

**Laredo Public Library  
Policy and Regulation Manual  
2012**

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## **I.VISION**

The Laredo Public Library is dedicated to providing an environment to increase the literacy and educational level of all Webb County citizens in order to raise the quality of life and standard of living.

## **II.MISSION STATEMENT**

The mission of the Laredo Public Library is to provide resources and services to meet the informational, educational, professional, and recreational needs of all Webb County citizens.

# III.ADMINISTRATION & OPERATION

## A. Hours of Operation and Closings

### 1) Hours of Operation

The Library's hours of operation are recommended by the Library Advisory Committee and approved by the City of Laredo City Council.

### 2) Holiday Closings

The Library is closed during the following City of Laredo Holidays: New Year's Day, Martin Luther King, Jr. Day, Presidents' Day, Friday before Easter, Memorial Day, Independence Day, Labor Day, Veterans Day, Thanksgiving, Friday After Thanksgiving, Christmas Eve and Christmas Day. City of Laredo Holidays are established annually through City Council Ordinance. If a Holiday falls on a Saturday, the Library will close the previous Friday. If a Holiday falls on a Sunday, the Library will close on the following Monday. In addition, the Library is closed on Easter Sunday. The decision to close the Library the weekend following a Friday Holiday or the weekend preceding a Monday Holiday will be made by the Library Administration after conferring with City Administration. Notification of any Holiday closings will be posted to area media, all Library facilities and the Library's web site.

### 3) Emergency Closings Due to Adverse Weather or Equipment Failure

The Library is a public service institution, and every effort is made to maintain regular hours for the public. The Library will be closed only when weather conditions deteriorate to the point where emergency situations prevail, when vital equipment in the building fails (e.g. no water in the building, no electricity, air conditioning or heating malfunction, etc.) or when there is a general emergency within the City of Laredo. The decision to close the Library will be based upon:

- General road conditions in the City of Laredo
- Condition of the Library's parking lot and walkways
- Availability of staff to open and operate the Library
- Condition of the building's equipment
- Requests for closure by local, county or state law enforcement agencies

The Library will not automatically close or delay opening based on any other institution's actions. The decision to close will be made by the Library Administration after conferring with City Administration. Notification of such closings will be posted to area media immediately.

## B. Area of Service

The Library will serve all residents of Webb County, Texas.

## C. Code of Conduct

Patrons in the Library shall conduct themselves according to Library policies. Improper actions or behavior will result in dismissal from the Library premises for the rest of the day. Improper acts include those subject to prosecution under the laws of the State of Texas and are expressly forbidden in the Library. Repeat offenders of Library policies may be barred from the Library at the discretion of the Library Administration or the Security & Safety Officer. Failure to comply with imposed barring may result in charges of criminal trespass. Improper actions include the following:

- ❖ Sleeping at or on tables/workstations
- ❖ Loitering (to remain in an area for no obvious reason)

- ❖ Horseplay, including running around or jumping down the stairs
- ❖ Bringing bedrolls, blankets, frame back-packs, suitcases , large duffel bags or plastic bags measuring over 2 ½ ft. in length or height, sleeping bags, tents, hiking or sporting equipment, carryalls, or other bulky containers (Such items create hazards for other patrons and staff. The Library will not store such items.)
- ❖ Distributing or posting printed material/literature that has not been approved by the Library Administration
- ❖ Selling and/or soliciting
- ❖ Consuming food or beverages in any type container or bringing in empty food/drink containers
- ❖ Placing feet on furniture
- ❖ Not wearing shoes or shirt, or wearing clothing unbuttoned or unzipped
- ❖ Bringing animals or pets into the Library (except service or working dogs)
- ❖ Any loud, unreasonable, and/or disturbing noises caused by persons, radios, MP3 players, CD players, cell phones, pocket games, or TVs (Public Nuisance)
- ❖ Cell phone use is restricted to designated areas
  - 1st floor – Restroom Area (Former Pay Phone Area)
  - 2nd floor – “Noise Area” (Teen Zone Area)
- ❖ Engaging in amorous activities
- ❖ Inappropriate use of restrooms - Restrooms are for Library patrons only - No changing of clothes, shaving, or bathing is allowed
- ❖ Removing Library materials from the premises without authorization, through established lending procedures
- ❖ Taking Library materials into the restrooms
- ❖ Smoking or other use of tobacco inside the Library
- ❖ Possessing or consuming alcohol or illegal drugs or being under the influence of drugs/alcohol
- ❖ Engaging in vandalism activities (Writing graffiti on walls, breaking windows, signs, or breaking/stealing sprinkler heads)
- ❖ Voluntarily/intentionally damaging, destroying, and stealing any Library property or a patron’s or employee’s property
- ❖ Leaving a child under 10 years of age unattended by a responsible person
- ❖ Leaving any child or young adult (up to 16 years) in the Library or on premises after closing time (i.e. waiting to be picked-up outside)
- ❖ Carrying weapons of any type
- ❖ Engaging in disorderly conduct, fighting or challenging to fight, or using offensive words likely to provoke violence
- ❖ Gambling or any illegal gaming activities
- ❖ Harassing, insulting, or threatening patrons or Library staff
- ❖ Any other illegal acts or conduct in violation of Federal, State, or local law, ordinances, and/or regulations

**\*Designated Quiet/Noise Areas\***

Unless otherwise noted, the Library will be a quiet place. The Library offers a “Quiet Room” for those patrons needing a quiet place to read or study. Under no circumstances is this room to be used for group work or used by patrons with small children that can disturb other patrons needing a quiet area.

Cell phone use is restricted to these designated areas:

- 1st floor – Restroom Area (Former Pay Phone Area)
- 2nd floor – “Noise Area” (Teen Zone Area)

Patrons will be allowed to work in small groups in the table area located by the Teen Zone on the 2nd floor. This area will be designated for activities deemed too noisy for other parts of the Library. Noise in this area is tolerated, but must not be too loud, or disruptive to other Library patrons.

#### **D. Safety & Well-Being of Children**

Because of liability no patron shall leave children under age ten (10) in the Library without the company of a parent, guardian or family member age sixteen (16) or over. Unattended children under the age of ten (10) may be referred to the police or to a social services agency. All unattended children will be addressed on a case-by-case basis.

#### **E. Patron Concerns**

A complaint made by a Library patron concerning Library facilities, services, materials or exhibits will be treated courteously and professionally. Staff will treat a complaint as a legitimate expression of dissatisfaction and respond appropriately while complying with all Library policies.

A patron who is not satisfied with a staff response will be referred to the immediate supervisor. If there is no satisfactory or practical resolution to the complaint, the patron may complete a form describing the problem. Two (2) forms are available: Patron Concern Form (Attachment J) and Reconsideration of Library Materials Request (Attachment K). All forms will be referred to Library Administration. The Reconsideration of Library Materials Request form will then be referred to the Library Selection Committee. The patron will receive a response to the Patron Concern Form within two (2) weeks. The patron will receive a response to the Reconsideration of Library Materials Request within thirty (30) days. Patrons are also encouraged to fill out "Rate our Service" forms on the City of Laredo webpage ([www.laredotexas.gov](http://www.laredotexas.gov)) or a hardcopy of the form at the Circulation Desk. These forms are forwarded to the City of Laredo's Customer Service Coordinator.

A suggestion box will be prominently displayed in each Library facility for the use of patrons who wish to write complaints, identify problems or leave suggestions. Library Administration will sort and distribute these items for action and response.

Library staff shall not endure verbal or physical abuse by a Library patron. Conversely, patrons shall immediately report any rudeness or abuse by Library staff.

#### **F. Petitioning, Panhandling, Solicitation, or Distribution of Literature**

The Library does not allow petitioning, panhandling, solicitation (the sale of goods or services), distribution of literature or leaflets, canvassing or similar types of appeals by members of the public in the Library building, on the grounds, or in the parking lot. The only merchandising activities permitted are Library or Friends of the Library sponsored sales or activities. Any other activities of this nature must be approved by the Library Administration or designee.

#### **G. Confidentiality**

In Compliance with Texas Government Code Section 552.124 (See Attachment T), effective 1995, Library staff will not release information pertaining to patron records. This includes addresses, telephone numbers, personal reading preferences or history of check out records, etc.

Confidentiality with regards to the use of computers, typewriters, databases, etc. is also maintained. Signup sheets for the use of these services are confidential records and the information on them is not to be released. Any Library employee violating this Statute and policy is subject to immediate termination and prosecution to the fullest extent of the law. All requests, regardless of the source, for such confidential information shall be referred to the Library Administration.

#### **H. Americans with Disabilities Act of 1990 (ADA)**

The Library fully intends to comply with the spirit and letter of the law with regard to its services and treatment of all patrons with disabilities.

To that end, this Library will make every effort to inform its staff and volunteers of the law and that compliance with the ADA requires special awareness of the problems of the disabled as well as mandated special services.

The Library will survey its physical facility for architectural barriers and make every effort to immediately modify any existing problems, to the extent that budget considerations allow. All major facility defects will be addressed in any remodeling or alterations undertaken to the facility.

The staff is aware that disabled patrons may need auxiliary services. This may include assistance with the catalog, telecommunications devices for the deaf, Braille materials, large print materials and a willing attitude to retrieve materials from shelves or to relocate activities to accessible areas.

The Library will fully investigate any complaints alleging non-compliance with ADA.



## **IV. CIRCULATION SERVICES**

### **A. Library Card Registration**

#### **1. General**

A Laredo Public Library borrower's card is required if an individual wishes to borrow Library materials or utilize certain Library services. This card must be presented before materials can be checked out. The individual is responsible for all materials checked out on his/her Library card. All applicants shall complete and sign a Library Card Form (Attachments A & B) to acknowledge their responsibilities as borrowers of Library materials. Patrons must follow rules stated in form or risk losing borrowing privileges. Violation of contract/s may result in cancellation of borrower's privileges. Library cards are non-transferable. Applicants sixteen (16) years of age and under need to get a parent's or legal guardian's signature on their application before a card will be issued. Guardians need to present documentation (e.g. court order) as proof of guardianship.

#### **2. Proof of Local Residency**

Proof of local residency must be furnished at the time the Library card application is made. Applicants must present a photo ID AND proof of his/her current residence address:

Acceptable photo ID - with proof of current local address:

- Valid Texas Driver's License or Texas Department of Public Safety ID
- Metro Card
- Other U.S.A. State Driver's License or ID
- U.S.A. issued Work Permit ID
- School ID with current report card
- University or College ID with current school registration receipt
- Resident Alien Card (Green Card)
- Mexican Voter Registration Card
- Driver's License issued by a state in Mexico
- Passport
- Military ID
- Matricula Consular

Acceptable proof of current residency address:

- Current voter registration card
- Checkbook or savings account passbook
- Car registration
- Current tax receipt for property owned in Webb County
- Utility bill with local address
- Current University or College school registration receipt

**Note:** A post office box may be used as a mailing address, but the individual's street address must be presented to meet residential requirements.

### **B. Types of Library Cards Issued**

#### **1. Regular card**

Residents of Webb County, Texas, non-residents who live in Webb County, Texas by reason of school attendance, and non-residents who pay property taxes in Webb County, Texas will be issued regular Library cards. Eligible non-residents must provide proof of residence, school

attendance or property ownership (Such as a current student photo ID or current tax receipt) plus a photo ID.

## **2. Temporary Resident cards**

If residing in temporary housing (e.g. hotel/motel, shelter, etc.) either a monthly rent receipt or a signed letter from the property manager on letterhead stationary stating that the individual resides there is required to remain eligible. Temporary Resident cards valid for one (1) month will be issued. The applicants must also provide a valid photo ID.

## **3. Staff Card**

A designated Library employee, Library Advisory Committee member or city administrator (Department or Division Heads) may apply for a Library Staff Card. Reappointment, retirement, resignation or termination will result in the change of the patron loan type. Loans are subject to recall upon demand.

## **4. Institution Card**

Any company, organization, or institution located within Webb County or which pays property taxes to Laredo or Webb County may apply for an Institution Library card in the name of that institution. The director, president or CEO of a business or corporation may register for an institution borrower's card by submitting a request in writing on company letterhead and a completed special application (Attachment C); returning both to Library administration. The application may list a maximum of three (3) authorized borrowers in addition to the applicant. Institution cards are subject to the same restrictions as regular cards. Only one (1) institution card will be issued per company, organization or institution.

## **5. Homebound Card**

Any person within the legal service area of the Laredo Public Library, who is unable to come to the Library because of limited mobility, illness or handicap, either temporary or long-term, is eligible for a Homebound Card. A doctor's written note is required.

## **6. TexShare Card**

Resident borrowers (Webb County, Texas) must have a Laredo Public Library borrower's card, in good standing, at least six (6) months prior to filling out a TexShare application (Attachment D). Non-Resident borrowers (outside Webb County, Texas) may apply for a Laredo Public Library borrower's card by presenting a current TexShare Card from their home Library and a valid photo ID (Example: Texas Drivers License; Texas ID card or student ID).

## **C. Replacement and Renewal of Library Cards**

The patron will be charged \$5.00 as per City Ordinance (2012-O-145) for replacing a Library card if lost, stolen, damaged, out dated or if patron is unable to present a Library card at time of check-out.

Temporary Paper Library cards will be issued for \$1.00 and will be valid for use only on the day issued. Photo ID must be provided and presented along with the Temporary Paper card when checking out material. Temporary Paper Library cards will be issued free of charge in the event that the Library is unable to provide a regular Library card.

All Library cards issued will be subject to an annual address check. The Library automated circulation system notifies staff of expiration. Expiration does not mean that new cards will be issued without a fee. Applicants must provide a valid photo ID when renewing or obtaining a new card.

All Library card applications will be kept for one (1) year from the date of application. A new form with the applicant's signature will be required in order to renew a card.

Institutional cards must be renewed annually and the list of persons authorized to use the card updated and verified.

Homebound and Texshare Library cards must be renewed every year.

All Library cards are non-transferable and parents cannot use their child's Library card and vice versa.

## **D. Circulation of Materials Policy**

Any individual wishing to check-out materials from the Laredo Public Library must present a valid Laredo Public Library borrower's card in good standing (clear record of any fines and/or overdue materials). No exceptions will be made.

Checkout limits, loan periods, and overdue fines are the same for all patrons who possess a valid regular Library card.

## **E. Loan Periods & Loan Limits**

All Library materials including educational DVDs (i.e., works of non-fiction) are checked-out for a period of two (2) weeks with a one (1) week grace period (total of three (3) weeks). Non-educational DVDs (i.e., works of fiction), compact discs, video games, and CDs are checked out for a period of one (1) week with no grace period. In house materials such as computers, games, puzzles, and listening centers are checked out for one (1) hour periods.

Regular and Institutional Library cards have a limit of fifteen (15) items per card, with a maximum of ten (10) books (audio-books are considered books), two (2) DVDs, two (2) CDs, and one (1) video game. Branch libraries and the Bookmobile may have different check out limits.

Temporary Resident Library cards are limited to a three (3) book checkout. No other type of materials will be allowed to be checked-out.

Homebound Library cards are limited to a five (5) book and two (2) audio-visual items. Books are checked-out for a period of two (2) weeks with a one (1) week grace period (total of three (3) weeks). Videocassettes, DVDs, compact discs, video games, and CDs are checked out for a period of one (1) week with no grace period.

Non-Resident TexShare Library Card borrowers may borrow up to ~~four~~ (4) three (3) books for two (2) weeks. Renewal may be done in person, by telephone, e-mail or through the Library's website. Reference, Local History and Audio-Visual materials are excluded. Unpaid fines will result in blocking of borrowing privileges.

Library Administration may temporarily place further restrictions on the number of items loaned and on loan periods. This is done on a case-by-case basis, if there is a valid reason.

## **F. Returns & Renewals**

Patrons are responsible for returning Library materials in good condition within the prescribed length of time, as indicated by the check-out receipt. The Library provides an outside book drop box for the return of books. Playaways, CDs, DVDs, and any item labeled, "PLEASE DO NOT RETURN IN BOOK DROP" must be returned to the circulation desk during Library operating hours. If book drop boxes are full, patrons must return all items to the circulation desk during Library operating hours. It is the patron's option to use the book drop or not. Patrons will be held responsible for all Library materials when using the book drop.

Library materials may be returned to any LPL agency.

Only books and audio-books can be renewed for two (2) additional loan periods. Books may be renewed in-person, through the Library website, by email or by telephone as long as it is done within the one (1) week grace period. Overdue books will not be renewed over the telephone or through the Library website. Books on hold for another patron cannot be renewed. Other materials such as video games, CDs, DVDs or books with restricted circulation (as designated by Library

administration for a specific period) may not be renewed. Patrons with a delinquent record may not renew books.

Non-Resident TexShare Library Card borrowers may renew items one (1) time by telephone, in person, or by e-mail. All items may be returned by mail, in person or in any Library book drop.

## **G. Reserves**

A hold can be placed on any item other than DVDs, video games or CDs based on availability. This may be done by entering the patron's Library card number on the book record in the Public Access Catalog at the Library or on the Library's website, or by asking staff for assistance. The patron will be notified by telephone or email (if provided) when the requested item becomes available. Materials will be held for one (1) week. If there are other patrons waiting for the same book, the patron must pick up the book within seven (7) days after notification or be shuffled to the end of the waiting list.

## **H. Fines and Fees**

All Library fees and fines are subject to change by ordinance of the Laredo City Council. Patrons will be charged for overdue fines after one (1) week grace period from the date that is printed on the check-out receipt. There is no grace period for DVDs, CDs, or video games.

Fines and charges may be paid in cash, by check, or money order only. Checks and money orders made out to the Laredo Public Library must be for the exact amount. Proper ID (e.g. Texas Driver's License or Texas DPS ID) is required. No two-party checks or temporary checks will be accepted. Patrons will be given a receipt for all monies received. A \$25 fee will be assessed for returned checks and needs to be paid at the City of Laredo Finance Department in City Hall.

Fines not paid when materials are returned will be computed and recorded on the patron's record by the automated system.

After Library materials have been overdue for fourteen (14) days, the Library will generate a first notice mailer. A second notice will be generated, if no response is gained from the first notice, fourteen (14) days after the first notice is generated. A third and final notice will be mailed fourteen (14) days after the second notice. Fines will not be waived or reduced for not receiving overdue notices. Until fines and overdues are cleared, a patron will not be allowed to borrow materials from the Library nor will they be allowed to use Library computers or study rooms. Patrons with fines or overdues on their record may be allowed to use the fifteen (15) minute e-mail computer.

A "claims return" will be placed on Library materials reported to have been returned. "Claims returns" are logged on the patron's record until the item is returned or declared lost. A maximum of two (2) "claims returns" will be allowed per patron. Any allowances will be reviewed on a case by case basis at the discretion of Library administration.

All borrowers will be charged a replacement cost for lost materials plus a designated processing fee of \$5.00. If patron returns the lost materials after paying the replacement fee, the borrower will be reimbursed for payment of lost materials found and returned in good condition, providing the patron presents the receipt and/or canceled check. A check for the refund will be mailed by the City of Laredo to the patron within 30 days. No cash refunds will be given. Reimbursement will be less the charges for overdue fines, damages, missing items, and a processing fee. Patron has ninety (90) days from date of receipt to request a reimbursement. No reimbursements will be given after ninety (90) days.

If materials have been lost or damaged beyond repair, the user will be charged for the replacement and processing cost. Damaged materials should be returned to the Library. Replacement cost will be determined by the original purchase price (if book is no longer in print) or current replacement cost. A processing fee of \$5.00 will be added to the replacement cost. If materials are discovered to be damaged prior to checkout, they will not be allowed to circulate. If the patron discovers the material to be damaged after it is checked out, it is the patron's responsibility to report the damaged materials to the circulation desk upon returning it.

## I. Check-Out Limits, Loan Periods and Overdue Fines Schedule

### Check-out limits, loan periods and overdue fines schedule

Item Type	Check-Out Limit	Loan Period	Overdue Fine Per day/per item	Maximum Fine
Books	10*	3 weeks	\$0.35	Value of Item
Audio-Books	10*	3 weeks	\$0.35	Value of Item
CDs	2	1 week	\$1.00	Value of Item
DVDs	2	1 week	\$1.00	Value of Item
Educational DVDs (i.e. Non Fiction)	2	2 weeks	\$1.00	Value of Item
Video Games	1	1 week	\$1.00	Value of Item
In-house Items: puzzles, games, computers	1	1 hour	N/A	N/A

\* Total items limited to fifteen (15) in any combination from the Main Library (may include up to two (2) CDs, and two (2) DVDs, and one (1) video game), Branch libraries may have different limits.

## J. Equipment Checkout

Equipment may be checked out for a fee, for in house use only with prior approval from Library Administration or designee. Arrangements should be made at least three (3) days in advance. Patrons must have a valid Library card in good standing and must fill out an Equipment Checkout Contract (Attachment E). Library Administration reserves the right to deny equipment checkout if Library programming requires said equipment. Checkout is made on a first-come, first-served basis.

## K. Homebound Loans

Patrons with Homebound Library cards (see Types of Library Cards Issued for requirements) may have materials delivered and picked up via Library runner when available or they may have them sent book rate through the U.S. Mail.

Interlibrary loan and article photocopying is also available upon request. Interlibrary loan policies apply.

Librarians may select titles for a homebound patron based on the patron's reading interest, if a patron requests this service.

Fines, damage materials, and/or lost materials are the responsibility of the homebound patron. Damage or loss due to the U.S. Mail service will be the responsibility of the homebound patron. Overdue notices are mailed directly to the patron.

## L. Patron's Responsibilities

Patrons are responsible for all materials borrowed on their Library card and agree to abide by Library policies. Lost cards must be reported immediately. A patron will not be held responsible for material checked out on his/her Library card after the date it was reported lost or stolen.

Patrons should take care of their personal belongings. The Library does not keep personal belongings for patrons and assumes no responsibility for any damage or loss occurring in the Library or on Library property. However, a lost and found drawer will be maintained. Library cards left behind that are not pick up within twenty four (24) hours will be destroyed and patron will need to be issued a replacement card for a \$5.00.

Adult patrons are responsible for monitoring their minor children. Children under the age of ten (10) should not be left unattended. They should be kept within eyesight at all times. Young adults sixteen (16) years of age or older may monitor younger siblings. Unattended children will be reported to the Laredo Police Department.

## **V. REFERENCE SERVICES**

### **A. General**

#### **1. Scope of Service**

The Laredo Public Library provides reference service within the scope of the Library collection and staff expertise. If the information cannot be provided using the Library's collection, librarians will use interlibrary loan or refer patrons to appropriate agencies to fulfill the patron's information request.

#### **2. Reference materials**

Reference materials are restricted to in-house use only.

#### **3. Availability of Service**

Reference service is available all hours the Library is open.

#### **4. Library Users**

The Library reference department accepts all information requests from all Library users.

#### **5. Information Requests**

The Reference Department accepts information requests made in person, by telephone, by fax, by mail, by e-mail, through the Library's website "Ask a Librarian" or Chat. In depth research by a Librarian with a Masters in Library Science is available for \$50.00 for the first hour and \$20.00 for additional hours.

#### **6. Confidentiality**

All requests for information are considered confidential. The nature of a person's request for information will not be revealed to outside sources unless due legal process has been completed.

#### **7. Priorities of Service**

Persons in the building and waiting at the reference desk are given priority. When a telephone request and an in-person request are received at the same time, the in-person request is given priority. However, staff will complete a telephone conversation in progress before attending to an in-person request.

### **B. Specific Categories of Requests**

#### **1. Medical, Financial, and Legal**

The Library provides information, but not advice. Information is given from published or electronic sources such as legal and medical dictionaries and financial documents. Sources are quoted verbatim with no interpretation by the staff.

Librarians shall not INTERPRET medical, legal, accounting or any information that requires professional training for which they are not duly certified. Librarians may only provide patrons with published information or relate such information verbatim over the telephone. Librarians must cite the source and date published. Patrons are responsible for interpretation of information in the above-mentioned areas.

#### **2. Criss-Cross and City Directory Information**

Information from Criss-Cross or city directories is not given by telephone. The directories are available in the Library to anyone requesting them. It Library's policy not to give out published or unpublished information on private individuals, nor are near-by names or addresses given. Requests

are accepted by mail, fax or email subject to the above limitations. Mail request must be accompanied by a self addressed stamped envelope.

### **3. Appraisals**

Reference staff directs patrons to sources in the Library, but does not appraise materials.

### **4. School Assignments**

Under the assumption that learning to do research is part of the assignment, reference staff has the primary role of instruction in the use of Library tools and methodology, rather than the provision of specific "answers." The staff suggests sources in the collection such as reference books, indexes, databases, and interlibrary loan.

### **5. Local History**

Staff members provide assistance with local history materials that are available at the reference desk. For more in-depth research see Luciano Guajardo Historical Collection Policy.

### **6. Genealogical Questions**

Reference staff will make every effort to supply helpful information to the patron, but will not undertake original research.

### **7. Consumer Advice**

Persons will be referred to the standard sources available on consumer products, but reference staff will not interpret the relative merits of specific products or services.

## **C. Interlibrary Loan**

The National Interlibrary Loan Code for the United States, (Attachment S), section 108d of the Copyright law (PL94-553)\*, and regional agreements with the Texas State Library System govern interlibrary loan services.

\* A Library may copy "no more than one article or other contribution to a copyrighted collection or periodical issue, or to ... a small part of any other copyrighted work." The copy must become the property of the requestor, and its use is limited to "private study, scholarship, or research."

### **1. General Guidelines**

Materials not available in the Library's collection may be requested through the interlibrary loan service.

The lending Library retains the right to decide in each case whether a particular item shall be provided, or whether the original or a photocopy will be sent.

### **2. Scope**

The following materials are generally not available to Laredo Public Library patrons through interlibrary loan service:

- Reference materials
- Best Sellers or currently popular titles
- Rare or unusual publications
- Recently published materials
- Test preparation materials
- Genealogy materials
- Telephone directories



- Complete issues of newspapers or periodicals
- Multimedia

Requests for photocopies of specific pages or citations from reference materials and periodicals will be accepted.

Requests for materials owned by the Library will not be accepted unless they have been overdue for more than two months or declared lost.

### **3. Circulation of Interlibrary Loan Materials**

Interlibrary loan materials are circulated like other Library materials. Materials are held at the circulation desk and are checked out and checked in like regular Library materials.

**Requests** - Patrons must have a current Library card in good standing to submit requests (Attachment F&G).

**Notification** - Patrons will be informed by telephone, mail, or email when materials are available or if materials cannot be obtained. Materials are held five (5) days after notification.

**Loan period** - The lending institution determines the interlibrary loan period.

**Renewals** - Patrons should make renewal requests to the Library at least three (3) days before the item is due date. The lending institution will determine if the item can be renewed.

Failure to comply with Interlibrary Rules will result in suspension of services for a month. Repeated failure to comply will result in permanent suspension of services.

### **4. Fees and Fines**

The same overdue fine schedule for Library books applies to interlibrary loan materials. If the lending Library's fines exceed this, the patron is responsible for payment of the additional amount. The patron is responsible to the lending Library for lost or damaged materials. If an interlibrary loan item is lost, a check or money order must be made out to the lending institution.

### **5. Copyright Compliance in Photocopying**

When requests are received for photocopies of articles from periodicals, the Library will make every effort to comply with the Copyright Law (Title 17, United States Code).

#### **\*Copyright Law\***

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

## **D. Review of Reference Services Policy**

Reference staff, Library Administration and the Library Advisory Committee, will review this reference services policy annually although changes may be made as the need arises. The reference staff will evaluate the quality of reference service periodically.

## **VI. SPECIAL SERVICES**

### **A. Programs**

Programs are planned to promote Library services and materials checkout, encourage reading and education, and enhance citizen's quality of life. Library programs shall not be commercial, religious, or political in nature. The Library provides story hours, crafts, puppet shows, films, tours, summer reading programs and several special activities throughout the year. All Library-sponsored programs are free to the general public. Attendance is limited to the maximum occupancy load of the designated area in which the program will be held in compliance with City of Laredo Fire Codes.

### **B. Tours**

Library staff will provide Library tours for classes and other groups to the extent that such tours do not place constraints on the normal operation of Library service (See Attachment P – Tour Request Form).

Tours shall be scheduled at least two (2) weeks in advance. Library staff levels will determine if a tour may be arranged for the desired day and the allowable group size.

The teacher must accompany the tour with the class. Additional adult supervision shall accompany any group over ten (10). One (1) adult per ten (10) students is advised.

If Library cards are to be issued at the time of the tour, the teacher shall visit the Library prior to the scheduled visit to obtain Library card applications. The Library may also fax or email a copy to the teacher. Completed applications shall be returned to the Library three (3) days prior to the tour. If a student is less than sixteen (16) years of age a parent's signature is required. Temporary Library cards will be issued. No Photo ID Library cards will be issued in conjunction with school visits.

The teacher shall consult with an appropriate staff member to confirm tour, no later than one (1) week before the scheduled visit.

### **C. Children/Youth Services**

#### **Story hours, Puppet Shows, and Arts & Craft Activities**

The Library provides story hours, puppet shows, and arts & craft activities both regularly scheduled and by appointment for groups or classes.

Regularly scheduled story hours, puppet shows, and arts & craft activities require a signed registration form releasing the Library and the City of Laredo of any liability.

Story hours, puppet shows, and arts & craft activities by appointment should be scheduled at least one (1) week in advance.

Story hours will not be scheduled during the regularly scheduled story hour or on Saturdays or Sundays.

The teacher must accompany the class and additional adult supervision should accompany any group over ten (10). One (1) adult per ten (10) children is advised.

The Library also has a Teen Advisory Board (TAB) which meets on a regular basis at the Library. Members of Tab can earn community service hours for participating in meetings and programming.

### **D. Room Use**

#### **1. Room Rentals**

The following are available for rent at the Laredo Public Libraries: Multi-Purpose rooms, meeting rooms, computer labs and classrooms. Rooms are available for non-profit and profit making organizations and may not be used for social, religious, political or commercial purposes. A non-profit organization must be a 501(c)(3) as defined by the IRS. A copy of the organization's current IRS

501(c)(3) status letter must accompany all applications. Profit-making organizations may use rooms for meetings or staff training sessions. Sales, distribution or promotion of merchandise for sale is not allowed. Individual profit-making organizations will be approved to use rooms no more than quarterly.

Any exhibition of copyrighted material i.e., video, music, documents, etc. must comply with United States Copyright Laws, which include Public Performance Rights. Proof of copyright compliance must be submitted at the time of room reservation.

Room use fees must be paid within two (2) weeks of application's approval. Reservation is not guaranteed until payment is received. Additional equipment use fees will also apply (See Fines, Fees and Personnel Services Schedule). Payments must be made in the form of a money order or check. Cash is not accepted. Failure to submit payment will result in the cancellation of the application. Cancellations must be submitted in writing. Fees paid will not be applied to future room rentals. Refund of total fees paid including those for equipment rental are made according to the following cancellation schedule:

- 61 – 90 calendar days in advance ...100%
- 31-60 calendar days in advance .... 75%
- 22-30 calendar days in advance .... 50%
- Under 21 calendar days ...no refund

All Library-sponsored programs or functions take precedence over new applicants for room use. All government entities including City Departments are also assessed fees and must also comply with all other requirements as stated herein.

Rooms will be reserved no more than three (3) months but at least two (2) weeks in advance. The application form will be filled out and signed by an authorized representative of the organization and approved by a Library staff designee. The application form is available at the circulation desk or online at [www.laredolibrary.org](http://www.laredolibrary.org). Applicants must select from available room setups. Special setups or reconfigurations will be accessed an additional fee. Reservations are made for one (1) - four (4) hour interval and include applicant preparations. An adult must sponsor and supervise youth groups. A ratio of one (1) adult per twenty-five (25) students is required. An authorized representative of the organization must be present one (1) hour before the scheduled event to confirm that setup and equipment requests are in order. No last minute set up changes or equipment requests will be honored.

Refreshments are not permitted in meeting rooms, the computer labs or the classrooms (No Exceptions). Refreshments are permitted in the Multi Purpose Rooms but require prior Library Administration approval. Drinks containing red dye or greasy foods are strictly prohibited (No Exceptions). Menus must be submitted along with room application. Applicants will be notified within twenty-four (24) hours of application submittal. No alcoholic beverages are permitted without special permission from the City Council.

All meetings will be free and open to the public. Admission fees will not be charged. Meetings will end fifteen (15) minutes before the Library closes. Meeting rooms, the computer labs and the classrooms are available only during regular Library operating hours. The Multi-Purpose Meeting Rooms may be used beyond normal library hours with prior Library administration approval. Use of the room beyond normal Library hours will require additional fees for security services (See Fines, Fees and Personnel Services Schedule). The Library will contract security. One (1) security guard per one-hundred (100) persons attending a function is required. The rooms must be left clean and in an orderly condition and will be inspected to insure readiness for the next group. An additional fee will be accessed if room is not left in its original condition. The classrooms and meeting rooms are equipped with tables and chairs. If furniture is moved, it must be returned to the original configuration before leaving. The City of Laredo and the Laredo Public Library are not responsible for accidents or injury caused by re-configuration of furniture set-up.

Groups using the classroom agree to indemnify and hold harmless the City of Laredo and the Laredo Public Library, its agents and its representatives from any and all suits, actions, claims, or demands of any character or nature arising out of, or brought on by, any injuries or damages

sustained by any person as a consequence, or result of the use of the room, its furnishings or equipment. Groups using the classroom are responsible for the condition of the room. They will be billed for any damages to the room as a result of their use. Items to be displayed shall not be taped or tacked to walls or moldings. The Library assumes no responsibility for any materials on display or items left behind.

Group conduct is the responsibility of the presiding officers or the contact person. The Library Director or designee will refuse application for any particular room if its intended use will disrupt the normal use of the Library. Disruptions include excessive traffic through common areas, distracting visuals or sound effects which attract attendees in excess of posted occupancy loads. The maximum occupancy for the Multi-Purpose Room is three hundred-fifty (350) persons depending on room configuration. Individual participant's misbehavior will result in expulsion and/or will result in denial of future use for the organization.

By applying for use of a room the sponsoring group acknowledges that the City of Laredo and the Laredo Public Library does not sponsor its activity. It also agrees that the City of Laredo and the Laredo Public Library will not be identified as parties associated in any way with the group's activities in any of its literature or publicity. The Library administration reserves the right to deny or withdraw permission for the use of any room to any organization that violates Library policies and procedures or if the room is needed for emergencies.

## **2. Study Rooms**

Study rooms are available on a first-come first-served basis. Study rooms have maximum occupation loads posted which will not be exceeded. Study rooms equipped with computers are restricted to patrons age 18 and above. Study rooms will not be used for commercial purposes. Library Administration will set time limits depending on demand. Due to high demand patrons may not reserve study rooms in advance. No refreshments or food are permitted. Study rooms must be left clean and in an orderly condition. Individuals or groups will not disturb other Library patrons. Library Administration reserves the right to deny use or terminate use of study rooms if they are being used for activities other than their intended use, or to any individual or group that violates Library policies and procedures.

## **3. Media Services**

Some equipment will require operation and/or supervision by a trained Media Technician to ensure proper use, maintenance and longevity of specialized apparatuses (See Fines, Fees and Personnel Services Schedule).

The Laredo Public Library is not responsible for any equipment malfunction or operator error, which might cause damage to CDs, DVDs or computer software. The Library is not responsible for any malfunction or operator error, which might result in a loss of information or data in any media format. In addition, the Library is not liable for technical failures or operator errors, which might inhibit the quality, delay, or otherwise cause ineffective presentations and/or room use. All reasonable efforts will be made to accommodate the audio-visual needs of the user.

## 4. Fines, Fees and Personnel Services Schedule

### (a) Fines, Fees and Personnel Services Schedule

#### Room Use Fees:

##### For nonprofit organizations (per 4 hours):

Multipurpose room (includes podium & handheld microphone)	\$150.00
Computer Labs*	\$200.00
Classrooms	\$ 50.00
Meeting rooms	\$ 50.00

##### For profit-making organizations (per 4 hours):

Multipurpose room, (includes podium & handheld microphone)	\$ 400.00
Computer Labs*	\$500.00
Classrooms	\$100.00
Meeting rooms	\$100.00
Special Room Set-up/Configuration	\$ 50.00
Coffee Service	\$1.25/cup
*Requires media technician setup	

<i>Refund cancellation schedule:</i>	
61-90 calendar days in advance	100%
31-60 calendar days in advance	75%
22-30 calendar days in advance	50%
Under 21 calendar days	no refund

#### Equipment Use Fees:

Television and DVD player, per day	\$ 40.00
Portable Media Projector w/Laptop Cart Set-up, per day	\$100.00
Portable Projection Screen, per day	\$ 10.00
Overhead projector, per day	\$ 20.00
Copy Stand, per day	\$ 50.00
Lapel Microphones, per day	\$ 30.00
Flip Charts, per day	\$ 10.00
White Board, per day	\$ 10.00
Coffee Urn	\$ 20.00

#### Personnel Services Fees:

After-hours security, per hour	\$ 50.00
Media technician, per hour	\$ 50.00
Custodial Services/Clean up Services	\$ 25.00

#### Library materials fines and fees:

Overdue book and Audio book on CD, per day, per item	\$0.35 (Max value of item)
Overdue music CD, and DVD, video game, per day, per item	\$1.00 (Max value of item)
Lost or Damaged Materials (Current cost of replacement plus processing fee)	\$ 5.00
Library card replacement	\$ 5.00
Temporary Library Card	\$1.00

#### Office supplies and vending machine fees:

Plain white paper 8 ½ x 11, per page	\$ 0.10
Plain white paper 11 x 17 (when available), per page	\$ 0.15
Personal-hygiene products, each	\$ 0.25
Copier vending fee 8 ½ x 11 –One-sided, per page	\$ 0.10

#### Service fees:

Computer printouts, B&W, 8 ½ x 11 only, per page	\$ 0.10
Archival photo reproduction, per hour	\$ 30.00
Scanning services (8 ½ x 11 only), per page	\$ 5.00
Exam proctoring by Librarian with MLS degree, per exam	\$ 30.00

In depth research by Librarian with MLS degree, 1 <sup>st</sup> hr	\$ 50.00 (Addtl hours \$20.00)
Local fax services, per page	\$ 1.00
Long distance fax services, 1 <sup>st</sup> page	\$ 2.00 (Addtl pages \$1.00)
Notary Service	As set by State of Texas

(Fee Schedule available at Front Desk)

**Passports:**

Execution fee, per application	As set by U.S. Dept. of State (Currently \$25.00)
Photo	\$15.00

**E. Exhibits**

**1. Scope**

Exhibit spaces such as display cases, walls, etc. in the Library may be used to display any Library-related theme or any not-for-profit, educational, recreational or cultural materials that are deemed appropriate. Partisan politics and matters applying to only one (1) faith, sect, cause or political viewpoint are not allowed. Displays of a commercial nature will not be accepted. Exhibits and related publicity not developed by Library personnel are subject to approval by Library Administration or designee.

The Library reserves the right to limit the size, number of items, the schedule of any display, and the frequency with which the group or organization may have a display. All exhibits and displays are offered to the Library on a voluntary, non-fee basis.

**2. Application**

Application for exhibits will be reviewed on a first-come, first-served basis. The application shall be submitted to Library Administration or staff designee. The Library reserves the right to make decisions on the content, arrangement, and exhibit period of all exhibits. Exhibitors are required to sign an Exhibit Application Form (Attachment I). Applications shall not be submitted more than six (6) months in advance or less than one (1) month in advance.

A “credit line” (i.e. a sign stating the sponsorship of the display) will be included in all displays.

**3. Responsibility**

Exhibitor is responsible for the installation of the exhibit. Although the Library will make every effort to safeguard loaned materials, it assumes no responsibility for the preservation, damage or loss of exhibited items. The Library will notify exhibitors upon expiration of exhibition period. Exhibitors must retrieve items within one (1) week of notification. The Library reserves the right to discard exhibit materials not retrieved after notification.

**F. Bulletin Board/Display of Materials**

The Laredo Public Library provides designated spaces for free distribution or display of informational brochures, flyers, pamphlets, and posters. Display of materials is consistent with the Library Bill of Rights (Attachment L). All postings must receive prior approval by the Library Administration or designee. Unapproved materials will be disposed of at the Library's discretion. The Library reserves the exclusive right to decide what can be posted. Library Administration will initial and date all approved materials.

The Library allows only limited space and limited time for posting. Materials will be removed after scheduled dates. Materials, which are not date-sensitive, will be displayed as long as space is available. Unless prior arrangement is made, the Library is not responsible for keeping posted materials. The same policies apply to any and all Library automated bulletin boards.

Priority items are displayed on a space available basis.

Library related items including Friends of the Library and Library Advisory Committee information will receive first priority for display purposes. Library related items may also include publications of organizations with which the Library has active partnerships.

Government publications will receive next priority for display purposes in the following order:

1. City of Laredo
2. County
3. State
4. Federal

Other items receiving priority for display purposes include:

- Disaster preparedness information
- Safety and first aid information
- Voting information
- Community awareness information (e.g. health care facilities and their programming, social service agencies and their programming, cultural institutions and their programming, civic organizations and their programming)
- Continuing education or class schedules of local schools, universities and non-profit agencies
- Publicity of not-for-profit organizations or clubs or by organizations sponsoring a benefit for a not-for-profit organization
- Community newspapers

Note: Due to space limitations, the Library can only accept items in priority categories for display and/or distribution.

Materials not allowed:

- Non-historical political materials (including campaign posters, pamphlets, notices of rallies for specific candidates or issues, materials for parties or other social gatherings intended to promote the candidacy of a particular person or persons or a political issue)
- Materials of profit-making groups advertising products or services for sale
- Items promoting a particular religion or cause (brochures, pamphlets and posters of church sponsored cultural activities, camping, vacation Bible school, revivals, Bible classes or community festivities are not permitted)

**Note:** The Library will not censor or remove an exhibit or material from a bulletin board because some members of the community may disagree with its contents; however, material is subject to removal on the grounds of commercial intent or appearance.

Distribution or posting of materials by the Library does not necessarily indicate the Library's endorsement of the issue or events promoted by those materials.

## **G. Bookmobile and Cybermobile**

The Library has bookmobile and cybermobile services available to residents of the City of Laredo. The bookmobile and cybermobile adhere to the same policies and procedures as all other City of Laredo libraries as described herein.

## **H. Volunteers / Community Service**

The Library reserves the right to choose volunteers and community service workers and assign their activities in accordance with established City of Laredo policies. Prospective volunteers or community service workers shall complete an application and sign a Volunteer Agreement at the City of Laredo Nonprofit Management and Volunteer Center. For information contact:

City of Laredo Non Profit Management and Volunteer Coordinator

## **I. Outreach**

### **1. Definition**

Outreach is defined as all group oriented programs and activities, which occur beyond the Library property that are intended to publicize the Library's materials and services. These are events in which the Library's name and resources are mentioned in the program (or in promotion and publicity); and in which Library involvement is by invitation or as an institutional co-sponsor. These may be, but are not limited to: Bookmobile or Cybermobile site visits, puppet shows, book talks, visits, story hours, book discussion panels, civic or cultural events, and social agency events.

### **2. Persons Receiving Services**

Outreach efforts are generally directed toward educational, non-profit groups within the Library's service area. Services to other groups requesting access to the Library's outreach programs will be provided as time and resources permit.

### **Criteria for Evaluating Program Request**

There are six (6) criteria for evaluation of program requests. Even if all program factors are favorable, however, a request may still be rejected. This may be because staff time required to prepare for and complete the program would be too lengthy, or the request may conflict with other claims upon staff time. The Library is under no obligation to accept invitations to provide outreach activities. All outreach activity invitations will be evaluated by the criteria listed below. The Library may not approve requests that cannot successfully meet four (4) of the six (6) criteria.

1. Does the program promote books, learning, and/or libraries?
2. There are no restrictions on program attendance?
3. Is this a not-for-profit event?
4. Is the event within the Library's service area?
5. Does the program's publicity list the Library as a participant?
6. Was the request received more than two (2) weeks in advance?

### **Program Cancellations**

Once a program request has been accepted the Library will make every effort to fulfill the agreement. In the event that the Library must cancel a promised program, a staff member will inform the host agency of that cancellation as soon as possible.

## **J. Piano**

The Library owns a piano that is housed in the Main Library's Multi Purpose Room. Students or private individuals may request to use the piano to practice. Availability will be based on the scheduling of the Multi Purpose Room. The piano may be used for recitals that are free and open to the public. It may not be used for profit unless a recital is a fundraiser for the Friends of the Library. All individuals or groups must adhere to the Library's policies governing the use of the Multi Purpose Room.

The Library will tune the piano once a year. If a group wishes to have the piano tuned specifically for their recital or meeting, they will be responsible for paying a tuner approved by the Library.

## **K. Library Equipment**

### **1. Computers, typewriters, audiovisual devices, etc.**



Computers, typewriters, audiovisual devices, games and puzzles are available on a first-come, first-served basis for one (1) -hour intervals. Use beyond one (1) hour will be permitted on a time available basis subject to surrender upon request.

The Library will not be responsible for erasure or damages to the patron's files while using the computer. The Library will not be responsible for data storage devices (eg. pin drives) left behind. Programs with extensive sound effects should be avoided. Duplication of copyrighted software is prohibited.

Patrons must provide their own paper, correction fluid/tape, pens, pencils, tape, staples, paper clips, etc. The Library will not provide office supplies other than correction tape for typewriters. Paper may be purchased at the circulation desk or \$0.10 per page

## **2. Telephones**

Except for emergencies, patrons are not allowed to use Library telephone. No collect calls are accepted for patrons or staff. The Library will not page patrons unless it is an emergency.

## **3. Copy Machine and/or Computer Printouts**

Coin-operated copy machines are available. Cost for a black and white copy is \$0.10 per page. The user is responsible for any violations of copyright law. The Library is not responsible for the quality of copies and will not refund money.

Printouts are also subject to copyright laws. Printouts may be retrieved from a network printer located at the circulation desk for \$0.10 per page for a black and white copy. Unclaimed printouts will be recycled at Library closing.

# **L. Luciano Guajardo Historical Collection Policy**

## **1. Mission Statement**

To enable Library users to appreciate and study the history and culture of Laredo

## **2. Vision**

The Collection should foster and enhance an appreciation of the rich history and culture of the Laredo area. It should facilitate the study and research of all aspects of local history. When possible, modern technology should be used for the storage and retrieval of collection items. The Collection should house historically valuable materials in a manner that preserves their integrity for as long as possible.

## **3. Purpose**

Collect, preserve and provide access to documents and materials that reflect the history and culture of Laredo.

## **4. Goal**

Provide an efficient and effective system in order to identify, acquire, organize, preserve, promote and facilitate use of the Collection's materials.

## **5. Objectives**

- To ensure the preservation of collection items
- To develop and support an appropriate archives and records management system to protect and preserve collection items
- To record the location of historic items outside the Library pertinent to the collection
- To acquire or copy materials fitting the collection criteria
- To catalog all collection items using appropriate technologies
- To develop a database of relevant research materials

- To provide electronic access to materials, where appropriate
- To assist patrons requesting information in person or by telephone, letter, e-mail, or “Ask a Librarian” website
- To support other programs and organizations related to the history of Laredo
- To promote the Collection through outreach programs

## 6. Scope

Primary subjects collected are about Laredo and its past history. Other materials may be collected that deal indirectly with the primary subject.

## 7. Primary Region

The general geographic region for collection subject matter is the area originally included in the historical Provincia del Nuevo Santander. The primary region is the area from the Nueces River to the United States-Mexico border region, including Mexican border towns whose history is important to Laredo. Other regions are those where historic events had an impact on developments in the Laredo area.

## 8. Holdings

Formats of collection holdings shall include the following:

Monographs	Photographs	Microfilms
Recording of oral interviews	Posters	Video recordings
Digital information	Yearbooks	Diaries and journals
Serials	Postcards	Slides
Family trees	Compact disks	Government documents
Photocopies	Documents	Folios and paintings
Newspapers	Maps	Artifacts
Architectural drawings	Audio recordings	Telephone and city directories
Clippings	Original manuscripts	

## 9. Subjects

The subjects collected include the following:

- Geography of Laredo and the surrounding area
- Books and materials produced by Laredo authors and information about the authors
- Family histories and genealogical information related to Laredo
- Cultural, social, and economic events in the primary region
- Information on local personalities
- Spain’s history related to the development of Laredo
- Information from and about the archives of Spain, Mexico, Texas, and the United States related to Laredo
- History of Mexico and Texas

## 10. Historical Materials Committee

The Special Collections Librarian may consult with and hear recommendations of the Historical Materials Committee on any matter affecting the collection, including the acquisition and withdrawal of materials. Members may include persons from the Webb County, Texas Historical Commission, the Webb County Heritage Foundation, the Preservation Office of the City of Laredo, and other qualified persons.

## 11. Responsibility for Selection and Ordering

Responsibility rests with the Special Collections Librarian who may consult with the committee, colleagues, and Library patrons. Materials acquired for the collection may be subject to the following

factors: historical importance, relevance to the collection, user demand, local need, availability, and cost.

## **12. Guidelines and Rules of Use**

Patrons who use the Luciano Guajardo Historical Collection must first agree to follow the Guidelines and Rules of Use (Attachment Q) and must abide by the following:

- Visitors must sign the log and agree to abide by the Guidelines and Rules of Use. Users may be asked for identification and must register before using materials.
- Some personal property may not be allowed in the service area. This includes but is not limited to briefcases, bags, purses, and books.
- Patrons are not allowed in the shelving area. Library staff will search for books on the shelves.
- Materials in the archive are not checked-out.
- Only loose sheets of paper and a pencil can be taken into the service area. Marking tools other than pencils are not allowed. Consult attendant on the use of personal computers.
- Gum, food, and liquids are not permitted.
- All materials used in the service area are subject to inspection. Materials used in the service area must be presented for inspection before being removed.
- Attendants monitor the use and handling of materials at all times. Visitors must follow their instructions.
- Visitors must not mark-on, alter, fold, change, or damage materials.
- Requests for photocopies are handled on a case-by-case basis. Some items may not be copied because of condition or other restrictions. The use of cameras and video equipment requires special permission from Library administration or designee. An appointment must be made ahead of time.
- Visitors must maintain the existing order of unbound materials.
- Volumes must lie flat on the table and pages turned carefully by the edges. Books may not be propped on their edges on the table.
- Visitors assume responsibility for conforming to the laws of copyright, literary property rights, and libel.

## **13. Donations**

All donations to the Historical Collection are gratefully accepted subject to the donation policy of the Laredo Public Library. All donations are subject to the following:

- The Library reserves the right to treat donated items by any preservation or conservation technique necessary, such as reconstruction, refurbishing, or repair.
- The Library receives donated items with all rights of reproduction, publication, and duplication.
- A gift or donation is accepted without the condition that it be exhibited or kept intact.
- Donations are not accepted on a semi-permanent loan basis.
- Donations and gifts are not appraised for income tax or any other purpose.
- A donation form (Attachment O) must be filled out to receive acknowledgement by Library Administration.

## **14. Reproduction and Use of Archival Materials**

Permission to publish or display copies of photographs from the Historical Collection must be granted in writing. Permission is granted for one (1) -time use in one (1) publication, in one (1) edition, in one (1) language, and in one (1) display. Publications or display permission is due for each subsequent reprinting or display. A reproduction will not be further reproduced, published, or displayed or given to another person or made available to another person or institution without the written consent of the Laredo Public Library. Negatives of photographic reproductions remain with the Library. Responsibility for questions of copyright and other rights relating to permission to publish

or use archival material is assumed by the signer of the agreement who also is responsible for any expenses incurred in procuring reproductions.

The following credit line must appear on the same page, display, or image: Laredo Public Library, Laredo, Texas. The credit line may appear at the beginning or at the end of the work or television program.

When a photograph from the Laredo Public Library is published, a copy of the work must be presented without charge to the Laredo Public Library.

Two (2) months notice must be given for the use of photographic and other archival material for reproduction or publication.

In making copies, only Library staff may handle photographs, negatives and other materials. No original photographs or other archival items shall be taken from the Library for reproduction or other use.

Users must conform to the laws of copyright, literary property rights, libel and other rights related to the use of materials.

The Library Administration or designee must approve exceptions to these regulations.

Attachment R must be filled out to request permission to use photographs.

### **15. Library Advisory Committee Recommendation**

The Library Advisory Committee recommended that continuous effort be made to locate relevant subject materials for the collection (action taken on October 16, 1996).

## **M. Additional Services**

The Laredo Public Library also offers additional service to the community and the public at large.

### **1. Passports**

The Laredo Public Library is a Passport Processing Facility. Members of the community and general public may come to the library for complete passport processing services, including the passport photograph.

Fees for the processing service are determined by the United States Department of State. The fees for the photographs are determined by the Library Administration and approved by the City Council.

Passport processing days and times are determined by the Library Administration and may vary.

### **2. Income Tax Assistance**

The Laredo Public Library offers free income tax assistance by volunteers during the tax season.

Tax assistance days and times are determined by the Library Administration and may vary.

Tax assistance is only offered for a limited time during the year.

### **3. Proctored Exams**

The Laredo Public Library offers exam proctoring for the community or to the general public.

People wanting to have the Library proctor an exam must submit proof of identity and pay the service fee. The service fee is determined by the Library Administration and approved by the City Council. It is the sole responsibility of the person taking the exam to make sure the appropriate institution delivers the necessary materials to the library whether it is an online or print exam. The library assumes no responsibility for exam content or restrictions placed on exam taker by the institution supplying the exam.

### **4. Community Partnership Services**

In addition to in-house sponsored services the Laredo Public Library has partnered with community organizations to offer other services and programs for the public. These services are provided by community organizations, and the Library only serves as a facility for these services and does not provide staff to conduct services or programs.

Additional services available may include GED classes, ESL classes, adult literacy classes, basic computer classes, and others.

These services are open to the public, but class size limits and class availability are determined by the person or organization conducting or sponsoring the event. Frequency, dates and times are also determined by the person or organization conducting or sponsoring the event.

## VII. MATERIALS SELECTION/COLLECTION DEVELOPMENT

### A. Intellectual Freedom Statements

The Library adheres to the democratic principle of free access to Library materials for all people in the community—regardless of race, age, gender, ethnicity, sexual orientation or socio-economic status—outlined in documents developed and approved by the American Library Association. These documents are as follows: The Library Bill of Rights (Attachment L), Freedom to Read Statement (Attachment U), Freedom to View Statement (Attachment V), Free Access to Materials for Minors (Attachment W), and the First Amendment (Attachment X)

### B. Selection Process and Selection Criteria

The goal is to build a well-balanced, comprehensive Library collection that meets the needs of the Library service area.

General selection criteria include:

- Availability of material in surrounding area
- Patron request/popularity/user demand
- Price, format, style, aesthetic qualities, technical aspects, physical characteristics, special features and ease of use
- Scarcity of information in a subject area
- Favorable book/journal reviews; inclusion in reputable bibliography
- Importance of subject matter to the collection
- Appropriateness of subject matter
- Purpose of the resource
- Intended audience
- Impartiality
- Depth, accuracy and breadth of coverage
- Authority/credibility/popularity of the author
- Authority/credibility of the publisher
- Currency of the material
- Comparison to other resources(s) available for purchase or already in the collection

Web sites and other Internet resources book marked on Library computers will be selected based on the following criteria:

- Accuracy of content
- Authority of author
- Objectivity
- Currency of material, if applicable
- Depth and breadth of coverage
- Software or plug-ins necessary to view Website

The Library reserves the right to exclude material that it determines unsuitable for the collection based on selection criteria. The Library recognizes that many items are controversial and that they may offend some patrons. A serious work that illuminates some problem or aspect of life, however, will not be excluded solely because its language or subject matter may be offensive to some readers. Selections will not be made on the basis of any anticipated approval or disapproval, but solely on the literary merits of the work in relation to building the collection and to serving the interests of all readers.

Responsibility for the reading of children rests with their parents and legal guardians. Selection will not be inhibited by the possibility that controversial material may come into the possession of children.

## C. Format of Materials

The Library collection includes informational, educational and recreational Library materials for children and adults, including both English and Spanish-language materials.

The Library will collect and maintain materials in a variety of formats. Dependent on user demand, budget constraints, space considerations and suitability, new formats will be periodically added to the collection. Older formats (e.g., video cassettes and audio cassettes) will be phased out as user demand lessens.

Formats for Library materials include:

- Books
- Magazines
- Newspapers
- Paperback books
- Microfilm
- Maps
- Electronic resources
- DVDs
- CDs (Music and Audio books)
- EBooks
- Downloadable Audio Books
- Video games
- Databases
- Playaways

## D. Special Collections

The Library maintains the following special collection(s):

**LOCAL HISTORY AND GENEALOGY** – a non-circulating collection of books, newspapers, microfilm, maps, periodicals and reference materials relating to local history and genealogy. This collection is used primarily by local and out-of-state lay researchers, as well as by Library staff. Many of the materials in this collection are “one-of-a-kind” and cannot be replaced; therefore, they are available for use in the Library only. Books and other materials are added to this collection as they become available for purchase, and through donations of materials in good physical condition that meet the Library’s criteria.

## E. Limits of the Collection

In consideration of user demand, appropriateness for the collection, budget constraints, available space, and other information sources available in the community (e.g., Internet, school libraries, community college and university libraries), the following types of materials will only be collected or maintained on a very limited basis by the Library:

- Textbooks
- Multiple copies of fiction or non-fiction titles
- Government publications
- Technical manuals
- Scholarly or professional journals
- Subjects for which there is limited demand

Other materials not included in the collection: materials that become obsolete in a short period of time, and condensed books.

## **F. Library Cooperation**

Participating in resource sharing programs such as TexShare—a program funded by the Texas State Library and Archives Commission—allows the Library to reach beyond its physical building to obtain additional resources for our users. Many of the resource sharing services the Library enjoys—that are paid for with state and federal funds—would be cost-prohibitive for the Library to purchase. For example, TexShare services include statewide interlibrary loan (ILL) and remote and in-Library user access to a wide variety of electronic databases, including articles from thousands of newspapers, magazines, and scholarly and professional journals.

## **G. Interlibrary Loan Policy and Procedure**

Interlibrary loan is used to supplement service to Laredo Public Library patrons. By this means, the Library attempts to make available materials it does not own or which fall outside the scope of this collection (See ILL Policy).

## **H. Gift Donation and Memorial Policy**

The Library accepts gifts and/or memorials from patrons. Gifts are accepted as long as no restriction is placed upon their use. Acceptance of gifts (of books and other items) will be determined by the Library Administration or designee on the basis of their suitability to the Library's purposes and needs in accordance with the Library's stated material selection policy.

All donated materials become the property of the City of Laredo. The Library has full authority over any gift after its acceptance. The Library reserves the right to utilize donations in the best possible way so as to be of greatest benefit to the community. This includes but is not limited to being given to other organizations or sold at the Friends of the Library Book Sale. The Library has the right to discard any gifts in poor physical condition (e.g., brittle paper, water or mildew damage, torn and/or missing pages) or if the items fail to meet the selection criteria.

Gift values will not be appraised. No estimate of value or record of donated items will be furnished. The staff can only evaluate the Library's need for the materials, and cannot place a monetary value on such materials.

Anyone donating books and other items will be asked to read and sign the appropriate donation form (Attachment M for the general collection or Attachment O for the Historical Collection) to receive acknowledgment by Library Administration.

### **\*Donated Art\***

As with all donated material, donated art becomes the property of the City of Laredo. All art donations will be reviewed by the Donated Art Committee, made up of a Library Administrator, Reference Librarian, Public Services Librarian and a designated member of the Library Advisory Committee. Donated art will be reviewed and accepted based on the same selection criteria used for all library materials (see Selection Process and Selection Criteria). The Art Donation Committee reserves the right to refuse any donated art that does not meet selection criteria. The Library reserves the right to utilize or display donated art in any manner deemed most appropriate.

## **I. Weeding and Discarding**

Materials that no longer meet the stated objectives of the Library will be systematically withdrawn on a continual basis according to the accepted professional practices described in the Texas State Library and Archives Commission publication, *The CREW Method: Expanded Guidelines for Collection Evaluation and Weeding*. These criteria may include, but is not limited to, the following:

- Condition - worn, damaged, or badly marked items
- Low usage, especially duplicate copies
- Outdated/obsolete/inaccurate contents
- Superseded editions



Disposition and replacement of Library materials weeded will be at the discretion of the Library Administration or designee, subject to all relevant provisions of the Charter of the City of Laredo, and the statutes of the State of Texas.

## **J. Replacement and Duplicates Policy**

The Library will replace materials on an as-needed basis, based on selection criteria.

## **K. Patron Purchase Recommendation**

The Library will consider all requests to acquire specific materials. The Library is under no obligation to fill any particular request if the item is deemed unsuitable for the collection based on selection criteria. Any patron who would like to request a specific item for purchase should fill out a Patron Purchase Recommendation form (Attachment N) or fill out the online form from the Library's website.

## **L. Request for Reconsideration of Library Materials**

Books and other materials will not be removed from the Library's collection simply at the request of a Library user, individual or group. Patrons requesting that Library materials be removed or reclassified must completely fill out a reconsideration form (Attachment K) and submit it to Library Administration. The Library Selection Committee, made up of a Library Administrator, Reference Librarian, Public Services Librarian and a designated member of the Library Advisory Committee will review all requests for reconsideration of materials. Complaints will be reviewed and a response issued within thirty (30) days. Material will remain on the shelf during the reconsideration process. Patrons who submit requests will be notified of the Library Selection Committee's decision.

## **M. Re-evaluation of Collection Development Policy**

The Library Administration, in cooperation with the Library Advisory Committee, will review the Library's collection development policy periodically to ensure that the Library's goals and mission are being met. Part or all of the policy may be amended during these reviews.

## **N. Purchasing**

The Library adheres to the City of Laredo's purchasing policy and procedure as dictated by Texas Law.

## VIII. TECHNOLOGY

### A. Computer Use

Residents of Webb County, Texas wishing to use a computer at the Laredo Public Library must present a valid Laredo Public Library borrower's card in good standing (clear record of any fines and/or overdue materials). Non-residents must present a valid picture ID to obtain a visitor's pass.

### B. Internet

#### 1) General Statement

To fulfill the mission of providing public access to information in all type of formats, the Laredo Public Library provides access to Internet resources. All Internet resources accessible through the Library are provided equally to all users.

#### 2) Disclaimer

The Laredo Public Library does not control URLs known as Internet access links, which often change rapidly and are unpredictable. The Library is not responsible for inaccurate, incomplete, dated or offensive information that may be obtained through the Internet.

#### 3) Filtering

As required by the Children's Internet Protection Act (CIPA), the Library has implemented filtering software on ALL of its public use, Internet accessible computers. This is the Library's protection against access to visual depictions of pornography and in the case of persons under the age of 17 years, material that is harmful to minors. The Library cannot guarantee that the filtering software will block all pornography or material that is harmful to minors; nor can the Library guarantee that Internet filtering will not restrict access to legitimate Websites. Patrons may request that access to these sites be added to the unrestricted list by filling out a Reconsideration of Web Site Access form (Attachment Y).

#### 4) Rules and Regulations

- Parents or legal guardians of minor children must assume responsibility for their children's use of Internet services via Library resources. Library staff cannot and will not act in the place of parents in providing constant care and supervision of children as they explore the Internet. The responsibility for what minors read and view on the Internet rests solely with parents or legal guardians.
- Internet access is offered to the public as an information and research tool. Accessing pornographic material or illegal materials on the Internet is strictly prohibited. The Library's Internet service cannot be used for commercial purposes. Violators will be warned once before losing access privileges permanently.
- Internet use is on a first-come first-served basis. Usage is limited to a one (1) -hour session. No telephone reservations are allowed.
- The Academic Lab allows two (2) hour sessions, but it is subject to change depending on demand. Preference is given to use for educational and employment purposes including job searching, school work, testing, online forms and PDF printing. During times of high demand, using computers for social media or gaming purposes may result in assignment to another computer.
- Questions or problems regarding the Internet should be referred to the librarian at the Reference Desk. Reference staff will provide basic technical assistance.
- Printing is allowed. Printouts are \$.10 per page for black and white. There will be no refunds. Printouts may be retrieved from a network printer located at the circulation desk. All unclaimed printouts will be lost at Library closing.
- Library will not be responsible for erasure or damages to the patron's files while using Library computers or any data storage devices left behind (e.g. pin drives).
- Installation, downloading, or modification of software or computers is prohibited.

- Users must end their session and leave the computer workstations when asked to do so by authorized Library staff.
- Users will respect the privacy of others, and will refrain from attempting to view or to read materials being used by others.
- Users will respect copyright laws and licensing agreements.
- Misuse of Internet access or any violation of the Rules & Regulations stated herein will result in the loss of computer privileges for the day or longer. Repeat violations will result in possible loss of computer and Library privileges permanently.
- Library Internet Policy is subject to revision.

### **C. Computer Classes**

Computer and Internet classes are offered at the Library and are available to the public on a first-come, first-served basis. Schedules vary from month to month.

## **IX. Attachments**

ATTACHMENT A - LIBRARY CARD REGISTRATION FORM-English  
ATTACHMENT B - LIBRARY CARD REGISTRATION FORM-Spanish  
ATTACHMENT C - INSTITUTIONAL BORROWER LIBRARY CARD REGISTRATION FORM  
ATTACHMENT D – TEXSHARE CARD APPLICATION  
ATTACHMENT E - EQUIPMENT CHECKOUT CONTRACT  
ATTACHMENT F - INTERLIBRARY LOAN BOOK REQUEST  
ATTACHMENT G- INTERLIBRARY LOAN PERIODICAL REQUEST  
ATTACHMENT H - APPLICATION FOR USE OF ROOMS  
ATTACHMENT I - EXHIBIT APPLICATION & RELEASE FORM  
ATTACHMENT J – PATRON CONCERN FORM  
ATTACHMENT K - RECONSIDERATION OF LIBRARY MATERIALS REQUEST  
ATTACHMENT L - LIBRARY BILL OF RIGHTS  
ATTACHMENT M - DONATION POLICY FORM  
ATTACHMENT N - PATRON PURCHASE RECOMMENDATION  
ATTACHMENT O - LUCIANO GUAJARDO HISTORICAL COLLECTION DONATION POLICY AGREEMENT FORM  
ATTACHMENT P – TOUR REQUEST FORM  
ATTACHMENT Q- LUCIANO GUAJARDO HISTORICAL COLLECTION GUIDELINES AND RULES AGREEMENT  
ATTACHMENT R - LUCIANO GUAJARDO HISTORICAL COLLECTION USE OF MATERIALS IN PUBLISHED WORKS OR OTHER MEDIA  
ATTACHMENT S – NATIONAL LIBRARY LOAN CODE FOR THE UNITED STATES  
ATTACHMENT T – VERNONS TEXAS STATUTES SEC. 552.124  
ATTACHMENT U – THE FREEDOM TO READ STATEMENT  
ATTACHMENT V – FREEDOM TO VIEW STATEMENT  
ATTACHMENT W – FREE ACCESS TO LIBRARIES FOR MINORS  
ATTACHMENT X – FIRST AMENDMENT  
ATTACHMENT Y – RECONSIDERATION OF WEB SITE ACCESS

# ATTACHMENT A – LIBRARY CARD REGISTRATION FORM – ENGLISH

Please Print and Fill Out Completely

Barcode # \_\_\_\_\_ City of Laredo

Laredo Public Libraries  
Library Card Registration Form



\_\_\_\_\_ Juvenile (15 and Under)  
Over)

\_\_\_\_\_ Young Adult (16-17)

\_\_\_\_\_ Adult (18 and

Name \_\_\_\_\_ Home Phone: \_\_\_\_\_

\_\_\_\_\_ Last \_\_\_\_\_ First \_\_\_\_\_ MI \_\_\_\_\_  
Cell Phone: \_\_\_\_\_

Mailing Address \_\_\_\_\_ Apt. # \_\_\_\_\_ City \_\_\_\_\_ Zip Code \_\_\_\_\_

Street Address (if different from above) \_\_\_\_\_ Date of Birth \_\_\_\_\_

E-mail address: \_\_\_\_\_

Place of Employment/School Attending \_\_\_\_\_ Phone \_\_\_\_\_

## Fines & Fees

ITEM	TOTALITEMS	LOANPERIOD	FINE PER DAY	MAX FINE	MAX FEE
Books/ Audio Books	10	2 weeks	\$ 0.35	Cost of Item	Cost of item + processing fee
CD's / DVD's	2	1 week	\$ 1.00	Cost of item	Cost of item + processing fee
Video Games	1	1 week	\$ 1.00	Cost of item	Cost of item + processing fee

I agree to be responsible for all materials borrowed with this card, for all overdue fines and for any loss or damaged items, and to give prompt notice of address change or card loss.

If the patron discovers the materials to be damaged this includes videos/CDs/DVDs/ Videogames after it is checked out, it is the patron's responsibility to report the damaged materials to the circulation desk upon discovery of damage.

Patrons will be held responsible for all library materials that are lost or damaged when using the book drop.

- 1) Borrowers must have a valid Library account in good standing and must sign this contract.
- 2) Borrowers must be at least eighteen 18 years old to check-out video games.
- 3) All CDs/DVDs/Video Games are available on a first serve basis and may not be renewed or placed on reserve
- 4) CDs, DVDs and Video Games/Audio Books must be turned in to staff at the Circulation desk during Library operating hours. NEVER return mentioned items in the book drops outside. (Heat Damage and drop damage may occur).

- 5) First violation of this rule may result in suspension of CDs/DVDs/ Video Games borrowing privileges for one month. Further violations may result in loss of CDs/DVDs/Video Games borrowing privileges for up to 1 year.
- 6) Patron assumes full responsibility for lost or damage by misuse or negligence to CDs/DVDs/Video Games. Replacement of CDs/DVDs/Video Games will be assessed at cost of item plus a processing fee.
- 7) Borrowers accept sole responsibility for abiding by U.S. copyright law as it applies to CDs/DVDs/ Video Games and are liable for violations. Violation of copyright law may result in litigation.
- 8) The Laredo Public Library is not responsible for any damage to the patron's devices such DVD players or Video Game consoles due to misuse or negligence.
- 9) The Laredo Public Library is not responsible for any accidents or injuries resulting from playing borrowed video games.

I have read the Rules & Regulations for materials borrowing including CDs/DVDs/Videogames, as stated above and agree to abide by the policies as set by the Laredo Public Library.

\_\_\_\_\_  
Print Patron Name

\_\_\_\_\_  
Patron Signature

\_\_\_\_\_  
Parent/Guardian (Signature if under 17 years of age)

\_\_\_\_\_  
Staff Witness

\_\_\_\_\_  
Expiration of this Agreement (One year from Today)

Staff Use:

Initial:

\_\_\_\_\_ Media and/or \_\_\_\_\_ Books/Computers

# ATTACHMENT B – LIBRARY CARD REGISTRATION FORM – SPANISH

Favor de Llenar la Solicitud

Código de Barra # \_\_\_\_\_

Ciudad de Laredo

Biblioteca Pública de Laredo

Credencial



\_\_\_\_\_ Juvenil (15 o menos)

\_\_\_\_\_ Joven (16 & 17)

\_\_\_\_\_ Adulto (18 o más)

Nombre \_\_\_\_\_ Teléfono: \_\_\_\_\_  
 Apellido \_\_\_\_\_ Nombre \_\_\_\_\_ Inicial \_\_\_\_\_

Celular: \_\_\_\_\_

Domicilio \_\_\_\_\_ Apt. # \_\_\_\_\_ Ciudad \_\_\_\_\_ Código Postal \_\_\_\_\_

Dirección (si diferente a la de arriba) \_\_\_\_\_ Fecha de Nacimiento \_\_\_\_\_

Correo electrónico: \_\_\_\_\_

Lugar de Empleo/Escuela \_\_\_\_\_ Teléfono \_\_\_\_\_

Préstamos y Multas

ARTÍCULO	TOTAL	TIEMPO DE PRÉSTAMO	MULTA POR DÍA	MULTA	MULTA TOTAL
Libros/ Audio Libros	10	2 semanas	\$ 0.35	Costo del Artículo	Costo del Artículo + Recargo
CDs / DVDs	2	1 semana	\$ 1.00	Costo del Artículo	Costo del Artículo + Recargo
Videojuegos	1	1 semana	\$ 1.00	Costo del Artículo	Costo del Artículo + Recargo

Me comprometo a ser responsable de todos los materiales que esta biblioteca me ha facilitado, de las multas por material atrasado, extraviado o dañado. También me comprometo a avisar prontamente del cambio de domicilio y de la pérdida de la credencial.

Si el cliente descubre que el material, incluyendo CDs/DVDs/Videojuegos, está dañado después de haberlo sacado, es responsabilidad del mismo reportarlo a un empleado de Circulación.

El usuario es responsable de cualquier material que se dañe usando el buzón exterior.

- 1) El cliente necesita tener su credencial de la biblioteca vigente y sin adeudos y firmar este contrato.
- 2) El cliente deberá tener por lo menos 18 años de edad para sacar juegos.
- 3) Los CDs/DVDs no se pueden renovar o reservarse. Todo los CDs/DVDs/Videojuegos se prestan en base de quien los solicite primero.
- 4) **Los CDs/DVDs/Audio Libros deben regresarlos a un empleado en el escritorio de circulacion. NUNCA PONGA LOS videos/CDs/DVDs/Videojuegos/Audio Libros EN EL BUZON DE LOS LIBROS, AFUERA (El calor u otro material pueden dañarlos).**
- 5) La violación a este reglamento dará por resultado una suspensión de los privilegios por un mes. Si se repite esta violación se suspenderán sus privilegios de llevar prestados los CDs/DVDs/Videojuegos hasta por un año.
- 6) El cliente es responsable por los CDs/DVDs/Videojuegos dañados o perdidos. El costo máximo será el valor de los CDs/DVDs/Videojuegos más un recargo por reemplazo.
- 7) El cliente es responsable de respetar los derechos de autor correspondientes a los CDs/DVDs/Videojuegos. De no hacerlo así, podría resultar en problemas legales.
- 8) La Biblioteca Pública de Laredo no se hará responsable por cualquier daño en el aparato del cliente.

9) La Biblioteca Pública no es responsable por cualquier accidente o lesiones que pudieran resultar por el uso de estos CDs/DVDs/Videojuegos.

He leído los reglamentos para llevar prestados materials incluyendo CDs/DVDs/Videojuegos como esta mencionado arriba, y estoy de acuerdo en acatar las reglas impuestas por la Biblioteca Pública de Laredo.

\_\_\_\_\_  
Firma Molde Del Cliente

\_\_\_\_\_  
Firma Del Cliente

\_\_\_\_\_  
Padres/Guardianes Convenio (Firma Si Tiene Menos de 17 años)

\_\_\_\_\_  
Firma Del Empleado/Testigo

\_\_\_\_\_  
Expiracion Del Contrato (Un Ano Despues De Hoy)

Staff Use:

Initial:

\_\_\_\_\_ Media and/or \_\_\_\_\_ Books/Computers



**ATTACHMENT C – INSTITUTIONAL BORROWER LIB. CARD REG. FORM**

Bar-code # \_\_\_\_\_

**City of Laredo  
Laredo Public Libraries  
Institutional Borrower Library Card Registration Form**



**Please Print and Fill Out Completely.**

Name of Institution \_\_\_\_\_ Phone \_\_\_\_\_

Cell Phone \_\_\_\_\_

Mailing Address \_\_\_\_\_ City \_\_\_\_\_ Zip \_\_\_\_\_

Street Address (if different from above) \_\_\_\_\_

E-mail address: \_\_\_\_\_

Name / Title of Director \_\_\_\_\_

Name / Title of up to three other authorized borrowers

1. \_\_\_\_\_

2. \_\_\_\_\_

3. \_\_\_\_\_

**As the official representative of this organization, I authorize any of the above to borrow Library material for the use of the institution's population. The institution accepts full financial responsibility for all materials borrowed on the card issued and agrees to abide by all rules applicable to use of materials. I acknowledge that this application must be renewed annually to be in effect.**

Signature \_\_\_\_\_ Title \_\_\_\_\_

Date \_\_\_\_\_

Signatures of authorized borrowers:

1. \_\_\_\_\_

**ATTACHMENT D – TEXSHARE CARD APPLICATION**



**TexShare**  
Card Application



Library Non-Patron \_\_\_\_\_ \* Library Patron \_\_\_\_\_  
 LPL Barcode #: \_\_\_\_\_ Library Card # \_\_\_\_\_  
 TexShare Borrower ID #: \_\_\_\_\_ Library Card Issue Date: \_\_\_\_\_  
 TexShare Card Expiration Date: \_\_\_\_\_ TexShare Card Expiration Date: \_\_\_\_\_  
 \*(TexShare cards require having had an LPL card for at least 6 months and that applicants be at least 18 years of age)

Please Print

Name: \_\_\_\_\_  
Last First Middle Initial

Home Phone: \_\_\_\_\_ Work Phone: \_\_\_\_\_

Mailing Address: \_\_\_\_\_ City: \_\_\_\_\_ Zip: \_\_\_\_\_

Street Address: \_\_\_\_\_

Name of Issuing Library (Non-Patron): \_\_\_\_\_

Issuing Library City (Non-Patron): \_\_\_\_\_

This card entitles you only to privileges authorized by Laredo Public Library/lending Library policy on file with TexShare and is not transferable. LPL’s TexShare lending policy can be seen at: [www.texshare.edu](http://www.texshare.edu)

Your signature below indicates your acceptance of the following rules for its use:

- Present identification as required.
- Observe the regulations of the lending Library/Laredo Public Library.
- Return materials in person or by first class insured mail.
- Pay charges assessed for late return, damage, or loss of materials.
- Surrender the card if requested to TexShare Library staff.
- Give prompt notice of address change or loss of card.

**Signature:** \_\_\_\_\_

**Date:** \_\_\_\_\_

**ATTACHMENT E - EQUIPMENT CHECKOUT CONTRACT**

**LAREDO PUBLIC LIBRARY  
INHOUSE EQUIPMENT CHECKOUT CONTRACT**

I, \_\_\_\_\_, in consideration for the agreement by the Laredo Public Library to loan me the following item (s), do hereby agree to accept full responsibility for damage or loss of said item (s) while checked out in my name.

ITEM: \_\_\_\_\_

SERIAL #: \_\_\_\_\_

Executed this \_\_\_\_\_ day of \_\_\_\_\_, 20 \_\_\_\_\_

\_\_\_\_\_  
Patron's Signature

LIBRARY CARD # \_\_\_\_\_

ADDRESS \_\_\_\_\_

CITY \_\_\_\_\_ ZIP \_\_\_\_\_

HOME PHONE \_\_\_\_\_ WORK PHONE \_\_\_\_\_

EMPLOYED BY \_\_\_\_\_

NAME OF BORROWING ORGANIZATION \_\_\_\_\_

APPROVED:

\_\_\_\_\_ DATE DUE \_\_\_\_\_

**ATTACHMENT F - INTERLIBRARY LOAN BOOK REQUEST**

**ILL REQUEST FORM**

**PLEASE PRINT ALL INFORMATION**

Date of Request: \_\_\_\_\_

Title: \_\_\_\_\_

Author: \_\_\_\_\_

Best Seller: Yes \_\_\_ No \_\_\_ Published within the last year? Yes \_\_\_ No \_\_\_

Publisher: (Optional) \_\_\_\_\_

ISBN: (Optional) \_\_\_\_\_

Name: \_\_\_\_\_

Address: \_\_\_\_\_

City: \_\_\_\_\_, TX. Zip Code: \_\_\_\_\_

Phone # \_\_\_\_\_

Email Address \_\_\_\_\_

Library Card# \_\_\_\_\_

**RENEWL REQUEST**  
Must be made no later than **THREE DAYS** Before the due date.  
Renewal request can be Phoned in by calling: 795-2400 ext. 2244  
Send Renewal Request by Email to: [lizzy@laredoLibrary.org](mailto:lizzy@laredoLibrary.org)

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**STAFF USE ONLY**

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Due Date: \_\_\_\_\_

Sign here at Checkout: \_\_\_\_\_

DYNIX \_\_\_\_\_ ACC# \_\_\_\_\_ ILL# \_\_\_\_\_

DH Libraries \_\_\_\_\_, \_\_\_\_\_, \_\_\_\_\_, \_\_\_\_\_, \_\_\_\_\_

Date Transmitted: \_\_\_\_\_

Date Received: \_\_\_\_\_

Condition of Material Received: Poor \_\_\_ Fair \_\_\_ Good \_\_\_ Excellent \_\_\_

Date Notice Material: \_\_\_\_\_

Date Returned: \_\_\_\_\_ Returned to: \_\_\_\_\_ (use Lender code)

Date Shipped: \_\_\_\_\_

Condition of Material Returned: Poor \_\_\_ Fair \_\_\_ Good \_\_\_ Excellent \_\_\_

Comments: \_\_\_\_\_

**ATTACHMENT G - INTERLIBRARY LOAN PERIODICAL REQUEST**

**ILL PERIODICAL REQUEST**

**PLEASE PRINT ALL INFORMATION**

Date of Request: \_\_\_\_\_

Article Title: \_\_\_\_\_

Author(s): \_\_\_\_\_

Journal Title: \_\_\_\_\_

Volume: \_\_\_\_\_ Issue: \_\_\_\_\_ Month/Year: \_\_\_\_\_ Page(s): \_\_\_\_\_

ISSN #: \_\_\_\_\_

Verified By: \_\_\_\_\_

Name: \_\_\_\_\_

Address: \_\_\_\_\_

City: \_\_\_\_\_, TX Zip: \_\_\_\_\_

Phone: \_\_\_\_\_

Email Address: \_\_\_\_\_

Library Card # \_\_\_\_\_

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

**STAFF USE ONLY**

Pick-up Signature: \_\_\_\_\_

ILL # \_\_\_\_\_

DHU Libraries \_\_\_\_\_, \_\_\_\_\_, \_\_\_\_\_, \_\_\_\_\_, \_\_\_\_\_

Date Transmitted: \_\_\_\_\_

Date Received: \_\_\_\_\_

Condition of Material Received: Poor \_\_\_ Fair \_\_\_ Good \_\_\_ Excellent \_\_\_

Date Notice Mailed: \_\_\_\_\_

**ATTACHMENT H - APPLICATION FOR USE OF ROOMS**

**LAREDO PUBLIC LIBRARY  
APPLICATION FOR USE OF ROOMS**

Organization: \_\_\_\_\_  
Contact Person, Title: \_\_\_\_\_  
Address: \_\_\_\_\_  
\_\_\_\_\_ Zip: \_\_\_\_\_  
Phone: \_\_\_\_\_  
Email Address: \_\_\_\_\_  
Date Requested: \_\_\_\_\_  
Date(s) of meetings: \_\_\_\_\_  
Time meeting will convene: \_\_\_\_\_ Will adjourn: \_\_\_\_\_

\_\_\_\_\_ Non-profit organization\* \_\_\_\_\_ Profit making organization  
*\*A copy of organization's current IRS 501 (c)(3) status letter must accompany application.*

Purpose of meeting: \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

Number of expected attendance: \_\_\_\_\_

Room Desired:  
\_\_\_\_\_ Multi-Purpose (capacity 300 seats)  
\_\_\_\_\_ Meeting Room (capacity varies)  
\_\_\_\_\_ Classroom (capacity 25 seats)  
\_\_\_\_\_ Computer Lab (capacity 20 seats)

Room Setup: \_\_\_ Classroom Style \_\_\_ Auditorium Style \_\_\_ Special Setup (additional fee)

Special Needs: \_\_\_\_\_  
\_\_\_\_\_

Equipment needs: \_\_\_\_\_  
\_\_\_\_\_

Applicable Fees: Use of Room \_\_\_\_\_ Security Fee \_\_\_\_\_ Custodial Fee \_\_\_\_\_  
Media Technician Fee \_\_\_\_\_ Equipment Fee \_\_\_\_\_  
Special Set up \_\_\_\_\_

Menu/Refreshments (Multi Purpose Room ONLY): \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

The applicant agrees to obey the policy of the Library to use the meeting room properly.

Signature: \_\_\_\_\_ Date: \_\_\_\_\_

Payment Due By: \_\_\_\_\_ Payment Received: \_\_\_\_\_ Check #: \_\_\_\_\_

**ATTACHMENT I - EXHIBIT APPLICATION AND RELEASE FORM**

**LAREDO PUBLIC LIBRARY  
EXHIBIT APPLICATION AND RELEASE FORM**

Organization: \_\_\_\_\_

Contact Person, Title: \_\_\_\_\_

Address: \_\_\_\_\_  
\_\_\_\_\_ Zip: \_\_\_\_\_

Phone: \_\_\_\_\_

Date Requested: \_\_\_\_\_

Exhibit Dates: \_\_\_\_\_

Exhibit will be picked up on: \_\_\_\_\_

Description of loaned materials:  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

**Library Exhibit Space Policy**

Exhibit spaces such as display cases, walls, etc. in the Library may be used to display any Library-related theme or any not-for-profit, educational, recreational or cultural materials that are deemed appropriate. Partisan politics and matters applying to only one (1) faith, sect, cause or political viewpoint are not allowed. Exhibits and related publicity not developed by Library personnel are subject to approval by Library Administration or designee.

Application for exhibits will be reviewed on a first-come, first-served basis. The application shall be submitted to the Library Administration. The Library reserves the right to make decisions on the content, arrangement, and exhibit period of all exhibits. Exhibitors are required to sign an Exhibit Application Form. Applications shall not be submitted more than six (6) months in advance or less than one (1) month in advance.

Exhibitor is responsible for the installation of the exhibit. Although the Library will make every effort to safeguard loaned materials, it assumes no responsibility for the preservation, damage or loss of exhibited items. The Library will notify exhibitors upon expiration of exhibition period. Exhibitors must retrieve items within a week of notification. The Library reserves the right to discard exhibits materials not retrieved after notification.

**The applicant agrees to obey the Library exhibit space policy.**

Signature: \_\_\_\_\_ Date: \_\_\_\_\_

**ATTACHMENT J – PATRON CONCERN FORM**

**LAREDO PUBLIC LIBRARY  
PATRON CONCERN FORM**

Library: \_\_\_\_\_ Date: \_\_\_\_\_ Time: \_\_\_\_\_

Name: \_\_\_\_\_

Address: \_\_\_\_\_

Telephone number: \_\_\_\_\_

**CONCERN:** Please describe in as much detail as you consider essential. If you have suggestions for improving or solving the problem please include these.

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**COMMENTS/SUGGESTIONS** \_\_\_\_\_

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**ATTACHMENT K - RECONSIDERATION OF LIBRARY MATERIALS REQUEST**

**LAREDO PUBLIC LIBRARY  
RECONSIDERATION OF LIBRARY MATERIALS REQUEST**

Request submitted by:

Patron's Name: \_\_\_\_\_

Address: \_\_\_\_\_

Zip: \_\_\_\_\_

Phone: \_\_\_\_\_

Complaint represents: \_\_\_\_\_ Self \_\_\_\_\_ Group or Organization

If group or organization, please identify: \_\_\_\_\_

Reconsidered item:

Title: \_\_\_\_\_

Author: \_\_\_\_\_

Edition: \_\_\_\_\_ Published Year: \_\_\_\_\_

Call Number: \_\_\_\_\_ ISBN: \_\_\_\_\_

1. Did you read the entire publication? \_\_\_ Yes \_\_\_ No

If not, which parts? \_\_\_\_\_

2. Why do you request reconsideration of this material? Please be specific and cite pages if necessary.

\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

3. Do you feel this material would be suitable if located elsewhere in the Library collection? \_\_\_ Yes \_\_\_ No

4. Do you believe there is anything good about this publication?

\_\_\_\_\_

\_\_\_\_\_  
Patron's Signature

\_\_\_\_\_  
Date

## ATTACHMENT L - LIBRARY BILL OF RIGHTS

### LIBRARY BILL OF RIGHTS

The American Library Association affirms that all libraries are forums for information and ideas, and that the 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 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, which make exhibit spaces and meeting rooms available to the public they serve should make such facilities available on an equitable basis, regardless of beliefs or affiliations of individuals or groups requesting their use.

Adopted June 18, 1948.  
Amended February 2, 1961 and January 23, 1980,  
Inclusion of "age" reaffirmed January 23, 1996,  
by the ALA Council.

# ATTACHMENT M - DONATION POLICY FORM

## Laredo Public Library Donation Policy

Donations are gratefully accepted with the understanding that the Library, if it cannot use them, may at any time dispose of them in any way it sees fit. All donated materials become the property of the City of Laredo. The Library has full authority over any gift after its acceptance. Gift values will not be appraised for any reason, including income tax purposes.

Name/Address/Phone number of donor (please print):

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I have read and agree to abide by the donation policy described.

Signature of donor: \_\_\_\_\_

Library Staff: \_\_\_\_\_

Date: \_\_\_\_\_

**ATTACHMENT N - PATRON PURCHASE RECOMMENDATION**

**LAREDO PUBLIC LIBRARY  
PATRON PURCHASE RECOMMENDATION**

Recommended by

Patron's Name: \_\_\_\_\_

Address: \_\_\_\_\_

Phone: \_\_\_\_\_ Zip: \_\_\_\_\_

\_\_\_\_\_

Recommendation represents: \_\_\_\_\_ Self \_\_\_\_\_ Group or Organization

If group or organization, please identify: \_\_\_\_\_

Recommended item:

Title: \_\_\_\_\_

Author: \_\_\_\_\_

Edition: \_\_\_\_\_ Published Year: \_\_\_\_\_

ISBN: \_\_\_\_\_

1. Why do you recommend this item?

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

2. For what age group is the item recommended?

\_\_\_\_\_

\_\_\_\_\_  
Patron's Signature

\_\_\_\_\_  
Date

**ATTACHMENT O - HISTORICAL COLLECTION DONATION POLICY FORM**

LAREDO PUBLIC LIBRARY  
LUCIANO GUAJARDO HISTORICAL COLLECTION

DONATION POLICY AGREEMENT

- The Luciano Guajardo Historical Collection encourages donations of materials which may further our understanding of the history of the City of Laredo.
- All donations to the Historical Collection are gratefully accepted subject to the donation policy of the Laredo Public Library.
- The Library reserves the right to treat donated items by any preservation or conservation technique necessary such as reconstruction, refurbishing, or repair.
- The Library receives donated items with all rights of reproduction, publication, and duplication.
- A gift or donation is accepted without the condition that it be exhibited or kept intact.
- Donations and gifts are not appraised for income tax or any other purpose.

**I have read and agree to abide by the donation policy hereby described and I hereby donate the item(s) listed below to the Laredo Public Library.**

Date of Donation: \_\_\_\_\_

Print Full Name: \_\_\_\_\_

Permanent Address: \_\_\_\_\_

\_\_\_\_\_

City and State: \_\_\_\_\_

Phone: \_\_\_\_\_

Item(s) Donated:  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

Signature of Donor(s): \_\_\_\_\_

Signature of Librarian: \_\_\_\_\_

**ATTACHMENT P – TOUR REQUEST FORM**

**LAREDO PUBLIC LIBRARY  
TOUR REQUEST FORM**

Please read our Tour Policy. Complete and return this Tour Request Form if you would like to schedule a tour. Signing this form signifies that you have read and agree to our tour policy.

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Tour Date: \_\_\_\_\_ Time: \_\_\_\_\_ to \_\_\_\_\_

Group Name: \_\_\_\_\_ Phone: \_\_\_\_\_

Address: \_\_\_\_\_ Fax: \_\_\_\_\_

City: \_\_\_\_\_ State: \_\_\_\_\_ Zip: \_\_\_\_\_

Group Size: \_\_\_\_\_ Age Group: \_\_\_\_\_ Number of Adults \_\_\_\_\_  
(1 per 10 Children)

Special Needs/Requests: \_\_\_\_\_

Person Booking Tour: \_\_\_\_\_

Contact Person: \_\_\_\_\_ Phone: \_\_\_\_\_

Address: \_\_\_\_\_ Fax: \_\_\_\_\_

City: \_\_\_\_\_ State: \_\_\_\_\_ Zip: \_\_\_\_\_

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Signature of person completing this form \_\_\_\_\_ Date \_\_\_\_\_

## **ATTACHMENT Q - HISTORICAL COLLECTION GUIDELINES AND RULES**

### **LAREDO PUBLIC LIBRARY LUCIANO GUAJARDO HISTORICAL COLLECTION GUIDELINES AND RULES**

#### **BY REGISTERING IN LOG, USER AGREES TO ABIDE BY THESE RULES**

The Luciano Guajardo Historical Collection is an archive and collection of books, documents, and materials about Laredo and the surrounding area. The Collection is open to patrons who agree to abide by these guidelines and rules.

1. Patrons must register. By signing the registration log, the patron agrees to abide by the Guidelines and Rules of Use. Patrons may be asked for identification.
2. Some personal property may not be allowed in the service area. This includes but is not limited to some briefcases, bags, purses, and books.
3. Materials in the Archive are not checked out. Only attendants may search for books and materials in the shelves.
4. Only paper and pencil for note taking allowed in service area. Marking tools other than pencils not allowed. Consult attendant on the use of personal computers.
5. Gum, food, and liquids are not permitted.
6. All materials used in service area are subject to inspection. Materials taken from the room must be presented for inspection before being removed from the room.
7. Attendants will monitor the use and handling of materials. Please follow their instructions.
8. Do not mark on, alter, lean on, fold, change, or damage materials.
9. Photocopying, when allowed, is limited to ten images per day. Only the Librarian in charge may approve and perform photocopying. Some material may not be copied because of condition or other restrictions.
10. Maintain the existing order of unbound materials.
11. Books must lie flat on the table and pages must be turned carefully by the edges. Books may not be propped on their edges on the table.
12. Users assume responsibility for conforming to the laws of copyright, literary property rights, and libel.

By registering, user agrees to abide by these rules of use

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# ATTACHMENT R - HISTORICAL COLLECTION USE OF MATERIALS

## LAREDO PUBLIC LIBRARY LUCIANO GUAJARDO HISTORICAL COLLECTION USE OF MATERIALS IN PUBLISHED WORKS OR OTHER MEDIA

1. Permission to publish or display copies of photographs or other items from the Historical Collection must be granted in writing. Permission is granted for one (1) -time use in one (1) publication, in one (1) edition, in one (1) language, and in one (1) display. Publications or display permission is due for each subsequent reprinting or display. A reproduction will not be further reproduced, published, or displayed or given to another person or made available to another person or institution without the written consent of the Laredo Public Library. Negatives of photographic reproductions remain with the Library. Responsibility for questions of copyright and other rights relating to permission to publish or use archival material is assumed by the signer of this agreement who also is responsible for any expenses incurred in procuring reproductions.
2. The following credit line must appear on the same page, display, or image of the reproduction:  
***Laredo Public Library, Laredo, Texas***  
The credit line may appear at the beginning or at the end of the work or television program.
3. When a photograph from the Laredo Public Library is published, a copy of the work must be presented without charge to the Laredo Public Library.
4. Two months notice must be given for the use of photographic and other archival material for reproduction or publication.
5. To make copies, only Library staff may handle photographic items. Permission is not given to remove original photographs or archival items from the Library for reproduction or other use.
6. User must conform to the laws of copyright, literary property rights, libel and other rights related to the use of materials in publications or other media.
7. The Library Administration must approve exceptions to these regulations.

I have read and agree to abide by the policy hereby attached or described. I hereby request permission to procure a copy of certain manuscript, archival, photographic, or other unique material in the Luciano Guajardo Historical Collection, and agree to use this copy according to the regulations hereby described.

Date of Agreement: \_\_\_\_\_

Print Full Name: \_\_\_\_\_

Permanent Address: \_\_\_\_\_

City and State: \_\_\_\_\_

Phone: \_\_\_\_\_

Subject of Research: \_\_\_\_\_

Archival Material to be reproduced:  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

Signature of Requester: \_\_\_\_\_

Signature of Librarian: \_\_\_\_\_

Approved by: \_\_\_\_\_

LAST  
FIRST  
MIDDLE



## **ATTACHMENT S - NATIONAL ILL CODE FOR THE UNITED STATES**

### **National Interlibrary Loan Code for the United States**

Prepared by the Interlibrary Loan Committee, Reference and User Services Association, 1994, revised 2001. Approved by the RUSA Board of Directors January 2001.

#### **Introduction**

The Reference and User Services Association, acting for the American Library Association in its adoption of this code recognizes that the sharing of material between libraries is an integral element in the provision of Library service and believes it to be in the public interest to encourage such an exchange.

In the interest of providing quality service, libraries have an obligation to obtain material to meet the informational needs of users when local resources do not meet those needs. Interlibrary loan (ILL), a mechanism for obtaining material is essential to the vitality of all libraries.

The effectiveness of the national interlibrary loan system depends upon participation of libraries of all types and sizes. This code establishes principles that facilitate the requesting of material by a Library and the provision of loans or copies in response to those requests. In this code, "material" includes books, audiovisual materials, and other returnable items as well as copies of journal articles, book chapters, excerpts, and other non-returnable items.

#### **1.0 Definition**

1.1 Interlibrary loan is the process by which a Library requests material from, or supplies material to, another Library.

#### **2.0 Purpose**

2.1 The purpose of interlibrary loan as defined by this code is to obtain, upon request of a Library user, material not available in the user's local Library.

#### **3.0 Scope**

3.1 This code is intended to regulate the exchange of material between libraries in the United States.

3.2 Interlibrary loan transactions with libraries outside of the United States are governed by the International Federation of Library Associations and Institutions' International Lending: Principles and Guidelines for Procedure.

#### **4.0 Responsibilities of the Requesting Library**

4.1 The requesting Library should establish, maintain, and make available to its users an interlibrary borrowing policy.

4.2 It is the responsibility of the requesting Library to ensure the confidentiality of the user.

4.3 Some requesting libraries permit users to initiate online ILL requests that are sent directly to potential supplying libraries. The requesting Library assumes full responsibility for these user-initiated transactions.

4.4 Requested material should be described completely and accurately following accepted bibliographic practice.

4.5 The requesting Library should identify libraries that own the requested material. The requesting Library should check and adhere to the policies of potential supplying libraries.

4.6 When no libraries can be identified as owning the needed material, requests may be sent to libraries believed likely to own the material, accompanied by an indication that ownership is not confirmed.

4.7 The requesting Library should transmit interlibrary loan requests electronically.

4.8 For copy requests, the requesting Library must comply with the U.S. copyright law (Title 17, U.S. Code) and its accompanying guidelines.

4.9 The requesting Library is responsible for borrowed material from the time it leaves the supplying Library until it has been returned to and received by the supplying Library. This includes all material shipped directly to and/or returned by the user. If damage or loss occurs, the requesting Library is responsible for compensation or replacement, in accordance with the preference of the supplying Library.

4.10 The requesting Library is responsible for honoring the due date and enforcing any use restrictions specified by the supplying Library. The due date is defined as the date the material is due to be checked-in at the supplying Library.

4.11 The requesting Library should normally request a renewal before the item is due. If the supplying Library does not respond, the requesting Library may assume that a renewal has been granted extending the due date by the same length of time as the original loan.

4.12 All borrowed material is subject to recall. The requesting Library should respond immediately if the supplying Library recalls an item.

4.13 The requesting Library should package material to prevent damage in shipping and should comply with any special instructions stated by the supplying Library.

4.14 The requesting Library is responsible for following the provisions of this code. Disregard for any provision may be reason for suspension of service by a supplying Library.

#### **5.0 Responsibilities of the Supplying Library**

5.1 The supplying Library should establish, maintain, and make available an interlibrary lending policy.

- 5.2 The supplying Library should consider filling all requests for material regardless of format, but has the right to determine what material will be supplied on a request-by-request basis.
- 5.3 It is the responsibility of the supplying Library to ensure the confidentiality of the user.
- 5.4 The supplying Library should process requests in a timely manner that recognizes the needs of the requesting Library and/or the requirements of the electronic network or transmission system being used. If unable to fill a request, the supplying Library should respond promptly and should state the reason the request cannot be filled.
- 5.5 When filling requests, the supplying Library should send sufficient information with each item to identify the request.
- 5.6 The supplying Library should indicate the due date and any restrictions on the use of the material and any special return packaging or shipping requirements. The due date is defined as the date the material is due to be checked-in at the supplying Library.
- 5.7 The supplying Library should ship material in a timely and efficient manner to the location specified by the requesting Library. Loaned material should be packaged to prevent loss or damage in shipping. Copies should be delivered by electronic means whenever possible.
- 5.8 The supplying Library should respond promptly to requests for renewals. If the supplying Library does not respond, the requesting Library may assume that a renewal has been granted extending the due date by the same length of time as the original loan.
- 5.9 The supplying Library may recall material at any time.
- 5.10 The supplying Library may suspend service to a requesting Library that fails to comply with the provisions of this code.

**ATTACHMENT T – VERNON’S TEXAS STATUTES SEC. 552.124**

**Vernon’s Texas Statutes**

**Sec. 552.124. Exception: Records of Library or Library system [74<sup>th</sup> Leg., 1995]**

- (a) a record of a Library or Library system, supported in whole or in part by public funds, that identifies or serves to identify a person who requested, obtained, or used a Library material or service is exempt from the requirements of Section 552.021\* unless the record is disclosed:
  - (1) because the Library or Library system determines the disclosure is reasonably necessary for the operation of the Library or Library system and the record is not confidential under other state or federal law;
  - (2) under Section 552.023; or
  - (3) to a law enforcement agency or a prosecutor under a court order or subpoena obtained after a showing to a district court that:
    - (A) disclosure of the record is necessary to protect the public safety; or
    - (B) the record is evidence of an offense or constitutes evidence that a particular person committed an offense.
- (b) A record of a Library or Library system that is expected from required disclosure under this section is confidential.

\*Sec. 552.021

# ATTACHMENT U – THE FREEDOM TO READ STATEMENT

## The Freedom to Read Statement

The freedom to read is essential to our democracy. It is continuously under attack. Private groups and public authorities in various parts of the country are working to remove or limit access to reading materials, to censor content in schools, to label "controversial" views, to distribute lists of "objectionable" books or authors, and to purge libraries. These actions apparently rise from a view that our national tradition of free expression is no longer valid; that censorship and suppression are needed to counter threats to safety or national security, as well as to avoid the subversion of politics and the corruption of morals. We, as individuals devoted to reading and as librarians and publishers responsible for disseminating ideas, wish to assert the public interest in the preservation of the freedom to read.

Most attempts at suppression rest on a denial of the fundamental premise of democracy: that the ordinary individual, by exercising critical judgment, will select the good and reject the bad. We trust Americans to recognize propaganda and misinformation, and to make their own decisions about what they read and believe. We do not believe they are prepared to sacrifice their heritage of a free press in order to be "protected" against what others think may be bad for them. We believe they still favor free enterprise in ideas and expression.

These efforts at suppression are related to a larger pattern of pressures being brought against education, the press, art and images, films, broadcast media, and the Internet. The problem is not only one of actual censorship. The shadow of fear cast by these pressures leads, we suspect, to an even larger voluntary curtailment of expression by those who seek to avoid controversy or unwelcome scrutiny by government officials.

Such pressure toward conformity is perhaps natural to a time of accelerated change. And yet suppression is never more dangerous than in such a time of social tension. Freedom has given the United States the elasticity to endure strain. Freedom keeps open the path of novel and creative solutions, and enables change to come by choice. Every silencing of a heresy, every enforcement of an orthodoxy, diminishes the toughness and resilience of our society and leaves it the less able to deal with controversy and difference.

Now as always in our history, reading is among our greatest freedoms. The freedom to read and write is almost the only means for making generally available ideas or manners of expression that can initially command only a small audience. The written word is the natural medium for the new idea and the untried voice from which come the original contributions to social growth. It is essential to the extended discussion that serious thought requires, and to the accumulation of knowledge and ideas into organized collections.

We believe that free communication is essential to the preservation of a free society and a creative culture. We believe that these pressures toward conformity present the danger of limiting the range and variety of inquiry and expression on which our democracy and our culture depend. We believe that every American community must jealously guard the freedom to publish and to circulate, in order to preserve its own freedom to read. We believe that publishers and librarians have a profound responsibility to give validity to that freedom to read by making it possible for the readers to choose freely from a variety of offerings.

The freedom to read is guaranteed by the Constitution. Those with faith in free people will stand firm on these constitutional guarantees of essential rights and will exercise the responsibilities that accompany these rights.

We therefore affirm these propositions:

1. *It is in the public interest for publishers and librarians to make available the widest diversity of views and expressions, including those that are unorthodox, unpopular, or considered dangerous by the majority.*  
Creative thought is by definition new, and what is new is different. The bearer of every new thought is a rebel until that idea is refined and tested. Totalitarian systems attempt to maintain themselves in power by the ruthless suppression of any concept that challenges the established orthodoxy. The power of a democratic system to adapt to change is vastly strengthened by the freedom of its citizens to choose widely from among conflicting opinions offered freely to them. To stifle every nonconformist idea at birth would mark the end of the democratic process. Furthermore, only through the constant activity of weighing and selecting can the democratic mind attain the strength demanded by times like these. We need to know not only what we believe but why we believe it.
2. *Publishers, librarians, and booksellers do not need to endorse every idea or presentation they make available. It would conflict with the public interest for them to establish their own political, moral, or aesthetic views as a standard for determining what should be published or circulated.*  
Publishers and librarians serve the educational process by helping to make available knowledge and ideas required for the growth of the mind and the increase of learning. They do not foster education by imposing as mentors the patterns of their own thought. The people should have the freedom to read and consider a broader range of ideas than those that may be held

by any single librarian or publisher or government or church. It is wrong that what one can read should be confined to what another thinks proper.

3. *It is contrary to the public interest for publishers or librarians to bar access to writings on the basis of the personal history or political affiliations of the author.*

No art or literature can flourish if it is to be measured by the political views or private lives of its creators. No society of free people can flourish that draws up lists of writers to whom it will not listen, whatever they may have to say.

4. *There is no place in our society for efforts to coerce the taste of others, to confine adults to the reading matter deemed suitable for adolescents, or to inhibit the efforts of writers to achieve artistic expression.*

To some, much of modern expression is shocking. But is not much of life itself shocking? We cut off literature at the source if we prevent writers from dealing with the stuff of life. Parents and teachers have a responsibility to prepare the young to meet the diversity of experiences in life to which they will be exposed, as they have a responsibility to help them learn to think critically for themselves. These are affirmative responsibilities, not to be discharged simply by preventing them from reading works for which they are not yet prepared. In these matters values differ, and values cannot be legislated; nor can machinery be devised that will suit the demands of one group without limiting the freedom of others.

5. *It is not in the public interest to force a reader to accept the prejudgment of a label characterizing any expression or its author as subversive or dangerous.*

The ideal of labeling presupposes the existence of individuals or groups with wisdom to determine by authority what is good or bad for others. It presupposes that individuals must be directed in making up their minds about the ideas they examine. But Americans do not need others to do their thinking for them.

6. *It is the responsibility of publishers and librarians, as guardians of the people's freedom to read, to contest encroachments upon that freedom by individuals or groups seeking to impose their own standards or tastes upon the community at large; and by the government whenever it seeks to reduce or deny public access to public information.*

It is inevitable in the give and take of the democratic process that the political, the moral, or the aesthetic concepts of an individual or group will occasionally collide with those of another individual or group. In a free society individuals are free to determine for themselves what they wish to read, and each group is free to determine what it will recommend to its freely associated members. But no group has the right to take the law into its own hands, and to impose its own concept of politics or morality upon other members of a democratic society. Freedom is no freedom if it is accorded only to the accepted and the inoffensive. Further, democratic societies are more safe, free, and creative when the free flow of public information is not restricted by governmental prerogative or self-censorship.

7. *It is the responsibility of publishers and librarians to give full meaning to the freedom to read by providing books that enrich the quality and diversity of thought and expression. By the exercise of this affirmative responsibility, they can demonstrate that the answer to a "bad" book is a good one, the answer to a "bad" idea is a good one.*

The freedom to read is of little consequence when the reader cannot obtain matter fit for that reader's purpose. What is needed is not only the absence of restraint, but the positive provision of opportunity for the people to read the best that has been thought and said. Books are the major channel by which the intellectual inheritance is handed down, and the principal means of its testing and growth. The defense of the freedom to read requires of all publishers and librarians the utmost of their faculties, and deserves of all Americans the fullest of their support.

We state these propositions neither lightly nor as easy generalizations. We here stake out a lofty claim for the value of the written word. We do so because we believe that it is possessed of enormous variety and usefulness, worthy of cherishing and keeping free. We realize that the application of these propositions may mean the dissemination of ideas and manners of expression that are repugnant to many persons. We do not state these propositions in the comfortable belief that what people read is unimportant. We believe rather that what people read is deeply important; that ideas can be dangerous; but that the suppression of ideas is fatal to a democratic society. Freedom itself is a dangerous way of life, but it is ours.

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This statement was originally issued in May of 1953 by the Westchester Conference of the American Library Association and the American Book Publishers Council, which in 1970 consolidated with the American Educational Publishers Institute to become the Association of American Publishers.

Adopted June 25, 1953; revised January 28, 1972, January 16, 1991, July 12, 2000, June 30, 2004, by the ALA Council and the AAP Freedom to Read Committee.

A Joint Statement by:

American Library Association  
Association of American Publishers

## **ATTACHMENT V – THE FREEDOM TO VIEW STATEMENT**

### **Freedom to View Statement**

The **FREEDOM TO VIEW**, along with the freedom to speak, to hear, and to read, is protected by the **First Amendment to the Constitution of the United States**. In a free society, there is no place for censorship of any medium of expression. Therefore these principles are affirmed:

1. To provide the broadest access to film, video, and other audiovisual materials because they are a means for the communication of ideas. Liberty of circulation is essential to insure the constitutional guarantees of freedom of expression.
2. To protect the confidentiality of all individuals and institutions using film, video, and other audiovisual materials.
3. To provide film, video, and other audiovisual materials which represent a diversity of views and expression. Selection of a work does not constitute or imply agreement with or approval of the content.
4. To provide a diversity of viewpoints without the constraint of labeling or prejudging film, video, or other audiovisual materials on the basis of the moral, religious, or political beliefs of the producer or filmmaker or on the basis of controversial content.
5. To contest vigorously, by all lawful means, every encroachment upon the public's freedom to view.

This statement was originally drafted by the Freedom to View Committee of the American Film and Video Association (formerly the Educational Film Library Association) and was adopted by the AFVA Board of Directors in February 1979. This statement was updated and approved by the AFVA Board of Directors in 1989.

**Endorsed by the ALA Council January 10, 1990**

## ATTACHMENT W – FREE ACCESS TO LIBRARIES FOR MINORS

### Free Access to Libraries for Minors An Interpretation of the Library Bill of Rights

Library policies and procedures that effectively deny minors equal and equitable access to all Library resources available to other users violate the *Library Bill of Rights*. The American Library Association opposes all attempts to restrict access to Library services, materials, and facilities based on the age of Library users.

Article V of the *Library Bill of Rights* states, "A person's right to use a Library should not be denied or abridged because of origin, age, background, or views." The "right to use a Library" includes free access to, and unrestricted use of, all the services, materials, and facilities the Library has to offer. Every restriction on access to, and use of, Library resources, based solely on the chronological age, educational level, literacy skills, or legal emancipation of users violates Article V.

Libraries are charged with the mission of developing resources to meet the diverse information needs and interests of the communities they serve. Services, materials, and facilities that fulfill the needs and interests of Library users at different stages in their personal development are a necessary part of Library resources. The needs and interests of each Library user, and resources appropriate to meet those needs and interests, must be determined on an individual basis. Librarians cannot predict what resources will best fulfill the needs and interests of any individual user based on a single criterion such as chronological age, educational level, literacy skills, or legal emancipation.

Libraries should not limit the selection and development of Library resources simply because minors will have access to them. Institutional self-censorship diminishes the credibility of the Library in the community, and restricts access for all Library users.

Children and young adults unquestionably possess First Amendment rights, including the right to receive information in the Library. Constitutionally protected speech cannot be suppressed solely to protect children or young adults from ideas or images a legislative body believes to be unsuitable for them.<sup>1</sup> Librarians and Library governing bodies should not resort to age restrictions in an effort to avoid actual or anticipated objections, because only a court of law can determine whether material is not constitutionally protected.

The mission, goals, and objectives of libraries cannot authorize librarians or Library governing bodies to assume, abrogate, or overrule the rights and responsibilities of parents. As "Libraries: An American Value" states, "We affirm the responsibility and the right of all parents and guardians to guide their own children's use of the Library and its resources and services." Librarians and governing bodies should maintain that parents—and only parents—have the right and the responsibility to restrict the access of their children—and only their children—to Library resources. Parents who do not want their children to have access to certain Library services, materials, or facilities should so advise their children. Librarians and Library governing bodies cannot assume the role of parents or the functions of parental authority in the private relationship between parent and child.

Lack of access to information can be harmful to minors. Librarians and Library governing bodies have a public and professional obligation to ensure that all members of the community they serve have free, equal, and equitable access to the entire range of Library resources regardless of content, approach, format, or amount of detail. This principle of Library service applies equally to all users, minors as well as adults. Librarians and Library governing bodies must uphold this principle in order to provide adequate and effective service to minors.

<sup>1</sup>See *Erznoznik v. City of Jacksonville*, 422 U.S. 205 (1975)-"Speech that is neither obscene as to youths nor subject to some other legitimate proscription cannot be suppressed solely to protect the young from ideas or images that a legislative body thinks unsuitable [422 U.S. 205, 214] for them. In most circumstances, the values protected by the First Amendment are no less applicable when government seeks to control the flow of information to minors. See *Tinker v. Des Moines School Dist.*, *supra*. Cf. *West Virginia Bd. of Ed. v. Barnette*, 319 U.S. 624 (1943)."

## **ATTACHMENT X – FIRST AMENDMENT**

CONGRESS SHALL MAKE NO LAW RESPECTING AN ESTABLISHMENT OF RELIGION, OR PROHIBITING THE FREE EXERCISE THEREOF; OR ABRIDGING THE FREEDOM OF SPEECH, OR OF THE PRESS; OR THE RIGHT OF THE PEOPLE PEACEABLY TO ASSEMBLE, AND TO PETITION THE GOVERNMENT FOR A REDRESS OF GRIEVANCES.



**ATTACHMENT Y – RECONSIDERATION OF WEB SITE ACCESS**

**LAREDO PUBLIC LIBRARY  
RECONSIDERATION OF WEB SITE ACCESS**

Request submitted by:

Patron's Name: \_\_\_\_\_

Address: \_\_\_\_\_

Zip: \_\_\_\_\_

Phone: \_\_\_\_\_

Requests represents: \_\_\_\_\_ Self \_\_\_\_\_ Group or Organization

If group or organization, please identify: \_\_\_\_\_

Requesting: \_\_\_\_\_ Access \_\_\_\_\_ Blocking

URL Address: \_\_\_\_\_

1. Did you look at the entire web site and its links? \_\_\_ Yes \_\_\_ No  
If not, which parts? \_\_\_\_\_

2. Why do you request reconsideration of this web site? Please be specific.

\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

\_\_\_\_\_  
Patron's Signature

\_\_\_\_\_  
Date