



# LONGVIEW PUBLIC LIBRARY



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SEEK. FIND. ENJOY.

# SERVICE POLICY

AS OF MAY 2023

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## **Section 1: Mission Statement**

The Mission of the Longview Public Library is to improve quality of life for the client and the community.

- By demonstrating professional leadership in the designing, developing, and managing library collections, systems, and services;
- By bringing people and resources together, closing the gap between the individual and the record of knowledge and culture;
- By providing current information;
- By cooperating with other libraries, institutions, and agencies to provide resources otherwise unavailable;
- By offering a broad range of resources to entertain and enlighten.

## **Section 2: Long Range Plan of Service/Master Plan**

The Library Director and such staff members will review, revise, or redraft a long-range plan of service every 3 years. The Library will establish budgets and procedures in accordance with this plan of service.

In addition, the Library will also develop a Master Plan to be consulted for future library planning. Master Plan expected to be complete in 2023.

## **Section 3: Use of Library Facilities**

The Library will serve the following clients:

- First and foremost residents of the City of Longview, Gregg County, and Harrison County.
- Residents of such governmental districts as determined by the Longview City Council.
- Individuals outside the funding districts with proof of valid State of Texas Identification.
- All who qualify by terms of this section, without denial because of sex, age, religious, social, economic, political views, or status.

The Library may deny its use or services or may require any individual or group to leave the premises for due cause. Due cause includes but is not limited to the following actions:

- Failure to return books or to pay fines or fees, on the borrower's account.
- Destruction of library property.
- Disturbance of Clients
- Misuse of computers or internet (See Computer Use Policy)
- Any objectionable or illegal conduct on library premises, theft or improper removal of library materials from the premises, violation of any terms or conditions to this policy.
- Repeat offenses or offenses which are criminal or warrant immediate exclusion, may result in the issuing a Criminal Trespass citation from the Longview Police Department.

### **Purpose of Library Facilities**

The City of Longview built the Longview Public Library and designated its entirety for educational and cultural activities supporting the Library's mission.

### **Section 4: Moeschle Room and Longview Learning Lab**

As a Public Library and Local Government Building, we offer services to patrons without discrimination. Federal law protects patrons from discrimination in the following categories for the purposes of "renting" based on: race, color, national origin, religion, sex (including gender identity and sexual orientation), familial status, and disability.

### **General Guidelines**

Meeting rooms at the LPL are designed to meet general, non-commercial, informational, educational, cultural, and civic needs including activities such as discussion groups, panels, lectures, conferences, and seminars.

Use of the Library's meeting rooms does not constitute Library or City of Longview endorsement of viewpoints expressed by participants in the program. Advertisements or announcements implying such endorsement are not permitted.

Commercial uses of meeting rooms are prohibited; this includes solicitations, admission or other charges, money-raising activities, and/or sales. Delivery of direct, hands-on healthcare services is also prohibited.

Meeting rooms may not be used for political rallies or campaigns for specific partisan political issues or candidates (however, forums and study groups are permitted).

Meeting rooms may not be used to provide any kind of direct healthcare services including examinations, hands-on demonstrations, or treatments (however, the sharing of information about healthcare services is permitted).

Noise levels from the meeting room must not disturb library patrons or staff.

The meeting room must be completely vacated prior to the Library's closing time.

City or Library needs may preempt any other scheduled event.

Children must be supervised by an adult at all times.

Smoking, alcoholic beverages, open flames, burning incense, and lit candles are not allowed.

**Security** - The Library Manager reserves the right to determine if police security is required during a scheduled activity. All security used in the Library will be acquired through the Longview Police Department coordinated by the Library staff. The Library Manager, along with the Longview Police Department will determine the number of officers, and the hours and duties of officers. The Lessee is responsible for this expense at a rate as designated for security by the Longview Police Department.

**Use Restrictions** - City of Longview management may refuse, modify or terminate event bookings when it is their opinion that the event may cause undue or unusual damage to the facilities or that may violate local, state, or federal laws, rules, or regulations. Management may refuse event bookings when it is their opinion that requested event conflicts with a similar event previously scheduled on the premises. Management reserves the right to

refuse, modify, or terminate any individual or group the privilege of using the facilities due to abuse of any facility policy, including but not limited to:

- a. Past violations of the facility rental contract and/or policies at this or similar facilities.
- b. Past disregard for persons or property while using the facility or similar facilities.
- c. Past conduct in violation of local, state, or federal law, rules, or regulations.
- d. Failure to make full payment for any and all charges connected with renter's use of facility or similar facilities.

**Note: The Longview Public Library shall have the final discretion over disputes regarding all rates, rules and regulations.**

After the library schedules its programs and displays, other non-profits and or for-profit individuals or organizations may apply to use the following areas of the Library: Moeschle Room, Longview Learning Lab, and Library display cabinets. The following guidelines apply to such groups:

- The facility is available only during library service hours (this includes set-up and take-down time.) Meetings must conclude at least thirty minutes prior to the closing of the Library.
- Organizations must apply in writing using the forms available at the Library Administration Office.
- Organizations must submit the following to the Longview Public Library: Proof that they are a 501(c)(3) for Non-Profit rate.
- Groups using the rooms shall be responsible for setting up chairs, tables, and other equipment before the meeting, maintaining order during the meeting, and seeing that the facility is neat and clean at the conclusion of the program. Groups may not hang items from the walls or ceiling as this will cause destruction to the room over time. A projector is provided in the room for anything that needs to be posted.
- Non-profit organizations must open their programs to the public without exclusion.
- Young people's groups must provide adequate supervision by adults.

- Groups are responsible for providing their own equipment except chairs, tables, and a projector.
- Groups are responsible for enforcing the City’s smoking/vaping ordinance which does not permit smoking in any public area of the Library. Organizations will not hold the Library and the City of Longview liable for any damage or loss suffered because of, or resulting from, the use of the facility.
- The library will not be held responsible for items left in the meeting area.
- Groups must provide adequate protection for their program materials, exhibits, etc.
- Permission to meet or display in the Library does not constitute endorsement of any aspect of a meeting or display.
- Organizations are only permitted to use the room with an approved reservation time and cannot enter the room before that time or stay after. Failure to do so can lead to the cancellation of future reservations or being banned from use of the Moeschle Room.
- Groups are required to furnish their own laptop. Audio cords and remotes are available for use with an ID as collateral.
- Use of the meeting or display areas in the Library is only subject to when the library is open, which includes natural disasters or power failure.

### **Reserving the Moeschle Room:**

This primary room for meeting in the Library has a maximum capacity of one hundred and twenty (120) people. Fire regulations do not permit this maximum to be exceeded. Organizations may serve light refreshments, but no alcoholic beverages. If they use the galley kitchen, they are responsible for cleaning it thoroughly. No decorations or items may be hung from the walls or ceiling without prior approval from the Library Director.

**Reservation Rates For-Profit Reservations.** The rates for the “for-profit” groups include: \$50 for up to 2 hours in the room, and \$150 for up to 8 hours. This must include setup and break down time.

**Non-Profit Reservations.** The rates for “non-profit” groups include: \$25 for up to 2 hours of use in the room, and \$100 for up to 8 hours. This must include set up and break down time. To receive “non-profit” rates, borrowers must supply a copy of a current and valid 501(c)3 form that applies to the event being held, for which the 501(c)3 is needed.

### **Reserving the Longview Learning Lab:**

The Longview Public Library also has a Longview Learning Lab available for internal use. This lab is available by reservation only through the library’s Office Manager. You must book prior to use either by phone or email. The Library’s Office Manager can be reached at 903-237-1341. It can accommodate up to 18 students who need computer access. Furthermore, this space is equipped with a projector. The computer needed for projector use must be supplied by the user or requested from IT. Its primary function will be for the library’s continuing education courses which require prior registration, or for the use of City Departments for professional development. The cost for library and city departments to use the Learning Lab is free, but is on a first come- first serve basis. The use of the Learning Lab is only permitted during the times when library staff are on the premises. This is Monday-Saturday 9:00am-6:00pm (see updated times for Tuesday and Thursday nights) and Sunday from 1:00pm-5:00pm.

### **Section 5: Display Policy**

After the Library schedules its programs and displays, other non-profit educational or cultural community organizations that are non-profit, non-partisan, and non-sectarian may apply to use the display area. The following general guidelines apply to such groups.

- Preference for the display cases will be given to the Longview Public Library, local museums, and the City of Longview departments.
- The facility is available only during library service hours (this includes set-up and take-down time.)
- Organizations must apply in writing by signing this form.



- Organizations must have active local membership within either Gregg or Harrison County to reserve the display cases.
- Organizations may not sell, offer, nor in any way advertise merchandise or service. Groups must provide adequate protection for their program materials, exhibits, etc.
- Reservations for the cases will be allotted on a first come, first serve basis. Display cases cannot be reserved more than 12 months in advance and organizations may reserve the display cases for up to one month per reservation, but no more than a maximum of 2 reservations within a 12 month period. For organizations that request to reserve the display cases for the same month and at the same time, preference will be given based on a drawing.
- Permission to meet or display in the Library does not constitute an endorsement of any aspect of a display.
- Citizens or groups will be encouraged to exhibit items of artistic and educational value in library-sponsored displays.
- The Library Director and the personnel in charge of scheduling displays will review the appropriateness of proposed displays. Displays must adhere to the American Library Association's Code of Ethics.
- The library will not grant permission to display if the display interferes with the proper functioning of the Library as determined by the Library Director.

Responsibilities of the Exhibitor/Displayer shall include, but not be limited to the following:

- identification, on the display, of the group or individual sponsoring it
- setting up and removing the display
- maintaining the display in a condition acceptable to the Library Director
- signing a written release assuming sole responsibility for any and all damages to the display and any and all damages to the facility because of or resulting from the display, either directly and indirectly
- Providing a statement, if required by the Library, that the viewpoints of the display are not necessarily those of the City of Longview or the Longview Public Library.
- The display has to be set up by the fourth day of the month, and the display has to be removed at the end of the month so that it can be

empty for the next display. The library may dispose of display materials if not collected by Exhibitor / Displayer at the end of the reservation period.

Responsibilities of the Library are limited as enumerated below:

- The Library is not responsible for the theft of or damage to displays.
- The Library will not set-up, remove, maintain, insure or transport displays other than those which it owns, sponsors, or co-sponsors.
- Other rules may apply as mandated by the City of Longview Risk Management Division.

## **Section 6: Confidentiality of Patron and Circulation Records**

The Longview Public Library is committed to the protection of all Library customers' rights to privacy in the use of Library resources and discloses customer information to the customer only. Records of customer transactions are kept only as long as is required to collect administrative statistics and then are erased. Library records will only be disclosed under court order, subpoena, or warrant as outlined in the state statute, Texas Government Code, Section 552.124 and the surveillance provisions included in The USA PATRIOT ACT (Public Law 107-56).

## **Section 7: Customer Bill of Rights**

Please do:

- Expect courteous treatment
- Ask a librarian for help
- Call or come in for reference and information service
- Check out books and other materials
- Use the interlibrary loan service
- Suggest new materials and services

- Expect to register for library cards and pay fines without undue red tape or delays
- Expect the library to buy current bestsellers and popular materials
- Expect complaints/problems to be resolved within 48 hours, whenever possible
- Expect phone calls not to be transferred or left on hold unnecessarily
- Expect the staff to make the library system work for you
- Understand that library customers who are children have the same rights and responsibilities as adult library customers
- Expect a clean, safe, reasonably quiet building (noise will be expected in areas of service).

## **Section 8: Library Use Guidelines**

Longview Public Library provides access to all through its collections, programs, facilities and resources. We strive to serve our patrons effectively by providing a welcoming and safe environment. We ask that visitors help us to maintain an atmosphere that is conducive to learning and community engagement by following our Library Use Guidelines.

To ensure a safe and positive library experience for all, please do not:

- Engage in any activity prohibited by law.
- Engage in disruptive or unsafe behavior, including interfering with the use or operations of the library by users or staff.
- Harass library users or staff including intimidating, annoying, following or staring.
- Use loud, abusive, or profane language.
- Leave a vulnerable adult or child unattended.
- Use computers, areas of the library, or attend programs designated for children or teens without a need to access those collections or accompanied by a child or teen.
- Take photographs, videos, and/or audio recordings of library users without their permission. Please see the library's Photography and Filming Policy (pg. 38) for more information.
- Sleep, eat or drink (except for covered beverages).

- Enter the library with hygiene conditions or unsanitary belongings that interfere with the use of the library by other patrons or staff.
- Enter the library without shoes or clothing covering both your upper and lower torso.
- Remove shoes or clothing while inside the library.
- Solicit, distribute leaflets or post notices without permission from LPL management.
- Bring in animals other than service animals.
- Enter non-public or staff-only areas.
- Park vehicles on library premises for purposes other than library use.
- Use bicycles, skates, skateboards or similar items inappropriately on library property.
- Bathe, shave or wash clothes.
- Engage in any activity prohibited by the library's computer and internet use guidelines.
- Block aisles, shelves, entrances or leave items unattended at any time.
- Use another person's library card number without that person's permission.
- Remove library materials from the building without checking them out.

We ask patrons to follow all Longview Public Library policies and guidelines or abide by any reasonable request from staff or security to refrain from disorderly or disruptive behavior. Violations of policies or guidelines may result in removal from the facility and/or suspension of library privileges. Any suspension of privileges applies to all Longview Public Library facilities. Illegal activity may result in arrest.

## **Section 9: Library Card and Circulation Policies**

A valid Texas Resident Longview Public Library Card lets you check out books, audiobooks, DVDs and more from both the Broughton Branch Library and the LPL branch. You can also remotely access online databases and download eBooks, audiobooks, and videos to your computer or tablet through the [Virtual Library](#).

To apply for a Longview Public Library card head to your nearest library location. Bring a valid/acceptable photo ID, or any photo ID with proof of current residence address in Texas.

Library patrons without valid ID, may apply for an Online Access ID card. This will allow all patrons to gain access to the library's online resources, WI-FI, and in-house computers.

In order to ensure privacy and confidentiality, Library Card holders are asked to have their library card on them when using the library. One time a year, patrons who leave their library card at home, may check out using their valid ID. If the library card is lost, patrons are then required to get a new library card and pay a \$5.00 replacement fee. Getting a new library card and deactivating the old one, is essential in protecting the privacy of the patron and avoiding Collections.

Patrons with Online Access ID cards are required to have their library card number in order to log onto a computer and use online resources. (See Computer Use Policy). Patrons will also need to know their password set up at the time of getting their card. If the password was forgotten, patrons can change the password by showing valid ID.

Patrons currently residing in Homeless Shelters are able to check out if the Shelter has a current Memorandum of Understanding and Library Card on file with the library.

## **Section 10: Minors in the Library**

Although the Longview Public Library is pleased to offer numerous services for children and their parents, the Library is not a daycare facility and will not serve as such. To best ensure their safety, children under the age of thirteen (13) cannot be left unattended or unsupervised in the Library. In order to best safeguard their children, parents will want to be readily available and within close proximity. Staff will deal with "unattended children" of less than thirteen (13) years of age by asking them how to contact a parent or caregiver. If a parent or caregiver is unable to be reached, staff must call the Police Department who may refer unattended children to the appropriate Social Services agency. Unaccompanied minors under the age of eighteen (18) must be picked up prior to the time

the Library closes. Due to safety concerns, if any unaccompanied minor(s) is present in the library or on library property at closing time, library staff will notify Longview Police. Two staff members (both male and female) will wait with the minor(s) until a police officer arrives. Under no circumstances will staff provide transportation or accompany a child home.

## **Section II: Collection Development**

For Full Collection Development Policy please follow link:

<https://www.longviewtexas.gov/DocumentCenter/View/9946/collectiondevelopmentupdate-Nov-2021>

The mission of the Longview Public Library is to provide open access to information and to promote literacy, love of reading, and lifelong learning opportunities for all members of the community.

### **Principles**

The Longview Public Library Collection Development Policy is based on the following principles:

- Materials are selected which provide for the interest, information, enlightenment, entertainment, education, development, enrichment, and/or self-improvement of all library patrons, within budgetary constraints and availability of materials.
- The freedom to read, along with the freedom to hear and to view, is protected by the First Amendment to the Constitution of the United States. This freedom, essential to our democracy, will be upheld, supported, and defended in the selection and accessibility of all library materials. In this regard, the library upholds the principles of the American Library Association's Library Bill of Rights, Freedom to Read, Freedom to View, Statement on Labeling, and Free Access to Libraries for Minors as well as to the Texas Library Association's Intellectual Freedom Statement.
- Selection of materials does not constitute or imply agreement with or approval of the content, viewpoint, implications, or presentation of the materials.

- The library staff does not serve in loco parentis. It is the parent(s), and only the parent(s), who may restrict their children, and only their own children, from access to library materials. Responsibility for children's reading rests with their parent(s) and/or legal guardian(s). Selection will not be inhibited by the possibility that materials may inadvertently come into the possession of children.
- The library is not a judicial body. Laws governing obscenity, subversive materials, and other questionable matters are subject to interpretation by the courts. Consequently, no challenged material will be removed from the library for complaints of obscenity, promiscuous material (Ex. Rated R movies), subversiveness, or any other category covered by law until after receipt of an independent court order. Conversely, materials previously judged unlawful will not knowingly be selected.

## **Section 12: Library's Statement on Censorship**

The Longview Public Library is committed to upholding the 1st Amendment rights of all patrons, in order to ensure each person's Freedom to Read is protected. Over the course of the past year, nationwide and particularly in Texas, books have increasingly become challenged. Challenging a book in a public library is a very complicated process because public libraries are designed to serve the community at large. In fact, each librarian upholds a code of ethics from the American Library Association that states, "We uphold the principles of intellectual freedom and resist all efforts to censor library resources." Our mission here at the library is always to provide "a broad range of resources to entertain and enlighten" the over 58,000 registered patrons at our library. When trying to find relevant content for a community of our size, we are destined to find materials that are deemed controversial in several subject matters. Nonetheless, it is very important to note that while our librarians play an active role in researching and finding the most relevant and highly awarded books available, we also rely heavily on book requests that come directly from patrons. Our philosophy here at the library will always be to make this library the people's library and not just ours. This philosophy is backed up by our acquisitions of nearly all patron request forms and by our Library's removal

policy created by the Texas State Library and Archives Commission (TSLAC). In the CREW Method issued by TSLAC, it recommends for libraries to consider removing materials out of their collection that have not been checked out in 3-5 years. Therefore, all content in our library is either new purchases or materials checked out within 3-5 years to ensure we are providing the most relevant content possible. Our Library also highly recommends, particularly to concerned parents, to monitor or research what their children specifically choose to check out to read. With a diverse community, comes diverse libraries as well. We fully appreciate and acknowledge that while certain reading content is suitable for one family, it may not be suitable for another family. Our Collection Development Policy does state the following, "The library staff does not serve in loco parentis. It is the parent(s), and only the parent(s), who may restrict their children, and only their own children, from access to library materials. Responsibility for children's reading rests with their parent(s) and/or legal guardian(s). Selection will not be inhibited by the possibility that materials may inadvertently come into the possession of children." Furthermore, if the library chooses to serve as censors of book materials, then not only are we going against the American Library Association's Code of Ethics, the Texas Library Association's Resolution on Freedom to Read, you, as your 1st amendment rights to have access to free and relevant content, but we are also subject to legal action that has been fought and won in favor of plaintiffs against book banning. For example, in the case Sund vs. City of Wichita Falls, the City of Wichita Falls had several patrons complain about LGBTQIA+ books in their library's collection. The library chose not to censor the books, therefore patrons went to the City Council instead. The City Council of Wichita Falls decided if the patrons could get 300 signatures to place the books in the restricted area of the library, then they would. The patrons did get the signatures and the books were placed in the restricted area. However, a mother, Pamela Sund, wanting to read these books to her children and also wanting to make sure her children had equal access to those books, sued the City of Wichita Falls for violating her and her children's first amendment rights. The court voted unanimously in favor of the plaintiffs, and the City of Wichita Falls was forced to uncensor the books and pay any costs and taxes associated with the case with taxpayers' money. In nearly all situations across the country, book banning does not stop books from being acquired and read. In fact, research shows just the opposite



occurs. These books increase their profits significantly and in some cases sell out. Our library's stance will always be for you to stay informed of the content you or your family choose to read, which is your constitutional right, and the right of all patrons who use our library.

### **Section 13: Gifts and Donations**

The Longview Public Library appreciates the thoughtfulness of its customers who donate a variety of print and media materials to the Library. Gift materials are accepted with the understanding that ownership passes to the Library. The Library reserves the right to transfer items to the Library's bookstore, Thrift Books, or other suitable agency, and to discard or recycle materials as necessary. Monies accrued from the sale of items not placed in the collection directly benefit the Library through the Friends of the Longview Public Library's Book Sales.

Only the main Library location will accept donations of books, DVDs, CDs, and other items circulated by the Library in new or used condition. All donations are accepted with the understanding that the Library selectively adds donations to its collection. Items not selected for the collection will be sent to the Friends of the Longview Public Library or the Library's many partner agencies for recycling and discarding books. At the time of donation, staff will accept the items donated; and ownership will be transferred to the Library. A gift receipt is available upon request, however, staff can only detail the number of items donated and not their monetary value. Individuals or organizations interested in donating large quantities of materials are asked to call 903-237-1346 for review and delivery instructions prior to donation.

The Longview Public Library will consider adding donations to its collection based on several factors. Items to be added to the collection are restricted to those in "as-new" condition. The list is restricted to:

- Books that have been on a bestseller list within the past two years
- Books that have won literary awards within the past two years
- New book releases
- Mass-market paperbacks that have OCLC records

- DVDs and Blu-Rays that have OCLC records
- Audiobooks on CD that have OCLC records
- New magazine or periodical subscriptions

If an item has been published within the past two years, is in “as-new” condition, has received positive published reviews, and has a cataloging record in OCLC, librarians will use professional judgment to determine if the item meets the Library’s materials selection policy and will enhance the Library collection. In addition, the Library will selectively accept donations of items produced by local authors and items of local interest, regardless of the availability of an existing cataloging record. For the general collection, donations of special gift collections carrying stipulations are not accepted.

The library does reserve the right to refuse gift(s) that are deemed unnecessary to collection or does not uphold the library’s values. Moreover, the library refuses any donations associated with organizations or individuals who promote “Hateful Conduct” as outlined by the American Libraries Association. <http://www.ala.org/advocacy/hatefulconduct>

# Appendices

Computer Use Policy

Use of Motorized Scooters

Library Dress Code for Staff

Adult Volunteer Policy

Children Volunteer Policy

Story Time Policy

Texas Open Carry

Service Policy Acknowledgement Form

**Computer Use Policy**

Last Updated October 2022

## **Patron Agreement and Compliance**

By signing into the Library computer or Wi-Fi network, you agree to abide by all the Federal, State, and local laws concerning computer and Internet usage. The Longview Public Library reserves the right to establish rules concerning Internet use and to determine consequences. The Longview Public Library reserves the right to determine fair and appropriate use of Library workstations and Internet access.

### **How Can I Use the Computers?**

Patrons must have a valid Longview Public Library card to access the public computers or to use the Wi-Fi for longer than 30 minutes. If you are not eligible for a full borrowing Library Card, you may sign up for an Online Access Card with a valid photo ID. Library computers are available for use during regular business hours. Computers shut down a ½ hour before the Library closes.

Parents, legal guardians, and/or grandparents may get an Online Access Card for their children under the age of 18.

Fines of more than \$19.99 on a patron's card will block them from signing into the network and will need to be paid to be able to sign into the network.

Patrons under the age of 18 may use the computers in the **Children's Dept.** Patrons older than 18 may only use the computers in the **Children's Dept.** if they are with a child under the age of 18. Parents and legal guardians are responsible for monitoring their children's Internet usage and the sites accessed.

### **By Using the Longview Public Library's Public Computers and Wi-Fi, Patrons Must Agree To:**

- Please use headphones to listen to music or audio.
- Please do not be disruptive, talk on a cell phone, or listen to music that is too loud.
- No drinks without a lid or food is permitted at the computer stations.
- Do not make any attempt to gain unauthorized access to restricted files or networks, download anything to computer hard drives, run

software from outside devices, damage or modify computer equipment or software, or change settings or wallpaper.

- Do not tamper with Library equipment or remove it from the building.
- Please do not use the library computers or Wi-Fi to conduct a business.
- The Library prohibits use of the Internet for any illegal purpose.
- No envelopes, labels, transparencies or other paper or materials not provided by the Library may be placed in Library printers.
- Be sure to save and back up your work on your own USB drive or cloud storage.
- Do not share your Library /Online Access Card or password with other people. You will be asked to leave the computer if you are found using someone else's card. Children should not use their parent's card.
- Please do not sit at a computer workstation, unless you intend to use the computer.

**Failure to agree to the listed terms may result in the permanent suspension of computer use privileges, banned use of the library, or police involvement.**

### **Can Staff Members Help Me?**

Staff can help patrons with basic logging in, signing up for email, and getting started with a job search, application, or resume. But staff cannot provide in-depth training in computer or software skills.

Staff can help patrons with laptops or other devices with logging into the network, but cannot troubleshoot, repair patrons' devices, or guarantee a Wi-Fi connection.

### **Printing**

Printing is available from all public computers. The cost is 25¢ per page for black and white and 75¢ per page for color. Money is deposited on the patron's Library/Online Access Card and will remain on the Card until it is used up by the patron.

### **Mobile Printing**

You can print documents and files at the Library wirelessly from your mobile device! To do so, just follow these simple directions for the method that best suits your printing needs:

Email Options:

1) To print a **black and white** document, e-mail it to [mobileprint@longviewtexas.gov](mailto:mobileprint@longviewtexas.gov).

2) To print a **color** document, e-mail it to [mobileprint+color@longviewtexas.gov](mailto:mobileprint+color@longviewtexas.gov).

Upload Option:

1) Upload files to [Pharos Print Center](#). Use your Library Card to sign in!

- File size limit is **52 MB**

- You can also view emailed documents here!

Make sure to log in to the Library's Print Release Station or Copier to retrieve your print job(s).

- Print jobs will remain in the queue for **10 hours** before being removed.

## Wi-Fi

Wi-Fi is available inside the Library during normal business hours or 24/7 in the Library's plaza and parking lot. Phone lines or hardwired network connections for personal hardware are not available

Library Staff Members are not responsible for individuals' personal computer equipment, software malfunctions, or lost data. Wi-Fi users should be certain that their laptops and other devices are secure at all times and should never be left unattended in the Library. Theft of such devices is not the responsibility of the Library.

## Disclaimers

The Library strives to keep the computers and Wi-Fi network working and available for use; however Library computers may be unavailable to the public due to maintenance, upgrade, training or other reasons.

Library staff is not responsible for any losses due to computer equipment failure, software malfunctions, electrical surges, dropped network connections, hacking, or viruses, which may cause data loss.

The Library will not release information on the use of specific Internet resources by members of the public except as required by law or as necessary for the proper operation of the Library.

### **Internet Safety and the Law**

In compliance with the Children's Internet Protection Act, the Longview Public Library filters all Internet traffic at all branches. The Children's Internet Protection Act (CIPA), as amended, is a federal law (PL #106-554) that is intended to protect children from access to harmful material without compromising reasonable adult use of Internet services in public libraries. State and federal acts provide that a public library is required to adopt and implement a policy of internet safety for minors, including the operation of a technology protection measure for each computer operated by the public library that allows for access to the Internet by a minor.

Be aware that computer filters can be unreliable and at times sites with legitimate or educational value can be blocked. If you feel a site has been unreasonably blocked or that a certain site should be blocked, please let a staff know. The unreliability of filters occasionally allows access to sites that are illegal, obscene or sexually explicit, as defined by applicable law.

**Texas Penal Code states:**

#### **§ 43.22. Obscene Display or Distribution**

(a) A person commits an offense if he intentionally or knowingly displays or distributes an obscene photograph, drawing, or similar visual representation or other obscene material and is reckless about whether a person is present who will be offended or alarmed by the display or distribution.

(b) An offense under this section is a Class C misdemeanor.

*Acts 1973, 63rd Leg., p. 883, ch. 399, § 1, eff. Jan. 1, 1974. Amended by Acts 1993, 73rd Leg., ch. 900, § 1.01, eff. Sept. 1, 1994.*

**§ 43.24. Sale, Distribution, or Display of Harmful Material to Minor**

- (a) For purposes of this section:
  - (1) "Minor" means an individual younger than 18 years.
  - (2) "Harmful material" means material whose dominant theme taken as a whole:
    - (A) appeals to the prurient interest of a minor, in sex, nudity, or excretion;
    - (B) is patently offensive to prevailing standards in the adult community as a whole with respect to what is suitable for minors; and
    - (C) is utterly without redeeming social value for minors.
- (b) A person commits an offense if, knowing that the material is harmful:
  - (1) and knowing the person is a minor, he sells, distributes, exhibits, or possesses for sale, distribution, or exhibition to a minor harmful material;
  - (2) he displays harmful material and is reckless about whether a minor is present who will be offended or alarmed by the display; or
  - (3) he hires, employs, or uses a minor to do or accomplish or assist in doing or accomplishing any of the acts prohibited in Subsection (b)(1) or (b)(2).
- (c) It is a defense to prosecution under this section that:
  - (1) the sale, distribution, or exhibition was by a person having scientific, educational, governmental, or other similar justification; or
  - (2) the sale, distribution, or exhibition was to a minor who was accompanied by a consenting parent, guardian, or spouse.
- (d) An offense under this section is a Class A misdemeanor unless it is committed under Subsection (b)(3) in which event it is a felony of the third degree.

*Acts 1973, 63rd Leg., p. 883, ch. 399, § 1, eff. Jan. 1, 1974. Amended by Acts 1993, 73rd Leg., ch. 900, § 1.01, eff. Sept. 1, 1994*



## USE OF MOTORIZED SCOOTERS

The Longview Public Library has two motorized scooters as well as a wheelchair that is available for patrons who need mobility assistance. The scooters are only available for in house use and cannot be checked out or used outside of the library.

- A. Patrons must present a photo ID in order to borrow one of the scooters or wheelchair. If the patron is a minor, their parent can present their ID as a substitute.
- B. By using the scooter, patrons are agreeing that they are able to utilize motorized vehicles.
- C. If a patron demonstrates that they are unable to utilize the scooter, they will be asked to return the scooter and will have their ID returned.
- D. If library property is damaged, patrons will be asked to leave the library, and may be responsible for damage repairs.

## Library Dress Code Policy

As of October 2022

During business hours, employees are expected to present a clean and neat appearance and to dress safely, in accordance with the requirements for the position held.

Professional attire will be required for Directors and Department Managers – Monday through Thursday. Business casual is acceptable for Friday (exception: meeting with City Council or the public).

Unless otherwise indicated by your Director/department Manager, all other employees (excluding those required to wear a uniform) may wear business casual – Monday through Friday. Business casual includes:

### **For Women**

- Dresses/skirts (need to be knee length or lower)
- Blouses/shirts/sweaters
- Slacks or dress pants
- Shoes
- Jackets/suits, optional

### **For Men**

- Dress pants/dockers/slacks
- Collared shirts/sweaters
- Shoes
- Jackets/suits and ties, optional

### **Unacceptable item which do not project a business/professional image, include:**

- T-shirts (need to be coordinated with jean day & events) and sleeveless shirts.
- Shorts
- Active wear (sweats, exercise wear, etc.)
- Jeans (exception: official designated jean days)
- Capris (any pants shorter than shin length)
- Flip flop or thong sandals – many varieties are suitable, many are **not**
- Visible undergarments and transparent attire.

Clothing that is deemed too form fitting to the body or low cut by a supervisor and/or director. This includes too form fitting of dresses (ex. bodycon). Leggings are permitted when worn with a top that provides appropriate coverage.

**Employees who arrive at work inappropriately dressed will:**

Be sent home by the supervisor then directed to return in proper attire and will not be compensated for the time away from work.

## Adult Volunteer Policy

### Introduction

The Longview Public Library Volunteer Program is designed to expand and enhance public service to the community. Volunteers contribute in every department and are a valuable resource for the library. They bring the library enthusiasm, energy, added talent, and a fresh perspective. Volunteers are liaisons to the community and by their contribution are advocates for quality library service.

### Selection of Volunteers

Volunteers are selected based on their qualifications in relation to the needs of the library and on the ability to commit to a consistent number of volunteer hours.

Prospective volunteers are required to fill out an application form, complete with a copy of a valid state driver's license or identification card, and have an informal interview to be considered. Volunteers must agree to and pass a background check before starting volunteer work at the library. Prospective volunteers who have prior convictions must go through Gregg County. The library does not accept volunteers who are required to provide community service, except through the Gregg County Community Supervision & Corrections Department.

If there are no suitable volunteer opportunities, application forms will be kept on file for a period of one year. Applicants will be called if a project is identified which matches their interests or qualifications.

### Roles and Responsibilities

The library depends on its volunteers for a wide variety of tasks which otherwise need to be assigned to library staff. Volunteers (except specially trained reference volunteers) are expected to refer all requests for information to the library staff, other than purely directional questions (e.g. where is the bathroom; where is the children's department, etc.). **Volunteers must keep an accurate record of the hours they work each month through the department's sign-in sheet.**

## Training and Supervision

The Technical Services Supervisor coordinates the volunteer program and is available to discuss assignments, concerns, or questions. Volunteers will receive specific training in their assigned duties from the library staff member who directly supervises their work.

## Work Schedules

Volunteers shall only work during hours when adequate supervision is available. Individual work assignments and time commitments will be mutually arranged in advance by the volunteer and supervisor. **UNDER NO CIRCUMSTANCES WILL A VOLUNTEER BE ALLOWED TO WORK UNSUPERVISED BY A LIBRARY STAFF MEMBER.** Because the Technical Services Department is staffed Monday through Friday, 8:00 a.m.-6:00 p.m., volunteers cannot work in Tech outside of that schedule. Weekend volunteers may work in Access or Children's Services, as those departments are staffed.

## Volunteer Guidelines

Volunteers are a valuable asset whose purpose is to assist paid staff members in meeting their commitment to providing quality service to the public and may be the first official contact a patron has with the library. It is important that volunteers adhere to the following guidelines.

### Conduct

- Have a positive attitude
- Respect and act courteously to all patrons and employees
- Work with library staff to accomplish the goals set by the library
- Accept supervision with a willingness to learn and a willingness to ask about things not understood
- Represent the library when actively serving as a volunteer
- Exercise good judgment when acting on the library's behalf
- Recognize functions of paid staff and maintain positive working relationship with them
- Stay within the scope of volunteer responsibilities
- Follow all library policies and procedures

## **Attendance**

- Record volunteer hours on volunteer time sheets
- Give prior notice to their supervisor as soon as possible if the individual:
  - Needs extended leave (vacation, planned surgery/recovery, etc.)
  - Wishes to discontinue service

## **Required Knowledge, Abilities, and Skills**

- Have the ability to complete training related to assigned tasks
- Possess manual and physical dexterity
- Be attentive to details
- Be capable of learning the Dewey Decimal classification system
- Must be able to lift 25 pounds.

## **Assigned Tasks**

- Shelf reading and maintenance
  - Shelving books and other materials
  - Straightening magazine and newspaper shelves
  - Shifting books
  - Cleaning shelves
  - Clean books and DVD cases
- Photocopying, collating, folding, stapling
- Assist with programs/events
  - Set up
  - Preparation
  - Clean up
- Processing new books
- Sort and organize book donations
- Assist with displays
- Clean monitors, keyboards, and computer areas
  - Re-stock paper and pencils by public computers
  - Assist the public with basic computer usage
- Special projects as assigned

## **Library Facilities**

Volunteers are welcome to use staff restrooms and break room facilities. All individuals who use the break room are asked to assist in keeping it clean. The library does not have secure locations to store personal or valuable items and cannot be responsible for any lost or stolen personal items.

## **Safety**

Volunteers should be alert at all times to potential safety hazards, and immediately report any unsafe conditions or acts. All workplace injuries and accidents *must* be reported immediately to a supervisor.

Proper hygiene must be adhered to with the use of hand sanitizer and/or washing hands. **DO NOT** volunteer if you feel unwell and/or are experiencing a fever, cough, shortness of breath, difficulty breathing, chest pain, muscle aches, fatigue, headache, sore throat, or runny nose.

## **Confidentiality**

Confidentiality is very important in a public library, particularly relating to patron information. Section 552.124 of the Texas Public Information Act addresses the issue of confidentiality of records of library patrons and prohibits publicly supported libraries from disclosing patron circulation records. Volunteers *will not* disclose personal information to anyone, including family, friends, or acquaintances.

## Acknowledgement & Agreement for Adult Volunteer Policy

I acknowledge that I have received the Longview Public Library Adult Volunteer Policy, and that I understand the information and guidelines presented. I agree to adhere to this policy, and I understand that if I violate this policy, I may be dismissed as a volunteer at the Longview Public Library.

Name:

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Signature:

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Date:

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Supervisor:

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## Children's Volunteer Policy

By volunteering you are generously donating your time, skills and efforts.

Thank you so much for choosing to be part of the Longview Public Library! We have a paid staff of approximately thirty employees, but are always looking for more volunteers to help out. Just as they have their job descriptions and responsibilities, you will too. All volunteers are asked to:

- Respect the confidentiality and privacy of staff & patrons.
- Be on time and reliable. If you can't make it, please call the youth services desk and let us know you won't be able to make your shift.
- Carry out the duties listed in the volunteer position description (listed below).
- We rely on you greatly, so please be accountable for your work .
- Please let a staff member know if your availability changes or you are needing to end your volunteering with the Library.
- Report any injuries, hazards, or problems that you notice in the workplace while volunteering.
- Adhere to the organization's policies and procedures.
- Refrain from distracting staff from their job duties.
- Report any technical issues and low inventory you encounter to a youth services staff member.
- Customer service is a top priority, so please be as helpful as you can to all patrons.

### **Youth Services Volunteer Position Description**

As a volunteer in the youth services department you are responsible for carrying out a variety of duties that are assigned to you. Some of those duties include shelve, straighten, and shelf read materials, clean items, prepare craft supplies, clean the department, and assist in delivering quality Library events & programs (as needed). You may be asked to help patrons locate library materials. At all times we ask that you provide excellent customer service to patrons. You may also be asked to perform other related duties as assigned.

Please complete tasks as assigned by any youth services staff. It is the Library's goal that all employees and volunteers treat all patrons, fellow staff, and fellow volunteers with respect. If you are disrespectful, rude, or disregard the rules, policies, and procedures unfortunately we will have to ask you to discontinue your volunteer service with the Library.

I, \_\_\_\_\_, have read and clearly understand the above document and agree to uphold its requirements.

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

(signature & date)

(FT youth services staff member signature & date)

## Storytime Policy

### Purpose

The Longview Public Library seeks to offer an active schedule of programs appropriate for young children, among which is storytime. A variety of storytimes are offered to patrons who visit the Longview Public Library and the Broughton Branch Library. The purpose of storytime is not to teach the child how to read, but rather to encourage the love of reading, music, language and literature in all its forms. Children listen to, observe, and imitate the books and activities which are shared, thus building reading readiness as they grow.

Our goal is to create positive interactions with books for the caregiver and the child to experience together. Storytime sessions are conducted by a trained and experienced full-time youth services' library staff member and other supporting library staff as approved by the Youth Services Supervisor. All of the storytimes offered are free of charge since they are a service to the community. Each is designed to meet the individual needs of the ages specified while developing school readiness and early literacy skills.

The following storytime based programs are currently offered to the community on a regular basis:

**Music & Movement:** Every Monday during the school year, begins at 10:30AM. Children ages 0-5 (suggested age range), along with their caregivers, have fun singing, dancing, listening to a story, and interacting with instruments! Last about 30 minutes.

**Babygarten:** Every Tuesday during the school year, begins at 10:30AM. Suggested for children ages 0-2. Songs, nursery rhymes, an age appropriate story book and playtime with provided toys afterwards. Lasts about 20 minutes.

**Early Learning Journeys:** Every Wednesday during the school year, on Tuesdays during the Summer Reading Club, begins at 10:30AM. Suggested for children ages 3-5. Songs/nursery rhymes, 2 age appropriate storybooks read aloud, fingerplays/action rhymes and a simple craft. Lasts about 30 minutes.

Discovery Kids: Meets Thursdays from 4:30-5:30 for ages 8-12. Youth Services will present a hands-on experiment, craft, or activity each week that will teach kids STEM (Science, Technology, Engineering, and Math) related lessons.

### Behavioral Expectations

- Children under the age of 10 must be within eyesight of the parent/caregiver.
- Caregiver/parent participation is the key to the success of storytimes. They are asked to sit with the children, join in the activities, and show the child learning is fun.
- Children who are crying loudly or otherwise distracting others should be taken outside the room to “regroup” and return once they have calmed down. A patron (caregiver or child) may be asked to leave the storytime if the librarian judges that the patron’s actions are interfering with the ability of others present to listen.
- Parents/caregivers set the example for their child. Parents/caregivers are asked to listen & participate and to socialize only after storytime has ended.
- Children are to refrain from running round the room, hitting or pushing others.
- Light snacks and drinks with a lid are allowed as long as they do not become a distraction to others or create a mess.

### Volunteer Guidelines

Due to the consistency of storytimes it is important that the professional Library staff member who regularly leads remains the main facilitator. Children behave at their best when they follow a routine and can expect familiarity from week to week. In the rare instance a Library staff member is unable to host storytime due to illness or a conflict, a volunteer may be called on by the Youth Services Supervisor. However, a Library staff member must be present at all times. While a volunteer will not often be called on to lead a storytime, volunteers are welcome to assist with the singing, running the slideshow and/or craft portion of weekly storytimes. A volunteer’s participation will depend on their skill set & experience, however.

All volunteers involved with a particular story time are expected to appear and participate in their designated story time. In addition, anyone more than 5 minutes late to a story time is considered absent. All volunteers must be on time, appropriately dressed, and must be consistent in their schedule. If a volunteer cannot attend they need to alert the Youth Services Supervisor as soon as possible. After 3 times of a volunteer failing to inform about a schedule change, being over 5 minutes late, or failing to show up, they will be relieved of their involvement with all story times due to inconsistency being difficult on staff and the patrons who attend.

Storytime books are chosen in advance by the Youth Services Supervisor. Occasionally, a volunteer from a local community organization will read a book aloud. This story must be pre-approved by the supervisor at least 2 weeks in advance. Books are chosen based on the reading level of the audience, length, and whether or not they offer an engaging story line or are on topic. All book selections must be welcoming to individuals of varying backgrounds and to a diverse array of people. All books are chosen or approved at the discretion of the Youth Services Supervisor. The supervisor has the right to deny any suggested book selections.

For continuity purposes it is important for all story times to take place during their designated time frame. If there is an emergency or issue and the story time cannot be conducted on that day or time, then the story time will be canceled for that week. The theme of the canceled week will be retired and the next week will keep on schedule with the pre-prescribed theme.

## Story Time Policy Acknowledgement Form

Please sign and date the document acknowledging you understand and agree to adhere to these policies and procedures.

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Volunteer signature & date

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Youth Services Supervisor signature & date

## Texas Open Carry

Beginning September 1, 2021, HB1927 made it legal in Texas for most people 21 or over to carry a handgun in a holster without a permit both openly and/or concealed.

This law modified the previous open carry law from 2016 by eliminating the requirement to have a license to carry.

This means that most people 21 or over may carry a handgun without a license to carry.

**The following is allowed by law for handgun owners:**

### **Allowed:**

- Public areas of city facilities, like libraries and recreation centers
- Texas State Capitol
- Outside in public (walking down the street)
- Concealed gun anywhere on the body. Concealing a gun is still allowed.
- Handgun in shoulder holster
- Handgun in belt holster
- Places of business with no visible signage prohibiting handgun

**Please be advised that handguns and other weapons are prohibited in these places:**

### **Guns Not Allowed:**

- Secured areas of the Airport
- Courthouse
- Polling places on any voting days
- Schools

- Places of business with visible signage prohibiting handguns
- Business permitted by TABC that derives 51% or more of its income from the sale of alcohol
- High school, college, interscholastic, or professional sporting event unless the person is a participant and the event involves use of the weapon
- Correctional facility; civil commitment facility, hospital, nursing facility, or mental hospital
- Amusement park
- A room(s) where an open governmental meeting is occurring



## Photography and Filming Policy

Updated 2/1/2023

Please enjoy your visit to the Longview Public Library. We are happy to have you take photographs of our buildings for your enjoyment.

Please observe the following:

1. Refrain from filming, photographing, and/or audio recording in clearly marked restricted areas (i.e. staff only areas) and unlawful areas such as restrooms.
2. Refrain from the use of flash equipment in areas of the library which might disturb Library users.
3. Equipment such as tripods or selfie sticks may not obstruct passageways or cause disturbances to Library users.
4. The library is a Limited Public Forum (LPF), therefore photographing and/or filming and/or audio recording of members of the public are prohibited, unless written or spoken permission is granted by the patron. The library was declared a LPF by Supreme Court Case *Kreimer v. Board of Police of Morristown, NJ*. Moreover, Library records will only be disclosed under court order, subpoena, or warrant as outlined in the state statute, Texas Government Code, Section 552.124 and the surveillance provisions included in The USA PATRIOT ACT (Public Law 107-56).
5. The Library building may be used as a setting for creative film or commercial photography (including formal, wedding, and engagement photography). Permission must be secured in advance by contacting the Library Manager at 903-237-1340.
6. The recording of a library program provides the opportunity to widely promote a program and engage broad public awareness and interest. Permission will only be given to record public library-initiated programming. However, permission to record private reservations inside the Moeschle Room, must be obtained by those groups or individuals reserving the Moeschle Room. In order for outside individuals or entities to record library programs, specific permission must be granted by the Library Manager or Supervisor in advance.
7. Non-library groups organizing scheduled meetings or events within the library may arrange for photographers and news media during

their event. Photography for such events is restricted to the space reserved by the group.

8. Recording may not disrupt or inconvenience normal library use. The library reserves the right to remove any and all individual(s) conducting the filming, recording, or photography, and any and all crew accompanying them on site, if they fail to comply with this policy; or if their presence may cause physical damage to library property and/or disrupt the use of the library.

Please note that the Longview Public Library frequently engages in photographing and recording programs and events for its own publicity and promotional purposes. Library staff will make every effort to notify members of the public when filming and audio recording is taking place. Please notify a Library staff member if you do not want to be photographed or recorded.

## Service Policy Acknowledgement Form

By signing this form, I hereby acknowledge that I, as a library employee, have received a copy of the Library Service Policy revised in October 2022, and will familiarize myself with all policies and procedures.

I acknowledge that I have access to a copy of the Library Service Policy and will familiarize myself with all policies and procedures.

Staff Signature

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Date

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\*Please sign and return to the Office Manager.