan. Responsibility for programming rests with the Director of Library Services, who delegates planning and coordinating of library programs to the Adult Services Manager and Youth Services Manager. Programs may be planned and presented by Library staff, or outside presenters may be used. Professional performers and presenters that reflect specialized or unique expertise may be scheduled for Library programs. Presenters who can present at no charge will be given preference, but professional presenters may be hired as needed.
- 4.2. All Library programs are open to the public. Some programs may be limited to cardholders, or have age limits or other attendance restrictions. Programs are free, except in cases where a small materials fee may be charged. Registration may be required for planning purposes or when space is limited. Any sales of products at Library programs must be approved by the Library. Programs may not be commercial, religious, or partisan in nature. Library sponsorship of a program does not constitute an endorsement of the content of the program or the views expressed by participants.
- 4.3. The Library staff uses the following criteria in making decisions about program topics and providers:
  - Community needs and interests
  - Relevance to community issues
  - Availability of program space
  - Appropriate for intended audience
  - Presentation quality
  - Presenter background/qualifications in content area
  - Budget
  - Historical or educational significance
  - Connection to other community programs, exhibitions or events
  - Relation to Library collections, resources, exhibits and programs
- 4.4. Individuals or organizations wishing to present a library-sponsored program must submit a Flower Mound Public Library Program Proposal. External presenters must coordinate marketing efforts with the Library staff.

*Rev. October 2019*

## 5. COMPUTER AND INTERNET USE

- 5.1. All Internet resources accessible from the Library are offered equally to all users. Parents and guardians, not the library staff, are responsible for the Internet material selected and accessed by their children. Per the Library's interlocal service agreement with Denton County, internet access is filtered.
- 5.2. Due to the limited resources available for provision of public access to computers and the Internet, such as bandwidth issues, the Library may set limits on the use of these services. This may include time limits, number of sessions per day and use of large files. Full access is provided only to Flower Mound Library cardholders in good standing; limited access may be provided to non-cardholders. Using another person's library card to access the Internet on Library computers is not permitted. Anyone using the Library's Internet access must comply with all applicable federal, state and local laws, including laws governing the transmission and dissemination of information while accessing the Internet.
- 5.3. The quality of information on the Internet varies greatly and must be evaluated critically by the user. The Flower Mound Public Library disclaims warranty as to any information's accuracy, authoritativeness, timeliness or usefulness.
- 5.4. Information downloaded from the Internet may contain computer viruses. Flower Mound Public Library is not responsible for any virus inadvertently downloaded and transferred to a personal computer. The Library's computers are configured to prevent saving any material to the computer in any format.
- 5.5. The library staff will provide basic Internet assistance. Users are responsible for learning how to use specific programs.
- 5.6. Computing resources may not be used for illegal purposes. Examples of unacceptable uses include:
  - Accessing or distributing material that is harmful to minors (TX Penal Code 43.21);
  - Harassment or libeling;
  - Destruction of, or damage to equipment, software or data belonging to the Library or others;
  - Disruption or unauthorized monitoring of electronic communications;
  - Unauthorized copying of copyright-protected materials;
  - Attempting to modify or gain unauthorized access to files, password or data belonging to others;
  - Violation of software licensing agreements.
- 5.7. Any violation of Library policy may result in loss of library-provided access to the Internet. When and where applicable, law enforcement agencies may be involved.

*Rev. October 2015*

## 6. CONFIDENTIALITY OF LIBRARY RECORDS

- 6.1. The confidentiality of library records is specifically addressed in the Texas Government Code, Chapter 552. This policy insures the Flower Mound Public Library's compliance with Texas Government Code, Chapter 552, Public Information Act.
- 6.2. Any record that serves to identify a person or link a person with a request of use of library material or services is considered confidential and may only be released under a court order or subpoena. Information from library records may be used by library staff when reasonably necessary for library business, such as notification of overdue materials or a hold request for materials, and the record is not confidential under other state or federal law.
- 6.3. Information from a library record may only be given to the person to whom the information directly relates or to the parent or guardian who has been designated as the one responsible for a child's library use.
- 6.4. Library members should be aware Section 215 of the USA Patriot Act gives Federal agents the ability to seek a secret search warrant to obtain access to library records. Under the Patriot Act an agent does not have to demonstrate "probable cause," the existence of specific facts to support the belief a crime has been committed or the items sought are evidence of a crime. Instead, the agent only needs to claim he or she believes the records sought may be related to an ongoing investigation related to terrorism or intelligence activities. The Federal Act overrides state confidentiality laws.
- 6.5. The Patriot Act also prohibits libraries or librarians served with a search warrant issued under FISA (Foreign Intelligence Surveillance Act) rules from disclosing the existence of the warrant or the fact records were produced as a result of the warrant, under penalty of law. Members cannot be informed their records were given to the FBI or they are the subject of an FBI investigation.

*Rev. January 2013*



## 7. COLLECTION DEVELOPMENT

- 7.1. The foundation of any public library is a broad and varied collection of information resources including print, media and electronic resources, which meet the educational, information, recreational and cultural needs of the community it serves. The Flower Mound Public Library was established to serve everyone within the library's service area, and recognizes individuals and groups within the community have diverse interests, backgrounds and needs.
- 7.2. The purpose of the library selection process is to acquire materials in accordance with the mission and goals of this library within budgetary constraints. The Library's mission states: "The Flower Mound Public Library supports education in our community by providing access to information, creating young readers, fostering success in school, and facilitating lifelong learning. The Library contributes to the quality of life in Flower Mound by stimulating imagination, celebrating diversity, and encouraging creativity in a space that meets the needs of the community."
- 7.3. Ultimate responsibility for materials selection rests with the Library Director who operates within the framework of policies approved by the Cultural Arts Commission. The Library Director delegates the task of collection development to professional staff.
- 7.4. The library strives to collect materials offering differing points of view. The primary criteria used in selecting material include: popular demand, quality, accuracy, authority, timeliness, enduring value, social significance, cost and availability of material on the topic. Other criteria may apply in certain circumstances. Materials are judged on the basis of the content and style of the work as a whole.
- 7.5. Materials are selected for the library using a variety of sources, including professional journals, trade journals, subject and genre bibliographies, publisher' catalogs, reviews in the popular press and suggestions from customers.
- 7.6. Materials are selected in the most appropriate format for the conditions under which they will be used, with consideration given for cost and length of use. E-content will be selected using the same criteria as other materials.
- 7.7. Multiple copies will be purchased for titles that have high demand. Multiple copies of classics and required reading for the school district will be purchased as appropriate and within budget considerations.
- 7.8. In order to maintain an up-to-date collection, worn and outdated materials are continuously reviewed and withdrawn from the collection as needed. Materials may also be withdrawn if they are seldom used or are superseded by a new edition or better work on the same subject. The CREW method: Expanded Guidelines for Collection Evaluation and Weeding for Small and Medium-Sized Public Libraries, published by the Texas State Library, is used as a guideline for collection maintenance.
- 7.9. Requests to reconsider library materials must be made in writing, using the "Request for Reconsideration of Library Materials" form. Requests will only be accepted from adults who are Flower Mound residents, or Flower Mound Library cardholders. The Director, in conjunction with the library department managers, will consider requests and communicate the decision in writing to the requestor. The Director will inform the Cultural Arts Commission of all requests for removal. Requests that have been denied may be appealed by making a written request to the Cultural Arts Commission.

## **8. GIFTS, MEMORIALS AND OTHER DONATIONS**

- 8.1. The Library accepts gifts and donations in the form of money, books and other materials to enhance library services.
- 8.2. Major gifts, such as land; buildings; art objects or other materials with significant monetary, historical or literary value, must be accepted by the Town Council upon the recommendation of the Cultural Arts Commission.
- 8.3. Donations of books and other items are accepted with the understanding the Library will make all decisions as to their use. Items may be added to the library collection based upon the Library's Collection Development Policy or donated to the Friends of the Library for their use. The Library cannot accept donations with stipulations.
- 8.4. Donations in memory or honor of someone are accepted through the Library's Honor with Books – Give-a-Book Program.
- 8.5. Monetary donations will be directed to the Library Donation account or to the Friends of the Flower Mound Public Library, according to the wishes of the donor and will be used to enhance Library services. A donor's specific request for use of the monetary donation will be honored if practically possible, but cannot be guaranteed.

*Rev. October 2015*

## **9. PHYSICAL FACILITY**

- 9.1. The building housing the Flower Mound Public Library is provided in support of the mission and goals of the Library.
- 9.2. Smoking, including the use of electronic vaping devices, is prohibited in any area of the Library and within 25 feet of any entrance. Food and drink may be consumed in areas designated by the Library for that purpose. It is unlawful to injure, deface or otherwise damage property or buildings of the Flower Mound Public Library.
- 9.3. The hours of operation for the library will be set by the Library Director with approval of the Town Manager and Cultural Arts Commission. The hours of operation are determined based on budget, staffing levels and usage patterns. The Library is closed for all official Town holidays and may be closed for other days, as needed, with approval of the Town Manager.

*Rev. October 2015*

## **10. CONDUCT IN THE LIBRARY**

- 10.1. It is the policy of the Flower Mound Public Library to provide a pleasant, safe and appropriate environment for library members and staff. Conduct that interferes unreasonably with any members' ability to use the Library is not permitted.
- 10.2. Shirts and appropriate footwear are required to be worn in the Library. Only animals assisting the disabled or as a part of a Library-sponsored event are permitted in the Library. Service dogs-in-training may be allowed with the permission of the Library Director.
- 10.3. Any continuous, prolonged or serious violation of this policy may result in expulsion from the Library.

*Rev. October 2019*

## **11. MINOR CHILDREN AND VULNERABLE ADULTS**

- 11.1. The Library is a public building and care must be taken by parents and guardians to ensure the safety of children and vulnerable adults under their care. Library staff cannot provide supervision. Responsibility for the behavior and well-being of minor children and vulnerable adults using the Library rests with the parents or designated caregiver.
- 11.2. Children under the age of 10 must be accompanied by a parent or caregiver while in the Library. If a parent or caregiver cannot be located, Library staff will contact the Flower Mound Police Department for guidance.
- 11.3. If at any time an unattended child or vulnerable adult becomes disruptive or distraught in the Library, staff will attempt to locate a parent or caregiver to pick up the child. If a parent or caregiver cannot be contacted, the Flower Mound Police Department will be contacted for guidance.
- 11.4. Minor children or vulnerable adults who do not have transportation when the Library closes may be supervised by two Library staff members if staff deems it necessary for their safety. The Flower Mound Police Department may be contacted if a parent or guardian does not pick up the child in a reasonable amount of time.

*Rev. January 2018*

## **12. POSTERS, FLYERS AND DISTRIBUTION OF FREE LITERATURE**

- 12.1. The Library has limited space available for posters, flyers and the distribution of free literature. Only space designated by the library may be used. Items larger than 8.5" x 11" cannot be displayed due to space limitations. Items may be displayed until the date of the event or for 30 days, whichever comes first. When items are removed they will be discarded by Library staff.
- 12.2. First priority will be given to Library and Town of Flower Mound materials. If space is available the Library will display posters, flyers and free literature for non-profit organizations that serve the citizens of Flower Mound. Items of a personal, commercial, political or religious nature may not be posted or displayed.
- 12.3. As a service to the public the library will provide space for a limited number of free magazines. The decision to provide free magazines will be made by Library staff based on appropriate available space and the relationship of the magazine's contents to the mission and goals of the Library and the Town of Flower Mound.
- 12.4. The display of any item does not imply advocacy or endorsement by the Library or the Town of Flower Mound. All items for display must first be approved by the Director or his/her designee. Items posted without approval will be removed and discarded by Library staff.

*Rev. January 2013*

## **13. DISPLAYS AND EXHIBITS**

- 13.1. The library has limited available space for displays and exhibits. Only those areas designated by the Library may be used. Only displays and exhibits co-sponsored by the library will be permitted.
- 13.2. Co-sponsorship of displays and exhibits will be determined by Library administrative staff based on appropriate available space and relationship of the display or exhibit to the mission and goals of the Library and the Town of Flower Mound.
- 13.3. The Library assumes no responsibility for the preservation, protection, or possible damage or theft of any item displayed or exhibited. Items placed in the Library are done so at the owner's risk.

*Rev. January 2013*

## **14. STUDY ROOMS**

- 14.1. The library has study rooms available for quiet study. Study rooms are available on a first come, first served basis. There is a maximum time limit for each group of two hours per room, if others are waiting. There is a maximum capacity of three people per Room for Rooms One and Two and a maximum capacity of eight people for Room Three at any one time.
- 14.2. Individuals and groups using the study rooms are responsible for maintaining and leaving the rooms in their original order.
- 14.3. The Library is not responsible for the loss of or damage to any equipment or materials owned or rented by an individual or group using the study rooms. The individual who signed in for the study room will be held liable for any willful or accidental damage to the library building, grounds, or equipment caused by the individual or groups.
- 14.4. Failure to abide by the library's study room policies and rules may result in loss of study room privileges.

*Rev. January 2014*

## **15. PROGRAM ROOM**

- 15.1. The Library Program Room is intended to support the administrative and programming needs of the Library and the Town of Flower Mound. The Program Room may be booked at no cost by Flower Mound residents representing non-profit or civic groups located in or affiliated with The Town of Flower Mound, following the "Community Meeting Room Reservations" procedures outlined on the Town website.
- 15.2. The Library Program Room may be used only when the Library is open to the public. The Program room is only available for meetings and approved programs; it may not be used for social functions (i.e., birthdays, showers, receptions, or similar celebrations), exercise classes, dance classes, or similar type functions.

*Rev. October 2015*