

**Whitewright Public Library  
Policy Manual**

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## **Personnel Policy**

The Whitewright Public Library is a department of the City of Whitewright. Personnel services are coordinated through City Hall. The Whitewright Public Library supports and adheres to all laws and policies dealing with equal employment opportunity, the Civil Rights Acts, the Americans with Disabilities Act, fair employment practices, and other federal, state, and local legislation concerned with employment and hiring practices. Additional policies pertaining only to library personnel practices are included in this policy manual.

## **Staff Development**

The Whitewright Public Library is committed to having a trained and educated workforce. Basic dues for necessary professional organizations (TLA, ALA, etc.) will be reimbursed, funds permitting, for all full-time staff members. If funds are not available to cover the entire cost of basic dues, each employee will receive a prorated share of the available funds. The library director may also approve for part-time employees to be reimbursed, and for other support for any staff member to join non-library-related organizations that further the library's role.

Professional staff are expected to stay familiar with current issues in librarianship by reading professional journals and library literature. Requests for purchase of specific books, periodicals, videos, audiotapes, and other materials specifically for staff development should be made to the library director.

## **Use of Volunteers**

The Whitewright Public library welcomes and encourages members of the community to volunteer their time and talents to enrich and expand library services. Volunteers are expected to conform to all policies of the library, and are selected and retained for as long as the library needs their services. Volunteers may be used for special events, projects, and activities or on a regular basis to assist staff. Services provided by volunteers will supplement, but not replace, regular services, and volunteers will not be used in place of hiring full- or part-time staff. Volunteers may apply for paid positions under the same conditions as other outside applicants. Paid staff may volunteer in other departments of city government outside of the library.

## **Code of Ethics**

The Whitewright Public Library endorses the American Library Association Code of Ethics and the Texas State Library "Statement on Ethics" and expects that all staff will strive to maintain the highest levels of personal and professional integrity. Additionally, the trustees for the Whitewright Public Library will follow the code of ethics established by the American Library Trustees Association (ALTA) in carrying out the duties and responsibilities of their office.

Public employees are held to a high standard of ethical behavior. No staff member may accept or solicit any gift or service that is offered to influence the employee's action, seeks to curry special privileges or favors, or is given to reward the employee for doing his or her job. Token items, such as food or flowers, may be accepted and shared with other staff. Items of value must be refused or returned to the giver. In exceptional cases where the item cannot be returned, the library director will donate the item to an appropriate local charity such as Goodwill.

Staff is also prohibited from using their position for private gain and from transacting library business with any entity in which they have financial interest. Staff members are encouraged to discuss any concerns about their own handling of potential problems with the library director before or after a situation has occurred.

### **Staff Use of Library Materials or Equipment**

Library material or equipment for personal use must be checked out if they are to be removed from the library. Staff will not be charged overdue fees, but action may be taken if large quantities are taken out of the collection or if the material is not returned in a reasonable amount of time.

### **Discounts on Staff Book Purchases**

Library staff members may order books and other library materials for personal use at a discount from library vendors. Discounts cannot be guaranteed and materials, once ordered, may not be returned unless received in damaged condition. Payment must be made, by check, within two workdays after the item is received. This privilege is limited to library staff and may be discontinued at any time at the discretion of the library director.

### **Hours of Operation**

The Whitewright Public Library will be open a minimum of 30 hours each week. The library director, with the approval of the advisory board, will determine the days and daily hours of operation. (See Attachment A for current schedule.)

The library will close on holidays established by the City of Whitewright and at other times deemed necessary by the library director.

Regularly scheduled hours of operation will be established to best meet the needs of the library users and will be evaluated by survey and/or public input on a regular basis.

### **Public Use of Computers**

Whitewright Public Library provides computers for public use. Users agree to observe all copyright and licensing laws and will not duplicate any computer programs or documentation unless expressly labeled as being "in the public domain" or "shareware." No personal software is to be loaded on library computers. No private files may be stored on the library computer(s) and any files left on the computer will be deleted automatically at logoff.

WiFi access is available for users with their own laptop or other device.

### **Internet Access**

The Library's Internet access is intended primarily as an information resource. The Library does not provide e-mail accounts. However, web based email accounts are allowed.

Library patrons use the Internet at their own discretion. The Whitewright Public Library does not protect persons from information found individually offensive. The City of Whitewright maintains a filter on the City's network, which applies to the public computers and is outside the library's control. This does not mean that all potentially offensive sites are blocked, and in some cases, sites may be wrongfully blocked. Users who cannot access a site they believe is erroneously blocked should notify the staff, who will pass the information on to the City's employee in charge of the filtering system.

When using the Internet, please remember that some material may be outdated, wrong or biased. Please critically evaluate all information you find.

The Internet may contain material that is inappropriate for viewing by children. The library staff and volunteers are not in a position to monitor and supervise children's use of the Internet. As with other

library materials, restriction of a child's access to the Internet is the responsibility of the parent/legal guardian.

Some Internet information is copyrighted. Please see "Notice: Warning Concerning Copyright Restrictions" under "Other Services."

If Internet searching results in disruption of library services, or if patron behavior when using Internet resources becomes inappropriate for a public library setting, the library reserves the right to end the session. Patrons will receive one warning regarding inappropriate behavior; another violation will result in loss of Internet privileges at the library.

Patrons may print information from public computers and are responsible for the cost of printing (See Attachment A). Some documents, such as web sites, may consist of several printed pages; users are financially responsible for all printouts. Users may temporarily save files to the computer desktop, which is cleared at log off. Users may also save their data to a flash drive or email a copy of the file to themselves.

Users must notify the checkout desk staff before using computers.

Users are given a 30-minute session to be extended up to 2 hours if no one else is waiting. Computer use is on a "first come, first served" basis.

Library staff has the option of checking the history of Internet sites visited as needed to ascertain if inappropriate sites (such as pornographic, hate crime, etc.) have been visited. Visitation of these sites may result in loss of Internet privileges.

Library staff will assist patrons with Internet use as time permits, but cannot offer personal instruction on computer use.

### **Registration of Patrons**

Library borrowing privileges are available at no charge to any patron providing proper identification upon completion of a registration form. All data provided on the registration form is confidential information.

To qualify for a library card, patrons must meet the following requirements:

1. Have a valid Texas driver's license or State ID, which will be photocopied onto the back of the library card application.
2. If the address on the ID is not current, a bill with their current address must be presented.
3. For those new to the State of Texas, we will photocopy their out-of-state license and attach it to their application, and they will need to present their State of Texas ID within 30 days. If they are not required to get a State of Texas ID, a copy of their out-of-state/country ID must still be made, and a bill with their local address must be presented.
4. For those under 18, a parent/guardian with proper ID must apply for a library card of their own, and will co-sign juvenile application(s). Upon turning 18, they must fill out an adult application to be filed in place of their old juvenile application.

Family members will have their accounts linked in the circulation system. Adult members can sever this link upon request, but juveniles must remain linked to an adult.

Library records include patron registration data, circulation records, overdue and reserve records, participation in library programs, record of library visits, and/or any data that contain information that links a specific patron to specific materials or services used. Each patron has individual control over his or her borrower's card and presentation of the card permits access to information about the borrower's circulation record. When the information is no longer needed for library administration purposes, records will be expunged.

No information will be released to any person, agency, or organization, except in response to a valid court order or subpoena, properly presented to the library director.

Nothing in this policy shall prevent authorized library personnel from using library records in the administration of their regular duties, including releasing information to collection agencies for the retrieval of materials and payment of fines.

### **Child Behavior and Supervision Policy**

The Library welcomes children to use its facilities and services. However, responsibility for the behavior and well being of children using the library rests with the parent/guardian or assigned caregiver, not with the library's personnel. This policy has been put in place to address the Library Board's concern for the safety and welfare of the children it serves.

1. The library accepts no responsibility for unattended children on library premises.
2. The Library will not function as a babysitting service or day care facility. Library staff members cannot supervise children in the library, and cannot monitor children leaving the library. If a child is not allowed to leave the library without an adult, he/she should not be in the library without an adult.
3. Children seven and under must be accompanied and supervised by an adult. They must remain in the same area of the library as the adult caregiver.
4. During programs provided for children, adults shall be encouraged to remain in the building unless consent is received from the library staff to leave the premises; however, the adults must be present when the program is over to pick up the children involved.
5. Anyone who is not using the Library appropriately, or who require excessive staff attention or supervision, will be asked to leave the library and, if necessary, the police will be contacted.
  - a. Inappropriate use includes, but is not limited to: deliberate disruption of library services, abusive language, loud talking/laughing that could disturb other patrons, vandalism or destruction of library property or materials, etc.
  - b. Staff areas (front desk and workroom) are off-limits to non-staff/volunteers without permission. These areas are for our staff to work and serve the public, and are not appropriate places for children to stay.
6. Children should call for a ride home no later than 15 minutes before closing. If a child is left at the Library after closing time, or as the result of an emergency closing, and contact with a parent/guardian is not possible, the police will be called. Under no circumstances will a staff member take a child out of the building or transport children to another location.

### **Nicotine Product Policy**

Smoking, including the use of electronic devices, and the use of chewing tobacco are not permitted in the library or outside the library entrance.

### **Suspension of Privileges for Health and Safety Reasons**

It is the responsibility of the Whitewright Public Library to maintain a healthy and clean environment for all Library users and to protect investments in library collections, equipment, and property. In order to fulfill this responsibility, the Library may restrict a visit library facilities when such use may jeopardize the health and cleanliness of those facilities, their collections, and/or other patrons.

Roaches, bed bugs, or other insects constitute such a hazard to collections and to patrons. Any material that shows evidence of insect presence or damage may result in a specific library customer and/or household members having their library facility and collection access suspended. This suspension and notification will be made at the discretion of the Library Director.

Examples of situations where access may be suspended include, but are not limited to:

- Evidence that items on loan to a customer have been returned with insects that are known to be damaging to library materials, or that can result in pest infestations in library facilities, e.g. roaches, termites, and silverfish;
- Evidence that items on loan to a customer have been returned with insects that can result in pest infestations in library facilities, e.g. bed bugs, fleas, or lice; and
- Patrons or patron possessions with evidence of such insects.

Any customer that has privileges suspended under the terms of this policy may request a reevaluation of the suspension upon the ability to demonstrate that the situation that resulted in loss of privileges has been resolved.

For reinstatement requests relating to suspensions due to pest infestation, decisions will be made based upon evidence showing that the address in question has been inspected with no sign of infestation or that the residence has been treated. Confirming information may include copies of receipts for treatment, a letter from a licensed pest control company or a written statement from the owner or property manager of a multi-family rental residence. In some circumstances, proof of a change of residential address may also be accepted.

### **Fees for Service**

The Whitewright Public Library has as its mission the provision of free and open access to information in varied formats. However, there are limits to what can be provided with budgeted funds. Therefore, some services will be provided on a cost recovery basis, passing the cost of these services to the user. Fees will be assessed on services such as copies or printouts, laminating materials, postage for interlibrary loans, etc. See Attachment A for current schedule of fees.

### **Fines and Recovery of Overdue Materials**

Library materials are purchased for use by all library cardholders. The Whitewright Public Library establishes regulations for the loan of materials, including circulation periods, renewal processes, and fines for late return. The advisory board believes that the individual who chooses to keep materials past the due date, or who refuses to settle unpaid fines or fees, compromises some extent over his or her right to privacy. The library will attempt to recover overdue materials and will notify patrons of unpaid fines and fees according to procedures established by the advisory board.

Information regarding overdue and non-returned materials and past-due fines may be disclosed to the City of Whitewright and/or the Whitewright Police Department to attempt to recover materials or to collect fees and fines. The library will also provide sufficient information to allow any individual other than the holder of the borrower's card to settle unpaid fines or fees on that card. However, authors, titles or subjects of lost or overdue materials will not be discussed without the presentation of the borrower's card.

At the library's discretion, accounts can be turned over to a collection agency to collect materials and/or fines. A fee to cover the cost of the collection service will be added to the patron's account.

See Attachment A for details on circulation periods, renewals and fines.

### **Interlibrary Loan Privileges**

Recognizing that no library collection can meet all of the informational, recreational or educational needs of members of the community; the Whitewright Public Library enters into agreements with other public libraries to expand the materials available to its patrons. The library also loans out materials to other libraries upon request and at staff discretion.

Books and photocopies of periodicals not in the library's collection may be requested through interlibrary loan. Recordings, microfilm and genealogy materials may be requested but are difficult to obtain. Materials may be requested via any staff member or online and adhere to current interlibrary loan regulations. See Attachment A for fees.

### **Reference Information Requests**

The staff of the Whitewright Public Library is available to answer questions regarding the use of the library materials, such as finding call numbers or locating materials needed by the patron. In addition, staff will attempt to help patrons who seek suggestions for books to read, videos to view, etc.

Patrons may request certain information in person or by phone, mail, fax or email. Information not requested in person that requires extensive research shall be handled as quickly as possible without affecting the service to patrons waiting in the library.

Staff members are not qualified to answer legal, medical, tax or consumer information. It is preferred that patrons visit the library to view this type of information.

All requests for reference information are confidential. Staff may consult with each other when necessary or may consult with staff at other libraries, agencies and organizations. The number of questions are tallied for statistical purpose. In all cases, patron confidentiality and privacy will be maintained.

### **Selection of Materials**

Selection and purchase of library materials rests with the library director, who may delegate some responsibilities to other staff members. The recreational, educational, and informational needs of the community will be considered in selecting materials. Suggestions from the community for items to be considered for purchase are highly encouraged, but materials must meet selection criteria.

The library does not attempt to acquire textbooks that support local curricula, but may acquire textbooks for general use by the public. Multiple copies of popular books (e.g., bestsellers, resume guides, tax

preparation) may be purchased to meet demand. Hardcover books are preferred, but paperback books will be purchased when needed.

The library will attempt to have information available in a variety of formats (book, non-book, pamphlet, magazines, etc.) when available and practical. Generally, only one copy of materials in other formats (video, compact disk, computer programs) will be purchased unless long-term high demand is anticipated. Video and audio recordings will be selected for potential long-term use to meet general interests. Regardless of an item's popularity, the library may choose not to select it, because its format is not durable enough to withstand reasonable library use, or it would require excessive staff time to maintain.

### **Gifts/Donations**

The Whitewright Public Library accepts gifts of new and used books, audio recordings, videos, and other similar materials. Items will be added to the collection in accordance with the selection policy of the library. Once donated, items become the property of the Whitewright Public Library, and may be given to other libraries or non-profit agencies, sold, traded, or discarded if they are not added to the collection.

Donated items will not be returned to the donor and the library will not accept any item that is not an outright gift. The library will acknowledge receipt of donated items but is unable to set a fair market or appraisal value. It is recommended that the donor make an itemized list of items donated. If items are being donated to obtain a tax benefit, it is the donor's responsibility to establish fair market value or obtain expert assistance in establishing any value. The library also reserves the right to decide when a gift added to the collection must be withdrawn.

Monetary gifts, bequests, and memorial or honorary contributions are particularly welcome. Funds donated will be used to purchase items in accordance with the selection policy of the library. Books, videos, and other materials purchased with bequests, memorial or honorary contributions will be identified with donor plates whenever possible. Notification of memorial or honorary contributions will be sent to the family of the person being recognized. Suggestions for subject areas or other areas of interest are welcome and will be followed to the extent possible.

If a memorial item is not returned or is damaged beyond repair, the library will make an effort to replace that item up to the first two years after the item is added to the collection. A memorial donation does not guarantee that an item will be added to the collection nor does it guarantee an item will remain in the collection if lost, damaged, or no longer relevant to the collection.

Acceptance of donations of equipment, real estate, stock, artifacts, works of art, collections, etc., will be determined by the library board based on their suitability to the purposes and needs of the library, laws and regulations that govern the ownership of the gift, and the library's ability to cover insurance and maintenance costs associated with the donation.

### **Request for Reconsideration of Materials**

The Whitewright Public Library welcomes comments and suggestions regarding the continued appropriateness of materials in the collection, especially concerning outdated materials. Suggestions will be considered and utilized by the library in the ongoing process of collection development.

Individuals may take issue with library materials that do not support their tastes or views. Staff is available to discuss concerns and identify alternate materials that may be available. If a patron's concern is not satisfied through discussion with staff, a formal, written request for reconsideration of materials may be submitted to the library director.



The Whitewright Public Library is not a judicial body. Laws governing obscenity, subversive materials, and other questionable matters are subject to interpretation by the courts. Therefore, no challenged material will be removed solely for the complaint of obscenity or any other category covered by law until after a local court of competent jurisdiction has ruled against the material. No materials will be knowingly added to the library collection that have been previously determined to be in non-compliance with local laws.

The patron submitting a request for reconsideration must hold a valid borrower's card. The director will respond, in writing, within thirty days of receipt, to the patron's request for reconsideration. The response will indicate the action to be taken and reasons for or against the request. An item will only be evaluated for reconsideration once in a twelve-month period.

### **Deselection of Materials**

Weeding must be carried out on a continuous basis, with the following general guidelines for discarding materials:

1. Physically worn or damaged
2. Containing obsolete information
3. Duplicate copies of titles that have waned in popularity
4. Lack of use – Circulated less than 5 times in the past 5 years or not at all in past 3 years unless the material is of historical value

Decisions will be based on accepted professional practice, such as those described in “The CREW Method,” from the Texas State Library and the professional judgment of the library director or designated staff. When necessary, local specialists will be consulted to determine the continued relevance and reliability of materials.

Items withdrawn from the collection will be disposed of in accordance with local law, which permits discarding into the trash, recycling of paper, or transfer to the library's book sale. No items may be sold or given directly to individuals or groups. Discarded magazines and newspapers may be given to other libraries or social service agencies at the discretion of the library director.

### **Additional Services**

The Whitewright Public Library maintains a fax machine, copier, laminating machine, and Cricut machine for its use that are also available for patron use for a recovery fee.

Staff must fax, copy and laminate all materials and patron confidentiality and privacy will be maintained. If a patron has multiple items and/or there are other patrons in the library needing assistance, non-library services take a lesser priority.

**NOTICE**  
**WARNING CONCERNING COPYRIGHT RESTRICTIONS**

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

*Approved by the Whitewright Public Library Advisory Board on March 18<sup>th</sup>, 2014.*

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Rod Earnheart, President

*Attachment A*

**Hours of Operation**

<b>Monday – Friday Mornings</b> .....	10 a.m. – 12 p.m.
<b>Monday – Wednesday &amp; Friday Afternoons</b> .....	1:00 p.m. – 5:30 p.m.
<b>Thursday Afternoon</b> .....	1:00 p.m. – 7:00 p.m.

**Materials**

Circulation Period .....	2 weeks
Late Fines.....	\$.10/day
Maximum Fine Per Item .....	\$5.00
Checkout Limit .....	10 items total <sup>1</sup>
Renewals .....	2
Reserves .....	Free
Reserve Period .....	3 days
Grace Period.....	1 day

**Printing Costs**

Copies .....	\$.15 per page, each side
Printer/Microfilm Printouts.....	\$.15 per page, each side

**Fax Service**

Incoming Fax .....	\$1.00 per page
Outgoing Fax .....	\$1.00 per page

<b>Library Card</b> .....	Free
<b>Reprint of Card</b> .....	\$.50
<b>Laminating</b> .....	\$.50 per page for up to letter size
.....	\$.75 per page for legal size and up
<b>Interlibrary Loan Fee</b> .....	\$1.50

<sup>1</sup> A total of ten (10) items can be checked out per card. Three (3) of these items can be videos. The limit may be exceeded for teachers, day care providers, home schools, etc. at staff discretion.