

# **East Travis Gateway Library District Policies and Procedures Manual**



Approved by Board of Trustees November 16, 2021  
Updated March 17, 2026

## **Introduction**

### Mission Statement

The Mission of the East Travis Gateway Library District is to bring information, ideas, and people together to promote a love of reading, discovery, and connection, as well as to contribute to the creation of a stronger community.

### Vision statement

As the area's primary community meeting place, we aspire to meet the changing needs of our diverse and connected citizens.

### Our Nine Values

1. We inspire curiosity.
2. We deliver exceptional patron experiences.
3. We initiate community conversations.
4. We provide access to technology, digital services, and information.
5. We cultivate collections of timely, in-demand materials.
6. We listen.
7. We ensure that our library is an integral part of its community.
8. We embrace change
9. We encourage creativity and adaptability.

### General description of the library district

The East Travis Gateway Library District (ETGLD) consists of two branches serving the 401, 402, 403, 404, and 405 voting districts. The branch libraries are located in Elroy and Garfield. We offer a variety of services, and the Library District's goal is to serve the greater Del Valle area.

Library districts operate within defined geographical boundaries and are supported by a percentage of local sales and use tax. They are stand-alone governmental entities, political subdivisions of the state, and special-purpose districts.

## **ADA Compliance**

The ETGLD is committed to providing equal access to all patrons, including those with disabilities, under the Americans with Disabilities Act (ADA). If you require an accommodation in order to access any Library materials, services, programs or public computers, please communicate with Library staff. All reasonable requests for accommodations will be considered. In the event that a preferred accommodation cannot be provided, Library staff will attempt to provide an effective, alternate accommodation.

## Circulation Guidelines

### Library account information<sup>1</sup>

Applications can be completed online or in person at any ETGLD library. In-person library card applications require a government-issued photo identification to be shown.

Online applications will only allow a patron to access ETGLD's digital library offerings until they come into an ETGLD library and present their government-issued photo identification.

#### Account types:

- Full Access
  - Access to all ETGLD resources
  - Available to residents of the following counties: Travis, Hays, Caldwell, and Bastrop
- Out of District
  - Limited to 5 checkouts at a given time, no digital access or Interlibrary Loans (ILL)

Accounts for minors ages 5-17 are considered joint accounts and are owned by the parent/guardian who assumes financial responsibility for all materials borrowed on the account. To qualify for a minor's library card account, the minor must be present and a parent/guardian must have an active ETGLD library account and show government-issued photo identification. The library card entitles the minor to borrow library materials from any library in the district, including Elroy, Garfield, and the mobile library.

### Enhanced Library Card

Full Access library card account holders are eligible to receive a library card that includes your name, picture, and other personal information printed on it. The card can be used to check out items from the physical collection and/or digital resources, depending on your membership type. A photo id and proof of address are required.

This may possibly be used as a supplement with other documents to prove your identity. You will need to check with organizations/entities with which you would like to use the Enhanced Library Card as part of establishing your identity to determine if/how the Enhanced Library Card can be used for this purpose.

- Acceptable photo ids: (not expired for more than 1 year, digital version ok)
  - Texas Driver License
  - Texas Department of Public Safety ID
  - Non-Texas State Issued License or ID
  - Passport
  - Military ID

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<sup>1</sup> Updated 3/17/2026

- International Driver License
- Non-US Driver License or permit
- Credencial Para Votar ID (Mexico voter registration card)
- Non-US Consular ID
- Resident Alien Card
- Austin Police Department ID
- Texas Offender ID
- Texas Concealed Handgun License
- Educational Institution Photo ID
- Service Point ID
- Government issued ID with an identifying number
- Acceptable proof of address
  - Driver license, temporary Texas Driver's License or Learner's Permit
  - Texas Department of Public Safety ID
  - Bank or credit union statement
  - Utility deposit receipt or utility bill from the past 60 days
  - Credit card bill from the past 60 days
  - Current Voter Registration Card or notarized temporary Voter Registration Permit
  - Current vehicle registration or liability insurance
  - Official rent receipt; rental agreement, contract or lease
  - Employment pay stub from the past 60 days
  - Written verification issued by a homeless service agency, hospital, health clinic, social services agency, or faith-based agency within Austin confirming residency (original, signed copy on official letterhead)
  - Mail postmarked within the last 60 days (if none of the above is available)

### Voter Registration

Each public library defined under the Election Code must:

- offer to each person of voting age who applies in person for an original or renewal of a library card an opportunity to complete a voter registration application form. (TEC §20.092);
- provide the same degree of assistance that a library would provide to a patron completing library forms, including bilingual assistance

### Borrowing library materials

Full-access patrons may borrow a total of 50 items per account at one time; however, additional limits apply to certain collections (these limits apply to non-digital materials):

- All DVDs and audiobooks are limited to 10 per account
- Playaways and Wonderbooks are limited to 2 per account
- ILL items generally circulate for two weeks, but the lending library may set its own circulation period

Due to the unique nature of the mobile library, all accounts are limited to having a maximum of 15 mobile library materials checked out at a time.

### Fines and Fees

The ETGLD no longer charges late fees on overdue materials. Additional fees may be charged for lost or damaged items. If a patron pays the full replacement cost of an item, the patron owns the item and may do with it as they wish.

Lost or unrepairable materials	Cost of material
Damaged materials that require repair	\$3.00

### Interlibrary Loans (ILL)

The Texas State Library and Archives Commission (TSLAC) provides Texas public libraries access to state and national resource-sharing networks, including those for interlibrary loan, with the intention to help meet the educational, informational, and economic needs of all Texans. No library can own every item, and the statewide interlibrary loan program enables library users to access materials that may not be available at their local libraries.

- To be eligible to borrow materials through ILL, ETGLD cardholders must be adult patrons, have had their library account for at least 60 days, and their account must be active and in good standing.
- ILL requests for materials other than physical books will not be accepted.
- Requests can be placed in person at any ETGLD library or online.
- Due to shipping costs incurred by ETGLD associated with ILL, patrons are limited to two ILL books, either requested or checked out, at a given time.
- Costs:
  - ETGLD does not currently charge patrons for shipping costs to request ILLs from other libraries.
  - Patrons are responsible for lost or damaged ILL books and late fees charged by the lending library.
- We are unable to renew ILLs.
- Once a request has been submitted, if the book is available through ILL, the request will typically be fulfilled within 2-6 weeks.
- ILLs need to be picked up within two weeks of arriving at the chosen pickup library.

### TexShare library accounts

The ETGLD participates in the TexShare library card program sponsored by TSLAC. This program provides free reciprocal borrowing privileges to registered borrowers of member libraries, academic, and public. For a complete description of this program, visit the TexShare page at [www.tsl.texas.gov/texshare/index.html](http://www.tsl.texas.gov/texshare/index.html).

The TexShare card allows ETGLD patrons to borrow materials from all other participating libraries in Texas. Typically, libraries do not permit TexShare cardholders to download digital

materials. ETGLD patrons with accounts of at least 1 month and in good standing (no overdue or lost books and library fines of less than \$10.00) may obtain a TexShare card. TexShare cards expire one year from the date of issuance.

TexShare cards may be issued only to adult patrons as defined by ETGLD policy or to juveniles if the card is signed by a parent or guardian. Materials borrowed from other TexShare libraries should be returned in person or by first-class mail by the borrower to the lending library. The borrower is responsible for any expenses associated with returning the item, including fines accrued due to delivery delays.

#### Confidentiality of library records

The ETGLD 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).

## Collection Development

The collection development policy of the ETGLD establishes the guidelines by which the district selects and withdraws library resources. The collection development policy supports the district's mission to meet the informational, educational, and recreational needs of its communities. The values of collection development of the ETGLD reflect the library as a place that:

- allows patrons to freely explore all ideas and points of view\*,
- provides free and open access to resources for all cultural and economic backgrounds,
- caters to all ages and all levels of ability,
- inspires and enriches lives while promoting lifelong learning and civic engagement.

The goal of collection development is to serve the diverse communities of the ETGLD with a collection that is:

- relevant and up-to-date,
- available in multiple formats,
- in demand,
- reliable and authoritative,
- of literary merit, or
- reflective of the community.

### Selection of materials

Selection refers to the decision that must be made either to add a specific item or type of resource to the collection within budget, space, and availability constraints or to retain material already in the collection. Selection standards, including professional and commercial reviews, popular demand, and local interests, are considered by library staff in selecting resources.

Specific criteria are used to select works of imagination, information, and opinion^.

- The library's varied collection is available to all; however, it is not expected that all of the collection will appeal to everyone.
- The choices made to develop the collection are not necessarily a reflection of the opinions or values of the selectors or the library board.
- The library staff does not serve in loco parentis. It is the responsibility of the parent or legal guardian to supervise and monitor the library activities of their child.

### Collaboration

Under a variety of cooperative lending programs, including the state inter-library loan program, the library can assist patrons in obtaining resources not owned by ETGLD. Resources made available through collaborative initiatives may fall outside of the selection criteria of the library district.

### Withdrawal of materials

ETGLD will evaluate its collection on an ongoing basis in response to the changing nature and needs of the community. The same criteria used in the selection of materials will be considered during the withdrawal process. To maintain the collection in its most useful and attractive condition, the professional staff will consider withdrawing material that is no longer in demand, superseded by a newer edition or more accurate resource, or in poor condition. Replacement of a withdrawn item is not automatic. The decision to replace will be based on the selection policy.

#### De-selection

ETGLD staff will use the current CREW Manual to weed materials that are out-of-date, unused, or in poor condition. Each section of the library will be weeded on a rotating basis. Items that are not being used but are listed in standard bibliographies shall be retained and promoted unless the item is deemed inappropriate for collection. The library will annually withdraw a minimum of 5% of the total collection.

#### Disposal of library materials

Library material purchased with ETGLD funds or donated to the library are the property of ETGLD. Withdrawn books are donated to the Friends of the Library for book sales. The proceeds from such sales are used for the benefit of the library. Books that are not sold will be disposed of at the discretion of the Friends of the Library.

#### Requests for reconsideration

If a patron who resides within the confines of the district<sup>2</sup> has a concern about the inclusion, classification, or location of library material, a request for reconsideration of materials form is available at each library. For a reconsideration request to be considered, the form must be completed in full. The library materials about which a request for reconsideration has been made will not be removed from the collection, nor will their use be restricted in any way, before final action is taken regarding the request. The patron submitting the request must hold a valid borrower's card. The library director will assign a committee to review the request in a timely, professional manner. The district will respond, in writing, within 30 days of receiving the request. The response will indicate the action to be taken as decided by the committee as well as the reasons for or against the request. An item will be evaluated for reconsideration only once in a 12-month period.

\*ETGLD library incorporates, as part of this policy, the principles contained in the First Amendment to the Constitution of the United States of America, the American Library Association's Library Bill of Rights, Freedom to Read, and Freedom to View statements.

^Collection development selection criteria include, but are not limited to the following:

- representation of an important movement, genre, trend, or national culture
- artistic presentation and experimentation

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<sup>2</sup> The district is defined on page 2 of this guide.

- sustained interest
- entertainment value
- representation of challenging points of view
- accuracy

## **Display of materials**

The policies and procedures for displaying informational brochures, flyers, pamphlets, or posters are established herein. Display of these items does not constitute an endorsement by the ETGLD. The responsibility for implementing this policy and for displaying the above items rests with the individual branch manager of the building where the above-mentioned items are to be displayed. The library director retains final authority for implementing this policy.

1. Informational brochures, flyers, pamphlets, or posters may be displayed in designated areas within the libraries of the ETGLD only upon approval by the relevant branch manager or director.
2. Regulations for the display of material
  - a. Library-related items, including Friends of the Library information, will receive priority for display purposes.
  - b. Other items will be displayed on a first-come, first-served, space-available basis.
  - c. Non-library-related items may be displayed at the branch manager's discretion and may be disposed of at will.

## Library Use Expectations<sup>3</sup>

### Purpose

The library is intended for reading, studying, writing, and listening to written or electronically transmitted materials, and attending library or community-sponsored programs and meetings. To this end, the library has established these rules to protect the rights and safety of library patrons, staff, and volunteers, and to help preserve and protect the library's materials, equipment, facilities, and grounds.

### Definitions

- In these rules:
  - “patron” means a person, other than an on-duty member of the library staff, who is present in the library, using the library, or borrowing library materials;
  - “Director” means the director of the ETGLD or the director’s designee;
  - “library” means any building or facility of the ETGLD, including the entranceways and adjacent lawns, landscaping, and parking areas.
  - "parking area" means an area where vehicles are allowed to park such as parking lots, or other areas identified for vehicle parking.
  - “staff member” means an ETGLD employee, contractor, or volunteer working in the library;
  - “solicit” means to request by spoken, written, or printed word, or by other means of communication an immediate donation or transfer of money or another thing of value from another person, regardless of the solicitor’s purpose or intended use of the money or other thing of value, and regardless of whether consideration is offered.
  - “user” means a patron using a workstation; and
  - “workstation” means a public-access computer and the adjacent space.

### Not a Public Forum

Except for the limited purpose of accessing information, the library is not a public forum.

### General Expectations

- A staff member may not modify or waive the policies stated in these rules.
- A patron must abide by the standards of behavior outlined in these rules. These rules identify prohibited behavior for library patrons, with consideration of the situation and age-appropriateness.
- A staff member must report criminal activity that occurs in the library to an appropriate law enforcement officer.

### Animals

- A patron may not bring an animal into the library unless it is the patron’s service animal.

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<sup>3</sup> Updated 3/17/2026

- A patron may not leave an animal unattended on library property.
- This does not apply to an animal used by the library for a special event.

### Attire and Hygiene

- A patron may not enter or remain in the library in a bathing suit, or in clothing that does not cover both upper and lower torso, or without shoes.
- A patron may not enter or remain in the library if, because of lack of hygiene or excessive use of perfume or cologne, the person has a strong odor that would be offensive to a person of ordinary sensibilities.

### Children

- A child under the age of 10 may not remain in the library unless accompanied by a responsible person who is at least 17 years of age.
- A person accompanying a child is responsible for the child and the child's behavior.
- The library staff do not serve in loco parentis. It is the responsibility of the parent or legal guardian to supervise and monitor the library activities of their child.
- Unless so accompanied, a child under the age of ten may not enter, remain in, or be left unsupervised in the library.
  - If a library staff member determines that a child may not be safely turned away from the library or that the child is stranded, the staff member shall refer the child to the Travis County Sheriff's Office.

### Fees

- Faxing:
  - \$1.00 for the first page\*
  - \$0.25 for each additional page
  - \*Cover page does not incur a fee
- Printing:
  - \$0.10 per page black and white
  - \$0.50 per page color
- Lost/damaged materials
  - Lost or unrepairable materials
    - Cover price of materials
  - Damaged materials that require repair
    - \$3.00
- Credit Card Fees
  - Credit/debit cards are accepted with a \$4.00 minimum
    - Lower amounts accepted if the difference is donated
- Pennies
  - Due to the discontinuation of the penny, all cash charges will rounded up or down as follows:
    - Round Down: 0.01, 0.02, 0.06, 0.07
    - Round Up: 0.03, 0.04, 0.08, 0.09
    - Exact: 0.00 and 0.05 are not rounded

### Food and Drink

- Food is not allowed in the library unless it is provided during a library program or event.
- Drinks are allowed if they are in a secure, lidded container.
- Breastfeeding or bottle-feeding an infant is permitted.

### Personal belongings

- A patron may not bring a bedroll, blanket, or sleeping bag in the library.
- A patron may not enter the library with a cart or other wheeled device for carrying baggage. This does not apply to a wheelchair or other similar device for a person whose mobility is impaired.
- A patron may not leave personal belongings unattended in the library.
- The library is not responsible for a lost, stolen, or misplaced personal item, whether the item was attended to or unattended by the owner.
- A patron who brings a personal item into the library assumes the risk of loss or theft of the item.

### Phones and Personal Audio Devices

- Our libraries provide a mix of activities, both quiet and noisy. We expect library users to curb the things they are doing that are disturbing to people around them.
- Please silence your phone's ringer as a courtesy to other library patrons. If you must make and/or take a call, please do so quietly and in a considerate manner.
- Loud or long phone calls will need to be taken outside of the library.
- When using personal listening devices or computers to access audible content, patrons are expected to use headphones.
- Patrons are not permitted to use library phones.

### Restrooms

- A patron may not bathe, shave, wash clothes, or dry clothes in a library restroom.

### Smoking and tobacco use; burning materials

- A person may not smoke or use a tobacco product in the library.
- A person may not ignite a flame, burn incense or any other material, or light a candle.

### Personal Behavior

- A patron may not:
  - disrupt the normal use of library services or property by the library staff or other patrons;
  - enter an area that is not open to the public;
  - block access to an entrance, passageway or resource; or
  - distribute literature or otherwise solicit patrons inside library buildings or parking areas.
- A patron may not:

- enter or remain in the library in possession of any illegal drug or alcoholic beverage;
- enter or remain in the library if the person is intoxicated by a drug or alcohol;
- use abusive, indecent, profane, or vulgar language;
- make an offensive gesture or display; or
- access sexually explicit material on a library computer or on a personal electronic device.
- A patron may not:
  - harass, sexually harass, abuse, threaten, or fight with other patrons or library staff members;
  - threaten library property;
  - incite a breach of the peace;
  - except as expressly permitted by state or federal law, carry or display a weapon;
  - perform a criminal act;
  - vandalize, steal, or recklessly or intentionally damage library property or the property of another person.

### Violations

- If a patron violates these rules, a staff member shall orally warn the patron to stop the behavior. If the patron fails to stop the unacceptable behavior, the staff member must ask the patron to leave the library.
- If a staff member determines that a violation of this policy is so serious that the patron remaining in the library creates a danger to library property, the library staff, or to other patrons, or interferes with the use and enjoyment of the library by other patrons, the staff member may ask the patron to leave without an initial oral warning.
- If a patron refuses a request to leave the library, the staff member should seek the assistance of the library director or law enforcement personnel.

### Denial of Physical Access to the Library

- The director shall deny a patron physical access to the library as provided in this section if the patron is asked to leave the library for:
  - a violation of any combination of these rules in any combination of library properties, for which the person was asked to leave the library three times in a six-month period;
  - any single violation that involves physical injury to a person, theft of or damage to library property or the personal property of another person, or a breach of the peace; or
- The period for which a patron is denied physical access to the library under this section is:
  - one year, beginning on the effective date of the denial; or
  - in the case of a patron who has had a previous denial of physical access under this rule that was not rescinded, the denial of physical access is permanent.

- A patron who is denied physical access to the library may continue to access library information and programs in ways that do not require physical access, so long as the patron meets other requirements for access to the information and programs. If a disability is involved, the director shall provide a reasonable accommodation under applicable law.
- Denial of physical access may be enforced through a criminal trespass notice.

## Internet and Computer Usage Policy<sup>4</sup>

- Library computers and network systems may not be used for any purpose that violates federal, state, or local laws and Library policies.
- Customers are prohibited from using the Library's internet and computer network systems for illegal activity, to access illegal or obscene materials or to display material that violates the provisions of Sections 43.24 and 43.25 of the Texas Penal Code: Sale, Distribution or Display of Harmful Material to Minors.
- Prohibited use includes, but is not limited to:
  - "hacking" or otherwise attempting unauthorized use of the Library or other networks;
  - attempting to interfere with or disrupt other users;
  - attempting to evade security measures;
  - invading the privacy of other users;
  - sending, receiving, or displaying text or graphics which may reasonably be construed as either obscene or sexually explicit by community standards;
  - violation of copyright laws;
  - violating software license agreements;
  - sending harassing, threatening or libelous messages or material; or
  - accessing peer to peer (P2P), torrent, or other file sharing sites are not allowed.

### Associated Costs

- The user is financially responsible for the damage the user causes to the library's computers whether physically, or by the use of damaged or virus-infected software, or by any other means, and the user must promptly pay the library for the cost of repair or replacement of equipment resulting from the damage;
- the user shall promptly pay for all pages the user prints.
- Printing:
  - \$0.10 per page black and white
  - \$0.50 per page color

### Disclaimer

- The Library has no control over the information obtained through the Internet; it may contain materials which some find offensive or inappropriate. Library users access the Internet at their own discretion.
- Not all information found on the internet is accurate, complete, up-to-date or otherwise acceptable to all individuals. The Library is not responsible for the content of the internet, changes in content of the sources to which the Library home pages link or for the content of sources accessed through secondary links.

### Violations of the Internet and Computer Usage Policy

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<sup>4</sup> Updated 8/19/2025

Users violating these guidelines will be advised of the Library's policy for ethical use and asked to comply. Users who repeatedly violate these guidelines after previous warnings will be restricted from using the Library's online services on that occasion and may be asked to leave the Library in accordance with the Code of Conduct. The Library reserves the right to prohibit violators from future access or use of the Library and/or online services. Illegal acts may subject violators to prosecution by local, state, or federal authorities.

## Learning Center Usage and Tabling Policy<sup>5</sup>

- The Del Valle Libraries are unique locations and are limited in terms of space for non-library-sponsored events.
  - The ETGLD Public Code of Conduct applies to all who utilize the Learning Center or table within the Libraries.
  - We allow non-profits and local government agencies to table at both locations within the library during regular library hours.
  - The use of the Learning Center is reserved first and foremost for library-sponsored programming and events. It will not be available for commercial uses; this includes solicitations, admission or other charges, money-raising activities, and/or sales; any program of social (birthday parties, baby showers, etc.), political, or religious purpose will not be allowed.
  - Meetings in the Learning Center should not be open to the general public or advertised to the general public. Room reservations are for membership meetings (ex: HOAs, scout groups, student groups, local association meetings), plus governmental activities (like elections). Communications regarding meetings held at the library must include wording that makes it clear that the library is not a host for the meeting.
  - Library grounds, such as the parking lot at either library, are unavailable for non-library sponsored events.
  - Library needs may preempt any other scheduled event, the ETGLD reserves the right to cancel any non-library sponsored program or event at any time.
  - The Library Director reserves the right to deny any tabling or Learning Center usage that does not comply with Library policies or directives.
- The following are guidelines for using the Learning Center during regular library hours:
  - In order to reserve the Learning Center, one must be at least 18 years of age.
    - The organization reserving the Learning Center is responsible for any damages incurred during its use.
  - ETGLD staff will not be available to help with set-up/take-down/clean-up of the Learning Center.
  - Arrangements for the use of any personal furniture or equipment should be made at scheduling time. The ETGLD cannot provide AV or other equipment.
  - Learning Center usage will not be scheduled before or after Library hours. Group representatives may not enter Library buildings before the regular opening time.
  - Please leave the Learning Center as it is found.
    - If the furniture is rearranged, it should be returned to the original arrangement at the end of the meeting/event.
    - All trash must be removed at the end of the reservation and the room be returned to the state of cleanliness it was found.

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<sup>5</sup> Updated 3/17/2026

- If a group fails to show for two meetings in a row and does not call to cancel, all future reservations are forfeited until the group calls to reschedule.
- All reservation requests for usage of the learning center need to be sent via email to [contact.us@dvlibraries.org](mailto:contact.us@dvlibraries.org)
- Any program or meeting shall avoid interfering with normal Library operations.
- When the Learning Center is not reserved or otherwise in use by the Library, patrons may ask a staff member at the front desk if the space is available to use as a study or work space.
  - In order to be used for this purpose, all patrons must sign in at the front desk.
  - Staff may still access the room and the doors must not be locked during usage by patrons.
- The following are guidelines for tabling within the Library during regular Library hours:
  - All tabling must be scheduled in advance, requests for tabling need to be sent via email to [contact.us@dvlibraries.org](mailto:contact.us@dvlibraries.org)
  - Tabling shall avoid interfering with normal Library operations nor require ETGLD staff for set-up/take-down.

## **Emergencies**

- Decisions to close a library location early or for the entirety of a day will be made by the director.
  - Notice will be posted when possible on the front door of the affected libraries, social media, and library calendar online.

### Weather

- In the event of severe weather, the libraries will monitor the situation using the National Weather Service.

### Power Outage

- Daytime:
  - The library will stay open for up to an hour without power, contingent on lighting
  - As Elroy and Garfield libraries utilize different electrical companies, patrons and staff will typically be able to use the unaffected library
- Evening:
  - The library will close immediately

### Water Outage

- The library will close immediately to patrons
- As Elroy and Garfield libraries utilize different water companies, patrons and staff will typically be able to use the unaffected library