1.00 Policies & Procedures—Administration

Mission Statement   Revised: November 14, 2011
                                                       Revised: February 3, 2017

McAllen Public Library is a dynamic civic resource that promotes the open exchange of ideas through free access to information and connects a culturally diverse population with the global community.

Policies are current and accurate as of the dates indicated. McAllen Public Library is a continuously changing and growing organization. The Library reserves the right to modify, change, or delete policies and procedures when necessary. The Library Director is responsible for the administration of McAllen Public Library policies and procedures.

1.1 Policies & Procedures—Administration

                                                       Revised: November 14, 2011
                                                       Revised: February 3, 2017
                                                       Revised: July 27, 2021

Unscheduled closings

Whenever possible, McAllen Public Library will remain open during adverse weather conditions. Adverse conditions which may make it advisable to close library buildings include severe weather conditions or power failure. Decisions to suspend or maintain library service during periods of adverse conditions will be made by the Library Director, under the direction of City Management.

Changes in Policy or Procedure

- Changes of policy and procedure must be submitted in writing and be approved by the Library Director.

McAllen Public Library Advisory Board Meetings

- McAllen Public Library Advisory Board meetings are held the second Thursday of every month except July and August). Meetings are held at 4:30 p.m. in the library Board Room.
- The Agenda will be published on the City of McAllen website.
- The public is welcome to attend.

1.2 Safety and Security
The safety and security of the library is the responsibility of all staff. Staff are encouraged to make a supervisor aware of any problem and address it as soon as possible.

Video surveillance cameras are installed as a tool to address specific security related problems, as a deterrent to criminal activity, and to assist officials with investigations.

The Library Director may close McAllen Public Library when, in his or her best judgment, conditions are such that they pose a safety risk or danger to staff and patrons. Library staff will take reasonable steps to ensure that children under the age of 16 years have safe passage home or will contact police or other safety officers. Simple first aid supplies and flashlights will be maintained at all locations.

In the absence of the Director, the following persons are responsible for the building: At Main, Assistant Directors; Department Supervisors; MLS in charge. At Branches, Branch Manager; Circulation Supervisor; MLS in charge.

Fire extinguishers will be serviced annually according to the date on each tag.

Smoking is not allowed anywhere in the building or within 25 feet of any entrance.

1.3 Display, Distribution, and Exhibit of Posters, Fliers, Pamphlets, and Publicity Materials
This policy is meant to establish a limited public forum for the display, distribution, and exhibit of materials which promote the library's mission. Limited display space within the library requires that materials accepted for posting, display, distribution, or exhibit be governed by regulations listed below.

- Materials for display or distribution must be approved by the Assistant Director of Public Services or Reference Supervisor at the Main Library and by Branch Manages at the Branches.
- The library does not assume responsibility for keeping non-approved publications which have been taken down or removed.
- It is understood that the Library neither endorses nor sponsors the organization or activity described in the brochures, fliers, pamphlets, and other materials from non-library entities displayed or distributed in the library.

1.4 Food and Drink Policy
McAllen Public Library strives to create a welcoming, clean, and comfortable environment for all to enjoy. Consistent with this goal, food and drink are allowed in the library on a limited basis (see bullet points below) and should be consumed in a considerate and responsible manner.

Bottled water and covered hot beverages are welcome in the library's lobby and service areas. Food, either purchased at the café or an outside source, may be consumed at the café tables in the lobby, or, if purchased in the café, in the café itself or the lobby, but is not permitted inside the library's service areas or in the computer lab. Service areas are defined as those spaces past the internal entry doors that lead away from the lobby and into the carpeted spaces.

Library patrons are expected to be responsible for food and/or drink consumed in the library. Trash should be disposed of in the provided receptacles. Spills must be reported immediately to any service desk so arrangements may be made for the appropriate clean-up.

Food-Friendly and Food-Free Zones:

- The café in the Library is the Library's exclusive caterer for all events held in the the Meeting Center, the spaces inside the library which are available for rental.
- Covered beverages and bottled beverages with screw caps are allowed in the library's service areas and Study Rooms.
- Canned beverages are not permitted inside the library's service areas, but may be consumed in the lobby and outdoor spaces.
- Food may be consumed at the café tables in the lobby, or, if purchased in the café, in the café itself or the lobby.
- No food or drink is permitted in the Computer Lab.
- No food is permitted in Study Rooms.
- Food and drink may be permitted as part of library programming at the discretion of the Director.
- Adherence to this policy will help ensure that the library continues to be a clean and welcoming facility for all to enjoy.

- **FOOD-FRIENDLY OR FOOD FREE AT-A-GLANCE GUIDE.**

MEETING CENTER	LOBBY	COMPUTER LAB	STUDY ROOMS	SERVICE AREAS
Catered food and drink from the Library's café is allowed.	Food and drink allowed.		Covered beverages and bottled beverages allowed.	Covered beverages and bottled beverages allowed.
		No food or drink allowed.	No food allowed.	No food allowed.

1.5 Public Behavior
The Library has adopted this Public Behavior in the Library Policy for the safety and comfort of all who use the library. For the purpose of this policy, the library is defined as the building, the parking lot, and the grounds. Library users who violate the Public Behavior Policy may be subject to suspension of their library privileges, exclusion from the library, and/or legal action.

For the most effective use of the library, patrons are expected to observe the rules of common courtesy. Those using and working in the library have the right to expect a safe, comfortable environment that supports library services. Patrons who violated the Public Behavior Policy will

be issued a warning or may be asked to leave the Library. Appeals relating to suspension of library service privileges shall be made in writing to the Library Director.

Visitors are welcome to plug their phone or computer devices into an outlet in the interior public area. To avoid trip hazards, patrons should not sit on the floor while their device is charging. Patrons are responsible for the safety of their personal electronic devices. The Library is not responsible for personal items that are lost, stolen, or damaged on Library premises. Items left unattended may be removed.

Visitors may not obstruct aisles, entrances, or reading areas with personal belongings including when charging personal devices. This includes actions and items that block access or exits to Library premises or create safety hazards.

The Lobby Gallery space is designed to showcase national and international artists. The benches provided are for pausing to admire the artwork. Café tables are provided for dining only. The Lobby Gallery space is not designed for all-day guests. Visitors who intend to spend more than a few minutes in the Lobby Gallery are invited to come into the interior space of the Library to take advantage of our many resources, including a computer lab, outlets to charge phones, and public reading areas.

Visitors are expected to engage in Library-related services.

Prohibited conduct includes:

- Engaging in conduct that interferes with other library users.
- Abusive or threatening language.
- Unhygienic behavior and activities that disturb other patrons. Visitors must wear clothing, including shirts and shoes in the Library. Odor must not be so offensive that it offends others.
- Sleeping and lying down on furniture. Patrons should be seated in an upright position and engaged in a library-related activity.
- Using public restrooms for bathing, shaving, washing hair, or other personal hygiene.
- Sleeping at outside entrances and alcoves.
- Creating excessive noise such as loud, boisterous talking or using personal electronic equipment at a volume that is audible to others, including using the phone on speaker.
- Cell phone calls should be brief, answered with a low voice tone, and kept to a minimum in public areas.
- Using library materials, equipment, furniture, fixtures, or the facilities in a manner outside of their intended use.
- Using skateboards or rollerblades on library grounds.
- Soliciting, petitioning, distributing materials, or canvassing on library premises.
- Disregarding the reasonable direction of the Library Director or designee.

Illegal Activities

- Committing or attempting to commit any activity that constitutes a violation of any federal, state, or local statute or ordinance.
- Engaging in sexual conduct or indecent behavior on library premises as defined under Texas Penal Law.
- Using controlled substances on library premises.
- Smoking or other use of tobacco inside the library, or within 10 feet of library facilities.
- Consuming alcoholic beverages on library grounds unless part of a scheduled event pre-approved by the Library Director.

1.6 Social Media Policy

The Library maintains a presence on several social media ~~sites~~ platforms such as Twitter, Facebook, and YouTube. These sites allow users to interact with the Library's profile. Although comments and posts are welcome on the Library's social media sites, postings containing any of the following will be removed:

- Obscene comments or hate speech
- Personal attacks, harassment or threatening language
- Potentially libelous statements
- Political directives
- Plagiarized or copyrighted material
- Commercial messages or spam
- Material that is deemed off-topic or inappropriate
- Private or personal information
- Falsification of identity
- Hyperlinks to material not directly related to the discussion
- Any illegal activity
- Solicitation for donations, or memberships or services requiring a fee
- Photos or other images that may fall in any of the above categories

The Library does not collect, maintain, or otherwise use the personal information stored on any third-party site in any way other than to communicate with users on that site. Users should be aware that third-party websites may have their own privacy policies. By posting any comments, the user agrees to indemnify McAllen Public Library and its representatives from and against all liabilities, damages, and costs incurred which arise out of or are related to the posted content.

1.7 Unattended Vulnerable Adult Policy

The Library strives to provide a warm, welcoming and safe environment for all community members. The Library is particularly concerned for the safety of vulnerable adults in and around the Library. A vulnerable adult is an individual over the age of 18 who is mentally or physically

challenged to a degree that significantly impairs the individual's ability to provide adequately for his/her own care or manage his/her own behavior without assistance.

A parent/guardian or caregiver 18 years of age or older must be responsible for monitoring the activities and managing the behavior of vulnerable adults during their Library visits. Staff cannot be expected to monitor or prevent vulnerable adults from leaving the building/grounds or to assume responsibility for monitoring their behavior.

1.8 Internet and Wi-Fi Access

The Library recognizes that computers and the Internet address the research, educational, and recreational needs of the public. The Library offers a public computer lab with print capability a copy machine, and a fax machine; a Children's computer lab, a Teen computer lab, and Wi-Fi throughout the main building and branches. All users with a library card from any Hidalgo County Library are allowed up to three hours of Internet use per day. Users who do not have the documents required to register for a full-access library card may register for an e-access only library card with a valid photo identification (U.S., Canada, Mexico). At the discretion of library staff, a 1-hour extension may be granted for educational or employment purposes..

Printing is available at a cost of .10 per black ink copy and .50 for color copies. Users approve all printing and are responsible for payment of a print job. Payment is required at the time of transaction.   Users whose library patron accounts are blocked must pay fines before being allowed to use public computers.

Users should be aware that information on the Internet might be inaccurate, incomplete, dated or offensive to some individuals. The library strongly recommends that users evaluate the validity and appropriateness of information obtained via the Internet. Users who download data to the computer's desktop are strongly advised to delete it before signing off the computer. All Internet history is erased between user sessions, but downloaded data remains until the close of the operational day.

The user is responsible at all times for using the Internet appropriately. The library encourages parents/guardians to supervise their child's Internet sessions to ensure appropriate and safe access. Use of the Internet for unlawful purposes including, but not limited to, the production

or distribution of threatening material; expressions of bigotry, racism or hate; obscene or sexually explicit material; and material protected by trade secret is prohibited. The harassment of others is also prohibited.

McAllen Public Library staff offer limited assistance to computer users. Users in need of extended assistance are encouraged to enroll in a basic computer class at any of our locations.

McAllen Public Library is not responsible for the safety of personal belongings. Computer users must keep their belongings with them at all times, and are encouraged not to leave the area when charging cell phones or other devices. Food and drink are not permitted in the computer lab.

The library reserves the right to terminate an Internet session that disrupts library services or that involves user behavior that violates library policies. Violations include, but are not limited to:

- Any material deemed "harmful to minors" as defined by CIPA (Child Internet Protection Act).
- Engaging in defamation.
- Knowingly uploading a harmful program or file.
- Uses that jeopardize the security of the library's network.
- Disclosing or sharing the user's library card information with others, or impersonating another user.

Users whose Internet sessions are terminated are entitled to an appeals process by stating their explanation in writing to the Library Director, and including their name, address, and phone number.

Wi-Fi Use
The Library provides free Wi-Fi service at all locations.

Personal Use Only

Patrons may use the service and technology provided by the City of McAllen for the sole purpose of accessing the Internet and certain online City services as described here. The City of McAllen will assign you an IP address each time you access the McAllen Public Library Wi-Fi is accessed, and it may change. You may not use the McAllen Public Wi-Fi for any other

reason, including reselling any aspect of the Public Wi-Fi service. Other examples of improper activities include, without limitation:

- Modifying, adapting, translating, or reverse engineering any portion of the McAllen Public Wi-Fi network
- Attempting to break security, access, tamper with or use any unauthorized areas of the McAllen Public Wi-Fi
- Attempting to collect or maintain any information about other users of the McAllen Public Wi-Fi (including usernames and/or email addresses) or other third parties for unauthorized purposes
- Creating or transmitting unwanted electronic communications such as "spam," or bulk commercial messages to other users or otherwise interfering with other user's enjoyment of the service
- Engaging in any activity that infringes or misappropriates the intellectual property, publicity, privacy or other proprietary rights of others, including patents, copyrights, trademarks, service marks, trade secrets, or any other proprietary right of any third party, or that is defamatory, objectionable, unlawful or promotes or encourages illegal activity
- The transfer of technology, software, or other materials in violation of applicable export laws and regulations, including but not limited to the U.S. Export Administration Regulations and Executive Orders
- Distribution of any Internet viruses, worms, pinging, flooding, mail bombing, denial of service attacks, defects, Trojan horses or other items of a destructive nature
- Accessing illegally or without authorization computers, accounts, equipment or networks belonging to another party, or attempting to penetrate security measures of another system. This includes any activity that may be used as a precursor to an attempted system penetration, including but not limited to port scans, stealth scans or other information gathering activity; or
- Using McAllen Public Wi-Fi for any unlawful, harassing, abusive, criminal or fraudulent purpose. We have the right to monitor, intercept and disclose any transmissions over or using our facilities, and to provide user information, or use records, and other related information under certain circumstances (for example, in response to lawful process, orders, subpoenas, or warrants, or to protect our rights, users or property)

Changes in City of McAllen Terms of Service and McAllen Public Wi-Fi; Termination

We may modify or terminate the McAllen Public Wi-Fi service and these Terms of Service and any accompanying policies, for any reason, and without notice, including the right to terminate the service with or without notice. Please review these City of McAllen Terms of Service from time to time so that you will be apprised of any changes. Upon any such termination, any and all rights granted by City of McAllen to you shall terminate.

To read the full City of McAllen Wi-Fi Terms of Use Policy, click here:
http://www.mcallen.net/departments/it/wifi.aspx

1.9 ADA Compliance

The Library strives to provide equal access to all library facilities, activities, and programs in adherence to the Americans with Disabilities Act of 1990. The library provides a fleet of modern mobility scooters for patrons to use at will. Individuals with service animals are welcome. Questions about ADA compliance, concerns, or suggestions about accessibility of library facilities, activities, and programs should be addressed to the Library Director.

1.10 Data Privacy

The Library is committed to protecting the privacy of our patrons. We limit requests for personal information to that which is necessary to conduct standard library business. Personal information gathered, such as name, address, telephone number, cell phone number, email address, photograph, and driver's license number will be used only for the purposes of identification and accountability for library materials, such as the collection of fines and fees owed to the library.

Non-personal information about visits to the library's website or use of electronic resources may be collected to calculate usage statistics. No personal information collected is connected to user information.

1.11 Library Volunteers

The mission of McAllen Public Library Advocates is to promote literacy, support and strengthen the Library and its branches, provide a means for the public to recycle their books, and promote fellowship among its members. The Library welcomes new members who wish to support the Library's goals.

McAllen Public Library provides opportunities for volunteers to participate in the operation of the Library's used bookstore, special programs and projects. All interested persons 16 years and older must apply to be a volunteer by filling out an application with the City of McAllen Human Resources Office at McAllen City Hall (956-681-1045). The application process includes permission for the City of McAllen to conduct a background check and may include a short interview. The Library reserves the right to decline the services of any volunteer.

Volunteers are expected to act in accordance with all Library directives and policies, follow all directions and instructions by the supervising staff member, and reflect positive customer service attitudes to all Library patrons and staff. The Library does not compensate volunteers through wages, benefits, reimbursement of expenses, or any other form of compensation. Library volunteers are not considered to be employees of the Library. The Library reserves the right to discontinue volunteer opportunities or terminate the services of any individual volunteer or volunteer group without prior notice at the discretion of the Library Director or the Director's designee.

All donations received by volunteers or Library staff shall become property of the City of McAllen.

1.12 Bookstore Donations

McAllen Public Library encourages and welcomes donation of materials (books and audiovisual materials) unconditionally and without restrictions.

At the request of the Director or designee, a donation may be considered for the library's collection. In that case, the library applies the same criteria for evaluating gift items as it does to purchased materials. Library Staff will evaluate donated materials to determine whether it will be added to the library's collection or routed to the bookstore for sale.

Donated materials will be received at the Welcome Desk. Any donations more than a few boxes must be received through the loading dock. Check frequently for changes in donation days and times.

If the donor wishes, bookstore staff will provide a receipt. Neither bookstore nor library staff can assign a value to any materials donated.

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 the origin, background, or views of those contributing to their creation.

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

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

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

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

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

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