

Service

Policy

of the

**Longview
Public Library**



LONGVIEW

PUBLIC LIBRARY | SEEK. FIND. ENJOY.

Table of Contents	Page
I. Mission Statement	3
II. Long Range Plan of Service	
III. Who May use the library	3-10
Use of Library Materials and Services	
Use of Facilities	
Cecile B. Moeschle Room	7
Displays	8
IV. Library Responsibility	10-15
V. Client Responsibility	15-21
General	16
Public Property	16-18
Respect for the Rights of Others	18-20
Children Left Unattended	20-21
VI. Selection and Discarding of Materials	22-30
Principles	22-24
Policy: Selection	24-27
Weeding	27-28
Gifts	28-29
Appendices	30
Photography Policy	31-32
Computer Use Policy	33-36
Use of Motorized Scooters	37
Library Dress Code Policy	38
ADA: Service Animal Policy	39

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SERVICE POLICY OF THE LONGVIEW PUBLIC LIBRARY

MISSION STATEMENT

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

By demonstrating professional leadership in 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.

II. LONG RANGE PLAN OF SERVICE

The Library Director and such staff members as he or she selects will periodically review, revise, or redraft a long range plan of service. The Library will establish budgets and procedures in accordance with this plan of service.

III. WHO MAY USE THE LIBRARY

A. USE OF LIBRARY MATERIALS AND SERVICES

1. The Library will serve the following clients:

- a. Residents of the City of Longview and Gregg County.
 - b. Residents of such governmental districts as determined by the Longview City Council.
 - c. Individuals outside the funding districts with proof of valid State of Texas identification.
 - d. All who qualify by the terms of this section, without denial or abridgement because of sex, age, or religious, racial, social, economic, or political views or status.
2. The Library may deny its use or services or may require any individual or group to leave the premises for due cause. Due cause may include but is not limited to the following actions:
- a. Failure to return books or to pay fines or fees, on borrower's account.
 - b. Destruction of library property.
 - c. Disturbance of clients.
 - d. Misuse of computers or Internet (See Appendix).
 - e. Any objectionable or illegal conduct on Library premises, theft or improper removal of library materials from the premises, violation of any terms or conditions of this policy.
 - f. Repeat offenses or offenses which are criminal or warrant immediate exclusion, may result in banning the client from the Library and exclusion from the Library and its grounds.

3. The Library reserves the right to limit its use and services as described in Article V, Section A, Paragraph 3, below

B. USE OF THE FACILITIES

1. STATEMENT OF PURPOSE

- a. The City of Longview built the Longview Public Library and designated the Cecile B. Moeschle Meeting Room, Dr. Peggy Coghlan Conference Room, and the display areas for education and cultural activities supporting the Library's program.
- b. The Library was not intended for general community meetings or display purposes. Only under the special conditions listed below, may community organizations use the areas for meetings or for displays.
- c. Library sponsored support organizations, such as Friends of the Longview Public Library and the Gregg County Genealogy Society, are largely exempted from these guidelines.

2. GENERAL GUIDELINES

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

- a. Organizations may use the facility once per quarter for a total of four meetings per year. Room availability is not guaranteed after four meetings. Annual reservations must be renewed yearly.
- b. The facility is available only during library service hours (this includes set-up and take-down time.) Meetings must conclude at least fifteen minutes prior to the closing of the Library.
- c. Organizations must apply in writing using the forms available at the Library Business Office.
- d. Organizations must submit the following to the Longview Public Library-
Proof that they are a 501(c)(3)
- e. Groups using the rooms shall be responsible for setting up chairs, tables, and other equipment before the meeting, maintaining order during the meeting, taking down whatever they put after the meeting, and seeing that the facility is neat and clean at the conclusion of the program. In addition, groups may not hang items from the walls or ceiling.
- f. Organizations may not charge admissions, accept donations, nor take collections.
- g. Organizations may not sell, offer, nor in any way advertise merchandise or service. An exception will be made for authors selling their books or publications during a scheduled book signing event.
- h. Organizations must open their programs to the public without exclusion.
- i. Young people's groups must provide adequate supervision by adults.
- j. Groups are responsible for providing their own equipment except chairs, tables, a lectern projector and/or AV rover.

- k. Groups are responsible for enforcing the City's smoking ordinance which does not permit smoking in any public area of the Library.
- l. 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,
- m. The library will not be held responsible for items left in the meeting area.
- n. Groups must provide adequate protection for their program materials, exhibits, etc.
- o. No reservation shall be legally binding. The Library Director may cancel any room reservation or display at any time, with or without cause.
- p. Permission to meet or display in the Library does not constitute endorsement of any aspect of a meeting or display.
- q. Organizations are only permitted to use the room with an approved reservation. Failure to do so can lead to the cancellation of future reservations.
- r. Groups are required to furnish their own laptop. Audio cords and remotes are available for rent with an ID.

3. CECILE B. MOESCHLE MEETING ROOM

- a. 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.
- b. Organizations may serve light refreshments, but no alcoholic beverages. If they use the galley kitchen, they are responsible for cleaning it thoroughly.
- c. No decorations or items may be hung from the walls or ceiling without prior approval from the Library Director.

4. DR. PEGGY COGHLAN CONFERENCE ROOM

As a part of the administrative office area; this room has limited access to public groups. Entities or groups connected to the business of the City of Longview may contact the library's business office to make arrangements for its use.

5. DISPLAYS

a. DISPLAY PERSONNEL

The employee who contacts organizations or citizens for displays must let the Administrative Assistant and Library Director know of groups booking the display and the months they are scheduled.

b. LIBRARY SPONSORED DISPLAYS

- 1) Citizens or groups will be encouraged to exhibit items of artistic and education value in library sponsored displays.
- 2) Displays sponsored or cosponsored by the Library may not be subject to the guidelines below.

c. DISPLAYS WITHOUT LIBRARY SPONSORSHIP

- 1) The Library Director and the personnel in charge of scheduling displays will review the appropriateness of proposed displays.
- 2) Potential displayers must submit the following to the Longview Public Library:
 - a. Proof that they are a 501(c)(3)
- 3) 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.
- 4) Decisions by the Library Director are final.

- 5) Responsibilities of the Exhibitor/Displayer shall include, but not be limited to the following:
- a. identification, on the display, of the group or individual sponsoring it,
 - b. setting up and removing the display according to the “Display Guidelines,”
 - c. maintaining the display in a condition acceptable to the Library Director,
 - d. 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,
 - e. 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.
 - f. 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.
- 6) Responsibilities of the Library are limited as enumerated below:
- a. The Library is not responsible for the theft of or damage to displays.
 - b. The Library will not set-up, remove, maintain, insure or transport displays other than those which it owns, sponsors, or co-sponsors.
- 7) Other rules may apply as mandated by the City of Longview Risk Management Division.

IV. LIBRARY RESPONSIBILITY

A. TO THE CLIENT

1. CONFIDENTIALITY OF RECORDS

a. The Library will make every effort to maintain the confidentiality of library

Records as required by law, including, Texas Government Code, Section 552.124.

2. SERVICES PROVIDED

a. The Library will select from the mass of available materials; items which best meet the needs of the community.

b. The Library will organize its collections for easy access.

c. The Library staff will provide guidance for people to obtain the information they seek.

d. The Library will initiate programs, exhibits, book lists, etc., to stimulate the use of library materials.

e. The Library will cooperate with other community agencies and organizations to determine and strive to meet the educational needs of the community.

f. The Library will encourage, support, and work with the City of Longview Volunteer Program.

g. The Library accepts a responsibility for securing information beyond its own resources by these means:

- 1) Collecting information about resources of agencies, institutions, organizations and individuals in and beyond the community.
 - 2) Borrowing materials for clients in accordance with Interlibrary Loan Codes. These materials must be items that the Library does not own or cannot purchase because of budget limitations or lack of demand.
-
- h. Collecting information about resources of agencies, institutions, organizations and individuals in and beyond the community.
 - h. The Library will lend circulating materials to other libraries which do not have access to those items (in accordance with the Interlibrary Loan Code).
 - i. The Library will endeavor to maintain a balance in its services to men, women, young people, and children. Therefore, the Library will cooperate with, but cannot perform the functions of, school or other institutional libraries which are designed to meet curricular or other specialized needs.
 - j. The Library will provide services during the hours determined by the Library Director and City Manager.
 - k. The library staff will periodically review library services to determine whether available resources and/or the needs of the community indicate the discontinuance or addition of services.

- l. As staffing and schedules permit, the Library will offer tours, lessons, and programs on a limited basis and only if scheduled in advance (see appendix).

3. SERVICE LIMITATIONS

- a. Individuals with outstanding account balances (See Appendix) in fines or fees

will be denied library privileges including computer access. Clients will need to make payment arrangements on their account in order to be in “good standing:”

The Library reserves the right to deny or limit its use and services to groups or individuals making excessive demands. Such demands may include those made by students, educators, puzzle contestants, and others. Often their needs for staff time, available materials, or space prohibit attention to other individuals and groups.

- b. The Library will not take the place of the school or institutional media center.

Student’s assignments are made to teach them to think, to apply themselves, and to learn to use reference sources. Provision of in-depth aid is counter-productive to the learning experience.
- c. The Library will not address or answer lists of questions in excess of 15 or more minutes.
- d. The Library reserves the right to limit the number of titles borrowed by any one person or loaned to any single address at any one time or during concurrent checkout periods.
- e. Clients needing assistance involving extensive research will need to make an appointment with available library staff.
- f. During or following severe weather, Acts of God, or civil disobedience, the

Library closes, along with other city offices at the discretion of City Management. Due dates for the return of borrowed material will be adjusted for situations where travel to the Library is inadvisable.

B. TO THE COMMUNITY

1. THE LIBRARY; SERVING THE COMMUNITY AND THE FAMILY

- a. The Library supports the parents' right to guide their own children's moral development and thought processes. The Library maintains a policy of open stacks and easy access to books, magazines and non-print materials because the collection is designed to serve the whole community. Therefore, parents must take the responsibility to help their children select appropriate materials. The library staff is ready to assist all persons using the library in locating appropriate materials.

2. COOPERATION WITH OTHER LIBRARIES

- a. The Longview Public Library expands its services to clients by active participation in groups supporting libraries.
- b. The Library Director will maintain membership in both the Texas Library Association (TLA) and the American Library Association (ALA) and encourage the professional staff to do the same. The Library will use the consulting services of TLA, ALA, and the State Library, as the need arises.
- c. The Library subscribes to the Interlibrary Loan Code. (See Appendix)

3. LIBRARY AUXILIARY ORGANIZATIONS

- a. The Longview Public Library can sponsor worthwhile organizations by providing one or more of the following:
 - 1) Special use of the facility or materials.
 - 2) Staff support.
 - 3) Inclusion in the Library's long range organizational goals.
 - 4) Budgetary support.
 - 5) Other help or support.
- b. In return for such sponsorship, the organization will assist the Longview Public Library in achieving its "Plan of Service" and "Long Range Goals."
- c. This "sponsorship" is represented by such groups as the Friends of the Longview Public Library and the Longview Public Library Foundation

4. PUBLIC RELATIONS

- a. The following are the primary public relations goals of the Library:
 - 1) To make the general public aware through publicity in local news media, programs, bibliographies, social networking and other forms of communication of the many services available to them in their local library.
 - 2) To encourage active participation in the varied services offered by the Library to people of all ages.
- b. The Library recognizes that public relations involve every person officially associated with the Library.
- c. The Library Director and professional staff will be expected to give talks and to participate in community activities. A reasonable amount of

library time will be available to staff members for preparation, speaking, and participation. The Library Director must approve any materials to be used by the press, radio, television, or other communications media and in accordance with the current City of Longview media policy.

d. Staff members are encouraged to enhance their professional growth by participating in local and national professional meetings, conferences, and workshops on library time at the discretion of the Library Director.

5. STATISTICS

- a. The Longview Public Library will maintain statistics on and relating to attendance, library usage, circulation transactions, reference assistance, etc. Data will be submitted to the Texas State Library and Archives Commission through an annual report.

C. TO THE STAFF

1. The Longview Public Library will to the extent possible provide staff members a safe, clean working environment.
2. The Library staff will adhere to the personnel handbook for the City of Longview.

V. CLIENT RESPONSIBILITY

A. GENERAL

1. Client responsibilities include, but are not limited to the following:
2. Respect for public property,

3. for the rights of others,
4. the need to mention dissatisfaction with library service,
5. The need to suggest improvements perceived as necessary or desirable in service and/or collections.

B. PUBLIC PROPERTY

1. MATERIALS

a. Clients are solely responsible for compliance with all current laws applying to library materials, such as the Copyright Law.

b. Registered borrowers sign contracts and are responsible for materials borrowed on their cards including, but not limited to, the following provisions:

- 1) proper care of materials as interpreted by the library staff,
- 2) return of all items borrowed by the date(s) on which they are due,
- 3) payment for damages to materials,
- 4) payment of overdue fines,
- 5) payment for lost materials,
- 6) payment of all collection costs, including court fees, necessary to recover borrowed materials and/or fines owed,
- 7) Responsibility for notifying the library if a card is lost or stolen. If the library does not receive notification, the client is responsible for any material borrowed on the card. Certified mail will insure the Library receives notification.

- c. Clients are responsible for reimbursing the Library the value of lost items (See Appendix).
- d. Clients assume all responsibility for damages incurred to their person or property resulting from the use of the facility, equipment, materials, and/or information borrowed and/or obtained from the Library.
- e. Clients will comply with such library rules or regulations enacted, approved, or amended in accordance with provisions made by the Longview City Council or its legal designees.
- f. Clients will allow search of all totes, purses, bags, briefcases, backpacks, etc., upon exiting library premises

2. FACILITIES

- a. Clients will be careful not to damage the grounds, buildings, or furnishings.
- b. Clients should notify either the staff or police should they witness Someone vandalizing or otherwise damaging the Library.
- c. Personal transportation devices, (i.e., skateboards, hoverboards, Segway's, etc.) are not allowed on the premises of the Longview Public Library.
- d. Parking is not permitted on Eastman Plaza.

C. RESPECT FOR THE RIGHTS OF OTHERS

1. GENERAL REGULATIONS – PROHIBITIONS

While on Library property, clients will be subject to certain prohibitions and will not do the following:

- a. enter into staff areas, including desks and equipment in public areas, without permission;
- b. sit or stand on display and work surfaces, such as tables, end tables, counter, desk, etc.,
- c. make disruptive or obscene noises or gestures, including screaming, loud voices or noises, loud crying, harassment or running and jumping;
- d. use cell phones in the building;
- e. use any tobacco or vapor product in the building;
- f. eat or drink, except in designated areas,
- g. sleep or lie on furniture or the floor;
- h. fail to wear proper attire, including shoes and shirts
- i. post notices, distribute circulars, flyers or petitions, solicit, or engage in any commercial activity unless authorized by the Library; bring animals inside the building, except for special service animals for the blind hearing impaired, or physically handicapped, or for a specific Library program; play music except on designated equipment in designated areas at appropriate times or unless wearing headphones
- j. Bring animals inside the building, except for special service animals for the blind/hearing impaired, physically handicapped, or for a specific Library program

- k. Play music except on designated equipment in designated areas at appropriate times or unless wearing headphones
- l. carry in bedrolls, sleeping bags, tents, or hiking or sports equipment;
- m. exhibit poor personal hygiene or bathe in the public restrooms. Violators will be provided a copy of the policy with the offense highlighted and asked to leave the premises.

2. DISRUPTIVE BEHAVIOR

Clients will not physically, verbally, or with gesture threaten, harass, abuse, or assault another person on library property. Any person committing such an offense will be evicted from the premises and may be subject to prosecution where applicable.

- a. Clients will not be under the influence of drugs or alcohol and/or disorderly
- b. Clients will be aware of others and keep the volume of their conversations as low as is practical. Clients will not engage in cell phone use inside the Library.
- c. Improper acts or those which are subject to prosecution under penal laws of the State of Texas are expressly forbidden in the Library.
- d. The Longview Public Library requires that a parent, legal guardian, or other responsible party 18 years or older be present to supervise children ages 12 and under. A child under the age of 12 must be in sight of parent or caregiver. Children under the age of 10 must be in the direct sight of a parent, caregiver, or responsible party. Children ages 10-12 may be in the children's

department alone as long as a parent, caregiver, or responsible party is on the Library premises.

e.

- 1) Library staff may reprimand disruptive children.
- 2) If the disruptive behavior continues, a staff member will inform the parent(s)/responsible adult that the child is disturbing others.
- 3) If parent(s)/responsible adult refuses or is unable to control the child, a staff member may ask the family/group to leave.
- 4) If the family/group refuses to leave, a staff member may summon the police

f. Disruptive children age thirteen (13) and up will be dealt with in the following manner:

- 1) A staff member will warn the young person that he or she is causing a disturbance,
- 2) If the disruptive behavior continues, staff will ask the young person to be picked up or to leave.
- 3) If necessary, library staff will call the police.
- 4) Library staff may ask any disruptive client to leave and may summon the police if the staff cannot or wishes not to contend with the situation.

3. CHILDREN LEFT UNATTENDED

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 insure 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 of the opposite gender will wait with the minor(s) until a police officer arrives. Under no circumstances will staff provide transportation or accompany a child home.

D. Violations

At its discretion, the Library may exclude from use or revoke borrowing privileges for anyone known to have violated any rule in this policy. In some cases, the Library may prosecute to the full extent allowable by law.

E. CLIENT COMMUNICATION

1. Clients are encouraged to comment on library service or make suggestions for improvement.

2. Clients will communicate on the appropriate forms (see the Appendix),
3. Leaders of the Library's administrative units will evaluate suggestions and complaints and respond in writing.

VI. SELECTION AND DISCARDING OF MATERIALS

A. PRINCIPLES

1. The First Amendment to the United States Constitution protects the freedom to read. It is essential to our democracy and will be upheld in the selection and access to all library materials.

2. The staff will uphold this essential principle of our democracy. Selection of materials provides a safeguard to the freedom to read.

3. The Library will uphold the freedom to read principles contained in the statements of the American Library Association and the Texas Library Association. Examples of these which are appended include the *Library Bill of Rights* and *The Freedom to Read Statement*.

4. Forms of expression that are unprotected by the First Amendment will not be included in the collection. All materials selected under this policy are considered constitutionally protected until such time as any item, taken individually, is determined

by judicial action in courts of jurisdiction to be unprotected and after all appeals have been exhausted.

5. While it is this policy's intent to encourage free access to materials, the Library

reserves the right to restrict the client's opportunity to remove selective materials which may be available on site. Often these materials are designated as "reference."

6. Parents and/or legal guardians have sole responsibility for what children read, view, or hear. The Library and its associated authorities do not serve *in loco parentis* (in place of the parents). Only parents or guardians may restrict their **own** children's access to library materials. Selection of library materials will not be inhibited by the possibility that materials may inadvertently come into the child's possession.

7. The Library will attempt to provide materials for all members of the community. Access to and use of material will not be denied or abridged because of origin, race, age, background, sex, or views. Likewise, none of these factors shall be cause to exclude any material of authors, artists, publishers, or producers. However, library staff may legitimately consider other resources available to clientele groups when selecting materials.

8. The Library will consider the following criteria as valid factors in the selection process especially as they relate to library clients of all ages, walks of life, value and interest patterns, education, opinion, and persuasion:

- a. interest,
- b. information,
- c. education,
- d. entertainment,
- e. budgetary constraints,
- f. enrichment,
- g. variety,

- h. materials availability,
 - i. format
 - j. Date of publications
 - k. Librarian's understanding of the above criteria and patron categories.
9. Selection of materials by the librarian does not imply agreement with or approval of the content, viewpoint, implication, or expression of the material.
10. Librarians will judge materials on the basis of the content and style of the work as a whole, not by selected or random passages or scenes.
11. The public library is not a curriculum center and does not provide basic texts, curriculum resources, nor materials needed in quantity for school work. However, the individual student or teacher will often find the supplementary resources of the Library to be enriching and useful. The staff will not develop the collection nor arrange it by the curriculum needs of the local school districts, colleges, or universities.
12. Materials will be cataloged using the Dewey Decimal Classification (DDC) System.

B. POLICY

The following policy is established in accordance with the principles above:

1. SELECTION

The Library has funds to purchase only a small portion of what is published or produced each year. Therefore, to best use public money, library staff will select

materials in accordance with the principles and policies of this document. At the same time, they will strive to maintain diversity, quality, and responsiveness to community interest patterns.

- a. DIVERSITY of materials to meet the purposes of use, age levels, and educational levels will be maintained by providing for alternative and/or opposing views and unpopular as well as popular materials in order to reflect the diversity that exists in our culture and society.
- b. QUALITY of materials will be maintained by the application of professional discretion and standards established by the library profession and through the use of appropriate selection tools.
- c. RESPONSIVENESS to interest patterns will be maintained by careful consideration of requests for purchase, patterns of use of existing materials, patterns of purchase of similar materials from retailers, and any other source of information which helps librarians to know of community interest patterns. Library staff will not restrict selection in response to the interest of one individual or group on the basis of the prejudice of another individual or group.
- d. Library staff may select materials on the basis of any one, several, or all of the above criteria. No single standard applies in all cases. Some material may be judged primarily on its artistic merit or scholarly value, while other material may be selected because of substantial local demand. No material will be excluded solely on the basis of language or frankness of expression. Individual items which in and

of themselves may be controversial or offensive to some may appropriately be selected if their inclusion in the collection will contribute to the balance and effectiveness of the Library as a whole.

- e. The Library will not duplicate materials already covered by existing or other local collections such as textbooks, professional works, or religious works.
- f. The Library will not purchase materials which do not conform to or lend themselves to extensive library use or format, e.g., those with spiral bindings, game books, mass market paperbacks, pop-ups, etc.
- g. The Library must always consider available funds and budgetary constraints in making selections.
- h. Library staff will evaluate clients' "Requests for Purchase" by applying this policy.

2. ACCESSIBILITY

The Library will not restrict access to any library materials in public areas.

- 1) The Library will not house, maintain, or otherwise accommodate private collections. The Library welcomes and encourages gifts of collections made in accordance with the provisions of Article VIII, of this Policy.
- 2) All library card holders may check out any circulating library material, regardless of clients' origin, race, age, background, sex, or views.
- 3) The Library will not label materials other than by classification, directional aids, and major categorization of public interest patterns. The library observes a distinction between children/youth collections and adult collections only on the

assumed differences in interests. However, the children's collection will be housed in the children's area of the Longview Public Library. Appropriateness of adult material for minors is the sole responsibility of the parent(s) and/or guardians(s).

C. WEEDING

The professional staff will systematically discard ("weed") worn, dated, or damaged library materials as an integral part of the selection process. The process the library uses is the CREW Method which was implemented by the Texas State Library and Archives Commission. This process helps maintain the quality of the library collections and is not intended to sanction removal of library materials based upon any controversy surrounding the material. Staff, during this process, should consider the selection principles stated in this Policy.

D. RECONSIDERATION OF LIBRARY MATERIALS

- 1) The City Council recognizes that full information about issues of public concern requires access to information sources which embody, represent, and illustrate those concerns. However, the Council recognizes the right of individuals to question both materials in the Library or those excluded from it. An individual questioning either selections or exclusions, may state his or her opinion in writing on a form available at the Library.
- 2) Clients must complete the appropriate "Request for Reconsideration" form (see Appendix B) to initiate the review process.
- 3) The staff Selection Committee will make the first review of these "Requests for Reconsideration."

- 4) Complainants who disagree with the findings of the staff committee may appeal the decision to City Administration.
- 5) Appeals of City Administration decisions will be made to a court of competent jurisdiction.
- 6) In the event that a complainant charges that a particular item is not protected under the First Amendment to the Constitution, the onus of proof rests with the complainant.
- 7) Material under question will remain in the active collection until such judicial determination is made.

E. RESPONSIBILITY AND AUTHORITY

The responsibility for selection and discarding is vested in the Library Director and, under his or her direction, in such members of the staff who are qualified by education or training. Library materials so selected or discarded shall be held to be selected or discarded by the City Council of the City of Longview.

VII. GIFTS

- A. Items donated for the library collections become the property of the Longview Public Library and/or the Friends of the Longview Public Library. Designated library staff will determine the disposition of gift materials. Gifts accepted by the Library will be evaluated, like any potential purchase, according to the state selection criteria. In some cases, items may be added to the collection (as space allows), even though these materials would not ordinarily be purchased due to budget restrictions.

- B. The Library will not guarantee that items in gift collections will be kept together as separate physical entities and reserves the right to decide the conditions of display, housing, and access to the materials.
- C. The staff can only evaluate the Library's need for the materials, and cannot place a monetary value on such gifts.
- D. The Library will not accept for deposit materials which are not outright gifts, with the exception of exhibits. These special collections, upon approval of the Library Director, may be set up by the owner for a limited time and at the owner's risk as outlined in Article IV, Section B, of this policy.
- E. The Library will accept gifts of money, real property, and/or stock if conditions of the gift are acceptable to the Longview City Council or its delegated representatives.
- F. The library does reserve the right to refuse gift(s) that is deemed unnecessary to collection or does not uphold the library's values.

VIII. APPENDICES AND SEVERABILITY

This policy includes schedules, forms, and statements, which are appended.

Revisions may periodically be made to the appendices, as the Library Director (acting in accord with the City Manager) deems necessary, without considering such alterations as amendments to the policies contained herein.

THE TERMS AND PROVISIONS OF THIS POLICY SHALL BE DEEMED TO BE SEVERABLE, AND IF ANY SECTION, SUBSECTION, SENTENCE, CLAUSE, OR PHRASE OF THIS POLICY SHOULD BE DECLARED TO BE INVALID, THE SAME SHALL NOT AFFECT THE VALIDITY OF ANY OTHER SECTION, SUBSECTION, SENTENCE, CLAUSE, OR PHRASE OF THIS POLICY.

APPENDICES

PHOTOGRAPHY POLICY

Please enjoy your visit to the Longview Public Library. We are happy to have you to take photographs of our building for your enjoyment and only ask that you please observe the following guidelines:

1. Please refrain from using equipment that may disturb Library patrons, such as flash equipment, tripods, camera sounds, etc.
2. Rearrangement of Library furnishings, such as chairs, tables, or lamps, is not permitted.
3. Taking identifiable photos, videos, or audio recordings of members of the public and Library staff is prohibited unless the Library Director has granted permission in advance.
4. The Library Director will consider each permission request and will approve or deny the request. If approved, conditions will be set for the photography session.
5. News media reporters and photographers are welcome, and may receive advance authorization from the Library Director.
6. All news media photography must relate to the Library itself.
7. Library staff reserves the right to restrict, or prohibit, photography that may disrupt Library patrons, obstruct passageways, damage materials, or compromise public safety and security.
8. Please be aware that the Longview Public Library frequently photographs and records its public events and programs for use in its own social media, website, publicity, and

promotional purposes. Please notify a Library staff member if you do not wish to be photographed or recorded. For the safety and privacy of Library patrons, identifying information will not be used without written consent.

Computer Use Policy

Last Updated 4/13/18

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 can use Library computers for 2 hours a day during regular business hours. If you are working on a job application, resume, schoolwork, taking tests, and similar projects, you may ask at the Front Desk for an extension of time before your current session runs out. Computers and Wi-Fi connections shut down a ½ hour before the Library closes.

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.

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 listening to music that is too loud.
- No food or drink 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.

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 trouble shoot, 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:

- 1) To print a **black and white** document, e-mail it to **mobileprint@longviewtexas.gov**.
- 2) To print a **color** document, e-mail it to **mobileprint+color@longviewtexas.gov**.
- 3) Upload files to [Pharos Print Center](#). Use your Library Card to sign in!
 - File size limit is **52 MB**
 - You can also view e-mailed documents here!
- 4) 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 during normal business hours. 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.

Just as Library public computers shut down 30 minutes before Library closing, the Library's Wi-Fi connections stop 30 minutes before closing.

Disclaimers

The Library strives to keep 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 February 2018

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
- 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:

- Tee-shirts (need to be coordinated with jean day & events)
- Shorts
- Active wear (sweats, wind suits, exercise wear, etc.)
- Jeans (exception: official designated jean days)
- Capris (any pants shorter than ankle 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.
- 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 and will not be compensated for the time away from work
- Directed to return to work in proper attire



ADA

Service Animals

Overview

The Department of Justice published revised final regulations implementing the Americans with Disabilities Act (ADA) for title II (State and local government services) and title III (public accommodations and commercial facilities) on September 15, 2010, in the Federal Register. These requirements, or rules, clarify and refine issues that have arisen over the past 20 years and contain new, and updated, requirements, including the 2010 Standards for Accessible Design (2010 Standards).

This publication provides guidance on the term “service animal” and the service animal provisions in the Department’s revised regulations.

- Beginning on March 15, 2011, only dogs are recognized as service animals under titles II and III of the ADA.
- A service animal is a dog that is individually trained to do work or perform tasks for a person with a disability.