

Laredo Public Libraries  
Policy and Regulation Manual  
2023

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## **VISION**

The Laredo Public Library is dedicated to providing an environment to increase the literacy and educational level of all Webb County citizens in order to raise the quality of life and standard of living.

## **MISSION STATEMENT**

The mission of the Laredo Public Library is to provide resources and services to meet the informational, educational, professional, and recreational needs of all Webb County citizens.

## **DIVERSITY, EQUITY, AND INCLUSION STATEMENT**

The Laredo Public Libraries promote equal access to information for all persons and recognize the ongoing need to increase awareness of and responsiveness to the diversity of the communities we serve.

# **1. ADMINISTRATION & OPERATION**

## **1.1 Hours of Operation and Closings**

### **1.1.2 Hours of Operation**

The Library's hours of operation are recommended by the Library Advisory Committee and approved by the Laredo City Council. The minimum number of hours of operation are set by the Texas State Library for accreditation.

### **1.1.3 Holiday Closings**

The Library is closed during the following City of Laredo Holidays: New Year's Eve, New Year's Day, Martin Luther King Jr. Day, Presidents' Day, Friday before Easter, Easter Monday, Memorial Day, Juneteenth, Independence Day, Labor Day, Founder's Day, Veterans Day, Thanksgiving, Friday After Thanksgiving, Christmas Eve and Christmas Day. City of Laredo Holidays are established annually through City Council Ordinance. If a Holiday falls on a Saturday, the Library will close the previous Friday. If a Holiday falls on a Sunday, the Library will close on the following Monday. In addition, the Library is closed on Easter Sunday. The decision to close the Library the weekend following a Friday Holiday or the weekend preceding a Monday Holiday will be made by the Library Administration after conferring with City Administration. Notification of any Holiday closings will be posted to area media, all Library facilities, the Library's website and social media accounts.

### **1.1.4 Emergency Closings Due to Adverse Weather or Equipment Failure**

The Library is a public service institution, and every effort is made to maintain regular hours for the public. The Library will be closed only when weather conditions deteriorate to the point where emergency situations prevail, when vital equipment in the building fails (e.g. no water in the building, no electricity, air conditioning or heating malfunction, etc.) or when there is a general emergency within the City of Laredo. The decision to close the Library will be based upon:

- > General road conditions in the City of Laredo
- > Condition of the Library's parking lot and walkways
- > Availability of staff to open and operate the Library
- > Condition of the building's equipment
- > Requests for closure by local, county or state law enforcement agencies

The Library will not automatically close or delay opening based on any other institution's actions. The decision to close will be made by the Library Administration after conferring with City Administration. In the event of a citywide emergency, the Library will follow all recommendations for closure as directed by City Administration. Notification of such closings will be posted to area media immediately.

## **1.2 Area of Service**

The Library will serve all residents of Webb County, Texas.

### 1.3 Code of Conduct

Patrons in the Library shall conduct themselves according to Library policies. Improper actions or behavior will result in dismissal from the Library premises for the rest of the day or longer as judged necessary by Library Administration. Improper acts include those subject to prosecution under the laws of the State of Texas and are expressly forbidden in the Library. Repeat offenders of Library policies may be barred from the Library at the discretion of the Library Administration. Failure to comply with imposed barring may result in charges of criminal trespass. Improper actions include, but are not limited to, the following:

- 1.3.1 Sleeping at or on tables/workstations
  - 1.3.2 Loitering (to remain in an area for no obvious reason)
  - 1.3.3 Horseplay, including running around or jumping down the stairs
  - 1.3.4 Bringing bedrolls, blankets, frame backpacks, suitcases, large duffel bags or plastic bags measuring over 2 1/2 ft. in length or height, sleeping bags, tents, hiking or sporting equipment, carryalls, or other bulky containers.
  - 1.3.5 Distributing or posting printed material/literature that has not been approved by Library Administration
  - 1.3.6 Selling and/or soliciting
  - 1.3.7 Consuming food or beverages in any type container or bringing in empty food/drink containers
  - 1.3.8 Placing feet on furniture
  - 1.3.9 Not wearing shoes or shirt, or wearing clothing unbuttoned or unzipped
  - 1.3.10 Wearing inappropriate or vulgar attire
  - 1.3.11 Bringing animals or pets into the Library (except service or working dogs)
  - 1.3.12 Any loud, unreasonable, and/or disturbing noises caused by persons or electronic devices
  - 1.3.13 Cell phone use is restricted to designated areas
  - 1.3.14 Engaging in amorous activities
  - 1.3.15 Inappropriate use of restrooms - Restrooms are for Library patrons only - No changing of clothes, shaving, bathing, or lewd behavior is allowed
  - 1.3.16 Removing Library materials from the premises without authorization or not through established lending procedures
  - 1.3.17 Taking Library materials into the restrooms
  - 1.3.18 Smoking or other use of tobacco or vaping inside the Library
  - 1.3.19 Possessing or consuming alcohol or illegal drugs or being under the influence of drugs/alcohol
  - 1.3.20 Engaging in vandalistic activities
  - 1.3.21 Voluntarily/intentionally damaging, destroying, and stealing any Library property or a patron's or employee's property
  - 1.3.22 Leaving a child under 15 years of age unattended by a responsible person
  - 1.3.23 Leaving any child in the Library or on premises after closing time (i.e. waiting to be picked-up outside)
  - 1.3.24 Carrying weapons of any type except as expressly permitted by state or federal law, carry or display a weapon
  - 1.3.25 Engaging in disorderly conduct, fighting or challenging to fight, or using offensive words likely to provoke violence
  - 1.3.26 Gambling or any illegal gaming activities
  - 1.3.27 Harassing, insulting, or threatening patrons or Library staff
  - 1.3.28 Any other illegal acts or conduct in violation of Federal, State, or local law, ordinances, and/or regulations
  - 1.3.29 Video recording is prohibited without explicit permission from Library Administration
- Inappropriate behavior not listed above, but deemed inappropriate by staff, may result in dismissal from the Library premises for the rest of the day or longer as judged necessary by Library Administration.

## **1.4 Designated Quiet/Noise Areas**

The Library is a community gathering space, with a reasonable level of noise to be expected.

Patrons in need of a quiet space to read or study will find designated areas.

Cell phone use is restricted to designated areas.

Patrons will be allowed to work in small groups designated areas. These areas will be designated for activities deemed too noisy for other parts of the Library. Noise in this area is tolerated, but must not be too loud, or disruptive to other Library patrons.

## **1.5 Safety & Well-Being of Children**

Because of liability no patron shall leave children fourteen (14) years of age and under in the Library without the company of a parent, guardian or family member fifteen (15) years of age and over. Unattended children fourteen (14) years of age and under may be referred to the police or to a social services agency. All unattended children will be addressed on a case-by-case basis.

## **1.6 Patron Feedback**

A comment or concern made by a Library patron concerning Library facilities, services, materials or exhibits will be treated courteously and professionally. Staff will treat a concern as a legitimate expression of dissatisfaction and respond appropriately while complying with all Library policies.

A patron who is not satisfied with a staff response will be referred to the immediate supervisor. If there is no satisfactory or practical resolution to the concern, the patron may complete a form describing the problem. Two (2) forms are available: Feedback Form (Form no. 1.6) and Request for Reconsideration Form (Form no. 5.13). All forms will be referred to Library Administration. The Request for Reconsideration Form will then be referred to the Library Selection Committee. The patron will receive a response to the Feedback Form within two (2) weeks. The patron will receive a response to the Request for Reconsideration Form within thirty (30) days.

Patrons are also encouraged to fill out "Rate our Service" forms on the City of Laredo webpage ([www.cityoflaredo.com](http://www.cityoflaredo.com)).

A suggestion box will be prominently displayed in each Library facility for the use of patrons who wish to write concerns, identify problems or leave suggestions. Library Administration will sort and distribute these items for action and response.

Library staff shall not endure verbal or physical abuse by a Library patron. Conversely, patrons shall immediately report any rudeness or abuse by Library staff.

## **1.7 Petitioning, Panhandling, Solicitation, or Distribution of Literature**

The Library does not allow petitioning, panhandling, solicitation (the sale of goods or services), distribution of literature or leaflets, canvassing or similar types of appeals by members of the public in the Library building, on the grounds, or in the parking lot. The only merchandising activities permitted are Library or Friends of the Library sponsored sales or activities. Any other activities of this nature must be approved by Library Administration or designee.

## **1.8 Confidentiality**

In Compliance with Texas Government Code Section 552.124 (See Attachment 1.8), effective 1995, Library staff will not release information pertaining to patron records. This includes addresses, telephone numbers, services used, personal reading preferences or history of checkout records, etc.

Confidentiality with regards to the use of computers, databases, etc. is also maintained. Records of usage are confidential and the information on them is not to be released. Any Library employee violating this Statute and policy is subject to immediate termination and prosecution to the fullest extent of the law. All requests, regardless of the source, for such confidential information shall be referred to Library Administration.

### **1.9 Americans with Disabilities Act of 1990 (ADA)**

The Library fully intends to comply with the spirit and letter of the law with regard to its services and treatment of all patrons with disabilities, including changes made by the ADA Amendments Act of 2008 (P.L. 110-325), which became effective on January 1, 2009.

To that end, this Library will make every effort to inform its staff and volunteers of the law and that compliance with the ADA requires special awareness of the problems of the disabled as well as mandated special services.

The Library will survey its physical facility for architectural barriers and make every effort to immediately modify any existing problems, to the extent that budget considerations allow. All major facility defects will be addressed in any remodeling or alterations undertaken to the facility.

The staff is aware that disabled patrons may need auxiliary services. This may include assistance with the catalog, telecommunications devices for the deaf, Braille materials, large print materials and a willing attitude to retrieve materials from shelves or to relocate activities to accessible areas.

The Library will fully investigate any complaints alleging non-compliance with ADA.



## 2. CIRCULATION SERVICES

### 2.1 Library Card Registration

A Laredo Public Library borrower's card is required if an individual wishes to borrow Library materials or utilize certain Library services. This card must be presented before materials can be checked out. The individual is responsible for all materials checked out on their Library Card. All applicants shall complete and sign a Library Card Application Form (Form nos. 2.1.1 & 2.1.1.S) to acknowledge their responsibilities as borrowers of Library materials. Patrons must follow rules stated in the form or risk losing borrowing privileges. Violation of contract/s may result in cancellation of borrower's privileges. Library cards are non-transferable. Applicants fifteen (15) years of age and under need to get a parent's or legal guardian's signature on their application before a card will be issued. Guardians need to present documentation (e.g. U.S. court order, notarized letter, etc.) as proof of guardianship.

#### 2.1.2 Proof of Local Residency within Webb County

Proof of local residency must be furnished at the time the Library card application is made. Applicants must present a photo ID that displays current resident address OR photo ID AND other proof of current residence address:

Acceptable photo ID - with proof of current local address:

- \* Valid Texas Driver's License or Texas Department of Public Safety ID is sufficient proof without any further supplements if the license or ID is valid (not expired) and displays current residency address in Webb County
  - > El Metro ID
  - > Other U.S.A. State Driver's License or ID
  - > U.S.A. issued Work Permit ID
  - > School ID with current report card
  - > University or College ID with current school registration receipt
  - > Permanent Resident Card (Green Card)
  - > Mexican Voter Registration Card
  - > Driver's License issued by a state in Mexico
  - > Passport
  - > Military ID
  - > Matricula Consular

Secondary proof of current residency address:

- > Current voter registration card
- > Checkbook or savings account passbook
- > Car registration
- > Current tax receipt for property owned in Webb County
- > Utility bill with local address
- > Current University or College school registration receipt
- > Rental/Lease Contract
- > Notarized letter declaring Webb County residency

**Note:** A post office box may be used as a mailing address, but the individual's street address must be presented to meet residential requirements.

## **2.2 Types of Library Cards Issued**

### **2.2.1 Regular card**

Residents of Webb County, Texas, non-residents who live in Webb County, Texas by reason of school attendance, and non-residents who pay property taxes in Webb County, Texas will be issued regular Library cards. Eligible non-residents must provide proof of residence, school attendance or property ownership (Such as a current student photo ID or current tax receipt) plus a photo ID.

### **2.2.2 Temporary Resident Cards/30 Day Cards**

In order to obtain a temporary card, applicants must provide:

- a shelter issued ID

OR:

- applicants can provide a valid photo ID AND a monthly rent receipt with the housing's location business logo or a signed letter from the property manager on letterhead stationery stating that the individual reside there.

If residing in temporary housing (e.g. hotel/motel, shelter, etc.) either a monthly rent receipt with the housing location's business logo or a signed letter from the property manager on letterhead stationery stating that the individual resides there is required to remain eligible. Temporary Resident cards valid for one (1) month will be issued. The applicants must provide a valid photo ID.

### **2.2.3 Staff Card**

A designated Library employee, Library Advisory Committee member or city administrator (Department or Division Heads) may apply for a Library Staff Card. Reappointment, retirement, resignation or termination will result in the change of the patron loan type to regular loan type. Loans are subject to recall upon demand.

### **2.2.4 Institutional Card**

Any company, organization, or institution located within Webb County or which pays property taxes to the City of Laredo or Webb County may apply for an Institutional Library card in the name of that institution. The director, president or CEO of a business or corporation may register for an institutional borrower's card by submitting their organization's W-9 and a completed special application (Form no. 2.2.4); returning both to Library Administration. The application may list a maximum of three (3) authorized borrowers in addition to the applicant. Institutional cards are subject to the same restrictions as regular cards. Only one (1) institutional card will be issued per company, organization or institution.

Institutional cards are valid for one (1) year from the date of application and must be renewed annually. Institutions must submit a current W-9 and the list of persons authorized to use the card.

### **2.2.5 Homebound Card**

Any person within the legal service area of the Laredo Public Library, who is unable to come to the Library because of limited mobility, illness or handicap, either temporary or long-term, is eligible for a Homebound Card. A written doctor's note is required. Homebound cards will be issued at the discretion of Library Administration.

## **2.2.6 TexShare Card**

TexShare is a consortium of Texas libraries that shares resources across hundreds of libraries and administered by the Texas State Library and Archives Commission. Resident borrowers (Webb County, Texas) who are 18 years of age or older must have a Laredo Public Library borrower's card, in good standing, at least six (6) months prior to filling out a TexShare Application Form (Form no. 2.2.6). Non-Resident borrowers (outside Webb County, Texas) may apply for a Laredo Public Library borrower's card by presenting a current TexShare Card from their home Library and a valid photo ID (Example: Texas Driver's License; Texas ID card or student ID).

## **2.2.7 E-Library Card**

The e-library card can only be used to borrow electronic materials on the Library's apps (Hoopla, Libby, etc.) and cannot be used to borrow physical items. Borrowers can register on the Library's website ([www.laredolibrary.org](http://www.laredolibrary.org)). E-Library cards are valid for one (1) year from the date of registration and e-library cards cannot be renewed. Borrowers must apply annually for a new e-library card on the Library's website at ([www.laredolibrary.org](http://www.laredolibrary.org)). Borrowers may register for a physical library card to borrow any physical materials.

## **2.3 Replacement and Renewal of Library Cards**

The patron will be charged \$5.00 as per City Ordinance (2012-O-145) for replacing a Library card if lost, stolen, damaged, and outdated or if patron is unable to present a Library card at time of checkout.

Temporary Paper Library cards will be issued for \$1.00 and will be valid for use only on the day issued. Photo ID must be provided and presented along with the Temporary Paper card when checking out material. Temporary Paper Library cards will be issued free of charge in the event that the Library is unable to provide a regular Library card for new accounts.

All Library cards issued will be subject to an annual address check. The Library's automated circulation system notifies staff of expiration. Expiration does not mean that new cards will be issued without a fee. Applicants must provide a valid photo ID when renewing or obtaining a new card.

All Library card applications will be valid for one (1) year from the date of application. A new form with the applicant's signature will be required in order to renew a card.

Institutional cards must be renewed annually and the list of persons authorized to use the card updated and verified.

Homebound and Texshare Library cards must be renewed every year.

All Library cards are non-transferable and parents cannot use their child's Library card and vice versa.

## **2.4 Circulation of Materials Policy**

Any individual wishing to check out materials from the Laredo Public Library must present a valid Laredo Public Library borrower's card in good standing (clear record of any fines and/or overdue materials). No exceptions will be made.

## **2.5 Loan Periods & Loan Limits**

All Library materials are checked out for a period of two (2) weeks. Video games, Launchpads, Kits, and DVDs are checked out for a period of one (1) week with no grace period. In house materials are checked out for a one (1) hour period.

Regular and Institutional Library cards have a limit of thirty-two (32) items per card, with a maximum of twenty (20) books/audiobooks, five (5) DVDs, two (2) video games, one (1)

Launchpad, and one (1) kit. Online electronic resources are not included in these totals and are subject to their own loan periods. Online electronic resources are not subject to fines.

Temporary Resident Library cards are limited to three (3) books. No other type of materials will be allowed to be checked out.

Homebound Library cards are limited to five (5) books and two (2) audiovisual items. Books are checked out for a period of one (1) week. Video games and DVDs are checked out for a period of one (1) week.

Non-Resident TexShare Library Card borrowers may borrow up to four (4) books.

Library Administration may temporarily place further restrictions on the number of items loaned and on loan periods. This is done on a case-by-case basis, if there is a valid reason.

## **2.6 Returns & Renewals**

Patrons are responsible for returning Library materials in good condition within the prescribed length of time. The Library provides an outside book drop box for the return of books only. Returning materials labeled with "Return Inside" in the book drop will result in suspension of borrowing privileges. If book drop boxes are full, patrons must return all items to the circulation desk during Library operating hours. It is the patron's option to use the book drop or not. Patrons will be held responsible for all Library materials when using the book drop.

Library materials may be returned to any Laredo Public Library branch.

Only books and audiobooks can be renewed for two (2) additional loan periods. Books may be renewed in-person or through the Library website as long as it is done on or before the due date. Overdue books will not be renewed through the Library website. Books on hold for another patron cannot be renewed. Other materials such as video games, DVDs or books with restricted circulation (as designated by Library Administration for a specific period) may not be renewed. Patrons with a delinquent record may not renew books.

Non-Resident TexShare Library Card borrowers may renew items one (1) time in person. All items may be returned by mail, in person or in any Laredo Public Library book drop.

## **2.7 Holds**

A hold can be placed on any item. This may be done by placing a hold on the online catalog, at the Library, or by asking staff for assistance. The patron will be notified by phone, email (if provided), or via the patron's online library account when the requested item becomes available. Materials will be held for one (1) week. If there are other patrons waiting for the same book, the patron must pick up the requested item within seven (7) days after notification or the request will be cancelled.

## **2.8 Fines and Fees**

All Library fees and fines are subject to change by ordinance of the Laredo City Council. Patrons will be charged overdue fines for library materials returned after the due date.

Fines and charges may be paid in cash, by check, or money order only. Checks and money orders made out to the Laredo Public Library must be for the exact amount. Proper ID (e.g. Texas Driver's License or Texas DPS ID) is required. No two-party checks or temporary checks will be accepted. Patrons will be given a receipt for all monies received. A \$25 fee will be assessed for returned checks and needs to be paid at the City of Laredo Finance Department in City Hall.

Fines not paid when materials are returned will be recorded on the patron's account by the automated system.

Until fines and overdues are cleared, a patron will not be allowed to borrow materials from the Library nor will they be allowed to use Library computers or study rooms.

All borrowers will be charged a replacement cost for lost materials plus a designated processing fee of \$5.00. No cash refunds will be given.

If materials have been lost or damaged beyond repair, the user will be charged for the replacement and processing cost. Damaged materials should be returned to the Library. Replacement cost will be determined by the original purchase price. A processing fee of \$5.00 will be added to the replacement cost. If materials are discovered to be damaged prior to check out, they will not be allowed to circulate. If the patron discovers the material to be damaged after it is checked out, it is the patron's responsibility to report the damaged materials as soon as possible to the circulation desk upon returning it.

## 2.9 Checkout Limits, Loan Periods and Overdue Fines Schedule

### 2.9.1 Checkout limits, loan periods and overdue fines schedule

Item Type	Checkout Limit*	Loan Period	Overdue Fine Per day/per item	Maximum Fine
Books/Audiobooks	20	2 weeks	\$0.35	Value of Item
DVDs	5	1 week	\$1.00	Value of Item
Launchpads	1	1 week	\$1.00	Value of Item
Kits	1	1 week	\$1.00	Value of Item
Video Games	2	1 week	\$1.00	Value of Item
In-house Items: puzzles, games, computers	1	1 hour	N/A	N/A
Electronic resources**				

\* Total items limited to twenty-nine (29) in any combination which may include up to twenty (20) books/audiobooks, five (5) DVDs, one (1) Launchpad, one (1) kit, and two (2) video games.

\*\* Online electronic resources are not subject to fines and are subject to their own loan periods.

## 2.10 Homebound Loans

Patrons with Homebound Library cards (see Types of Library Cards Issued for requirements) may have materials delivered and picked up via Library runner when available.

Interlibrary loan and article photocopying is also available upon request. Interlibrary loan policies apply.

Librarians may select titles for a homebound patron based on the patron's reading interest, if a patron requests this service.

Fines, damaged materials, and/or lost materials are the responsibility of the homebound patron.

## 2.11 Patron's Responsibilities

Patrons are responsible for all materials borrowed on their Library card and agree to abide by Library policies. Lost cards must be reported immediately. A patron will not be held responsible for material checked out on their Library card after the date it was reported lost or stolen.

Patrons should take care of their personal belongings. The Library does not keep personal belongings for patrons and assumes no responsibility for any damage or loss occurring in the Library or on Library property. However, a lost and found drawer will be maintained. Library cards left behind that are not picked up within twenty-four (24) hours will be destroyed and patron will need to be issued a replacement card for a \$5.00 fee.

Adult patrons are responsible for monitoring their minor children. They should be kept within eyesight at all times. Unattended children will be reported to the Laredo Police Department.

## **3 INFORMATION SERVICES**

### **3.1 Scope of Service**

The Laredo Public Library provides reference service within the scope of the Library collection and staff expertise. Library staff have the primary goal of instruction. If the information cannot be provided using the Library's collection, staff will use interlibrary loan or refer patrons to appropriate agencies to fulfill the patron's information request.

#### **3.1.2 Reference materials**

Reference materials are restricted to in-house use only.

#### **3.1.3 Availability of Service**

Reference service is available all hours the Library is open.

#### **3.1.4 Information Requests**

The Information Services Department accepts information requests made in person, by phone, by fax, by mail, by email, through the Library's website "Ask a Librarian." In depth research by a Librarian with a Masters in Library Science is available for \$50.00 for the first hour and \$20.00 per additional hours.

#### **3.1.5 Book-a-Librarian**

The Laredo Public Library offers individualized reference assistance. Patrons may call the information services department or visit the Library's website to make an appointment. Appointments are subject to availability.

#### **3.1.6 Proctored Exams**

People wanting to have the Library proctor an exam must submit proof of identity and pay the service fee. The service fee is determined by Library Administration and approved by City Council. It is the sole responsibility of the person taking the exam to make sure the appropriate institution delivers the necessary materials to the library whether it is an online or print exam. The library assumes no responsibility for exam content or restrictions placed on exam taker by the institution supplying the exam.

#### **3.1.7 Confidentiality**

All requests for information are considered confidential. The nature of a person's request for information will not be revealed to outside sources unless due legal process has been completed.

#### **3.1.8 Priorities of Service**

Persons in the building and waiting at the reference desk are given priority. When a phone request and an in-person request are received at the same time, the in-person request is given priority. However, staff will complete a telephone conversation in progress before attending to an in-person request.

## **3.2 Specific Categories of Requests**

### **3.2.1 Medical, Financial, and Legal**

The Library provides information, but not advice. Information is given from published or electronic sources such as legal and medical dictionaries and financial documents. Sources are quoted verbatim with no interpretation by the staff.

Staff shall not INTERPRET medical, legal, accounting or any information that requires professional training for which they are not duly certified. Staff may only provide patrons with published information or relate such information verbatim over the phone. Staff must cite the source and date published. Patrons are responsible for interpretation of information in the above-mentioned areas.

### **3.2.2 Criss-Cross and City Directory Information**

Information from Criss-Cross or city directories is not given over the phone. The directories are available in the Library to anyone requesting them. It is the Library's policy not to give out published or unpublished information on private individuals, nor are nearby names or addresses given. Requests are accepted by mail, fax or email subject to the above limitations. Mail request must be accompanied by a self-addressed stamped envelope.

### **3.2.3 Appraisals**

Staff directs patrons to sources in the Library but does not appraise materials.

### **3.2.4 School Assignments**

Under the assumption that learning to do research is part of the assignment, staff has the primary role of instruction in the use of Library tools and methodology, rather than the provision of specific "answers." Staff may suggest sources in the collection such as reference books, indexes, databases, and interlibrary loan.

### **3.2.5 Local History**

Staff members provide assistance with local history materials that are available at the information services desk. For more in-depth research see Luciano Guajardo Historical Collection Policy.

### **3.2.6 Genealogical Questions**

Staff will make every effort to supply helpful information to the patron, but will not undertake original research.

### **3.2.7 Consumer Advice**

Persons will be referred to the standard sources available on consumer products, but staff will not interpret the relative merits of specific products or services.

### **3.2.8 Translations, proofreading, and editing**

Staff members direct patrons to services in the library and online but do not provide these services.

### **3.2.9 Forms and applications**

Library staff are prohibited from assisting with forms requiring confidential information; however, general guidance may be provided.

## 3.3 Interlibrary Loan

The National Interlibrary Loan Code for the United States, (Attachment 3.3), section 108d of the Copyright law (PL94-553), and regional agreements with the Texas State Library and Archives Commission (TSLAC) govern interlibrary loan services.

### 3.3.1 General Guidelines

Materials not available in the Library's collection may be requested from another library through the interlibrary loan service.

The lending Library retains the right to decide in each case whether a particular item shall be provided, or whether the original or a photocopy will be sent.

### 3.3.2 Scope

The following materials are generally not available to Laredo Public Library patrons through interlibrary loan service:

- > Textbooks
- > Reference materials
- > Best Sellers or currently popular titles
- > Rare or unusual publications
- > Recently published materials
- > Test preparation materials
- > Genealogy materials
- > Telephone directories
- > Complete issues of newspapers or periodicals
- > Multimedia (DVDs, Video games, kits, Launchpads)

Requests for photocopies of specific pages or citations from reference materials and periodicals will be accepted.

Requests for materials owned by the Library will not be accepted unless they have been declared lost.

### 3.3.3 Circulation of Interlibrary Loan Materials

Interlibrary loan materials are circulated like other Library materials. Materials are held at the circulation desk and are checked out and checked in like regular Library materials. Full instructions for borrowing through Interlibrary Loan can be found on the Library's website.

**Requests** - Patrons must have a current Library card in good standing to submit requests and may submit requests in person via paper form (Form nos. 3.3.3.1 & 3.3.3.2) or via the Library's website.

**Notification** - Patrons will be informed by phone, mail, or email when materials are available or if materials cannot be obtained. Materials are held five (5) days after notification.

**Loan period** - The lending institution determines the interlibrary loan period.

**Renewals** - Patrons should make renewal requests to the Library at least five (5) days before the item is due. The lending institution will determine if the item can be renewed.

Failure to comply with Interlibrary Rules will result in suspension of services for a month. Repeated failure to comply will result in permanent suspension of services.



### **3.3.4 Fees and Fines**

The same overdue fine schedule for Library books applies to interlibrary loan materials. If the lending Library's fines exceed this, the patron is responsible for payment of the additional amount. The patron is responsible to the lending Library for lost or damaged materials. If an interlibrary loan item is lost, a check or money order must be made out to the lending institution.

### **3.3.5 Copyright Compliance in Photocopying**

When requests are received for photocopies of articles from periodicals, the Library will make every effort to comply with the Copyright Law (Title 17, United States Code).

## **4 SPECIAL SERVICES**

### **4.1 Programs**

Programs are planned to promote Library services and material checkouts, encourage reading and education, and enhance citizen's quality of life. Library programs shall not be commercial, religious, or political in nature. All Library-sponsored programs are free to the general public. Attendance is limited to the maximum occupancy load of the designated area in which the program will be held in compliance with City of Laredo Fire Codes.

#### **4.1.2 Tours**

Library staff will provide Library tours for classes and other groups to the extent that such tours do not place constraints on the normal operation of Library service (See Form no. 4.1.2 – Tour Request Form).

Tours shall be scheduled at least two (2) weeks in advance. Library staff levels will determine if a tour may be arranged for the desired day and the allowable group size.

The teacher must accompany the tour with the class. Additional adult supervision shall accompany any group over ten (10). One (1) adult per ten (10) students is advised.

The teacher shall visit the Library prior to the scheduled visit to obtain Library card applications. The Library may also fax or email a copy to the teacher. Completed applications shall be returned to the Library thirty (30) days prior to the tour. If a student is less than sixteen (16) years of age a parent's signature is required. Teachers are responsible for picking up and distributing library cards prior to the tour. Temporary or Photo ID Library cards may be issued in conjunction with school visits depending on staff availability and the size of the tour group.

The teacher shall consult with an appropriate staff member to confirm tour, no later than one (1) week before the scheduled visit.

#### **4.1.3 Author Events**

Authors wishing to host an individual event at the library may send us a request on our Contact Us page.

Please include the following information in your request:

- A filled-out Application for Room Use form explaining the desired room and equipment setup.
- Title, author, ISBN, publisher, and date of publication of book.
- If the book is nonfiction, please list your credentials or a description of your expertise in the area.
- A PDF copy of your book for review.

##### **Room availability:**

Library staff will contact you regarding room availability, pricing, dates, and times. Room availability will vary.

##### **Publicizing the event:**

The Library will not be responsible for the promotion or marketing of your event nor provide promotional or marketing materials.

##### **Cash Handling and Sales of Books:**

The Library cannot accept monies on behalf of an author(s). Authors are responsible for collecting all monies. No admittance fee may be charged, contributions solicited, or items other than your books be sold.

## **4.2 Youth Services**

### **4.2.1 Story hours, Puppet Shows, and Arts & Craft Activities**

The Library provides story hours, puppet shows, and arts & craft activities both regularly scheduled and by appointment for groups or classes.

Regularly scheduled story hours, puppet shows, and arts & craft activities require a signed registration form.

Story hours, puppet shows, and arts & craft activities by appointment should be scheduled at least two (2) weeks in advance. Library staff levels will determine if an event may be arranged for the desired day and the allowable group size.

The teacher must accompany the class and additional adult supervision should accompany any group over ten (10). One (1) adult per ten (10) children is advised.

### **4.2.2 Family Place Libraries™**

The Laredo Public Libraries have become part of the Family Place Libraries™ network, a national initiative to expand the role of the children's services department. The goal of Family Place is to strengthen the library's role as a resource, not only for early literacy and learning, but also for healthy child development and family support. Core elements of Family Place include specialized training for library staff, the creation of an early childhood space on the public floor, and the development of special programs in collaboration with local community agencies.

The centerpiece of the Family Place Library is the Parent-Child Workshop "1, 2, 3 Play with Me". This is a five-week program targeted to children, ages 1-3 years, and their parents/caregivers. Family units come to a room filled with toys that encourage creative play and learning. In addition to toys and books, the sessions include the availability of a well-respected expert who can provide information and answer concerns of caregivers on topics related to early child development.

"The Laredo Public Libraries Family Place Program is made possible in part by a grant from the Institute of Museum and Library Services to the Texas State Library and Archives Commission under the provisions of the Library Services and Technology Act (2016)."

## **4.3 Teen/Young Adult Services**

Teen/Young Adult programs are available at all locations.

### **4.3.1 TEEN ZONE (ONLY AT JOE A. GUERRA LIBRARY)**

Libraries are vital to today's teens in order for them to achieve a successful transition from childhood to adulthood and require a library space designed for them specifically. The Joe A. Guerra Laredo Public Library Teen Zone has been established to create a safe and comfortable space for teenagers, ages 12-19.

The Teen Zone is an area of the library that is governed by the library's general Code of Conduct that sets an expectation of respect for other library users, library staff and library property both in words and action. The library encourages teens to self-monitor each other, turn to Teen Department Staff for assistance as needed and enjoy this space that was created just for them.

A teenager engaging in disruptive behavior will be given one warning by Library Staff. After first warning is given, the teenager may be asked to leave or escorted out of the building by Library Security. Furthermore, such behavior may result in contacting the parents and/or police. Any incidents

involving 911 or emergency personnel will require that a written incident report be given to the Library Director. Repeated incidents may result in the permanent loss of library privileges.

*This policy was created and modified by using collected information from the Teen Space Guidelines as set forth by the Teen Space Guidelines Taskforce of Young Adult Library Services Association (YALSA) a division of the American Library Association.*

#### **4.3.2 TEEN ZONE SCHEDULE**

During the school year:

Teens will be provided with designated teen-only hours after 3:00 P.M. during the week, Monday through Friday, and all day on Saturdays and Sundays.

During school breaks:

Teens will be provided with designated teen-only hours all day.

Teen Department Staff will not censor a teen's selection of reading material and parents are responsible for deciding which items they feel are appropriate for their teenager.

#### **4.3.3 TAB**

The Library also has a Teen Advisory Board (TAB) which meets on a regular basis at the Joe A. Guerra Laredo Public Library. Members of TAB can earn community service hours for participating in meetings and programming. Full list of rules and bylaws for TAB can be viewed in Attachment 4.3.3.

#### **4.4 Adult Services**

Designed to meet the needs of the adults in our community, our adult services librarians are primarily here for the purpose of instruction. Program offerings may include but not be limited to: book discussion groups, computer classes, reader's advisory, tutorials and classes on databases and electronic resources.

#### **4.5 Mobile Services**

The Library has mobile services available to residents of Webb County. The mobile unit adheres to the same policies and procedures as all other City of Laredo libraries as described herein.

#### **4.6 Outreach**

##### **4.6.1 Definition**

Outreach is defined as all group-oriented programs and activities, which occur beyond the Library property that are intended to publicize the Library's materials and services. These are events in which the Library's name and resources are mentioned in the program (or in promotion and publicity); and in which Library involvement is by invitation or as an institutional co-sponsor. These may be, but are not limited to: Mobile unit site visits, puppet shows, book talks, visits, story hours, book discussion panels, civic or cultural events, and social agency events.

##### **4.6.2 Persons Receiving Services**

Outreach efforts are generally directed toward educational, non-profit groups within the Library's service area. Services to other groups requesting access to the Library's outreach programs will be provided as time and resources permit.

### **4.6.3 Criteria for Evaluating Program Request**

There are six (6) criteria for evaluation of program requests. Even if all program factors are favorable, however, a request may still be rejected. The Library will make all efforts to accept and attend invitations to provide outreach, but the Library is under no obligation to attend invitations to provide outreach activities. All outreach activity invitations will be evaluated by the criteria listed below. The Library may not approve requests that cannot successfully meet four (4) of the six (6) criteria.

1. Does the program promote books, learning, and/or libraries?
2. Are there no restrictions on program attendance?
3. Is this a not-for-profit event?
4. Is the event within the Library's service area?
5. Does the program's publicity list the Library as a participant?
6. Was the request received more than two (2) weeks in advance?

### **4.6.4 Program Cancellations**

Once a program request has been accepted the Library will make every effort to fulfill the agreement. In the event that the Library must cancel a promised program, a staff member will inform the host agency of that cancellation as soon as possible.

### **4.6.5 Unsolicited Program Proposals**

The Library will evaluate unsolicited program proposals based on the following criteria:

- Is it performing a public service?
- Are there no restrictions on program attendance?
- Does it promote books, learning, and/or libraries?
- Is this a not-for-profit event?
- What are the credentials of the person(s) proposing the program? Do those credentials pertain to the topic(s) being presented?
- Was the request received more than two (2) weeks in advance?

## 4.7 Room Use

### 4.7.1 Room Rentals

The following are available for rent at the Laredo Public Libraries: Multi-Purpose rooms, meeting rooms, computer labs and classrooms. Rooms are available for non-profit and profit making organizations and may not be used for social, religious, political or commercial purposes. A nonprofit organization must be a 501(c)(3) as defined by the IRS. A copy of the organization's current IRS 501(c)(3) status letter must accompany all applications. Profit-making organizations may use rooms for meetings or staff training sessions. Sales, distribution or promotion of merchandise for sale is not allowed. Individual profit-making organizations will be approved to use rooms no more than quarterly.

Any exhibition of copyrighted material i.e., video, music, documents, etc. must comply with United States Copyright Laws, which include Public Performance Rights. Proof of copyright compliance must be submitted at the time of room reservation.

Room use fees must be paid within two (2) weeks of application's approval. Reservation is not guaranteed until payment is received. Additional equipment use fees will also apply (See Fines, Fees and Personnel Services Schedule). Payments must be made in the form of a money order or check. Cash is not accepted. Failure to submit payment will result in the cancellation of the application. Cancellations must be submitted in writing. Fees paid will not be applied to future room rentals. Refund of total fees paid including those for equipment rental are made according to the following cancellation schedule:

- 61 – 90 calendar days in advance ...100%
- 31-60 calendar days in advance .... 75%
- 22-30 calendar days in advance .... 50%
- Under 21 calendar days ...no refund

All Library-sponsored programs or functions take precedence over new applicants for room use. All government entities including City Departments are also assessed fees and must also comply with all other requirements as stated herein.

Rooms will be reserved no more than three (3) months but at least two (2) weeks in advance. The application form will be filled out and signed by an authorized representative of the organization and approved by a Library staff designee. The application form (Form no. 4.7.1) is available at the circulation desk or online at [www.laredolibrary.org](http://www.laredolibrary.org). Applicants must select from available room setups. Special setups or reconfigurations will be accessed an additional fee. Reservations are made for one (1) - four (4) hour interval and include applicant preparations. An adult must sponsor and supervise youth groups. A ratio of one (1) adult per twenty-five (25) students is required. An authorized representative of the organization must be present one (1) hour before the scheduled event to confirm that setup and equipment requests are in order. No last minute set up changes or equipment requests will be honored.

Refreshments are not permitted in meeting rooms, the computer labs or the classrooms (No Exceptions). Refreshments are permitted in the Multi-Purpose Rooms but require prior Library Administration approval. Drinks containing red dye or greasy foods are strictly prohibited (No Exceptions). Menus must be submitted along with room application. Applicants will be notified within twenty-four (24) hours of application submittal. No alcoholic beverages are permitted without special permission from the City Council.

All meetings will be free and open to the public. Admission fees will not be charged. Meetings will end fifteen (15) minutes before the Library closes. Meeting rooms, the computer labs and the classrooms are available only during regular Library operating hours. The Multi-Purpose Meeting Rooms may be used beyond normal library hours with prior Library administration approval. Use of the room beyond normal Library hours will require additional fees for security services (See Fines, Fees and Personnel Services Schedule). The Library will contract security. One (1) security guard per one-hundred (100) persons attending a function is required. The rooms must be left clean and in

an orderly condition and will be inspected to insure readiness for the next group. An additional fee will be assessed if room is not left in its original condition. The classrooms and meeting rooms are equipped with tables and chairs. If furniture is moved, it must be returned to the original configuration before leaving. The City of Laredo and the Laredo Public Library are not responsible for accidents or injury caused by re-configuration of furniture set-up.

Groups using the classroom agree to indemnify and hold harmless the City of Laredo and the Laredo Public Library, its agents and its representatives from any and all suits, actions, claims, or demands of any character or nature arising out of, or brought on by, any injuries or damages sustained by any person as a consequence, or result of the use of the room, its furnishings or equipment. Groups using the classroom are responsible for the condition of the room. They will be billed for any damages to the room as a result of their use. Items to be displayed shall not be taped, tacked, or stapled to walls or moldings. The Library assumes no responsibility for any materials on display or items left behind.

Group conduct is the responsibility of the presiding officers or the contact person. The Library Director or designee will refuse application for any particular room if its intended use will disrupt the normal use of the Library. Disruptions include excessive traffic through common areas, distracting visuals or sound effects which attract attendees in excess of posted occupancy loads. The maximum occupancy for the Multi-Purpose Room is three hundred-fifty (350) persons depending on room configuration. Individual participant's misbehavior will result in expulsion and/or will result in denial of future use for the organization.

By applying for use of a room the sponsoring group acknowledges that the City of Laredo and the Laredo Public Library does not sponsor its activity. It also agrees that the City of Laredo and the Laredo Public Library will not be identified as parties associated in any way with the group's activities in any of its literature or publicity. The Library administration reserves the right to deny or withdraw permission for the use of any room to any organization that violates Library policies and procedures or if the room is needed for emergencies.

#### **4.7.1.2 Study Rooms**

Study rooms are available on a first-come first-served basis. Study rooms have maximum occupation loads posted which will not be exceeded. Study rooms equipped with computers are restricted to patrons age 18 and above. Study rooms will not be used for commercial purposes. Library Administration will set time limits depending on demand. Study rooms will be assigned as they become available. Due to high demand patrons may not reserve study rooms in advance. No refreshments or food are permitted. Study rooms must be left clean and in an orderly condition. Individuals or groups will not disturb other Library patrons. Library Administration reserves the right to deny use or terminate use of study rooms if they are being used for activities other than their intended use, or to any individual or group that violates Library policies and procedures.

#### **4.7.1.3 Media Services**

Some equipment will require operation and/or supervision by a trained Media Technician to ensure proper use, maintenance and longevity of specialized apparatuses (See Fines, Fees and Personnel Services Schedule).

The Laredo Public Library is not responsible for any equipment malfunction or operator error, which might cause damage to USB drives, CDs, DVDs, personal electronic devices (i.e. cellular telephones, digital cameras, laptop computers, iPads or other tablets, etc.) or computer software. The Library is not responsible for any malfunction or operator error, which might result in a loss of information or data in any media format. In addition, the Library is not liable for technical failures or operator errors, which might inhibit the quality, delay, or otherwise cause ineffective presentations and/or room use. All reasonable efforts will be made to accommodate the audio-visual needs of the user.

**4.7.1.4 Fines, Fees and Personnel Services  
Schedule**

\*As established by City of Laredo Ordinance 2012-0-145

(a) Fines, Fees and Personnel Services Schedule

*Room Use Fees:*

*For nonprofit organizations (per 4 hours):*

Multipurpose room (includes podium & handheld microphone)	\$150.00
Computer Labs*	\$200.00
Classrooms	\$ 50.00
Meeting rooms	\$ 50.00

*For profit-making organizations (per 4 hours):*

Multipurpose room, (includes podium & handheld microphone)	\$ 400.00
Computer Labs*	\$500.00
Classrooms	\$100.00
Meeting rooms	\$100.00
Special Room Set-up/Configuration	\$ 50.00
Coffee Service	\$1.25/cup

\*Requires media technician setup

<i>Refund cancellation schedule:</i>	
61-90 calendar days in advance	100%
31-60 calendar days in advance	75%
22-30 calendar days in advance	50%
Under 21 calendar days	no refund



*Equipment Use Fees:*

Television and DVD player, per day	\$ 40.00
Portable Media Projector w/Laptop Cart Set-up, per day	\$100.00
Portable Projection Screen, per day	\$ 10.00
Overhead projector, per day	\$ 20.00
Copy Stand, per day	\$ 50.00
Lapel Microphones, per day	\$ 30.00
Flip Charts, per day	\$ 10.00
White Board, per day	\$ 10.00
Coffee Urn	\$ 20.00

*Personnel Services Fees:*

After-hours security, per hour	\$ 50.00
Media technician, per hour	\$ 50.00
Custodial Services/Clean up Services	\$ 25.00

*Library materials fines and fees:*

Overdue book and Audio book on CD, per day, per item	\$0.35 (Max value of item)
Overdue music CD, and DVD, video game, per day, per item	\$1.00 (Max value of item)
Lost or Damaged Materials (Current cost of replacement plus processing fee)	\$ 5.00
Library card replacement	\$ 5.00
Temporary Library Card	\$1.00

*Office supplies and vending machine fees:*

Plain white paper 8.5 x 11, per page	\$ 0.10
Plain white paper 11 x 17 (when available), per page	\$ 0.15
Personal-hygiene products, each	\$ 0.25
Copier vending fee 8.5 x 11 –One-sided, per page	\$ 0.10

*Service fees:*

Computer printouts, B&W, 8.5 x 11 only, per page	\$ 0.10
Archival photo reproduction, per hour	\$ 30.00
Scanning services (8.5 x 11 only), per page	\$ 5.00
Exam proctoring by Librarian with MLS degree, per exam	\$ 30.00
In depth research by Librarian with MLS degree, 1 <sup>st</sup> hr	\$ 50.00 (Addtl hours \$20.00)
Local fax services, per page	\$ 1.00
Long distance fax services, 1 <sup>st</sup> page	\$ 2.00 (Addtl pages \$1.00)
Notary Service	As set by State of Texas

(Fee Schedule available at Front Desk)

*Passports:*

Execution fee, per application	As set by U.S. Dept. of State
Photo	\$15.00

## **4.8 Exhibits**

### **4.8.1 Scope**

Exhibit spaces such as display cases, walls, etc. in the Library may be used to display any Library-related theme or any not-for-profit, educational, recreational or cultural materials that are deemed appropriate. Partisan politics and matters applying to only one (1) faith, sect, cause or political viewpoint are not allowed. Displays of a commercial nature will not be accepted. Exhibits and related publicity not developed by Library personnel are subject to approval by Library Administration or designee.

The Library reserves the right to limit the size, number of items, the schedule of any display, and the frequency with which the group or organization may have a display. All exhibits and displays are offered to the Library on a voluntary, non-fee basis.

### **4.8.2 Application**

Application for exhibits will be reviewed on a first-come, first-served basis. The application shall be submitted to Library Administration or staff designee. The Library reserves the right to make decisions on the content, arrangement, and exhibit period of all exhibits. Exhibitors are required to sign an Exhibit Application Form (Form no. 4.8.2). Applications shall not be submitted more than six (6) months in advance or less than one (1) month in advance.

A "credit line" (i.e. a sign stating the sponsorship of the display) will be included in all displays.

### **4.8.3 Responsibility**

Exhibitor is responsible for the installation of the exhibit. Although the Library will make every effort to safeguard loaned materials, it assumes no responsibility for the preservation, damage or loss of exhibited items. The Library will notify exhibitors upon expiration of exhibition period. Exhibitors must retrieve items within one (1) week of notification. The Library reserves the right to discard exhibit materials not retrieved after notification.

## **4.9 Bulletin Board/Display of Materials**

The Laredo Public Library provides designated spaces for free distribution or display of informational brochures, flyers, pamphlets, and posters. Display of materials is consistent with the Library Bill of Rights (Attachment 5.1.1). All postings must receive prior approval by Library Administration or staff designee. Unapproved materials will be disposed of at the Library's discretion. The Library reserves the exclusive right to decide what can be posted. Library Administration will initial and date all approved materials.

The Library allows only limited space and limited time for posting. Materials will be removed after scheduled dates. Materials, which are not date-sensitive, will be displayed as long as space is available. Unless prior arrangement is made, the Library is not responsible for keeping posted materials. The same policies apply to any and all Library automated bulletin boards.

Priority items are displayed on a space available basis.

Library related items including Friends of the Library and Library Advisory Committee information will receive first priority for display purposes. Library related items may also include publications of organizations with which the Library has active partnerships.

Government publications will receive next priority for display purposes in the following order:

1. City of Laredo
2. County
3. State
4. Federal

Other items receiving priority for display purposes include:

- > Disaster preparedness information
- > Safety and first aid information
- > Voting information
- > Community awareness information
- > Continuing education or class schedules of local schools, universities and non-profit agencies
  - > Publicity of not-for-profit organizations or clubs or by organizations sponsoring a benefit for a not-for-profit organization
- > Community newspapers

Note: Due to space limitations, the Library can only accept items in priority categories for display and/or distribution.

Materials not allowed:

- > Non-historical political materials (including campaign posters, pamphlets, notices of rallies for specific candidates or issues, materials for parties or other social gatherings intended to promote the candidacy of a particular person or persons or a political issue)
- > Materials of profit-making groups advertising products or services for sale
- > Items promoting a particular religion or cause (brochures, pamphlets and posters of church sponsored cultural activities, camping, vacation Bible school, revivals, Bible classes or community festivities are not permitted)

**Note:** The Library will not censor or remove an exhibit or material from a bulletin board because some members of the community may disagree with its contents; however, material is subject to removal on the grounds of commercial intent or appearance.

Distribution or posting of materials by the Library does not necessarily indicate the Library's endorsement of the issue or events promoted by those materials.

## **4.10 Volunteers / Non-Court Ordered Community Service**

The Library reserves the right to choose volunteers and community service workers and assign their activities in accordance with established City of Laredo policies. Prospective volunteers or community service workers shall complete an application.

The Library does not accept court-ordered volunteer service.

## **4.11 Piano**

The Library owns a piano that is housed in the Main Library's Multi-Purpose Room. Students or private individuals may request to use the piano to practice. Availability will be based on the scheduling of the Multi-Purpose Room. The piano may be used for recitals that are free and open

to the public. It may not be used for profit unless a recital is a fundraiser for the Friends of the Library. All individuals or groups must adhere to the Library's policies governing the use of the Multi-Purpose Room.

The Library will tune the piano once a year. If a group wishes to have the piano tuned specifically for their recital or meeting, they will be responsible for paying a tuner approved by the Library.

## **4.12 Additional Services**

The Laredo Public Library also offers additional services to the community and the public at large.

### **4.12.1 Passports**

The Joe A. Guerra (Main Library) Laredo Public Library is a Passport Processing Facility. Members of the community and general public may come to the library for passport processing services. Passport photograph service is not available at the Library.

Fees for the processing service are determined by the United States Department of State. Passport processing days and times are determined by Library Administration and may vary.

### **4.12.2 Income Tax Assistance**

The Laredo Public Library offers free income tax assistance by volunteers during the tax season at select locations.

Tax assistance days and times are determined by Library Administration and may vary.

Tax assistance is only offered for a limited time during the year.

### **4.12.3 Community Partnership Services**

In addition to in-house sponsored services the Laredo Public Library has partnered with community organizations to offer other services and programs for the public. These services are provided by community organizations, and the Library only serves as a facility for these services and does not provide staff to conduct services or programs.

Additional services available may include GED classes, ESL classes, adult literacy classes, basic computer classes, and others.

These services are open to the public, but class size limits and class availability are determined by the person or organization conducting or sponsoring the event. Frequency, dates and times are also determined by the person or organization conducting or sponsoring the event.

### **4.12.4 Notary Services**

The Joe A. Guerra (Main Library) Laredo Public Library offers notary services to the public at restricted times and subject to staff availability. The fee schedule as set by the State of Texas is available in the Library Office.

## 5 MATERIALS SELECTION/COLLECTION DEVELOPMENT

### 5.1 Intellectual Freedom Statements

The Library adheres to the democratic principle of free access to Library materials for all people in the community—regardless of race, age, gender, ethnicity, sexual orientation or socioeconomic status—outlined in documents developed and approved by the American Library Association. These documents are as follows: The Library Bill of Rights (Attachment 5.1.1), Freedom to Read Statement (Attachment 5.1.2), Freedom to View Statement (Attachment 5.1.3), Free Access to Materials for Minors (Attachment 5.1.4), and the First Amendment (Attachment 5.1.5)

### 5.2 Selection Process and Selection Criteria

General selection criteria include:

- > Patron request/popularity/demand
- > Availability of material in surrounding area
- > Price, format, style, aesthetic qualities, technical aspects, physical characteristics, special features and ease of use
- > Scarcity of information in a subject area
- > Favorable book/journal reviews; inclusion in reputable bibliography
- > Importance of subject matter to the collection
- > Appropriateness of subject matter
- > Purpose of the resource
- > Intended audience
- > Impartiality
- > Depth, accuracy and breadth of coverage
- > Authority/credibility/popularity of the author
- > Authority/credibility of the publisher
- > Currency of the material
- > Comparison to other resources(s) available for purchase or already in the collection

The Library reserves the right to exclude material that it determines unsuitable for the collection based on selection criteria. The Library recognizes that many items are controversial and that they may offend some patrons. A serious work that illuminates some problem or aspect of life, however, will not be excluded solely because its language or subject matter may be offensive to some readers. Selections will not be made on the basis of any anticipated approval or disapproval, but solely on the literary merits of the work in relation to building the collection and to serving the interests of all readers.

Responsibility for the reading of children rests with their parents and legal guardians. Selection will not be inhibited by the possibility that controversial material may come into the possession of children.

### 5.2.1 Author Collection Policy

Authors wishing to have their book added to the Library's collection may send us a request on our Contact Us page.

Please include the following information in your request:

- Title, author, ISBN, publisher, and date of publication.
- Price and information on how or where to buy. The Library cannot purchase directly from the author and must purchase through approved City of Laredo vendors.
- Link(s) to the author's or book's website and/or links to reviews and media coverage, if available.
- Brief description of the book and its intended audience.
- Brief biography of the author.
- If the book is nonfiction, please list your credentials or a description of your expertise in the area.
- A PDF copy of your book for review.

#### Evaluation Criteria

- The book must meet the standards outlined in the aforementioned Materials Selection/Collection Development Policy.
- The credentials of the author will also be taken into consideration.
- Any positive reviews, independent or from more of the major review journals. Examples of professional review journals are Library Journal, Kirkus Reviews, and Booklist. Newspaper reviews are also helpful to the review process.
- It is imperative that the book be well-edited, so that errors including typographical, grammar, and spelling are removed.
- The book should have a sturdy and professional binding, high-quality images, and a good overall appearance.

#### Self-published materials

- Generally, the Library does not purchase self-published materials; however, if demand is high, the Library may consider self-published materials.
- Staff cannot review or provide reviews for self-published materials.

#### Submission guidelines:

Due to staff time, staff cannot discuss individual titles with authors nor will notify authors if materials have been added to the collection.

Authors may only submit two book submissions per year.

Unsolicited donations mailed to the Library will become property of the Library and may be used as the Library deems appropriate.

Any works not selected for the collection will not be returned to the author.

The Laredo Public Library will aim to keep donated books in the collection for a minimum of five (5) years. After five (5) years, the book may be removed due to make space for newer materials, low circulation, and/or condition.

### **5.3 Format of Materials**

The Library collection includes informational, educational and recreational Library materials for children and adults, including both English and Spanish-language materials.

The Library will collect and maintain materials in a variety of formats. Dependent on user demand, budget constraints, space considerations and suitability, new formats will be periodically added to the collection. Older formats (e.g., video cassettes and audio cassettes) will be phased out as user demand lessens.

Formats for Library materials include:

- > Books
- > Magazines
- > Newspapers
- > Microfilm
- > Maps
- > Electronic resources
- > DVDs
- > Video games
- > Databases
- > Websites

### **5.4 E-Library**

Residents in good standing with valid library cards have access to electronic resources via the Library's website, including electronic books, electronic audiobooks, electronic magazines, electronic comic books, streaming video, and streaming music. E-library materials may be used on a computer, tablet, or smartphone. Online electronic resources are not subject to fines and subject to their own loan periods.

The Library also provides access to electronic databases for research and study on the Library's website. Login information for certain resources available at all information desks. Some databases are only available in-house.

### **5.5 Limits of the Collection**

In consideration of user demand, appropriateness for the collection, budget constraints, available space, and other information sources available in the community (e.g., Internet, school libraries, community college and university libraries), the following types of materials will only be collected or maintained on a very limited basis by the Library:

- > Textbooks
- > Multiple copies of fiction or non-fiction titles
- > Government publications
- > Technical manuals
- > Scholarly or professional journals
- > Subjects for which there is limited demand

Other materials not included in the collection: materials that become obsolete in a short period of time, and condensed books.

### **5.6 Library Cooperation**

Participating in resource sharing programs such as TexShare—a program funded by the Texas State Library and Archives Commission—allows the Library to reach beyond its physical building to

obtain additional resources for our users. Many of the resource sharing services the Library enjoys—that are paid for with state and federal funds—would be cost-prohibitive for the Library to purchase. For example, TexShare services include statewide interlibrary loan (ILL) and remote and in-Library user access to a wide variety of electronic databases, including articles from thousands of newspapers, magazines, and scholarly and professional journals.

The Library may participate in additional resource sharing programs to increase access to a variety of collections, databases, and materials to its community.

## **5.7 Special Collections**

The Library maintains the following special collection(s):

**LOCAL HISTORY AND GENEALOGY** – a non-circulating collection of books, newspapers, microfilm, maps, periodicals and reference materials relating to local history and genealogy. This collection is used primarily by local and out-of-state lay researchers, as well as by Library staff. Many of the materials in this collection are “one-of-a-kind” and cannot be replaced; therefore, they are available for use in the Library only. Books and other materials are added to this collection as they become available for purchase, and through donations of materials in good physical condition that meet the Library’s criteria.

### **5.7.1 Luciano Guajardo Historical Collection Policy**

#### **Mission Statement**

To enable Library users to appreciate and study the history and culture of Laredo.

#### **Vision**

The Collection should foster and enhance an appreciation of the rich history and culture of the Laredo area. It should facilitate the study and research of all aspects of local history. When possible, modern technology should be used for the storage and retrieval of collection items. The Collection should house historically valuable materials in a manner that preserves their integrity for as long as possible.

#### **5.7.2 Purpose**

Collect, preserve and provide access to documents and materials that reflect the history and culture of Laredo.

#### **5.7.3 Goal**

Provide an efficient and effective system in order to identify, acquire, organize, preserve, promote and facilitate use of the Collection’s materials.

#### **5.7.4 Objectives**

- > To ensure the preservation of collection items
- > To develop and support an appropriate archives and records management system to protect and preserve collection items
- > To record the location of historic items outside the Library pertinent to the collection
- > To acquire or copy materials fitting the collection criteria



- > To catalog all collection items using appropriate technologies
- > To develop a database of relevant research materials
- > To provide electronic access to materials, where appropriate
- > To assist patrons requesting information in person or by telephone, letter, email, or “Ask a Librarian” website
- > To support other programs and organizations related to the history of Laredo
- > To promote the Collection through outreach programs

### **5.7.5 Scope**

Primary subjects collected are about Laredo and its past history. Other materials may be collected that deal indirectly with the primary subject.

### **5.7.6 Primary Region**

The general geographic region for collection subject matter is the area originally included in the historical Provincia del Nuevo Santander. The primary region is the area from the Nueces River to the United States-Mexico border region, including Mexican border towns whose history is important to Laredo. Other regions are those where historic events had an impact on developments in the Laredo area.

### **5.7.7 Holdings**

Formats of collection shall include the following:

Architectural drawings	Folios and paintings	Postcards
Artifacts	Government Documents	Posters
Audio recordings	Maps	Recording of oral interviews
Clippings	Microfilms	Slides
Compact discs	Monographs	Serials
Diaries and journals	Newspapers	Telephone and city directories
Digital information	Original manuscripts	Video recordings
Documents	Photocopies	Yearbooks
Family trees	Photographs	

### **5.7.8 Subjects**

The subjects collected include the following:

- > Geography of Laredo and the surrounding area
- > Books and materials produced by Laredo authors and information about the authors
- > Family histories and genealogical information related to Laredo
- > Cultural, social, and economic events in the primary region
- > Information on local personalities
- > Spain’s history related to the development of Laredo
- > Information from and about the archives of Spain, Mexico, Texas, and the United States related to Laredo
- > History of Mexico and Texas

### **5.7.9 Historical Materials Committee**

The Historical Collections Librarian may consult with and hear recommendations of the Historical Materials Committee on any matter affecting the collection, including the acquisition and withdrawal of materials. Members may include persons from the Webb County Historical Commission,

Texas Historical Commission, the Webb County Heritage Foundation, the Historic Preservation Office/Planner of the City of Laredo, and other qualified persons.

#### **5.7.10 Responsibility for Selection and Ordering**

Responsibility rests with the Historical Collections Librarian who may consult with the committee, colleagues, and Library patrons. Materials acquired for the collection may be subject to the following factors: historical importance, relevance to the collection, user demand, local need, availability, and cost.

#### **5.7.11 Guidelines and Rules of Use**

Patrons who use the Luciano Guajardo Historical Collection must first agree to follow the Guidelines and Rules of Use (Attachment 5.7.11) and must abide by the following:

5.7.11.1 Visitors must sign the log and agree to abide by the Guidelines and Rules of Use. Users may be asked for identification and must register before using materials.

5.7.11.2 Some personal property may not be allowed in the service area. This includes but is not limited to briefcases, bags, purses, and books. Exceptions to this must be approved by the Historical Collections Librarian.

5.7.11.3 Materials in the Historical Collection are not checked out.

5.7.11.4 Visitors are not allowed in the shelving area. Only Library staff may search for books and materials in the shelves.

5.7.11.5 Only pencil and paper can be taken into the service area. Any other resources must be approved by the Historical Collections Librarian. Marking tools other than pencils not allowed.

5.7.11.6 Use of personal computers and smart phones is generally allowed but requires approval by the Historical Collections Librarian or Library staff.

5.7.11.7 Gum, food, and liquids are not permitted.

5.7.11.8 All materials used in service area are subject to inspection. Materials used in the service area must be presented for inspection prior to visitor's departure.

5.7.11.9 Library staff will monitor the use and handling of materials at all times. Visitors must follow their instructions.

5.7.11.10 Visitors must not mark-on, alter, fold, change, or damage materials.

5.7.11.11 Requests for photocopies are handled on a case-by-case basis. Some materials may not be photocopied because of condition or other restrictions. The use of cameras, smart phones, and/or video equipment for photographing or recording images for reproduction or publication requires special permission from Library Administration or staff designee. An appointment must be made ahead of time. Library Staff will photocopy for you; current Library copy fees will apply.

5.7.11.12 Visitors must maintain the existing order of unbound materials.

5.7.11.13 Volumes must lie flat on the table and pages turned carefully by the edges. Books may not be propped on their edges on the table.

#### **5.7.12 Donations**

All donations to the Historical Collection are gratefully accepted subject to the donation policy of the Joe A. Guerra Laredo Public Library. All donations are subject to the following:

- > The Library reserves the right to treat donated items by any preservation or conservation technique necessary, such as reconstruction, refurbishing, or repair.
- > The Library receives donated items with all rights of reproduction, publication, and duplication.
- > A gift or donation is accepted without the condition that it be exhibited or kept intact.
- > Donations are not accepted on a semi-permanent loan basis.
- > Donations and gifts are not appraised for income tax or any other purpose.

- > A donation form (Attachment 5.7.12) must be filled out to receive acknowledgement by Library Administration.

### **5.7.13 Reproduction and Use of Archival Materials**

Permission to publish or display copies of photographs from the Historical Collection must be granted in writing. Permission is granted for one (1) -time use in one (1) publication, in one (1) edition, in one (1) language, and in one (1) display. Publications or display permission is due for each subsequent reprinting or display. A reproduction will not be further reproduced, published, or displayed or given to another person or made available to another person or institution without the written consent of the Joe A. Guerra Laredo Public Library. Negatives of photographic reproductions remain with the Library. Responsibility for questions of copyright and other rights relating to permission to publish or use archival material is assumed by the signer of the agreement who also is responsible for any expenses incurred in procuring reproductions.

The following credit line must appear on the same page, display, or image: Joe A. Guerra Laredo Public Library, Laredo, Texas. The credit line may appear at the beginning or at the end of the work or television program.

When a photograph or other resource from the Joe A. Guerra Laredo Public Library is published, a copy of the work must be presented without charge to the Joe A. Guerra Laredo Public Library.

Two (2) months' notice must be given for the use of photographic and other archival material for reproduction or publication. Any exception to this must be approved by the Historical Collections Librarian.

In making copies, only Library staff may handle photographs, negatives and other materials. No original photographs or other archival items shall be taken from the Library for reproduction or other use.

Users must conform to the laws of copyright, literary property rights, libel and other rights related to the use of materials.

The Library Administration or staff designee must approve exceptions to these regulations. Form number 5.7.13 must be filled out to request permission to use photographs or other images of resources in the Collection for reproduction or publication.

### **5.7.14 Library Advisory Committee Recommendation**

The Library Advisory Committee recommended that continuous effort be made to locate relevant subject materials for the collection (action taken on October 16, 1996).

## **5.8 Interlibrary Loan Policy and Procedure**

Interlibrary loan is used to supplement service to Laredo Public Library patrons. By this means, the Library attempts to make available materials it does not own or which fall outside the scope of this collection (See ILL Policy).

## **5.9 Gift Donation and Memorial Policy**

The Library accepts gifts and/or memorials from patrons. Gifts are accepted as long as no restriction is placed upon their use. Acceptance of gifts (of books, art, and other items) will be determined by Library Administration or staff designee on the basis of their suitability to the Library's purposes and needs in accordance with the Library's stated material selection policy.

All donated materials become the property of the City of Laredo. The Library has full authority over any gift after its acceptance. The Library reserves the right to utilize donations in the best possible way so as to be of greatest benefit to the community. This includes but is not limited to being

given to other organizations or sold at the Friends of the Library Book Sale. The Library has the right to discard any gifts in poor physical condition (e.g., brittle paper, water or mildew damage, torn and/or missing pages) or if the items fail to meet the selection criteria.

Gift values will not be appraised. No estimate of value or record of donated items will be furnished. The staff can only evaluate the Library's need for the materials, and cannot place a monetary value on such materials.

Anyone donating books and other items will be asked to read and sign the appropriate donation form (Form no. 5.9 for the general collection or form no. 5.7.12 for the Historical Collection) to receive acknowledgment by Library Administration.

### **5.10 Weeding and Discarding**

Materials that no longer meet the stated objectives of the Library will be systematically withdrawn on a continual basis according to the accepted professional practices described in the Texas State Library and Archives Commission publication, *The CREW Method: Expanded Guidelines for Collection Evaluation and Weeding*. These criteria may include, but is not limited to, the following:

- > Condition - worn, damaged, or badly marked items > Low usage, especially duplicate copies
- > Outdated/obsolete/inaccurate contents > Superseded editions

Disposition and replacement of Library materials weeded will be at the discretion of Library Administration or staff designee, subject to all relevant provisions of the Charter of the City of Laredo, and the statutes of the State of Texas.

### **5.11 Replacement and Duplicates Policy**

The Library will replace materials on an as-needed basis, based on selection criteria.

### **5.12 Purchase Recommendation**

The Library will consider all requests to acquire specific materials. The Library is under no obligation to fill any particular request if the item is deemed unsuitable for the collection based on selection criteria. Any patron who would like to request a specific item for purchase should fill out a Purchase Recommendation Form (form no. 5.12) or fill out the online form from the Library's website.

### **5.13 Request for Reconsideration of Library Materials**

Books and other materials will not be removed from the Library's collection simply at the request of a Library user. Patrons requesting that Library materials be removed or reclassified must completely fill out a Request for Reconsideration Form (form no. 5.13.1) and submit it to Library Administration. The Library Selection Committee, made up of a Library Administrator, Information Services Librarian, Public Services Librarian and a designated member of the Library Advisory Committee will review all requests for reconsideration of materials. The names of the Library Selection Committee members, as well as the committee discussions, will remain confidential.

Requesters must hold a valid library card that is in good standing and reside within Webb County. Complaints will be reviewed and a response issued within thirty (30) days. Material will remain on the shelf during the reconsideration process. Patrons who submit requests will be notified of the Library Selection Committee's decision.

#### **5.14 Re-evaluation of Collection Development Policy**

Library Administration will review the Library's collection development policy periodically to ensure that the Library's goals and mission are being met. Part or all of the policy may be amended during these reviews.

#### **5.15 Purchasing**

The Library adheres to the City of Laredo's purchasing policy and procedure as dictated by Texas Law.

## **6 TECHNOLOGY**

### **6.1 Computer Use**

Residents of Webb County, Texas wishing to use a computer at the Laredo Public Library must present a valid Laredo Public Library borrower's card in good standing (clear record of any fines and/or overdue materials). Non-residents must present a valid picture ID to obtain a visitor's pass. The Library's computer policy is subject to the guidelines and restrictions set by the City of Laredo Department of Information Services and Telecommunications (I.S.T.).

### **6.2 Internet Policies**

#### **6.2.1 General Statement**

To fulfill the mission of providing public access to information in all type of formats, the Laredo Public Library provides internet access.

#### **6.2.2 Disclaimer**

The Library is not responsible for inaccurate, incomplete, dated or offensive information that may be obtained through the Internet.

#### **6.2.3 Filtering**

As required by the Children's Internet Protection Act (CIPA), the Library has implemented filtering software. The Library cannot guarantee that the filtering software will block all harmful material that is harmful to minors; nor can the Library guarantee that Internet filtering will not restrict access to legitimate websites. Patrons may request that access to these sites be added to the unrestricted list by filling out a Reconsideration of Website Access Form (form no. 6.2.3). All reconsideration requests will be forwarded to the I.S.T department.

#### **6.2.4 Rules and Regulations**

- 6.2.4.1 Parents or legal guardians of minor children assume responsibility for their children's internet use. Library staff cannot and will not act in the place of parents in providing supervision of children.
- 6.2.4.2 Accessing inappropriate materials on the internet is strictly prohibited.
- 6.2.4.3 Computer use is on a first-come first-served basis. Usage is limited to two (2) one (1) hour sessions with a valid library card, or a visitor's pass, with option to extend access time subject to availability. No reservations are allowed.
- 6.2.4.4 Questions or problems regarding computer use should be referred to Library staff. Library staff will provide basic technical assistance.
- 6.2.4.5 Installation, downloading, or modification of software or computers is prohibited.
- 6.2.4.6 Users must end their session and leave the computer workstations when asked to do so by authorized Library staff.
- 6.2.4.7 Users will respect the privacy of others, and will refrain from attempting to view or to read materials being used by others.
- 6.2.4.8 Users will respect copyright laws and licensing agreements.
- 6.2.4.9 Misuse of Internet access or any violation of the Rules & Regulations stated herein may result in the loss of computer privileges.

## **6.3 Library Equipment**

### **6.3.1 Computers, headphones, etc.**

Computers and headphones are available on a first come, first served basis for two (2) one (1) - hour intervals. Use beyond two (2) hours may be permitted based on availability.

The Library will not be responsible for erasure or damages to the patron's files while using the computer. The Library will not be responsible for data storage devices (eg. pin drives) left behind. Programs with extensive sound effects should be avoided. Duplication of copyrighted software is prohibited.

### **6.3.2 Office Supplies**

Patrons must provide their own office supplies (e.g. paper, correction fluid/tape, pens, pencils, tape, staples, paper clips, etc.)

### **6.3.3 Phones**

Except for emergencies, patrons are not allowed to use Library phone. No collect calls are accepted for patrons or staff. The Library will not page patrons unless it is an emergency.

### **6.3.4 Copy Machine and/or Computer Printouts**

Coin-operated copy machines are available. Cost for a black and white copy is \$0.10 per page. The user is responsible for any violations of copyright law. The Library is not responsible for the quality of copies and will not refund money.

Printouts are also subject to copyright laws. Printouts may be retrieved at the circulation desk for \$0.10 per page for a black and white copy. Unclaimed print jobs will be deleted at the end of the day.

When picking up printouts that contain sensitive information, such as date of birth and/or Social Security Number (SSN), patrons will be required to present valid identification that matches that of the documents. Examples of such printouts include, but are not limited to, W-2s, 1040s, tax forms, etc.

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**FORM NO. 1.6 – FEEDBACK FORM**



**LAREDO PUBLIC LIBRARY  
FEEDBACK FORM**

Name: \_\_\_\_\_ Library Card Number: 23198  
Address: \_\_\_\_\_ City: \_\_\_\_\_  
County: \_\_\_\_\_ Zip: \_\_\_\_\_ Phone number: \_\_\_\_\_  
Email Address: \_\_\_\_\_

**CONCERN:** Please describe in as much detail as you consider essential. If you have suggestions for improving or solving the problem please include these.

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**COMMENTS/SUGGESTIONS**

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\_\_\_\_\_  
Signature

\_\_\_\_\_  
Date





**FORM No. 2.2.4 - INSTITUTIONAL BORROWER LIBRARY CARD REGISTRATION FORM**



Barcode #: 23198

City of Laredo  
Laredo Public Libraries  
Institutional Borrower Library Card Registration Form

Please print and fill out completely.

Name of Institution: \_\_\_\_\_ Phone number: \_\_\_\_\_

Mailing Address: \_\_\_\_\_ City: \_\_\_\_\_ Zip: \_\_\_\_\_

Email address: \_\_\_\_\_ Fax: \_\_\_\_\_

Street Address (if different from above): \_\_\_\_\_

Name/Title of Director: \_\_\_\_\_

Name/Title of up to three other authorized borrowers:

1. \_\_\_\_\_
2. \_\_\_\_\_
3. \_\_\_\_\_

As the official representative of this organization, I authorize any of the above to borrow library material for the use of the institution's population. The institution accepts full financial responsibility for all materials borrowed on the card issued and agrees to abide by all rules applicable to use of materials. I acknowledge that this application must be renewed annually to be in effect.

Signature of official representative:

\_\_\_\_\_

\_\_\_\_\_

Print name

Do not write below this line

Patron ID checked \_\_\_\_\_

Site/Branch \_\_\_\_\_

Staff Verification \_\_\_\_\_

Date \_\_\_\_\_

**FORM No. 2.2.6 – TEXSHARE CARD APPLICATION**



**LAREDO PUBLIC LIBRARIES**  
1120 E. CALTON ROAD  
LAREDO, TEXAS 78041  
(956) 795-2400  
(956) 795-2403 FAX



TexShare borrowers may borrow up to four (4) books.

Library Non-Patron

\* Library Patron

LPL Barcode #: \_\_\_\_\_ Library Card # 23198

TexShare Borrower ID #: \_\_\_\_\_ Library Card Issue Date: \_\_\_\_\_

TexShare Card Expiration Date: \_\_\_\_\_ TexShare Card Expiration Date: \_\_\_\_\_

\*(TexShare cards require having had an LPL card for at least 6 months and that applicants be at least 18 years of age)

Please Print

Name: \_\_\_\_\_  
Last First Middle Initial

Phone number: \_\_\_\_\_ Email address: \_\_\_\_\_

Mailing Address: \_\_\_\_\_ City: \_\_\_\_\_ Zip: \_\_\_\_\_

Street Address: \_\_\_\_\_

Name of Issuing Library (Non-Patron): \_\_\_\_\_

Issuing Library City (Non-Patron): \_\_\_\_\_

For more information regarding the TexShare program, visit: <https://www.tsl.texas.gov/texshare/>

Your signature below indicates your acceptance of the following rules for its use:

- Present identification as required.
- Observe the regulations of the lending Library/Laredo Public Library.
- Return materials in person or by first class insured mail.
- Pay charges assessed for late return, damage, or loss of materials.
- Surrender the card if requested to TexShare Library staff.
- Give prompt notice of address change or loss of card.

**Signature:**

**Date:**

\_\_\_\_\_



**FORM No. 3.3.3 - INTERLIBRARY LOAN FORM**

**LAREDO PUBLIC LIBRARY  
INTERLIBRARY LOAN FORM  
PLEASE PRINT ALL INFORMATION**

Date of Request: \_\_\_\_\_

**REQUESTED ITEM INFORMATION**

**\*\*In order to avoid possible delay, PLEASE PRINT LEGIBLY\*\***

Title: \_\_\_\_\_  
Author: \_\_\_\_\_  
Best Seller: Yes \_\_\_ No: \_\_\_ | Audiobook? Yes: \_\_\_ No: \_\_\_  
Other media: DVD \_\_\_ Other \_\_\_\_\_  
ISBN: (Optional) \_\_\_\_\_  
Spanish Title: Yes \_\_\_ No \_\_\_

**REQUESTER INFORMATION**

**\*\*In order to avoid possible delay, PLEASE PRINT LEGIBLY\*\***

Name: \_\_\_\_\_  
Phone #: (        ) \_\_\_\_\_  
Library Card #: 2319800 \_\_\_\_\_  
Email: \_\_\_\_\_  
**You will be contacted via email once your request has been received by ILL staff.**

**PICK UP LOCATION:**

- |  |  |
|--|--|
| <input type="checkbox"/> <b>MAIN BRANCH</b><br>1120 E. Calton Rd.    | <input type="checkbox"/> <b>MCKENDRICK OCHOA SALINAS</b><br>1920 Palo Blanco St. |
| <input type="checkbox"/> <b>BRUNI BRANCH</b><br>1120 San Bernardo    | <input type="checkbox"/> <b>BARBARA FASKEN BRANCH</b><br>15201 Cerralvo Dr.      |
| <input type="checkbox"/> <b>INNER CITY BRANCH</b><br>202 W. Plum St. |  |

**STAFF USE ONLY**

DATE: \_\_\_\_\_ ILL #: \_\_\_\_\_  
UNFILLED: YES NO      PATRON CONTACTED: YES NO

CONDITION: \_\_\_\_\_  
NOTES: \_\_\_\_\_

**INTERLIBRARY LOANS**

For more information regarding interlibrary loans, please contact: (956) 795-2400

**RENEWALS**

Requests for renewals must be made **FIVE DAYS PRIOR** to the due date.



**FORM No. 3.3.3.P - INTERLIBRARY LOAN PERIODICAL FORM**

**LAREDO PUBLIC LIBRARY**

**ILL PERIODICAL FORM**

PLEASE PRINT ALL INFORMATION

Date of Request: \_\_\_\_\_

**REQUESTED ITEM INFORMATION**

**\*\*\*In order to avoid possible delay, PLEASE PRINT LEGIBLY\*\***

Article Title: \_\_\_\_\_

Author(s): \_\_\_\_\_

Journal Title: \_\_\_\_\_

Volume: \_\_\_\_\_ Issue: \_\_\_\_\_ Month/Year: \_\_\_\_\_ Page(s): \_\_\_\_\_

ISSN #: \_\_\_\_\_

Verified by: \_\_\_\_\_

**REQUESTER INFORMATION**

**\*\*In order to avoid possible delay, PLEASE PRINT LEGIBLY\*\***

Name: \_\_\_\_\_

Phone #: (        ) \_\_\_\_\_

Library Card #: 2319800 \_\_\_\_\_

Email: \_\_\_\_\_

You will be contacted **via email** once your request has been received by ILL staff.

**PICK UP LOCATION:**

**MAIN BRANCH**  
1120 E. Calton Rd.

**BRUNI BRANCH**  
1120 San Bernardo

**INNER CITY BRANCH**  
202 W. Plum St.

**MCKENDRICK OCHOA SALINAS**  
1920 Palo Blanco St.

**BARBARA FASKEN BRANCH**  
15201 Cerralvo Dr.

**STAFF USE ONLY**

DATE: \_\_\_\_\_ ILL #: \_\_\_\_\_

UNFILLED: YES NO      PATRON CONTACTED: YES NO

CONDITION: \_\_\_\_\_

NOTES: \_\_\_\_\_

**NOTICE—WARNING CONCERNING COPYRIGHT RESTRICTION**

The Copyright Law of the United States (Title 17, United States Code) governs the making photocopies or either reproductions of copyrighted materials under certain conditions specified in the law, libraries and archives are authorized to furnish a photocopy or other reproduction. One of these specified conditions is that the photocopy or reproduction is not to be "used for any purpose other than private study, scholarship, or research." If a user makes a request for, or later uses, a photocopy or reproduction for purposes in excess of "fair use", that user may be liable for copyright infringement. This institution reserves the right to refuse to accept a copying order if in its judgements, fulfillment if the order would involve violation of the Copyright Law.

**FORM No. 4.7.1 - APPLICATION FOR USE OF ROOMS**  
**LAREDO PUBLIC LIBRARY**  
**APPLICATION FOR USE OF ROOMS**

Organization: \_\_\_\_\_  
 Contact Person/Title: \_\_\_\_\_  
 Address: \_\_\_\_\_  
 \_\_\_\_\_ Zip: \_\_\_\_\_  
 Phone: \_\_\_\_\_ Email Address: \_\_\_\_\_  
 Date Requested: \_\_\_\_\_ Date(s) of Meetings \_\_\_\_\_  
 Time Meeting Will Convene: \_\_\_\_\_ Will Adjourn: \_\_\_\_\_

- Non-profit Organization (Copy of current IRS 501(c)(3) status letter must accompany application.)  
 For-profit Organization

Purpose of Meeting: \_\_\_\_\_

Number of Expected Attendance: \_\_\_\_\_

Room	Auditorium Style	Classroom Style
<b>Joe A. Guerra Public Library (Main Library)</b>		
Multi-purpose Room	350	100
Meeting Room	Varies	Varies
Classroom	N/A	25
<b>McKendrick Ochoa Salinas Branch Library</b>		
Community Room	50	30
Classroom	N/A	25
Computer Lab	N/A	18
<b>Lamar Bruni Vergara Inner City Branch Library</b>		
Multi-purpose Room	50	35
Classroom	N/A	25
Computer Lab	N/A	18

Room-Setup:  Classroom Style       Auditorium Style       Special Setup (additional fee)

Special Needs: \_\_\_\_\_

Equipment Needs: \_\_\_\_\_

Applicable Fees: Use of Room \_\_\_\_\_ Security Fee \_\_\_\_\_ Custodial Fee\* \_\_\_\_\_  
 Media Technician Fee \_\_\_\_\_ Equipment Fee \_\_\_\_\_ Special Set-up \_\_\_\_\_

\*Assessed if room is not left in original condition

Menu/Refreshments (Multi-purpose or Community Room Only): \_\_\_\_\_

The applicant agrees to obey the policy of the library to use the meeting room properly.

Signature: \_\_\_\_\_ Date: \_\_\_\_\_

Payment Due by: _____	Payment Received: _____	Check #: _____
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**FORM No. 4.7.2 – TOUR REQUEST FORM**

**LAREDO PUBLIC LIBRARY  
TOUR REQUEST FORM**

Tours shall be scheduled at least two (2) weeks in advance.  
Library staff levels will determine if a tour may be arranged for the desired day and the allowable group size.

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Please read our Tour Policy. Complete and return this Tour Request Form if you would like to schedule a tour. Signing this form signifies that you have read and agree to our tour policy.

Tour Date: \_\_\_\_\_ Time: \_\_\_\_\_ to \_\_\_\_\_

Group Name: \_\_\_\_\_ Phone: \_\_\_\_\_

Address: \_\_\_\_\_ Fax: \_\_\_\_\_

City: \_\_\_\_\_ State: \_\_\_\_\_ Zip: \_\_\_\_\_

Group Size: \_\_\_\_\_ Age Group: \_\_\_\_\_ Number of Adults \_\_\_\_\_  
(1 per 10 Children)

Special Needs/Requests: \_\_\_\_\_

Puppet show: \_\_\_\_\_ Storytime: \_\_\_\_\_

Person Booking Tour: \_\_\_\_\_

Contact Person: \_\_\_\_\_ Phone: \_\_\_\_\_

Address: \_\_\_\_\_ Fax: \_\_\_\_\_

Email address: \_\_\_\_\_

City: \_\_\_\_\_ State: \_\_\_\_\_ Zip: \_\_\_\_\_

\_\_\_\_\_  
Signature of person completing this form      Date

**FORM No. 4.8.2 - EXHIBIT APPLICATION AND RELEASE FORM**

**LAREDO PUBLIC LIBRARY  
EXHIBIT APPLICATION AND RELEASE FORM**

Date Submitted: \_\_\_\_\_

Organization: \_\_\_\_\_

Contact Person, Title: \_\_\_\_\_

Email address: \_\_\_\_\_

Address: \_\_\_\_\_

City: \_\_\_\_\_ Zip: \_\_\_\_\_ Phone: \_\_\_\_\_

Desired Exhibit Dates: \_\_\_\_\_

Exhibit will be picked up on: \_\_\_\_\_

Description of loaned materials:

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**Library Exhibit Space Policy**

Exhibit spaces such as display cases, walls, etc. in the Library may be used to display any Library-related theme or any not-for-profit, educational, recreational or cultural materials that are deemed appropriate. Partisan politics and matters applying to only one (1) faith, sect, cause or political viewpoint are not allowed. Exhibits and related publicity not developed by Library personnel are subject to approval by Library Administration or designee.

Application for exhibits will be reviewed on a first-come, first-served basis. The application shall be submitted to the Library Administration. The Library reserves the right to make decisions on the content, arrangement, and exhibit period of all exhibits. Exhibitors are required to sign an Exhibit Application Form. Applications shall not be submitted more than six (6) months in advance or less than one (1) month in advance.

Exhibitor is responsible for the installation of the exhibit. Although the Library will make every effort to safeguard loaned materials, it assumes no responsibility for the preservation, damage or loss of exhibited items. The Library will notify exhibitors upon expiration of exhibition period. Exhibitors must retrieve items within a week of notification. The Library reserves the right to discard exhibits materials not retrieved after notification.

**The applicant agrees to obey the Library exhibit space policy.**

Signature: \_\_\_\_\_ Date: \_\_\_\_\_

## FORM No. 5.7.11 - HISTORICAL COLLECTION GUIDELINES AND RULES

JOE A. GUERRA LAREDO PUBLIC LIBRARY  
LUCIANO GUAJARDO HISTORICAL COLLECTION  
GUIDELINES AND RULES

BY REGISTERING IN LOG, USER AGREES TO ABIDE BY THESE RULES

The Luciano Guajardo Historical Collection is an archive and collection of books, documents, and materials about Laredo and the surrounding area. The Collection is open to those who agree to abide by these guidelines and rules.

1. Visitors must sign the log and agree to abide by the Guidelines and Rules of Use. Users may be asked for identification and must register before using materials.
2. Some personal property may not be allowed in the service area. This includes but is not limited to briefcases, bags, purses, and books. Exceptions to this must be approved by the Historical Collections Librarian.
3. Materials in the Historical Collection are not checked out.
4. Visitors are not allowed in the shelving area. Only Library staff may search for books and materials in the shelves.
5. Only pencil and paper can be taken into the service area. Any other resources must be approved by the Historical Collections Librarian. Marking tools other than pencils not allowed.
6. Use of personal computers and smart phones is generally allowed but requires approval by the Historical Collections Librarian or Library staff.
7. Gum, food, and liquids are not permitted.
8. All materials used in service area are subject to inspection. Materials used in the service area must be presented for inspection prior to visitor's departure.
9. Library staff will monitor the use and handling of materials at all times. Visitors must follow their instructions.
10. Visitors must not mark-on, alter, fold, change, or damage materials.
11. Requests for photocopies are handled on a case-by-case basis. Some materials may not be photocopied because of condition or other restrictions. The use of cameras, smart phones, and/or video equipment for photographing or recording images for reproduction or publication requires special permission from Library Administration or designee. An appointment must be made ahead of time.
12. Library Staff will photocopy for you; current Library copy fees will apply.
13. Visitors must maintain the existing order of unbound materials.
14. Volumes must lie flat on the table and pages turned carefully by the edges. Books may not be propped on their edges on the table.
15. Visitors assume responsibility for conforming to the laws of copyright, literary property rights, and libel.

By registering, I agree to abide by these rules of use.

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**Signature**

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**Date**

**FORM No. 5.7.12 - HISTORICAL COLLECTION DONATION POLICY FORM**

JOE A. GUERRA LAREDO PUBLIC LIBRARY  
LUCIANO GUAJARDO HISTORICAL COLLECTION  
DONATION POLICY AGREEMENT

1. The Luciano Guajardo Historical Collection encourages donations of materials which may further our understanding of the history of the City of Laredo.
2. All donations to the Historical Collection are gratefully accepted subject to the donation policy of the Joe A. Guerra Laredo Public Library.
3. The Library reserves the right to treat donated items by any preservation or conservation technique necessary such as reconstruction, refurbishing, or repair.
4. The Library receives donated items with all right of reproduction, publication, and duplication.
5. A gift or donation is accepted without the condition that it be exhibited or kept intact.
6. Donations and gifts are not appraised for income tax or any other purpose.

**I have read and agree to abide by the donation policy hereby described and I hereby donate the item(s) listed below to the Joe A. Guerra Laredo Public Library.**

Date of Donation: \_\_\_\_\_

Print Full Name: \_\_\_\_\_

Permanent Address: \_\_\_\_\_

City and State: \_\_\_\_\_

Phone: \_\_\_\_\_

Item(s) Donated: \_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

Signature of Donor(s): \_\_\_\_\_

Signature of Librarian: \_\_\_\_\_

# FORM No. 5.7.13 - HISTORICAL COLLECTION USE OF MATERIALS

JOE A. GUERRA LAREDO PUBLIC LIBRARY  
LUCIANO GUAJARDO HISTORICAL COLLECTION  
REPRODUCTION AND USE OF ARCHIVAL MATERIAL AGREEMENT

1. Permission to publish or display copies of photographs, digital images or other items from the Historical Collection must be granted in writing. Permission is granted for one-time use in one publication, in one edition, in one language, and in one display. Publications or display permission is due for each subsequent reprinting or display. A reproduction will not be further reproduced, published, or displayed or given to another person or made available to another person or institutions without the written consent of the Joe A. Guerra Laredo Public Library. Negatives of photographic reproductions/digital images remain with the Library. Responsibility for questions of copyright and other rights relating to permission to publish or use archival material is assumed by the signer of this agreement who also is responsible for any expenses incurred in procuring reproductions.
2. The following credit line must appear in close proximity to the image or in a special section devoted to credits in clearly visible and legible type:  
Joe A. Guerra Laredo Public Library, Laredo, Texas  
The credit line may appear at the beginning or at the end of the work or television program.
3. When a photograph/digital image from the Joe A. Guerra Laredo Public Library is published, a copy of the work must be presented without charge to the Joe A. Guerra Laredo Public Library.
4. To make copies or digitize a resource, only Library staff may handle the items. Permission is not given to remove original photographs or archival items from the Library for reproduction or other use.
5. User must conform to the laws of copyright, literary property rights, libel and other rights related to the use of materials.
6. The Library Director must approve exceptions to these regulations.

I have read and agree to abide by the policy hereby attached or described. I hereby request permission to procure a copy of certain manuscript, archival, photographic, or other unique material in the Luciano Guajardo Historical Collection, and agree to use this copy according to the regulations hereby described.

Date of Agreement: \_\_\_\_\_

Printed Full Name: \_\_\_\_\_

Permanent Address: \_\_\_\_\_

City and State: \_\_\_\_\_

Phone: \_\_\_\_\_ Email address: \_\_\_\_\_

Subject of Research: \_\_\_\_\_

Archival Material to be reproduced: \_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

Signature of Requester: \_\_\_\_\_

Signature of Librarian: \_\_\_\_\_

Approved by: \_\_\_\_\_

(Rev. Oct 2016)

**FORM No. 5.9 - DONATION POLICY FORM**



**Donation Receipt  
Laredo Public Library  
1120 E. Calton Road  
Laredo, Texas 78041  
(956) 795-2400**

The Laredo Public Library acknowledges and appreciates the following donation:

\_\_\_\_\_ Books    \_\_\_\_\_ Magazines    \_\_\_\_\_ Audiovisual    \_\_\_\_\_ Other: \_\_\_\_\_

**Received from:**

**Name/Address/Phone number of donor (please print):**

\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

Donations are gratefully accepted with the understanding that the library, if it cannot use them, may at any time dispose of them in any way it sees fit. Gift values will not be appraised for income tax purposes.

**Signature:** \_\_\_\_\_ **Date:** \_\_\_\_\_

\_\_\_\_\_

**Donation received by:** \_\_\_\_\_ **Date:** \_\_\_\_\_

**Library Staff**

The Laredo Public Library is a recognized 501 (3) © not for profit organization. Federal ID No. 74-6001573

**FORM No. 5.12 - PURCHASE RECOMMENDATION FORM**

**LAREDO PUBLIC LIBRARY  
PURCHASE RECOMMENDATION FORM**

Recommended by

Name: \_\_\_\_\_ Library card number: 23198 \_\_\_\_\_

Address: \_\_\_\_\_

Zip: \_\_\_\_\_ Phone: \_\_\_\_\_ Email address: \_\_\_\_\_

Recommended item: Is this a? \_\_\_Book \_\_\_DVD \_\_\_ Video game

Title: \_\_\_\_\_

Author: \_\_\_\_\_

Edition: \_\_\_\_\_ Year Published: \_\_\_\_\_

ISBN: \_\_\_\_\_

1. Why do you recommend this item?

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2. For what age group is the item recommended?

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Please check to acknowledge:

Staff will do their best to procure the requested materials; but items may no longer be supplied by our vendors or out of stock/print.

Please keep in mind that we may not purchase all requests due to our collection development guidelines.

In the case that the materials are not purchased, staff will recommend requesting materials through Interlibrary loan request.

---

Signature

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Date

**FORM No. 5.13 - REQUEST FOR RECONSIDERATION FORM**

**LAREDO PUBLIC LIBRARY  
REQUEST FOR RECONSIDERATION FORM**

Request submitted by:

Name: \_\_\_\_\_ Library Card Number: 23198 \_\_\_\_\_

Address: \_\_\_\_\_ City: \_\_\_\_\_

County: \_\_\_\_\_ Zip: \_\_\_\_\_ Phone number: \_\_\_\_\_

Email address: \_\_\_\_\_

Reconsidered item:

Title: \_\_\_\_\_ ISBN: \_\_\_\_\_

Author: \_\_\_\_\_ Call Number: \_\_\_\_\_

Edition: \_\_\_\_\_ Published Year: \_\_\_\_\_

1. Did you read the entire publication? \_\_\_ Yes \_\_\_ No

If not, which parts? \_\_\_\_\_

2. Why do you request reconsideration of this material? Please be specific and cite pages if necessary.

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3. Do you feel this material would be suitable if located elsewhere in the Library collection? \_\_\_ Yes \_\_\_ No

4. Do you believe there is anything good about this publication?

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Signature

Date



**FORM No. 6.2.3- RECONSIDERATION OF WEBSITE ACCESS**

**LAREDO PUBLIC LIBRARY  
RECONSIDERATION OF WEBSITE ACCESS**

Request submitted by:

Name: \_\_\_\_\_ Library Card Number: 23198\_\_\_\_\_

Address: \_\_\_\_\_ City: \_\_\_\_\_

County: \_\_\_\_\_ Zip: \_\_\_\_\_

Phone number: \_\_\_\_\_ Email address: \_\_\_\_\_

Requesting: \_\_\_\_\_ Access

URL Address: \_\_\_\_\_

Would you consider this website?

Career/Professional

Educational

Recreational

All requests will be forwarded to the City of Laredo's I.S.T department for reconsideration.

\_\_\_\_\_  
Signature

\_\_\_\_\_  
Date

**Vernon’s Texas Statutes**

Sec. 552.124. EXCEPTION: CONFIDENTIALITY OF RECORDS OF LIBRARY OR LIBRARY SYSTEM. (a) A record of a library or library system, supported in whole or in part by public funds, that identifies or serves to identify a person who requested, obtained, or used a library material or service is excepted from the requirements of Section 552.021 unless the record is disclosed:

(1) because the library or library system determines that disclosure is reasonably necessary for the operation of the library or library system and the record is not confidential under other state or federal law;

(2) under Section 552.023; or

(3) to a law enforcement agency or a prosecutor under a court order or subpoena obtained after a showing to a district court that:

(A) disclosure of the record is necessary to protect the public safety; or

(B) the record is evidence of an offense or constitutes evidence that a particular person committed an offense.

(b) A record of a library or library system that is excepted from required disclosure under this section is confidential.

Added by Acts 1995, 74th Leg., ch. 76, Sec. 5.03(a), eff. Sept. 1, 1995; Acts 1995, 74th Leg., ch. 1035, Sec. 11, eff. Sept. 1, 1995.

Amended by:

Acts 2011, 82nd Leg., R.S., Ch. 1229 (S.B. 602), Sec. 16, eff. September 1, 2011.

## **ATTACHMENT No. 3.3 – National Interlibrary Loan Code for the United States**

**Introduction:** The Reference and User Services Association, acting for the American Library Association in its adoption of this code, recognizes that the sharing of material between libraries is a core library service and believes it to be in the public interest to encourage such an exchange.

In the interest of providing quality service, libraries have an obligation to obtain material to meet the informational needs of users when local resources do not meet those needs. Interlibrary loan (ILL), a mechanism for obtaining material, is essential to the vitality of all libraries.

The effectiveness of the national interlibrary loan system depends upon participation of libraries of all types and sizes.

This code establishes principles that facilitate the requesting of material by a library and the provision of loans or copies in response to those requests.

### **1.0 Definitions**

- 1.1 Interlibrary loan is the process by which a library requests material from, or supplies material to, another library.
- 1.2 In this code, “material” includes books, audiovisual materials, and other returnable items as well as copies of journal articles, book chapters, excerpts, and other non-returnable items.

### **2.0 Purpose**

- 2.1 The purpose of interlibrary loan as defined by this code is to obtain, upon request of a library user, material not available in the user’s local library. Interlibrary loan is primarily intended to provide a requesting individual with a physical loan of a defined duration or a non-returnable copy or scan from another library.

### **3.0 Scope**

- 3.1 This code regulates the exchange of material between libraries in the United States.
- 3.2 United States libraries are encouraged to engage in interlibrary loan with libraries in other countries. International transactions are governed by the International Federation of Library Associations and Institutions.

### **4.0 Responsibilities of the Requesting Library**

- 4.1 Establish, promptly update, and make available an interlibrary borrowing policy.
- 4.2 Ensure the confidentiality of the library user.
- 4.3 Describe completely and accurately the requested material following accepted bibliographic practice.
- 4.4 Note any special requirements regarding the format needed, specified shipping address, or use to be made of the material on request sent to potential supplying libraries.
- 4.5 Identify libraries that own the requested material. Check and adhere to the policies of potential supplying libraries.
- 4.6 When no libraries can be identified as owning the needed material, requests may be sent to libraries believed likely to own the material.
- 4.7 Transmit interlibrary loan requests electronically unless otherwise specified by the supplying library.
- 4.8 Comply with US Copyright Law (Title 17, US Code) and be aware of related guidelines for copy requests.
- 4.9 Assume responsibility for borrowed material from the time it leaves the supplying library until it has been returned to and received by the supplying library. This includes all material shipped directly to and/or returned by the user. If damage or loss occurs, provide compensation or replacement, in accordance with the preference of the supplying library.
- 4.10 Pay promptly any service, replacement, or damage fees charged by the supplying library.
- 4.11 Assume full responsibility for user-initiated transactions.
- 4.12 Honor the due date and enforce any usage restrictions specified by the supplying library. Unless otherwise indicated, the due date is defined as the date by which the material is due to be checked in at the requesting library for return to the supplying library.
- 4.13 Request a renewal before the item is due whenever possible. If the supplying library does not respond, the requesting library may assume that a renewal has been granted extending the due date by the same length of time as the original loan.
- 4.14 Respond immediately if the supplying library recalls an item. All borrowed material is subject to recall at any time.
- 4.15 Package material to prevent damage or loss in shipping and comply with any special instructions stated by the supplying library.
- 4.16 Failure to comply with the provisions of this code may result in suspension of service by a supplying library.

### **5.0 Responsibilities of the Supplying Library**

- 5.1 Establish, promptly update, and make available an interlibrary lending policy, contact information, and a service schedule.

- 5.2 Ensure the confidentiality of the library user.
- 5.3 If it is necessary to charge service fees, make available a fee schedule as part of an interlibrary lending policy. Bill any service, replacement, or damage fees promptly.
- 5.4 Consider filling all requests for material regardless of format or the collection in which it is housed.
- 5.5 Process requests in a timely manner, recognizing the needs of the requesting library and /or the requirements of the resource sharing system being used. If unable to fill a request, respond promptly and state the reason the request cannot be filled.
- 5.6 Send sufficient information to identify the particular request when filling or communicating about requests.
- 5.7 Indicate the due date, any restrictions on the use of the material, and any special return packaging or shipping requirements. The due date is defined as the date the material is due to be checked in at the requesting library for return to the supplying library.
- 5.8 Ship material by the fastest method reasonably available to the location specified by the requesting library. Package loaned material to prevent damage or loss.
- 5.9 Respond promptly to requests for renewals. If the supplying library does not respond, the requesting library may assume that a renewal has been granted, extending the due date by the same length of time as the original loan.
- 5.10 The supplying library may recall loaned material at any time.
- 5.11 Deliver copies electronically whenever possible. Provide complete and legible copies, and adhere to any special scanning instructions of the requesting library.
- 5.12 The supplying library may suspend service to a requesting library if it fails to comply with the provisions of this code.

# ATTACHMENT No. 4.3.3 – TEEN ADVISORY BOARD BYLAWS

## Bylaws for the City of Laredo Public Library

### Teen Advisory Board

#### Article I: Name

This organization shall be called “The Laredo Public Library Teen Advisory Board” and abbreviated as “TAB”.

#### Article II: Mission

The mission of TAB is to promote Laredo Public Library’s services to teens by:

- Planning and implementing teen programs and services, as well as encouraging participation in other library programs and services.
- Creating an inviting atmosphere at the library by maintaining a safe, attractive teen area.
- Promoting ideas in the young adult collection.
- Promoting and encouraging reading by teens.
- Advocating the rights of teens.

The existence of TAB does not preclude the development of other teen programs by library staff.

#### Article III: Membership

##### Section 1:

All TAB Members should be registered at the City of Laredo Nonprofit Management Volunteer Center located at 1301 Farragut St. Transit Center, 2<sup>nd</sup> Floor, East Wing, Laredo TX 78040.

##### Section 2:

TAB Membership can be used toward student community service requirements.

##### Section 3:

TAB shall be coordinated by one librarian and two adult library staff members who will serve as TAB coordinators and supervise all TAB meetings, activities and special projects. The TAB Coordinators will provide guidance in planning TAB activities and reserve the right to reject and or revise an idea due to space or budget constraints.

##### Section 4:

TAB shall maintain an open membership, with **a limit of 25** members.

##### Section 5:

Tab membership is open to students in grades 9th through 12.

##### Section 6:

Members may continue to service in TAB until member graduates from high school or reaches 19 years of age, whichever is last.

##### Section 7:

A member shall be placed on suspension of 30 days after 3 unexcused absences and become “inactive after four consecutive, unexcused absences. Inactive members will not be informed of meetings. They will be taken off the mailing list and will no longer be eligible to vote. An absence shall be considered unexcused when a member is absent from an official TAB meeting or TAB events and makes no effort to inform the TAB Coordinators. It is solely up to the TAB Coordinators to decide if an absence is excused or unexcused.

#### Article IV: Officers

##### Section 1:

The officers shall be a president, a vice-president, and a secretary elected from the members of TAB. TAB members running for office should be a TAB member for at least 1 year and a high school student. All officers should make a special effort to attend all meetings, programs, and special events sponsored by TAB.

##### Section 2:

The president of TAB will work closely with the TAB coordinators to organize TAB meetings. The president will assist the TAB coordinators in creating the meeting agenda and will preside over TAB meetings. The president will act as a contact person for other TAB members who want items added to the meeting agenda.

##### Section 3:

The vice-president will serve as the president in his or her absence. The vice-president will serve as membership coordinator, keeping track of active and inactive members and new applicants. The vice-president will inform and remind all members of upcoming meetings, programs, and special events.

Section 4:

The secretary will keep minutes of Tab meetings and keep them on file in a notebook with the TAB coordinators. The secretary will be responsible for the attendance sheets at all meetings and inform the vice-president of absent members at meetings. The secretary will read the highlights of the previous meeting's minutes at the beginning of each regular meeting. The secretary will see the upkeep of the master file of minutes to be kept with the TAB coordinators. The secretary will keep track of all votes taken at each meeting. The secretary will serve as the president in the absence of the presiding president and vice-president.

Section 6:

Officers will serve a term of one year, from September to the following August.

Section 7:

Each August a new election will be held. Officers may serve in the same office for unlimited terms.

Section 8:

Officer eligibility, must have served on the Teen Advisory Board for a minimum of 12 months and in grades 9<sup>th</sup>- 12<sup>th</sup>.

Section 9:

Special Election – if the circumstance arises due to officer inactivity/removal, a special election may occur and officer will serve remaining term.

**Article V: Meetings**

Section 1:

The regular meetings will be held no less than once a month on a date voted on by the majority of the membership.

Section 2:

Special meetings may be called by the TAB coordinators to complete tasks as needed.

Section 3:

The TAB coordinators will submit meeting and event attendance to the City of Laredo Nonprofit Management Volunteer Center for community service requirement credit.

Section 4:

At least one TAB member (preferably an officer) must attend Library Advisory Committee Meetings to provide updates on TAB activities.

**Article VI: Code of Ethics**

Section 1:

TAB members will keep the TAB mission at the forefront of all TAB activities.

Section 2:

During all TAB meetings, activities, and library functions, TAB members will act in a way that reflects positively on the Laredo Public Library.

Section 3:

TAB members will show respect for other TAB members, library staff, and library patrons. Members will demonstrate respect for others by listening attentively when someone else is speaking, asking questions when clarification is needed, and by refraining from negative comments when responding to other people's ideas.

Section 4:

TAB members will show respect for library materials and property by taking care of it. Leaving meeting spaces neat and orderly.

Section 5: TAB members will strive to make use of their time during meetings and while working on projects by staying on task.

Section 6: TAB members will respect the privacy of other TAB members.

**Article VII: Removal of Members from TAB**

In the extremely rare case that a member of TAB is consistently disruptive to the mission of TAB, it is the responsibility of the TAB coordinators to remove that person from the membership. The TAB coordinators will make every attempt to resolve the situation before removing the member from the Board.

## ATTACHMENT No. 5.1.1 - LIBRARY BILL OF RIGHTS

### LIBRARY BILL OF RIGHTS

The American Library Association affirms that all libraries are forums for information and ideas, and that the following basic policies should guide their services.

- I. Books and other Library resources should be provided for the interest, information, and enlightenment of all people of the community the Library serves. Materials should not be excluded because of origin, background, or views of those contributing to their creation.
- II. Libraries should provide materials and information presenting all points of view on current and historical issues. Materials should not be proscribed or removed because of partisan or doctrinal disapproval.
- III. Libraries should challenge censorship in the fulfillment of their responsibility to provide information and enlightenment.
- IV. Libraries should cooperate with all persons and groups concerned with resisting abridgment of free expression and free access to ideas.
- V. A person's right to use a Library should not be denied or abridged because of origin, age, background, or views.
- VI. Libraries, which make exhibit spaces and meeting rooms available to the public they serve should make such facilities available on an equitable basis, regardless of beliefs or affiliations of individuals or groups requesting their use.
- VII. All people, regardless of origin, age, background, or views, possess a right to privacy and confidentiality in their library use. Libraries should advocate for, educate about, and protect people's privacy, safeguarding all library use data, including personally identifiable information.

Adopted June 19, 1939, by the ALA Council; amended October 14, 1944;  
June 18, 1948; February 2, 1961;  
June 27, 1967; January 23, 1980; January 29, 2019.  
Inclusion of "age" reaffirmed January 23, 1996.  
by the ALA Council.



## ATTACHMENT No. 5.1.2 – THE FREEDOM TO READ STATEMENT

### The Freedom to Read Statement

The freedom to read is essential to our democracy. It is continuously under attack. Private groups and public authorities in various parts of the country are working to remove or limit access to reading materials, to censor content in schools, to label "controversial" views, to distribute lists of "objectionable" books or authors, and to purge libraries. These actions apparently rise from a view that our national tradition of free expression is no longer valid; that censorship and suppression are needed to counter threats to safety or national security, as well as to avoid the subversion of politics and the corruption of morals. We, as individuals devoted to reading and as librarians and publishers responsible for disseminating ideas, wish to assert the public interest in the preservation of the freedom to read.

Most attempts at suppression rest on a denial of the fundamental premise of democracy: that the ordinary individual, by exercising critical judgment, will select the good and reject the bad. We trust Americans to recognize propaganda and misinformation, and to make their own decisions about what they read and believe. We do not believe they are prepared to sacrifice their heritage of a free press in order to be "protected" against what others think may be bad for them. We believe they still favor free enterprise in ideas and expression.

These efforts at suppression are related to a larger pattern of pressures being brought against education, the press, art and images, films, broadcast media, and the Internet. The problem is not only one of actual censorship. The shadow of fear cast by these pressures leads, we suspect, to an even larger voluntary curtailment of expression by those who seek to avoid controversy or unwelcome scrutiny by government officials.

Such pressure toward conformity is perhaps natural to a time of accelerated change. And yet suppression is never more dangerous than in such a time of social tension. Freedom has given the United States the elasticity to endure strain. Freedom keeps open the path of novel and creative solutions, and enables change to come by choice. Every silencing of a heresy, every enforcement of an orthodoxy, diminishes the toughness and resilience of our society and leaves it the less able to deal with controversy and difference.

Now as always in our history, reading is among our greatest freedoms. The freedom to read and write is almost the only means for making generally available ideas or manners of expression that can initially command only a small audience. The written word is the natural medium for the new idea and the untried voice from which come the original contributions to social growth. It is essential to the extended discussion that serious thought requires, and to the accumulation of knowledge and ideas into organized collections.

We believe that free communication is essential to the preservation of a free society and a creative culture. We believe that these pressures toward conformity present the danger of limiting the range and variety of inquiry and expression on which our democracy and our culture depend. We believe that every American community must jealously guard the freedom to publish and to circulate, in order to preserve its own freedom to read. We believe that publishers and librarians have a profound responsibility to give validity to that freedom to read by making it possible for the readers to choose freely from a variety of offerings.

The freedom to read is guaranteed by the Constitution. Those with faith in free people will stand firm on these constitutional guarantees of essential rights and will exercise the responsibilities that accompany these rights.

We therefore affirm these propositions:

- 1. It is in the public interest for publishers and librarians to make available the widest diversity of views and expressions, including those that are unorthodox, unpopular, or considered dangerous by the majority.*  
Creative thought is by definition new, and what is new is different. The bearer of every new thought is a rebel until that idea is refined and tested. Totalitarian systems attempt to maintain themselves in power by the ruthless suppression of any concept that challenges the established orthodoxy. The power of a democratic system to adapt to change is vastly strengthened by the freedom of its citizens to choose widely from among conflicting opinions offered freely to them. To stifle every nonconformist idea at birth would mark the end of the democratic process. Furthermore, only through the constant activity of weighing and selecting can the democratic mind attain the strength demanded by times like these. We need to know not only what we believe but why we believe it.
- 2. Publishers, librarians, and booksellers do not need to endorse every idea or presentation they make available. It would conflict with the public interest for them to establish their own political, moral, or aesthetic views as a standard for determining what should be published or circulated.*

Publishers and librarians serve the educational process by helping to make available knowledge and ideas required for the growth of the mind and the increase of learning. They do not foster education by imposing as mentors the patterns of their own thought. The people should have the freedom to read and consider a broader range of ideas than those that may be held by any single librarian or publisher or government or church. It is wrong that what one can read should be confined to what another thinks proper.

3. *It is contrary to the public interest for publishers or librarians to bar access to writings on the basis of the personal history or political affiliations of the author.*

No art or literature can flourish if it is to be measured by the political views or private lives of its creators. No society of free people can flourish that draws up lists of writers to whom it will not listen, whatever they may have to say.

4. *There is no place in our society for efforts to coerce the taste of others, to confine adults to the reading matter deemed suitable for adolescents, or to inhibit the efforts of writers to achieve artistic expression.*

To some, much of modern expression is shocking. But is not much of life itself shocking? We cut off literature at the source if we prevent writers from dealing with the stuff of life. Parents and teachers have a responsibility to prepare the young to meet the diversity of experiences in life to which they will be exposed, as they have a responsibility to help them learn to think critically for themselves. These are affirmative responsibilities, not to be discharged simply by preventing them from reading works for which they are not yet prepared. In these matters values differ, and values cannot be legislated; nor can machinery be devised that will suit the demands of one group without limiting the freedom of others.

5. *It is not in the public interest to force a reader to accept the prejudgment of a label characterizing any expression or its author as subversive or dangerous.*

The ideal of labeling presupposes the existence of individuals or groups with wisdom to determine by authority what is good or bad for others. It presupposes that individuals must be directed in making up their minds about the ideas they examine. But Americans do not need others to do their thinking for them.

6. *It is the responsibility of publishers and librarians, as guardians of the people's freedom to read, to contest encroachments upon that freedom by individuals or groups seeking to impose their own standards or tastes upon the community at large; and by the government whenever it seeks to reduce or deny public access to public information.*

It is inevitable in the give and take of the democratic process that the political, the moral, or the aesthetic concepts of an individual or group will occasionally collide with those of another individual or group. In a free society individuals are free to determine for themselves what they wish to read, and each group is free to determine what it will recommend to its freely associated members. But no group has the right to take the law into its own hands, and to impose its own concept of politics or morality upon other members of a democratic society. Freedom is no freedom if it is accorded only to the accepted and the inoffensive. Further, democratic societies are more safe, free, and creative when the free flow of public information is not restricted by governmental prerogative or self-censorship.

7. *It is the responsibility of publishers and librarians to give full meaning to the freedom to read by providing books that enrich the quality and diversity of thought and expression. By the exercise of this affirmative responsibility, they can demonstrate that the answer to a "bad" book is a good one, the answer to a "bad" idea is a good one.*

The freedom to read is of little consequence when the reader cannot obtain matter fit for that reader's purpose. What is needed is not only the absence of restraint, but the positive provision of opportunity for the people to read the best that has been thought and said. Books are the major channel by which the intellectual inheritance is handed down, and the principal means of its testing and growth. The defense of the freedom to read requires of all publishers and librarians the utmost of their faculties, and deserves of all Americans the fullest of their support.

We state these propositions neither lightly nor as easy generalizations. We here stake out a lofty claim for the value of the written word. We do so because we believe that it is possessed of enormous variety and usefulness, worthy of cherishing and keeping free. We realize that the application of these propositions may mean the dissemination of ideas and manners of expression that are repugnant to many persons. We do not state these propositions in the comfortable belief that what people read is unimportant. We believe rather that what people read is deeply important; that ideas can be dangerous; but that the suppression of ideas is fatal to a democratic society. Freedom itself is a dangerous way of life, but it is ours.

This statement was originally issued in May of 1953 by the Westchester Conference of the American Library Association and the American Book Publishers Council, which in 1970 consolidated with the American Educational Publishers Institute to become the Association of American Publishers.

Adopted June 25, 1953; revised January 28, 1972, January 16, 1991, July 12, 2000, June 30, 2004, by the ALA Council and the AAP Freedom to Read Committee.

A Joint Statement by:

American Library Association  
Association of American Publishers

## **ATTACHMENT No. 5.1.3 – THE FREEDOM TO VIEW STATEMENT**

### **Freedom to View Statement**

The **FREEDOM TO VIEW**, along with the freedom to speak, to hear, and to read, is protected by the **First Amendment to the Constitution of the United States**. In a free society, there is no place for censorship of any medium of expression. Therefore these principles are affirmed:

1. To provide the broadest access to film, video, and other audiovisual materials because they are a means for the communication of ideas. Liberty of circulation is essential to insure the constitutional guarantees of freedom of expression.
2. To protect the confidentiality of all individuals and institutions using film, video, and other audiovisual materials.
3. To provide film, video, and other audiovisual materials which represent a diversity of views and expression. Selection of a work does not constitute or imply agreement with or approval of the content.
4. To provide a diversity of viewpoints without the constraint of labeling or prejudging film, video, or other audiovisual materials on the basis of the moral, religious, or political beliefs of the producer or filmmaker or on the basis of controversial content.
5. To contest vigorously, by all lawful means, every encroachment upon the public's freedom to view.

This statement was originally drafted by the Freedom to View Committee of the American Film and Video Association (formerly the Educational Film Library Association) and was adopted by the AFVA Board of Directors in February 1979. This statement was updated and approved by the AFVA Board of Directors in 1989.

**Endorsed by the ALA Council January 10, 1990**

## ATTACHMENT No. 5.1.4– FREE ACCESS TO LIBRARIES FOR MINORS

### Free Access to Libraries for Minors An Interpretation of the Library Bill of Rights

The American Library Association supports equal and equitable access to all library resources and services by users of all ages. Library policies and procedures that effectively deny minors equal and equitable access to all library resources and services available to other users is in violation of the American Library Association’s *Library Bill of Rights*. The American Library Association opposes all attempts to restrict access to library services, materials, and facilities based on the age of library users.

Article V of the *Library Bill of Rights* states, “A person’s right to use a library should not be denied or abridged because of origin, age, background, or views.” The right to use a library includes free access to, and unrestricted use of, all the services, materials, and facilities the library has to offer. Every restriction on access to, and use of, library resources, based solely on the chronological age, apparent maturity, educational level, literacy skills, emancipatory or other legal status of users violates Article V. This includes minors who do not have a parent or guardian available to sign a library card application or permission slip. Unaccompanied youth experiencing homelessness should be able to obtain a library card regardless of library policies related to chronological age.

School and public libraries are charged with the mission of providing services and resources to meet the diverse interests and informational needs of the communities they serve. Services, materials, and facilities that fulfill the needs and interests of library users at different stages in their personal development are a necessary part of providing library services and should be determined on an individual basis. Equitable access to all library resources and services should not be abridged based on chronological age, apparent maturity, educational level, literacy skills, legal status, or through restrictive scheduling and use policies.

Libraries should not limit the selection and development of library resources simply because minors will have access to them. A library’s failure to acquire materials on the grounds that minors may be able to access those materials diminishes the credibility of the library in the community and restricts access for all library users.

Children and young adults unquestionably possess First Amendment rights, including the right to receive information through the library in print, sound, images, data, social media, online applications, games, technologies, programming, and other formats.<sup>1</sup> Constitutionally protected speech cannot be suppressed solely to protect children or young adults from ideas or images a legislative body believes to be unsuitable for them.<sup>2</sup> Libraries and their library governing bodies should not resort to age restrictions in an effort to avoid actual or anticipated objections, because only a court of law can determine whether or not content is constitutionally protected.

Article VII of the *Library Bill of Rights* states, “All people, regardless of origin, age, background, or views, possess a right to privacy and confidentiality in their library use.” This includes students and minors, who have a right to be free from any unreasonable intrusion into or surveillance of their lawful library use.<sup>3</sup>

The mission, goals, and objectives of libraries cannot authorize libraries and their governing bodies to assume, abrogate, or overrule the rights and responsibilities of parents and guardians. As “Libraries: An American Value” states, “We affirm the responsibility and the right of all parents and guardians to guide their own children’s use of the library and its resources and services.”<sup>4</sup> Libraries and their governing bodies cannot assume the role of parents or the functions of parental authority in the private relationship between parent and child. Libraries and their governing bodies shall ensure that only parents and guardians have the right and the responsibility to determine their children’s—and only their children’s—access to library resources. Parents and guardians who do not want their children to have access to specific library services, materials, or facilities should so advise their own children. Libraries and library governing bodies should not use rating systems to inhibit a minor’s access to materials.<sup>5</sup>

Libraries and their governing bodies have a legal and professional obligation to ensure that all members of the communities they serve have free and equitable access to a diverse range of library resources and services that is inclusive, regardless of content, approach, or format. This principle of library service applies equally to all users, minors as well as adults. Lack of access to information can be harmful to minors. Libraries and their governing bodies must uphold this principle in order to provide adequate and effective service to minors.

<sup>1</sup> *Brown v. Entertainment Merchant’s Association, et al.* 564 U.S. 08-1448 (2011).

<sup>2</sup> *See Erznoznik v. City of Jacksonville*, 422 U.S. 205 (1975)–“Speech that is neither obscene as to youths nor subject to some other legitimate proscription cannot be suppressed solely to protect the young from ideas or images that a legislative body thinks unsuitable [422 U.S. 205, 214] for them. In most circumstances, the values protected by the First Amendment are no less applicable when government seeks to control the flow of information to minors. *See Tinker v. Des Moines School Dist.*, *supra*. Cf. *West Virginia Bd. of Ed. v. Barnette*, 319 U.S. 624 (1943).”

<sup>3</sup> “Privacy: An Interpretation of the *Library Bill of Rights*,” adopted June 19, 2002, by the ALA Council; amended July 1, 2014; and June 24, 2019.

<sup>4</sup> “Libraries: An American Value,” adopted on February 3, 1999, by ALA Council.

<sup>5</sup> “Rating Systems: An Interpretation of the *Library Bill of Rights*,” adopted on June 30, 2015, by ALA Council; amended June 25, 2019.

## **ATTACHMENT No. 5.1.5 – FIRST AMENDMENT**

CONGRESS SHALL MAKE NO LAW RESPECTING AN ESTABLISHMENT OF RELIGION, OR PROHIBITING THE FREE EXERCISE THEREOF; OR ABRIDGING THE FREEDOM OF SPEECH, OR OF THE PRESS; OR THE RIGHT OF THE PEOPLE PEACEABLY TO ASSEMBLE, AND TO PETITION THE GOVERNMENT FOR A REDRESS OF GRIEVANCES.