

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 Driver's License, temporary Texas Driver's 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:

- 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.

If a patron does not have a current proof of address or does not wish to check out physical material an E-Card can be issued. The E-Card allows the applicant to use the computers and online resources.

Regular library cards need to be renewed yearly in order to update contact information. E-cards must be renewed every three years.

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
- Scanning services
- Test proctoring
- Tex Share Databases
- 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
- Laptop access
- Material borrowing including Inter-library loan privileges
- Subscription databases

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 & COLLECTION DEVELOPMENT

The Dr. Hector P. Garcia Memorial Library firmly believes in the Library Bill of Rights and uses it as a guiding principle for their collection and services.

Library Bill of Rights

The American Library Association affirms that all libraries are forums for information and ideas, and that following basic policies should guide their services.

I. Books and other library resources should be provided for the interest, information, and enlightenment of all people of the community the library serves. Materials should not be excluded because of the origin, background, or views of those contributing to their creation.

II. Libraries should provide materials and information presenting all points of view on current and historical issues. Materials should not be proscribed or removed because of partisan or doctrinal disapproval.

III. Libraries should challenge censorship in the fulfillment of their responsibility to provide information and enlightenment.

IV. Libraries should cooperate with all persons and groups concerned with resisting abridgment of free expression and free access to ideas.

V. A person's right to use a library should not be denied or abridged because of origin, age, background, or views.

VI. Libraries that make exhibit spaces and meeting rooms available to the public they serve should make such facilities available on equitable basis, regardless of the beliefs or affiliations of individuals or groups requesting their use.

Adopted June 19, 1939, by the ALA Council; amended October 14, 1944; June 18, 1948; February 2, 1961; June 27, 1967; January 23, 1980; inclusion of "age" reaffirmed January 23, 1996.

In following the Library Bill of Rights, 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	

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 eighteen categories: Action & Adventure,

Classical Animation, Classics, Comedy, Documentary, Drama, Family & Kids, Foreign, Horror, Musicals, Mystery & Suspense, Romance, Sci-Fi & Fantasy, Spanish, Special Interest, Sports & Fitness, Television Series, 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.

Collection Development

Criteria for Selection: The process of selection, acquisition, and organization of library materials is a cooperative venture. Library staff rely on a variety of sources for selection including reviews in professionally recognized literature, book lists by recognized authorities, popular reviews and bestseller lists, award lists, and recommendations of staff and patrons. Other criteria to be considered are cost, balance, value, demand, format, regional interest, authority of the author and reputation of the publisher, relevancy of subject, organization and style, good quality illustrations, durable binding and paper, and language.

Collection Maintenance (Weeding): The library's holdings are periodically evaluated using the CREW method to identify inappropriate or outdated materials. A practical, useful collection will be maintained through a continual process of discard and addition. Materials are withdrawn if they are outdated, no longer of interest or in demand, unnecessary duplicates or multiple copies, or worn or mutilated. Weeding is done with the same care, thought, criteria, and judgment as selection. Items removed from the collection are discarded, recycled, or designated for sale in the used bookstore or at a used book sale.

Challenged Materials: The library believes in freedom of information for all and does not practice censorship. The library declares that while anyone is free to reject books and other materials of which he/she does not approve, he/she may not exercise censorship to restrict the freedom of others. The library also recognizes that the collection of diverse materials may result in some complaints or requests for reconsideration.

Reconsideration forms are available from library staff and online. When a patron wishes the library to discard or reclassify a book or item, he or she fills out the "Request for Reconsideration of Library Materials" form. The form is sent to the Library Director who assigns a committee composed of the Assistant Library Director and Library Board to review the item. The committee will evaluate the request form, any available reviews, and the item to determine if it meets the library selection criteria and collection development guidelines. The committee will make a recommendation to the Library

Director, who will review the material, related items, and make a final decision regarding the disposition of the challenged item.

Appendix E provides a copy of the Request for Reconsideration of Library Material.

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.

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 8 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 5-day period and a total of 2 renewals are allowed.

Renewals may be done in person, online through our catalog or by phone.

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.

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

- Ebooks and downloadable audio.
- Musical recordings or software 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, missing or checked out.

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.

For the laptop borrowing fees and policy please view Equipment Loan Policy.

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

- Devices are not to be used for any activity that violates United States or local laws, which include copyright and child pornography laws.
- Devices are not to be used to attempt to access the library's network or any other networks i.e. hacking.
- Devices are not to be used to transmit threatening, harassing and/or offensive material.
- Devices are not to be used to invade another person's privacy.
- Devices are not to be used to distribute unsolicited advertising.
- Patron or guardians of minor children must assume responsibility for their children's use of the internet through the library's facilities.
- The library is not liable for any harm or damage arising from the misuse of the internet or the device by the patron.

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 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. A physical library card does not need to be presented for computer use but verification of the patron through our library system either by identification, date of birth, or full given name is required. If a patron does not have a library card, then only a 30-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.

EQUIPMENT LOAN POLICY

Aside from desktop computers the Dr. Hector P. Garcia Memorial Library also provides laptops for library use only and hotspots for checkout.

Library Laptop Checkout Agreement

Check-Out Procedure

- Only adult library card holders without fines or overdue items may check out a laptop.
- A patron must have a traditional library card account and not an E-card in order to borrow a laptop.
- Patrons are required to provide a current phone number each time a device is checked out.
- A patron must sign the Liability and Appropriate Use Agreement, which can be found on Appendix D.
- The Liability and Appropriate Use Agreement must be renewed every 6 months along with the patron's mailing and email addresses.
- Laptops may only be borrowed for use within the library for a period of 2 hours.
- If more than 2 hours are required a total of 2 renewals are possible but the laptop must be presented to the library staff each time.

Fines and Damages:

- Laptops will accrue a rate of \$1 per hour with a maximum late fee of \$10.
- Any laptop taken outside of the library, or kept past library hours, will be considered stolen and patrons will be contacted to facilitate return.
- Stolen or lost items will necessitate a police investigation. A replacement fee of \$300 will be charged for lost or stolen device.
- A damage fee of up to \$100 will be charged to patrons who return a device damaged.

Library Hotspot Loan Agreement

In order to borrow a mobile hotspot from DHPGML, you must meet the following eligibility requirements:

- Be 18 years of age or older

- Be 12 years of age or older but have a parent or guardian with a library card in good standing as the responsible party.
- Be a resident of Mercedes.
- Have a library card in good standing from the Dr. Hector P. Garcia Memorial Library.
- Sign the Library Hotspot Loan Agreement, which can be found on Appendix F.

The patron checking out the Hotspot agrees to the T-Mobile acceptable use policy.

(<https://www.t-mobile.com/responsibility/consumer-info/policies/terms-of-use>) which prohibits pirating, illegal downloads, viewing child pornography, etc. and Dr. Hector P. Garcia Memorial Library's Computer Use and Wireless Access Policy (<https://cityofmercedes.com/about-the-library/>) which includes:

- Devices are not to be used for any activity that violates United States or local laws, which include copyright and child pornography laws.
- Devices are not to be used to attempt to access the library's network or any other networks i.e. hacking.
- Devices are not to be used to transmit threatening, harassing and/or offensive material.
- Devices are not to be used to invade another person's privacy.
- Devices are not to be used to distribute unsolicited advertising.
- Patron or guardians of minor children must assume responsibility for their children's use of the internet through the library's facilities.
- The library is not liable for any harm or damage arising from the misuse of the internet or the device by the patron.

The patron checking out the Hotspot is responsible for all materials associated with the Library Hotspot and will pay for the loss or damage to the device/components. These materials include T-Mobile Hotspot Device and Charger (including any missing parts, such as the SIM card, battery, start guide, and box).

If the mobile Hotspot is not returned by due date, wireless services will be **SUSPENDED** the next day after the due date and patrons will have NO access to the Internet through the Hotspot. If the Library Hotspot or related equipment is not returned

after 14 days, your account will be blocked and you will be charged a replacement fee of \$90.00.

It is against Library policy to not return or vandalize any library material. We will move forward in taking a case to Municipal Court, if need be, to pursue collection of replacement cost of the device and court costs.

Loan Period: 28 days

Returns: Equipment must be returned to a staff member at Dr. Hector P. Garcia Memorial Library.

*Please **Do Not** place the Hotspot in the outdoor book drop. The patron checking out the Hotspot must be same person returning device.

Borrowing Limit: 1 per household

Renewals: None

Holds: None

Late Charges: \$1/day

Lost/Damaged Replacement fees: Library Hotspot device: \$90.00

GPS: Yes

of Devices that can connect at one time to T10 Franklin Mobile Hotspot: 5

If you need assistance, please call us at 956.565.2371. For support after business hours contact **T-Mobile** Customer Service Hotline 1.800.937.8997.

If Circulation system at Dr. Hector P. Garcia Memorial Library is down, Hotspots will not be allowed to be checked out.

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 30 minutes.

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 an E-Card to continue using the computers.

LIBRARY BEHAVIOR POLICY

It is the goal of the Dr. Hector P. Garcia Memorial Library to maintain a safe and welcoming environment and, as such, certain behaviors are hence forth prohibited in order to provide the best possible atmosphere.

The following are Not Allowed, inside and/or outside, the Dr. Hector P. Garcia Memorial Library property:

Inappropriate Behavior includes but is not limited to the following:

1. Bringing animals, other than service animals, inside the library building without prior permission of library staff.
2. Prolonged or chronic sleeping.
3. Using library restrooms for bathing, shaving, or other personal hygiene.
4. Using the library restroom of the opposite sex/gender.
5. Loitering on library grounds.
6. Entering staff only areas.
7. Selling any goods or services.
8. Soliciting or petitioning.
9. Not wearing a shirt and/or shoes in the library.
10. Bringing in outside food and beverages.
11. Using skates, skateboards or anything of like manner inside or outside the library.

Harmful and/or Disruptive Behavior

1. Throwing, running, climbing or playing sports.
2. Creating unreasonable noise such as speaking loudly or using personal electronic devices without headphones or at a volume that is audible to others. It is understood that involuntary mannerisms and vocal patterns may be considered '*Exempt*' due to the patron not having full control of such a physical condition - - the library staff is given discretion to guide such a patron on how to best minimize any incidental disruption to others.
3. Use of inappropriate language or gestures towards staff or patrons.
4. Harassment – physical, sexual or verbal abuse of staff or patrons.
5. Vandalism - Damaging, defacing, or misusing any Library materials or property.
6. Accosting other persons, staring, following, implying personal, rather than professional, relationships, stalking, and etc. (Library patrons must respect the privacy of both other patrons and staff at all times).
7. Having a knife or any other weapon; unless licensed by proper State authorities, carrying a gun is not permissible. (NOTE: the State mandated posters are on display at all entrances regarding such weapons.)
8. Refusal to comply with other Library policies or procedures when explained by staff.

Illegal Activities

1. Committing or attempting to commit any activity that constitutes a violation of federal, state, or local statute or ordinance.
2. Engaging in sexual conduct or indecent behavior on library premises as defined under Texas Penal Law – for example exhibitionism and flashing.
3. Using controlled substances on library premises.
4. Smoking or using other tobacco products inside the library or within 20 feet of the building.
5. Consuming alcoholic beverages on library premises is prohibited unless approved in advance by the Library Director and City Manager for a special event.

Staff Procedure for Inappropriate Behavior

1. Staff should issue a verbal warning and notify the patron that they will be asked to leave if the behavior continues.
2. The individual will be asked to leave the premises for the day by two library employees if the behavior continues.
3. A report of the issue must be provided to the Library Director and Assistant Librarian on the day of the incident.
4. If the patron returns and the behavior continues then the Library Director may ban them from the Library and its services. It is at the discretion of the Library Director to reinstate privileges.

Staff Procedure for Aggressive Patrons

1. When speaking with an aggressive patron, do not do this alone and whenever possible ask for assistance from the highest-ranking supervisor. If no supervisor is available then have a fellow co-worker address the patron with you.
2. Attempt to diffuse the situation and allow the patron to vent. The patron may not use foul language or shout during this time. Please let the patron know that they must still address the issue with respect and not disrupt the rest of the library.
3. Warn the patron that they will be asked to leave if they do not comply with policy, use foul language, shout, or refuse to stop their initial behavior.
4. If the behavior persists or escalates then let the patron know they must leave immediately or the police will be called.
5. If the patron refuses to leave or the behavior continues have someone call the police on your behalf and do your best to ensure your safety and those of the patrons within the library.

Staff Procedure for Patrons that are Openly Hostile or Under the Influence: the library staff will alert the Library Director and/or immediate supervisor and, after careful assessment, shall immediately call the Police Department to more carefully approach, assess, and diffuse the matter.

Patron Behavior Requiring Immediate Police Attention includes but is not limited to:

1. Vandalism
2. Graffiti
3. Carrying a weapon or using an ordinary object in a dangerous way
4. Sexual solicitation
5. Sexual exposure
6. Inappropriate touching of self or another
7. Public intoxication
8. Theft

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.

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, our website 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 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.

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 and Printing		
Letter (8.5x11)	.15 cents per page - Black & White	.50 cents per page - Color
Legal (8.5x14)	.25 cents per page – Black & White	.60 cents per page – Color
Tabloid (11x17)	.50 cents per page – Black & White	\$1.00 per page – Color
Faxing		
\$1.00 per page for domestic calls		\$3.00 per page for international calls
Scanning		
.25 cents per page		
Test Proctoring		
\$10.00 per person, proctoring exceeding more than 2 hours will pay an hourly fee of \$5.00.		
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	3	5 days	Adult Only
AV- Blu-Ray	3	5 days	Adult Only
AV-Kit	1	14 days	Adult Only
AV- Audiobook (Playaway & CD)	1	14 days	Adult Only
Laptop	1	2 Hours in-house	Adult Only

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

*Each item checked out may be renewed for a total of 2 times.

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

Appendix C - Borrowing Fees & Fines

Damaged Devices

Damaged laptop: Fine up to \$100 depending on cost of repair

Lost or Stolen laptop: \$300 and a police report will be filed.

Lost or Stolen Hotspot & Accessories: T-Mobile Hotspot \$90.00

USB Cable \$12.00

Wall Charger \$20.00

Internal SIM Card \$15.00

Battery \$45.00

Appendix D - Device Liability and Appropriate Use Agreement

By signing below, I attest that I have read, understand, and agree to the following:

- I understand that when I borrow a laptop (hereafter referred to as device) from the Dr. Hector P. Garcia Memorial Library (hereafter referred to as the Library) that I am responsible for the security of that device and that I will not leave the device unattended in a vehicle or public place.
- I hereby release the Library and the City of Mercedes, from any and all claims and damages of any nature arising from my use of, or inability to use, the Device; including, but not limited to claims that may arise from the unauthorized use of the system to purchase products or services.
- I understand that if the Device is damaged, or not returned to the library within the loan period, that I will incur fees and/or fines.
- I understand that a fee of up to \$100 will be charged to me if I return the Device damaged in any way.
- I understand that any Device kept past its due date, will be considered stolen. I also understand that a replacement fee of up to \$300 will be charged to my account for a Device kept past its due date. This fee may be removed if the Device is returned within 24 hours.
- I agree to pay any fees, fines, or costs associated with the Device checkout.
- I understand that any incidences of theft and/or loss will be investigated by police.
- I also attest that I have read, understand, and agree to the Computer Use and Wireless Access Policy on the back of this document.

Care of the Device

- Do not place food and/or liquids near the Device.
- Do not stack heavy objects on top of the Device.
- Never attempt to repair or reconfigure the Device.
- Do not write, draw, stick or adhere anything to the Device.
- Do not obstruct the Device's vents, and do not place the Device on surfaces such as paper or carpet while it is turned on.
- Do not lend the Device to anyone while it is checked out to you.
- Do not poke the screen with anything. A stylus and your finger are the only means that should be used to touch the screen.
- Do not use any cleaning solution to clean the screen. If your screen needs to be cleaned, please notify library staff.

Signature

Printed Name

Date

My Library Card Number

Appendix D - 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.

Appendix E - Request for Reconsideration of Library Material
Dr. Hector P. Garcia Memorial Library

Title: _____
Author: _____
Publisher: _____
Format: _____ Book _____ Video _____ Audio _____ Magazine
Your Name: _____
Address: _____
Email: _____ Telephone: _____
Do you represent: _____ Yourself
 _____ An Organization (name): _____

1. Did you read / view / listen to the entire work? If no, what parts?
2. Please describe your specific objections.
3. What do you feel might be the result of reading, viewing, or listening to this work?
4. For what age group would you recommend this work?
5. What is good about the work?
6. What reviews have you read or heard on the work?
7. What do you believe is the theme of the work?
8. In its place, what work would you recommend as a reasonable substitute that offers a valuable perspective on the overall subject?
9. Other comments:

Signature: _____ Date: _____

Appendix F - Hotspot Agreement

Due to the high cost of replacing this particular piece of equipment:

Hotspot TLC#: 55700000 _____	IMEI# _____	Replacement Cost: \$90.00
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You assume full responsibility for its proper care and safe use during the time you are in possession of the item. This item is loaned to you in good condition with the understanding that it will return in the same condition. You are responsible for proper operation of this item and keeping it safe while it is checked out to you. You must use it with the accompanying wall charger / USB cable supplied with the Hotspot.

Besides the item mentioned above the following items are also checked out in good condition and are expected to be returned in the same condition.

1 Wall Charger \$20.00	Out		In	
1 Internal SIM Card \$15.00	Out		In	
1 Battery \$45.00	Out		In	
1 Start Guide	Out		In	
1 Box	Out		In	

I agree to take appropriate care of the above items and to return them in the same condition when due. On review of the items returned – in the opinion of the library – to be missing or returned in less than like condition, by my signature below, **I agree** to reimburse the library for any repairs or replacements necessary to correct the loss or to put the item back in good condition.

Patron Initials _____

It is patron's responsibility to monitor usage of Internet by those in the household. Patron must Agree to T-Mobile's acceptable use policy, which prohibits pirating, illegal downloads, viewing child pornography, etc. (<http://www.t-mobile.com/terms-conditions>) and Dr. Hector P. Garcia Memorial Library's Internet Access Acceptable Use Policy.

**We will move forward in taking case to Municipal Court, if need be. Initials* _____

Name of Patron (Print)

Patron Signature (Checking Out)

Patron Phone No.

Patron Signature (Checking In)

E-Mail Address

Date/Time Checked Out Condition of Equipment

Staff Checking Out

Date/Time Checked In Condition of Equipment

Staff Checking In