

East Travis Gateway Library District Policies and Procedures Manual



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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.

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 services

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).

Applications for patron accounts

Any resident of the state of Texas is eligible to open a library account with ETGLD in accordance with the procedures and guidelines of the district. Applications can be completed online or in-person at any ETGLD library. In-person library card applications require a photo ID 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 photo ID.

Accounts for children under the age of eighteen are considered joint accounts and are owned by the adult who assumes financial responsibility for all materials borrowed on the account.

Borrowing library materials

Eligible 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):

- Reference materials do not circulate
- All DVDS and audiobooks are limited to 15 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

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 materials Cost of material plus \$3.00 fee

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.

The TexShare card allows ETGLD patrons to borrow materials from all other participating libraries in Texas. Typically, libraries do not permit TexShare card holders to download digital materials. ETGLD patrons with accounts of at least three¹ months 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.

¹ Amended 11/24/2021

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. In order 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 which 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 that resides within the confines of the district² 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

² The district is defined on page 2 of this guide.

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, American Library Association's Library Bill of Rights, Freedom to Read and Freedom to View statements.

^Collection development selection criteria includes, but is not limited to the following:

- representation of an important movement, genre, trend, or national culture
- artistic presentation and experimentation
- 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 display of material
 - a. Library-related items, including Friends of the Library information, will receive first 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.

Public Code of Conduct

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 entrance ways 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 a 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 set forth 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.

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.

Animals

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

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.

Restrooms

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

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 a personal belonging unattended in the library.

- The library is not responsible for a lost, stolen, or misplaced personal item, whether the item was attended or unattended by the owner.
- A patron who brings a personal item in the library assumes the risk of loss or theft of the item.

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 to 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 Policy

- In consideration for the use of a workstation, a user must agree, and affirmatively state that:
 - the user has read, and agrees to comply with, all library policies and procedures;
 - the user understands and agrees that the Internet contains information, both written and pictorial, which may be offensive or harmful to the user or to others;
 - the user releases and indemnifies the ETGLD from any liability for damages associated with the user's viewing of, use of, or exposure to any information, machine-readable file, picture, graphical representation, or illustration encountered while using a workstation, whether or not the information appears or is delivered through the station the user operates;
 - the user will not violate any state or federal laws including, but not limited to, those related to child pornography or the display of harmful materials to minors; the user will not access sexually explicit sites on any workstation or any personal electronic device used on library property;
 - the user creates, stores, and uses personal files at the user's own risk. The library is not responsible for the loss of the user's personal electronic documents, storage devices, or files;
 - 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; and
 - the user shall promptly pay for all pages the user prints.

Learning Center Usage and Tabling Policy

- 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 tabling at both locations by non-profits and local government agencies within the library during regular library hours.
 - Usage 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. The library will not field inquiries about the meeting.
 - Library grounds such as the parking lot at either library are not available 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 a card-holding patron of the ETGLD and at least 18 years of age.
 - The card holder is responsible for any damages incurred during use of the Learning Center
 - 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.
- 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.
- When the Learning Center is not reserved or in use by the Library, it can be used by the public as a quiet space.
- All reservation requests for usage of the learning center need to be sent via email to contact.us@dvlibraries.org
- Any program or meeting shall avoid interfering with normal Library operations.
- 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
 - Tabling shall avoid interfering with normal Library operations nor require ETGLD staff for set-up/take-down.