

DR. HECTOR P. GARCIA MEMORIAL LIBRARY POLICIES

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**DR. HECTOR P. GARCIA MEMORIAL LIBRARY
POLICY MANUAL 2012**

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LIBRARY MISSION STATEMENT

The mission of the Dr. Hector P. Garcia Memorial Library is to inform, educate and entertain through a variety of formats with the purpose of strengthening our community.

To deliver on this promise, we rely on four great resources – our staff, our collections, our space and our set of core values.

Our Core Values

Support Intellectual Freedom

A democracy is dependent upon free and open access to ideas, and we serve our patrons as a strong advocate of this belief by providing free and equitable access to information.

Promote Lifelong Learning and Literacy

We value the love of reading, and we comprehend the ability reading has to expand horizons, which is why we encourage lifelong learning and support every patron in this endeavor through a variety of services.

Form Strong Partnerships

We understand the importance of community and work to create partnerships with non-profits, businesses, educators and community groups.

Respect and Embrace the Community

We support the diversity of our community and strive to guarantee that all our visitors feel welcomed by having all of their needs and expectations treated equally.

Adapt and Innovate

We recognize the evolving needs of our information consumers, and we continuously adapt what we do and how we do it. We are a learning organization, which invests in our staff, technology and infrastructure.

LIBRARY CARD REQUIREMENTS

In order to become a patron of the Dr. Hector P. Garcia Memorial Library, a library card must be obtained, which requires certain documentation and criteria be met.

1. The applicant must be 18 years of age or older.
2. The applicant must be a resident of the state of Texas.
3. The applicant must present an acceptable picture ID.
4. The applicant must present a proof of address.

If a patron is less than 18 years of age, then a parent or legal guardian must obtain the library card on their behalf, making them the responsible party for any fees or fines. Applications can only be completed in person at the circulation desk of the library.

The following are acceptable forms of photo identification:

- Texas Drivers License, temporary Texas Drivers License or learner's permit.
- Texas Department of Public Safety ID
- United States Passport
- Resident Alien Registration Card
- Military Identification

The following are acceptable forms of proof of current address:

- Texas Drivers License, temporary Texas Drivers License or learner's permit.
- Texas Department of Public Safety ID
- Utility deposit receipt or bill
- Voter's registration
- Vehicle registration
- Liability insurance
- Official rent receipt, rental agreement or lease
- Mail postmarked within the last 30 days

Library cards are available for seasonal Texas residents (Winter Texans) with proper photo identification from their place of residence and proof of a local address.

No new library cards will be issued within 15 minutes of closing time.

LIBRARY SERVICES

The Dr. Hector P. Garcia Memorial Library offers a variety of services to its patrons. The following services are available to the general public, regardless if the patron has or does not have a library card:

- Copy services
- Faxing services
- Printing services
- Database services
- Meeting Room Use
- Wireless access
- Library tours
- Story time hours
- Reference assistance

In order to use the other services provided by the library, individuals must obtain a library card. The following are the extended services available to patrons with library cards:

- Computer access
- Material borrowing including Inter-library loan privileges

Appendix A will provide a fee listing for those services that the Texas State Library and Archives Commission deems as permissible for charging, while retaining accreditation status.

LIBRARY COLLECTION

The Dr. Hector P. Garcia Memorial Library staff attempts to maintain a well-rounded and relevant collection for the local community and surrounding areas. The library separates its material into various categories and employs the Dewey Decimal System for the majority of its collection in order to make the material easy to locate. Assistance in locating an item in our collection can happily be provided by any library staff member. The collection consists of the following materials:

Adult Collection

Regular Circulating Collection	Reference & Non-Circulating Collections
Fiction	Reference
Non-Fiction	Oversize Reference
Biographies	Texas Reference
Graphic Novels	Spanish Reference
Oversize	Rare Books
Large Print Fiction	
Paperbacks	
Texas Non-Fiction	
Texas Biographies	
Spanish Fiction	
Spanish Non-Fiction	
Spanish Biographies	

Young Adult Collection

Regular Circulating Collection	Reference & Non-Circulating Collections
Fiction	Reference
Non-Fiction	
Biographies	
Graphic Novels	
Spanish Fiction	
Spanish Non-Fiction	

Children's Collection

Regular Circulating Collection	Reference & Non-Circulating Collections
Fiction	Reference
Non-Fiction	Texas Reference
Biographies	Spanish Reference
Graphic Novels	
Texas Non-Fiction	
Texas Biographies	
Easy	
Board Books	
Spanish Fiction	
Spanish Non-Fiction	
Spanish Biographies	
Spanish Easy	

LIBRARY COLLECTION

The library collection also consists of numerous magazine titles geared toward different age groups such as children's, young adult and adults. Along with magazines, the library subscribes to various local newspapers. Both these collections assist our patrons in remaining knowledgeable with current events and trends at the local and worldwide level.

The library also has in its collection DVD and Blu-Ray discs. Those items are classified by genre. The genres consist of the following fifteen categories: Action & Adventure, Anime, Classical Animation, Classics, Comedy, Documentary, Drama, Foreign, Horror, Performing Arts, Romance, Sci-Fi & Fantasy, Spanish, Special Interest, and Westerns.

Finally, the library also includes within its collection historical documents and items whose value is priceless in connecting the community to its heritage. While this listing encompasses all the material we currently have in our collection, by no means does it limit its growth. It is a priority of the library to remain current in the informational needs of its community and with the ever changing formats that information is made available to the public. Staff welcomes suggestions for the growth of the collection from all library patrons.

LOAN LIMITS AND LOAN PERIODS

The Hector P. Garcia Memorial Library wants all the material in its collections to be utilized by the community for their research, information or entertainment needs. However, certain borrowing policies do exist to encourage the timely return and accessibility of the material.

The collections limited to in-house circulation include all magazines, newspapers, rare books and reference material.

All other collections are available for check-out with a library card issued from the Dr. Hector P. Garcia Memorial Library, as well as a library card from any other Hidalgo County Library, which include the Sgt. Fernando de la Rosa Memorial Library, Donna Public Library, Dustin Sekula Memorial Library, Elsa Public Library, Hidalgo Public Library, La Joya Municipal Public Library, McAllen Public Library, Speer Memorial Library, Pharr Memorial Library, San Juan Memorial Library, Mayor Joe V. Sanchez Public Library and Peñitas Public Library.

A patron may check out a total of 10 items per library card regardless of age. However, no more than 2 audiovisual materials may be checked out per adult library card.

A patron may not use another patron's card to check out material unless they are the responsible party for that account. For example, a mother may check out items on her child's card, but not on her husband's card, since every adult is their own responsible party.

Books are available for loan periods of 28 days or 14 days depending on the status of the book. New books have a limited loan period of 14 days due to high interest and limited copies. Books in our regular collection may be borrowed for an extended period of 28 days. Renewals are allowed as long as the book has no hold.

Audiovisual material such as Blu-Ray's and DVD's may only be borrowed by an adult on their library card.

Blu-Ray's and DVD's may be borrowed for only a 3 day period and no renewals are allowed.

All material must be borrowed 10 minutes prior to closing time.

Appendix B provides a table with loan limits and loan periods.

INTERLIBRARY LOAN POLICY

The Dr. Hector P. Garcia Memorial Library makes every attempt to provide a well-rounded collection. However, it is impossible to carry every topic or author a patron is requesting. In order to be able to accommodate as many requests as possible, the library participates in an interlibrary loan program with local libraries and libraries across the United States.

The interlibrary loan program is provided free of charge to our patrons. However, a patron is responsible for any fines imposed by the lending library. The patron is also responsible for any damage or loss of the material.

A patron is only allowed to request 2 interlibrary loans within a 14 day period. Patrons will be notified by phone or email when their loan arrives. A loan must be picked up within 5 days, if not the item will be returned to the lending library.

The loan period and renewals are dependent upon the rules of the lending library. The due date on the wrapper of the loan item states the date the item must be returned to the Dr. Hector P. Garcia Memorial Library. If a patron is interested in requesting a renewal, it must be requested to library staff 3 days prior to the listed due date.

If a patron is interested in submitting an interlibrary loan request there are requirements that the patron must fulfill.

- The patron must have a library card with a Hidalgo County Library System member.
- The patron must have an account in good standing with no fees or fines owed on their library account.
- The patron's interlibrary loan account must be in good standing with no interlibrary loan materials overdue at the time of the request.
- The patron must complete an Interlibrary Loan Request Form.

When requesting an interlibrary loan please bear in mind that the library will not borrow:

- Ebooks and downloadable audio.
- Musical recordings, software, or video recordings in any format.
- Original books printed before 1950. However, we will try to borrow these materials in reprint if available.
- Items published within the last 3 months, as these are generally in a library's new books or bestseller category.
- Items that are owned by the Dr. Hector P. Garcia Memorial Library, unless all copies are lost or missing.

BORROWING FEES AND FINES POLICY

When borrowing material from the Dr. Hector P. Garcia Memorial Library, a patron is not only agreeing to our loan limit and loan period but to any associated fines or fees for damages, overdue, or lost items. If a patron is in violation of any of our policies regarding borrowing, their account will be blocked and various services will not be available until the account is cleared.

Items are considered overdue if they are returned one day after the listed due date. Overdue fines for books are 10 cents per day and can continue to accrue to the original cost of the book. Overdue fines for audiovisual material are \$1.00 per day and can continue to accrue to the original cost of the audiovisual material.

Overdue notifications are delivered by e-mail, text or mail based on your preference when establishing your library account. The first notification will be sent out after the item is overdue by 7 days.

Patrons are responsible for paying the full purchase price of the item when the item has been lost while borrowed on their account. The library will not hold patrons responsible for items lost or damaged in a fire, flood or theft when documented by a police or insurance report. If an item is found within 30 days and it was paid for, a refund can be issued by bringing the item and the receipt to the library. The library will only refund the cost of item and not any associated fees such as processing or possible damage fees. Refunds will be issued by mail from the City of Mercedes Finance Department within 30 days of the refund request.

Damages to our material are determined by the ability to continue to use the material for circulation. If an item can no longer continue to circulate and it must be withdrawn due to damages such as missing pages, water damage, pages stuck together, stains, broken or severely scratched disks, etc. then the charge will be the full purchase cost of the item.

Other damages such as torn pages, missing barcodes, missing due date cards, broken cases, etc. are charged on a per damage basis.

Appendix C lists the various fines and fees which have been approved by the Library Board, City Manager and City Commission.

COMPUTER USE AND WIRELESS ACCESS POLICY

Introduction

To fulfill its mission of providing public access to all types of information in a wide range of formats, The Dr. Hector P. Garcia Memorial Library provides access to Internet resources. The Internet provides access to local, national and international sources of information. Not all information accessed through the Internet is accurate, complete, dated, unbiased or inoffensive to certain individuals. It is a patron's responsibility to evaluate the validity and appropriateness of the information. The library is not responsible for the information on sites which are not maintained by the library. The same procedures used for selecting material are used when selecting what the library website links to.

Rules & Regulations

The Dr. Hector P. Garcia Memorial Library computers are to be used for purposes that are considered responsible, educational, entertaining and above all legal.

Regulations

- Computers are not to be used for any activity that violates United States or local laws, which include copyright and child pornography laws.
- Computers are not to be used to attempt to access the library's network or any other networks i.e. hacking.
- Computers are not to be used to transmit threatening, harassing and/or offensive material.
- Computers are not to be used to invade another person's privacy.
- Computers are not to be used to distribute unsolicited advertising.

Rules

- Users should not make any attempts to intentionally damage the computer equipment or software.
- Users are not allowed to attempt to install their own software for use on our computers.
- Users are not allowed to download files directly to the computer's hard drive, but they may save files on their own memory storage devices such as a flash drive.

Filtering

As required by the Children's Internet Protection Act (CIPA), in order to remain eligible for certain federal funding, the library has implemented software filtering on all its Internet-accessible computer terminals. The software installed on Internet-accessible computers at the Library protects against access to visual depictions of obscenity, child pornography and material that is harmful to minors.

COMPUTER USE AND WIRELESS ACCESS POLICY

Computer Use Guidelines

Patrons are required to have a library card and an account in good standing in order to use the computers at the Dr. Hector P. Garcia Memorial Library. An account is considered in good standing if there are no fines or fees owed on the account. If a patron does not have a library card, then only a 20 minute period will be granted per day.

Patrons are required to sign in with a staff member on a daily basis in order to use a computer. Use of the library's computers is on a first-come, first-serve basis. Patrons using a computer will have a time limit of one hour. Patrons using the library's computers agree as a condition of use that if anyone else needs to use a computer, the current user will make the computer available within 5 minutes of being notified by a staff member. If a patron is in fact asked to relinquish a computer due to a high demand, then the patron may immediately sign up again, but they will be at the bottom of the sign in list. If there are no patrons waiting to use a computer, then the use can be for the duration of the patron's visit. Computer use must cease 15 minutes prior to closing time.

Patrons ages 2 to 12 are required to use the computers available in the Children's Department. Patrons ages 13 and up are required to use the computers available in the adult section of the library. There is a limit of one patron per computer, exceptions to this rule must be approved by library staff but are limited to a maximum of two patrons per computer.

For a patron age 2 to 6, a parent is required to remain with the child at the computers in order to assist them and monitor their Internet use. The library staff does not act in the place of a parent to restrict what a child may access. For patron's age 7 to 12, a parent does not need to remain by the child's side, but the parent must remain in the building as discussed in the Unattended or Disruptive Children policy.

VISITOR POLICY

It is the goal of the Dr. Hector P. Garcia Memorial Library to make all visitors feel welcome and offer as many services as possible to any patrons that make use of our facility. While it is essential that a patron have a library card in order to borrow material for home use computers may be used by visitors without a library card.

Visitors are allowed the use of a computer for 20 minutes. Upon signing in as a visitor the patron must leave some form of identification with the staff. The identification will be returned after the computer use session has ended.

The right to use the facility as a visitor is only eligible to patrons that do not have a library card from any library in the Hidalgo County Library System. Also visitor use should not occur on a regular daily basis. If a patron is routinely using the computers as a visitor library staff will recommend the patron obtain a library card to continue using the computers.

UNATTENDED OR DISRUPTIVE CHILDREN POLICY

The Dr. Hector P. Garcia Memorial Library is a public place and as such is open to everyone for their use. We provide services to everyone regardless of their age, origin, interests and background. Therefore, as a public library, we are open to all kinds of people, and we do not discriminate.

As a library, we strive to provide a safe and welcoming environment to patrons of all ages, but as with most public places such as parks or malls, we cannot guarantee anyone's safety, especially that of minors. We are not a closely regulated environment, and as such we cannot keep track or be held responsible for each individual minor. At no time do library staff serve *in loco parentis*, meaning library staff do not and cannot legally assume authority in place of a parent, guardian or caregiver.

It is a parent's responsibility to maintain proper standards of behavior for their child and to regulate what information they view through the Internet and through physical formats such as books from our library. A parent of a child 12 years or younger must remain in the library with their child in order to control their behavior, monitor their activities and above all ensure their safety. Teens 13 and older may remain in the library without a parent or legal guardian.

If a child is found to be left unattended and contact cannot be made with the parent or legal guardian within 15 minutes, then the child will go into the care of the Mercedes Police Department. At no point can staff offer to care for the child, take them home or wait more than 15 minutes after closing for a parent of a child to arrive.

If a child is not behaving according to library rules, then the parent or legal guardian will be notified of the disturbance and held responsible for their behavior. Children are held to the same rules of behavior as adults. If the behavior cannot be controlled after a warning by staff, the child and their parent or legal guardian may be asked to leave. The same rule will apply to teens ages 13-17. Parents should be aware of the possibility of a minor 13 or older being asked to leave when determining if they should be in the library unattended.

The ages mentioned above serve as general guidelines of what is acceptable by library policy. In some cases minors 13 or older may not be capable of unaccompanied attendance, and the library will have to implement the guidelines for children 12 and under.

GIFT ACCEPTANCE AND SELECTION POLICY

The Dr. Hector P. Garcia Memorial Library relies on the generosity of its donors to build its various collections. If a patron believes they have material that would enhance any of our collections, they are welcome to bring it to the library in order for staff to review it and determine its value for our collection.

Please note that due to space constraints and limited processing resources, the library is unable to accept all materials offered to us. Items donated to the library should be in good condition in order to be considered for addition to the collection. The library reserves the right to dispose of unsolicited materials in any manner it deems appropriate.

Gifts of materials that are accepted by the library become the absolute and unconditional property of the library and cannot be returned to the donor for any reason. Once the library takes possession of an item, we are free to make all decisions with respect to retention, storage, processing, use and disposition of that item.

Materials which the library determines are not suitable for adding to the collection may be offered for sale or disposed of in accordance with the library established policies and procedures.

The library and its staff are not able to advise donors with respect to tax deductibility with regards to gifts and therefore encourages any of its donors to consult with their legal, tax and/or financial advisors before making a gift to the Hector P. Garcia Memorial Library.

The library is able to offer a receipt for any monetary donations.

LIBRARY TOURS POLICY

Library tours of the Dr. Hector P. Garcia Memorial Library are available for patrons and are encouraged by staff in order for patrons to become more comfortable with the library environment and its services. In order to schedule a tour, a two week notice is required, as well as a completed tour application. Groups must have at least five attendees and no more than thirty. Tours are only to be conducted during library hours and no later than 2 hours prior to closing. If the tour attendees are minors, then they are required to have at least one adult in order to monitor their behavior.

There are two types of tours available- educational or recreational. An educational tour will provide patrons with a tour of the library and all its collections. It will also introduce patrons to all our available services and programs, as well as provide a hands on lesson on how to use the library's online catalog. A recreational tour is geared mostly towards children 12 and under as it will include the reading of a story, the singing of songs and the making of a craft. A tour cannot be a combination of an educational or recreational tour due to the extensive time that both forms of tours require in order to be completed. Tours are limited to an hour long period per group.

If at any point a tour group becomes too disruptive and are ignoring the repeated warnings of the staff member conducting the tour, then the tour may be ended by the staff member.

Tour applications are available at both the Children's and Circulation Departments or one can be faxed to you by calling our library.

MEETING ROOM POLICY

In keeping with its mission, the Dr. Hector P. Garcia Memorial Library offers meeting room space to the public for educational, cultural, civic and recreational purposes. Use of the library's meeting room does not imply endorsement by the library staff, library board or city management of the viewpoints presented.

Policy

- The room may be used for educational, cultural, informational or governmental/civic activities, which may include public lectures, panel discussions, workshops and other similar functions.
- The room cannot be used for personal or family purposes such as anniversaries or birthdays.
- The room reservation is subject to cancellation with a two weeks notice if the room is needed for a library or city program.
- Users agree to abide by all regulations of the library relating to the use of the facility, as well as accept responsibility for all damages caused to the building and/or equipment beyond normal wear.
- Meetings must be held during regular library hours.
- Meetings must end on time or extra charges will be incurred per every 5 minutes past the scheduled end time.
- All meetings must end 15 minutes prior to closing.
- A group representative should sign out with a library staff member at the end of the meeting.
- Groups who use the library's meeting room may serve light refreshments with the approval of the library. PLEASE NOTE: ALCOHOLIC BEVERAGES ARE PROHIBITED.
- The group is responsible for leaving the meeting room in the condition in which it was found.
- Charges will be assessed at the discretion of the library for any damages or extra cleanup required after the reserved event.
- The library will only provide tables and chairs for reserved activities.
- No equipment will be provided by the library. However, groups may bring their own equipment with the approval of the library.
- Wireless internet access is available in the meeting room, but groups will need to bring in their own laptops.
- Signs posted in the building must be approved by library staff.

MEETING ROOM POLICY

Applications/Reservations

- Groups interested in using the library's meeting room must first fill out an application form provided by the library.
- An authorized adult representative of the interested group must request use of the meeting room and fill out the application form. By signing the form the applicant agrees to the Meeting Room Policy and confirms that it has been read and understood.
- The application must be returned to the library at least 2 weeks prior to their event.
- The meeting room is scheduled on a first come, first serve basis.
- Failure to abide by the policy may disqualify the interested group from future use of the meeting room.
- The group accepts financial responsibility for any and all damage caused to the building or equipment beyond normal wear. The group contact person will be responsible for any charges incurred by the group.
- Room reservations may be called in, but they will not be confirmed until the application form has been completed, signed and processed.
- Reservations may be made no more than six months in advance, except for groups reserving 1 meeting per month, in a 12 month period. PLEASE NOTE: The library does reserve the right to cancel a scheduled meeting with a 2 week notice if the room is needed for library or city programming.
- Library staff should be notified in advance of cancellations by the group. If a meeting is cancelled with less than 24 hours notice, the group may be disqualified from future use of the room.
- If a meeting is cancelled 2 hours or less prior to the event, the library reserves the right to hold partial cost of the room rental.

Charges

There is no charge for use of the meeting room by city governmental agencies or by groups in which the library is a sponsor or cooperating agency. Non-profit agencies will be charged \$25 per hour, while For-profit agencies will be charged \$35 per hour. If a group needs to reserve the meeting room for a period of 6 or more hours, the hourly fee will be reduced by half.

APPENDICES

Appendix A
Library Services Fees

Services & Associated Cost

Copies	.15 cents per page - Black & White	.50 cents per page - Color
Printing	.15 cents per page - Black & White	.50 cents per page - Color
Faxing	\$1.00 per page for domestic calls	\$3.00 per page for international calls
Meeting Room	\$25.00 per hour for non-profits	\$35.00 per hour for profit companies

Appendix B
Loan Periods & Limits

Loan Limits & Periods

Item	Limit	Loan Period	Borrower Type
New Books	10	14 days	Adult & Child
Books	10	28 days	Adult & Child
AV - DVD	2	3 days	Adult Only
AV- Blu-Ray	2	3 days	Adult Only

*Only a total of 10 items may be borrowed at a time, which can consist of a combination of books and AV- audiovisual material.

*Only 2 AV-audiovisual materials may be checked out at a time regardless of their format.

Appendix C

Borrowing Fees & Fines

General Fees

Library card replacements are \$1.00 for the first lost card. Additional replacements after the first lost card will be charged at \$3.00 per card.

Overdue books are 10 cents per day and accrue until the original cost of the book has been met.

Overdue AV material is \$1.00 per day and accrues until the purchase cost of the item has been met.

Damaged Audiovisual (AV)-DVD & Blu-Rays

Case: \$1.00

3D Glasses: \$1.00

Cover: \$1.00 + processing fee

Pamphlet: \$2.00 + processing fee

Barcode: \$1.00 + processing fee

Label: \$1.00 + processing fee

Wet: \$1.00 + processing fee

Total Damage: Full charge + processing fee

Damaged Books

Torn page: \$0.50 (per page)

Written page: \$0.50 (per page)

Wet page: \$.50 (per page)

Damaged pages (Stained and/or folded): \$.50 (per page)

Missing and/or torn barcode :\$1.00 + processing fee

Missing and/or torn label: \$1.00 + processing fee

Missing Date Due Card: \$1.00 + processing fee

Missing pocket: \$1.00 + processing fee

Missing pages: Full charge + processing fee

Wet book: Full charge + processing fee

Lost or Damaged Beyond Repair: Full charge + processing fee

Damaged Cover: \$ cost determined upon review *Processing fee is \$1.00