

Policies & Procedures Manual
McAllen Public Library

2019

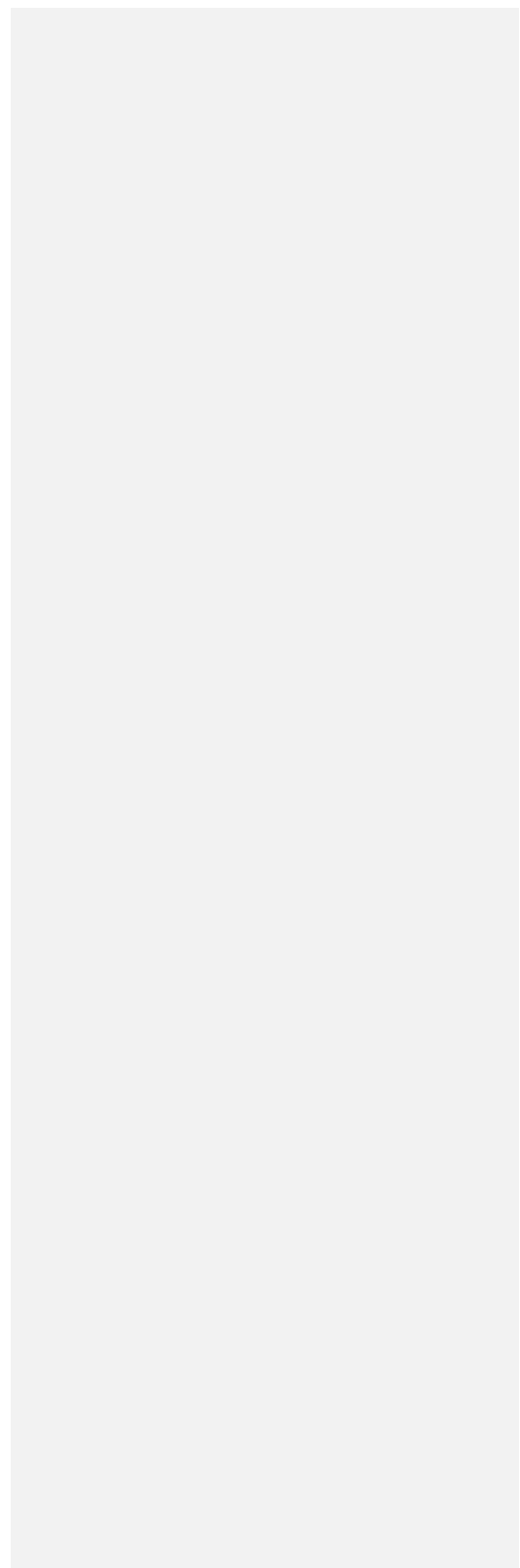


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1.00 Policies & Procedures—Administration

Mission Statement

revised: November 14, 2011

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 on each one. McAllen Public Library is a continuously changing and growing organization. Policies are subject to reconsideration and change when appropriate. 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: June 3, 2019

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, power failure, impassable roads, generally hazardous driving conditions, or inability to provide staffing due to these conditions. Decisions to suspend or maintain library service during periods of adverse conditions will be made by the City of McAllen and the Library Director.

Holidays

The City of McAllen recognizes 9 holiday per year:

Full-time staff receive paid holiday time; 8 hours for each holiday. Part-time staff must work with their supervisors to arrange their schedules to maintain their 19 hours.

Absence

- All absences should be reported to the direct supervisor by phone. If the supervisor is not available, absentee calls should be routed to the Director's Secretary. Sick Leave hours may not be made up, except with the express approval of the Director for a special project.

Vacation Requests

- All vacation requests must be submitted to the supervisor. Requests are not considered approved until signed by the supervisor and Library Director.

Breaks

- Breaks are granted in 15-minute increments and must be taken midway through the shift. Breaks may be altered at the discretion of the supervisor.

Resignations

- Employees must submit a letter of resignation to the Library Director and follow the steps of an exit interview
- Final checks may be mailed to the departing employee; otherwise, final checks are held at City Hall.

Changes in Policy or Procedure

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

Board Meetings

- 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.
- Director's Secretary will remind Board members of the meeting and send an agenda.

- Meeting minutes will be recorded by the Director's Secretary or someone designated by the Director.
- Board Minutes will be approved at the following meeting and published on the City of McAllen website.

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 and video recording equipment are installed on library property, both indoor and outdoor, as a tool to address specific security related problems, as a deterrent to criminal activity, and to assist officials with the investigations, report writing, and apprehension of individuals violating Library rules and national, state, or local laws.

This policy does not guarantee that any or all cameras will record images or monitor in real time, 24 hours a day, seven days a week. Recording are retained for a period of 10 days. Video monitoring and recording will be conducted in a manner consistent with all existing local and applicable laws and ordinances.

Emergencies and Disasters

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. Department managers will alert the Library Director when conditions warrant closure. 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. Emergency kits, including basic first aid supplies, flashlights, and batteries, hazard gloves and masks, and a battery-operated radio will be maintained at the Check Out Desk. Kits will be inspected periodically to ensure that all

Opening and Closing Procedures -- Responsibility for the Building

- In the absence of the Director, the following persons are responsible for the building: Assistant Directors; Head of Reference; Reference Librarian on duty

Fire Alarms and Extinguishers

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

Calling the Police

In general, staff should report problems to their supervisor. If the problem escalates, the supervisor may call on the Security Officer on duty, or they may judge that the police are needed. In an emergency situation, any staff may call 911.

Reasons to call police include:

- Vandalism
- Graffiti
- Carrying a weapon or using an ordinary object in a dangerous way
- Sexual solicitation

- Sexual exposure
- Inappropriate touching of self or another
- Public intoxication

Injury Reports

- For Staff: All work-related injuries are to be reported to the supervisor before seeking medical treatment. A thorough accident report must be prepared and turned into Risk Management directly after the injury.
- For Patrons: Staff are directed to assist patrons in filling out an accident report immediately following an incident or injury.

Smoking

- Smoking is not allowed anywhere in the building or within 10 feet of any entrance to, exit from, or ventilation intake of the library.

1.3 Records Retention

- Monthly reports are received by the Director's Assistant by the first of each month for the preceding month. Statistics become part of the permanent record, are amassed and forwarded each month to the City Manager's Office, and are published annually online at Texas State Library's website.
- Statistical reports are retained for a period of one year.

1.4 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 literacy, cultural enrichment, and 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. This policy governs the use of literature distribution racks and display cases in McAllen Public Library.

- Materials for display or distribution must be approved by the Assistant Director of Public Services or Reference staff and is provided as a community service.
- Approved publications will be displayed in the literature display rack behind the digital display panel in the main lobby, on the Children's Interactive Wall, and other places identified by the Assistant Director of Public Services as appropriate for display and distribution.
- Non-approved publications, fliers, pamphlets, and posters will be taken down and disposed of. The library does not assume responsibility for keeping non-approved publications which have been taken down or removed.
- Publicity and information materials published by the City of McAllen will be posted, displayed or distributed.
- Materials from or for not-for-profit organizations and/or functions, may be accepted for posting, display, or distribution on a space availability basis with prior approval. In the case of space limitations, priority will be given to McAllen events.
- Materials from commercial or profit-making organizations may be accepted if they promote literacy, education, or cultural enrichment.

- Materials meeting the guidelines may be refused based on size, content, appearance, or space limitations.
- The library requires that non-library subscription based periodicals for display include a well-organized masthead with clear editorial oversight of content. Such periodicals must feature content fit for a general audience and include information germane to McAllen, the Rio Grande Valley, or the State of Texas. The library reserves the right to refuse to post, display, or distribute any publication.
- Library staff will determine when material will be posted, displayed, or distributed, and when it will be removed.
- It is understood that the library neither endorses nor sponsors the organization or activity described in the brochures, fliers, pamphlets, and other materials displayed or distributed in the library.
- The library does not assume responsibility for the content of materials posted or displayed. In the event of damage, destruction, or theft of any materials posted or displayed, the library does not assume liability.

1.5 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 and guide, below) and should be consumed in a considerate and responsible manner.

Bottled water and covered 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 carpeted spaces.

Library patrons are expected to be responsible for food and 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 library encourages the use of the library's concessionaire as the exclusive catering service for 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, Study Rooms, and Computer Lab.
- 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 is permitted in the Computer Lab and 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.

MEETING CENTER	LOBBY	COMPUTER LAB	STUDY ROOMS	SERVICE AREAS
Catering from the Library's exclusive café only; No outside food 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 except with permission of the Library Director

1.6 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 Dewey Learning Trail. 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. Decisions are at the discretion of the library Director or his designee.

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 are not courteous to others will be issued a warning to stop the discourteous behavior or leave the library.

The Library Director or his designee shall be responsible for the enforcement of the Public Behavior Policy. Depending on the severity of the infraction, the library will institute discipline ranging from a verbal warning, through denial of specific privileges, such as use of the library computers, to denial of the right to use the library for a specified time period.

The Library Director or designee may either direct the trespasser to cease the violation or vacate the premises. Upon the refusal of such person to obey the directive, the Director or designee is hereby authorized and directed to make a complaint to the appropriate law enforcement agency and to sign any information as necessary charging said trespasser with the appropriate violation of the Penal Law. In situations where the Director or designee feels that the health, safety, or security of library users is threatened, any and all appropriate action may be taken including, but not limited to, calling the police for assistance. In the event of inappropriate behavior by a minor, the child's parent or

guardian may be notified by the Director or designee. At the first opportunity, the Director or designee shall follow the established procedures for recording the facts and circumstances surrounding the enforcement of this policy by completing an Incident Report Form.

Appeals relating to suspension of library service privileges and/or revocation of privileges to enter the library premises shall be made to the Board of Trustees.

Harmful, Disruptive, or Destructive Behavior includes:

- Engaging in conduct that interferes with other library users' ability to reasonably use the library.
- Using abusive or threatening language or actions.
- Interfering with other library users' reasonable expectations of privacy.
- Crating unreasonable noise such as loud, boisterous talking or using personal electronic equipment without headphones or at a volume that is audible to others.
- Cell phone calls should be brief, answered with a low voice tone, and kept to a minimum in public areas.
- Throwing, running, climbing, or playing sports.
- Using library materials, equipment, furniture, fixtures, or the facilities in a destructive, abusive or potentially damaging manner, in a manner likely to cause personal injury to any person, or in any other manner inconsistent with local customary use.
- Carrying weapons or weapon-like items on the library premises.
- Using skateboards, bicycles, or rollerblades in the building, on the walkways, or in the parking lot.
- Soliciting, petitioning, or distributing materials or canvassing on library premises.
- Disobeying 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.
- Consuming alcoholic beverages on library premises is prohibited unless approved in advance by Library Director as part of a scheduled meeting or event in The Meeting Center.

Other Inappropriate Behavior

- Bringing animals, other than service animals, inside library building without prior permission of library staff.
- Prolonged or chronic sleeping.
- Using library restrooms for bathing, shaving, washing hair, or other personal hygiene.
- Loitering on library grounds.

- Parking vehicles on library premises when not using the library.
- Exhibiting any other condition or action which in the judgment of the library Director disrupts the operation of the library or its use by others or which endangers the health, safety, or welfare of library users or employees.

1.7 Social Media Policy

Social media is defined as any web-based tool such as a blog, micro-blog, online forum, content-sharing website, or other digital channel established for online interaction and connection. The library maintains a presence on several social media sites such as Twitter, Facebook, and YouTube. These sites allow users to interact with the library's profile.

Although comments and posts are welcomed 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.

1.8 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.

The library will adhere to the following guidelines concerning the care and behavior of vulnerable adults:

- Vulnerable adults, who can understand and follow the rules of conduct and who can care for themselves, are welcomed to be in the library unattended. Vulnerable adults will be expected to follow the rules of conduct as outlined in the Public Behavior Policy. They should have contact information for a parent/guardian or caregiver who can assist them in an emergency.
- Vulnerable adults who are unable or unwilling to care for themselves must be attended and have adequate supervision at all times.
- Staff will attempt to contact a parent/guardian or caregiver when a vulnerable adult's:
 - health or safety is in doubt
 - behavior disturbs other Library users
 - actions violate any of the rules of conduct for library patrons
 - parent/guardian or caregiver is not present at closing time.

Every reasonable effort will be made by the staff to assist the vulnerable adult in contacting the appropriate adult. If no responsible adult is reached, or the vulnerable adult is not picked up within 15 minutes of Library closing, staff may notify the police.

1.9 Internet and Wi-Fi Access – Board Approved 9.13.2012; revised 5.24.2013; revised 12.11.2014

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 and a copy machine; a Children's computer lab, a Teen computer lab, and Wi-Fi throughout the main building and branches. Adult and teen users with a McAllen Public Library Borrower's Card are allowed 3 hours of Internet use per day. Juvenile users with a McAllen Public Library Borrower's Card are permitted 1 hour 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). [Internet](#)At the discretion of library staff, a 1-hour extension may be granted for educational or employment purposes to McAllen Public Library Cardholders.

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.

McAllen Public Library staff may offer brief assistance to computer users. Users in need of extended assistance are encouraged to enroll in a library-sponsored instructional class (when available) or arrange for a 30-minute session with a librarian through the library's Book-A-Librarian program (see North Information Desk for more information). Library staff may not offer tax assistance or complete forms for individuals.

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 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.

The library reserves the right to terminate an Internet session that disrupts MPL 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 throughout the building.

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 an IP address each time 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, pingings, 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/Wi-Fi.aspx>

1.10 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 will take appropriate steps to ensure effective communication with all patrons, volunteers, and employees of the library. 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.

1.11 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, driver's license number will be used only for the purposes of identification and accountability for library materials. Information related to retrieve items are overdue or to collect 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. This information is used for system administration and to calculate usage statistics. No personal information collected is connected to usage information.

1.12 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 magazines, 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 running of the library's used bookstore, and special programs and projects. Volunteers may be recruited through McAllen Public Library Advocates member meetings and special events, through staff members, or by recommendation. 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 criminal background check and drug test, and may include a short interview. The library reserves

the right to decline the services of any volunteer without having to state reasons for such declination of services.

Volunteers shall work directly with and under the supervision of one primary staff member or designated contact who will guide them in their work. 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 funds raised by and through volunteer activities shall be used exclusively to benefit McAllen Public Library resources and activities. All donations received by volunteers or Library staff shall become property of the City of McAllen and handled in accordance with the McAllen Public Library Gift Acceptance Policy.

VOLUNTEER PLEDGE:

I will regard my assignment as a serious commitment. I understand that my volunteer work will take my full attention and I will not entertain friends or family while on duty. I will strive to be on time and will call the library or my designated contact if I am unable to arrive when scheduled. I will report to the appropriate Library staff member when I arrive and depart. If there is a question or problem, I will promptly seek assistance from the library staff or designated contact.

I will dress neatly, understanding that I am a representative of McAllen Public Library. Closed-toe shoes are recommended. I understand that if I do not come to work appropriately dressed, I may not be able to volunteer. I agree to treat Library patrons, staff, administration, and other volunteers with respect and courtesy and to follow all the policies and procedures of the library.

I have read and agree to abide by the above Volunteer Policy and Guidelines.

APPLICANT SIGNATURE: _____ DATE: _____

1.13 Bookstore Donations

revised: May 7, 2015

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 for purchased materials.

Donated materials will be received at the Welcome Desk and placed in the bookstore storage room as part of the Welcome Desk opening procedure and throughout the day as time allows. Donations must be neatly packed in standard cardboard boxes weighing no more than 30 pounds. Donations delivered in bags or other containers will not be accepted. Individuals who wish to donate more than four boxes of donations are strongly urged to make an appointment with bookstore staff, Monday through Saturday, 1:00-5:00pm. Donations of more than four boxes must be received through the library's loading dock and will be received Monday through Friday, 9:00am-11:30am and 1:00pm-5:00pm.

If the donor wishes, bookstore staff will provide a receipt for tax purposes. The receipt form will state the number of donated items. Neither bookstore nor library staff can assign a value to any materials donated.

At the discretion of bookstore staff, donated items for resale may be stored until the bookstore schedules a public sales event.

Proceeds from bookstore sales may support McAllen Public Library services and activities.

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.

2.00 Policies & Procedures-- Cataloging

Mission Statement

revised: November 1, 2011

The mission of the Cataloging Department is to provide current, complete, and accurate information regarding materials which are either in the library's collections or are accessible to library users through the online catalog or other Web-based information resources. Cataloging staff strive to meet and anticipate library users' queries and to be responsive to their specific needs.

2.1 The Elements of Cataloging

Revised: Oct. 19, 2010

The work of cataloging involves four main elements:

- Descriptive cataloging: bibliographic description of the title cataloged, including selection and formulation of access points.
- Subject cataloging: determination of subject content and selection of appropriate subject headings from a standardized thesaurus.
- Classification: organizing library materials according to their subject and assigning them a call number.
- Authority control: provides standardized access to names, subjects and series titles in the catalog.

2.2 Cataloging Standards

Catalogers maintain a current knowledge of national cataloging standards:

- Descriptive cataloging is performed according to the *Anglo-American Cataloguing Rules*, 2nd ed., 2002 revision.

Records in our local database cataloged before January 1981 reflect the cataloging rules in effect at the time. The Cataloging Department does not update these earlier bibliographic descriptions unless recataloging the entire record for some other reason.

- Subject headings are assigned according to Library of Congress Subject Headings (LCSH).
- Titles are classified by the Dewey Decimal Classification (DDC).

2.3 Sources of MARC Records

The Cataloging Department utilizes MARC catalog records from a variety of sources:

- The Library of Congress
- OCLC records retrieved with third-party Z39.50 client software (e.g., BookWhere)
- shelf-ready titles from vendors, such as Customized Library Services (CLS)
- acquisition-level records from current book jobber (e.g., Baker & Taylor)
- original input records created by catalogers.

2.4 Copy Cataloging

- Library of Congress MARC records and full-level member-library records derived from OCLC (or other reliable sources) are generally accepted as found. Catalogers verify that the record matches the item in hand and is essentially complete.
- Department staff checks questionable headings against local authority records or LC Name Authority File (NAF). They perform general proofreading and correct typos, mis-tagging or other obvious errors. They may revise or delete obsolete -- or inaccurate -- subject headings or subject subdivisions.
- Less-than-full records require adaptive cataloging to add or complete subject cataloging elements or upgrade descriptive elements.
- New and added records will have holdings information assigned in item records (whether a 949 field or the ILS vendor's proprietary field).

2.5 Original Cataloging

Catalogers generally create full-level records, but may choose to create minimal-level records if necessary. When creating records, catalogers verify authority-controlled headings in the catalog, LC Name Authority File (NAF) and/or LCSH.

In addition, catalogers will consult ancillary cataloging tools such as the *MARC 21 Format for Bibliographic Data* (or OCLC's *Bibliographic Formats and Standards*), the *Library of Congress Rule Interpretations*, *LC Subject Headings Manual*, the *CONSER Cataloging Manual* and *CONSER Editing Guide* for continuing resources (serials), etc.

2.6 Database Maintenance

Database maintenance is done routinely. Corrections and updates may be initiated by either Cataloging Department staff or public service staff (whether at Main or a branch library). Catalog maintenance helps to ensure consistency and reliability in catalog search results.

2.7 Material That Will Not Be Cataloged

For most collections, it is our policy not to catalog parts of single items: e.g., chapters of books, articles from journals (either photocopies or offprints), issues of a serial that do not have their own distinctive titles, or articles clipped from newspapers.

The Department may raise questions with library selectors about unusual material formats, such as spiral-bound items, workbooks, books with accompanying toys or sticker sets, coloring books, etc.

2.8 Departmental Procedures

The Cataloging Department has established a variety of procedures to ensure that it functions smoothly and efficiently. Catalogers maintain documentation on these procedures in several ways: departmental memos; informational memos; how-to's; and ready reference sheets.

The majority of our procedures are internal to the Department and do not directly affect public service staff; therefore they have not been included in this Policies and Procedures Manual.

2.9. Weeding Procedure

Cataloging weeds from the collection by request of the collection selector in accordance with CREW standards. Weeded items in good condition are given to the bookstore for sale.

STANDARD LIBRARY WEEDING POLICY

TO: All Staff

FROM: Michael Fisher, Assistant Director for Support Services; Kate Horan, Library Director

SOP: Main and Branch Library Weeding Policy

REVISED DATE: 2/14/2013

City Commissioners approved this policy on 2/25/2013

General Guidelines:

In order to provide a collection with value, quality, currency and usefulness to the community of McAllen, the library shall continuously and regularly examine the collection for material needing to be withdrawn.

Overall authority for weeding the collection shall lie with the library director, who mediates the process and serves as final arbiter and consultant in case of dispute or question. The director shall designate qualified personnel for both selection and weeding of material.

Materials weeded from the collection shall be disposed of in an appropriate manner deemed most beneficial to the library system and community. After withdrawal, weeded items may be given to the Library Advocates bookstore for sale to the public, given to the recycling department for recycling or disposed of as garbage, if recycling is not possible.

Weeding Criteria:

Weeding shall be done in accordance with *CREW* (Continuous Review Evaluation and Weeding) methodology and guidelines, as published and updated by the Texas State Library and Archives Commission.

McAllen Public Library has an annual weeding goal of 5% of the total collection, in accordance with *CREW* standards and recommendations.

The following material is subject to weeding: Materials in poor or unusable condition (if in demand, the library will seek to replace), unused copies, items in obsolete formats, material with dated or misleading information, and material that does not meet sufficient user interest (Interlibrary Loan may be used to satisfy infrequent demand in this case).

Weeding Procedure and Timeline (General Guidelines):

Weeding shall be a continuously-undertaken process, involving the following steps:

ACTIVITY: Selectors choose items to weed, and fill out weeding slips indicating reason for weeding, and recommended replacement (same title or newer title or edition).

TIMELINE: One-half-day to two days.

ACTIVITY: The director shall spot-check carts to make sure items for weeding conform to *CREW* standards and library policy. S/he makes sure items needing immediate replacement are targeted as a priority (e.g., current bestsellers) and corrects other problems.

TIMELINE: One-half hour per cart (but carts may wait for one or two days for workload considerations if the director is otherwise busy).

ACTIVITY: Weeded materials are added to a withdrawal list with the following information: Date added to the collection, date weeded, barcode, author, title, call number, price, reason for withdrawal and disposition.

TIMELINE: One to two days by hand.

NOTE: This shall be a hand-generated report until TLC can design a report that includes the information required. This will reduce the time needed and serve as a backup to the locally-generated list.

ACTIVITY: Item information is deleted from the collection database.

TIMELINE: Two to four hours.

ACTIVITY: Technical Services clerks remove all physical identifying information

TIMELINE: One-half day to one day per cart (Items designated for resale will take longer).

NOTES ON MEDIA (BELOW): Media shall follow the same activity and timeline as above, after carts are brought to Technical Services

ACTIVITY: The director shall review and sign off on media carts brought in for repair or replacement of missing disks. S/he shall spot-check carts to make sure items for weeding conform to CREW standards and library policy. S/he makes sure items needing immediate replacement are targeted as a priority (e.g., current DVD's). The Circulation Supervisor shall have previously included a form indicating the number of attempts made to collect unreturned disks. This form shall be attached to the item.

TIMELINE: One-half hour per cart (but carts may wait for one or two days for workload considerations if the director is otherwise busy).

ACTIVITY: Weeded media are added to a withdrawal list with the following information: Date added to the collection, date weeded, barcode, author, title, call number, price, reason for withdrawal and disposition.

TIMELINE: One to two days by hand.

NOTE: This shall be a hand-generated report until TLC can design a report with the required information. This will reduce time needed and serve as a backup to the locally-generated list.

ACTIVITY: Item information is deleted from the collection database.

TIMELINE: Two to four hours.

ACTIVITY: Technical Services clerks remove all physical identifying information from items.

TIMELINE: One-half day to one day per cart (Items designated for resale will take longer).

NOTES ON TIMELINES FOR BOTH PRINT AND NON-PRINT MEDIA: The above timelines are best-case. Material may take up to two to three weeks, depending on incoming material.

NOTES ON PRICING: It is customary library practice to use list price for the value of material. List price is a more accurate indicator of actual replacement cost than the discount price at the time of purchase. Discounts are temporary, especially for bestsellers. If an item is lost or damaged at a later date, discounts often will not apply.

The Fixed Assets Supervisor in Finance applies an average discount to library items that factors in outsourced processing costs. We recommend 27 ½%.

Weeding lists shall be synchronized with the City's fiscal year and submitted to the Finance Department monthly, quarterly or as the Finance Department may otherwise request for processing and posting.

3.00 Policies & Procedures--Acquisitions

Mission Statement

The mission of the Acquisitions Department is to determine the criteria for the expenditure and management of funds allocated by the City of McAllen for all library materials and services necessary for the operations of McAllen Public Library.

3.1 Budget Policies

A. Budget Development Policy

The library must submit a budget to the McAllen City Commissioners each year. The City Commissioners set the library expenditures through a review system by the City Manager and Finance Committee recommendation.

Assistant Director for Support Services under the direction of the Library Director is responsible for preparing revenue projections, an operating budget and a capital development budget for review by the Library Director.

B. Expenditure Policy

The Library Administrative Team establishes spending priorities and budgets for Library operations and capital development each year. Upon adoption of the budgets, the City Commissioners authorize expenditures from the library's operational and capital funds.

Assistant Director for Support Services under the direction of the Library Director monitors and authorizes all payments for goods and services for the library and its branches.

C. Library Financial Management Policy

The library is a component unit of the McAllen City government. The library accounts are maintained in accordance with accounting principles for municipal entities and are presented in the City's Annual Financial Report.

The Assistant Director for Support Services under the direction of the Library Director is responsible for the execution of the bookkeeping, record keeping and reporting procedures.

Library Funds are managed in accordance with applicable laws, regulations, and policies.

D. Procurement Policy

Procurement applies to the contracting, leasing and purchasing of land, equipment, furniture, furnishings, supplies, services, works of art, or other property on behalf of the library. It does not apply to the acquisitions of books, materials, electronic information resources, permanent works of art, or other items for the library's collections.

Procurement activities are based on standards of purchasing ethics and practices of the City of McAllen and the State of Texas.

E. Insufficient Appropriations

There shall be no purchases for items where there is no appropriation.

F. Unpacking Procedures

The shipment is checked against the packing slip to verify receipt of ordered items and is initialed and dated by Acquisitions staff for inclusion in the Purchase Order process.

G. Claims

All invoices shall be paid in accordance with guidelines established by the City of McAllen.

H. Purchase Orders

A Purchase Order is required for all purchases except the following:

- Small Purchase Orders
- Credit card
- Utilities
- Telephone Service

Purchase orders are authorized for payment through the City of McAllen's Purchasing / Contracting and Finance Department by the Assistant Director for Support Services under the direction of the Library Director.

3.2 Purchasing and Contracting

The Acquisitions Department will comply with all City of McAllen, County, State, and Federal law requirements when purchasing library materials using procurement cards or requisitions/purchase orders. The department will ensure fair and open competition among bidders and vendors in order to experience the most value for each dollar spent and to purchase quality materials and services in proper quantities.

3.3 Cash Handling

The Acquisitions Department will maintain strong internal controls for cash collection in order to prevent mishandling of city funds and to safeguard and protect employees. The responsibilities of employees involved in cash handling are defined by the department.

3.4 Materials Management

Acquisitions staff will manage the receipt and distribution of all items purchased and maintain accurate and timely inventory of items in the department in the following categories: photocopier supplies, office supplies, janitorial supplies, and operating supplies.

3.5 Equipment Repair Calls

The acquisitions department administers all requests for equipment repair, installation and removal of equipment and all equipment billing. This includes but is not limited to copy machines, microform reader printers, and telephones.

3.6 Collection Development

A. The Acquisitions Department supports the following collection development objectives: (1) to provide the open exchange of ideas through free access to information; (2) connect a culturally diverse population with the global community; (3) to provide for the research and information needs of McAllen and surrounding areas by assembling, preserving and administering a collection in a variety of formats; (4) Support the "Library Bill of Rights and "Freedom to Read" statements; and (5) encourage continuing education by promoting the use of all library resources.

B. Criteria for Selection: The process of selection, acquisition, and organization of library materials is a cooperative venture. Library staff rely on a variety of sources for selection including reviews in professionally recognized literature, book lists by recognized authorities, popular reviews and bestseller lists, and recommendations of staff and patrons. Other criteria to be considered are cost, balance, value, demand,

format, regional interest, authority of the author and reputation of the publisher, relevancy of subject, organization and style, good quality illustrations, durable binding and paper, and language.

C. Instructions for ordering materials: Librarians will be designated as selectors for the different collections of the library. These selectors are responsible for choosing materials for their areas of assignment and for inputting those orders into the library acquisitions system.

D. Special Collections: McAllen Public Library maintains special collections that include but are not limited to the genealogy/local history and reference collections.

E. Gifts and Memorials: McAllen Public Library encourages and welcomes donations of used or new books and AV as well as funds for the purchase of library materials. Used books in good condition may be added to the library collection and will be governed by the same principles and criteria used to select materials purchased for the library. The library retains unconditional ownership of gifted material and conditions cannot be imposed on any gift after it has been accepted by the library. The library reserves the right to decide how to use and/or dispose of the gift.

The library accepts monetary donations for the purchase of library materials to honor the memory of individuals or celebrate a special occasion. Bookplates are placed in the materials acknowledging the honoree and the donor. Notification is sent to the memorial family or the honoree when the item has been received and processed for library use. Memorials will be weeded using the same criteria as all other library materials.

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

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

Reconsideration forms are available from Public Services staff. When a patron wishes the library to discard or reclassify a book or item of non-book material, he or she fills out the "Request for Reconsideration of Library Materials" form [below]. The form is sent to the office of the library Director who assigns a committee of librarians to review the item. The committee will evaluate the request form, any available reviews, and the item to determine if it meets the library selection criteria and collection development guidelines. The committee will make a recommendation to the library Director, who will review the material, related items, and the committee recommendation, and present to the Library Board for a final decision regarding the disposition of the challenged item.

Request for Reconsideration of Library Material
McAllen Public Library

Title: _____
Author: _____
Publisher: _____
Format: Book Video Audio Magazine

Your Name: _____
Address: _____
Email: _____ Telephone: _____

Do you represent: Yourself
 An Organization (name) _____

1. Did you read/view/hear the entire work? If no, what parts?
2. To what in the work do you object? Please be specific.
3. What do you feel might be the result of reading, viewing, or hearing this work?
4. For what age group would you recommend this work?
5. What is good about the work?
6. What reviews have you read or heard on the work?
7. What do you believe is the theme of the work?
8. In its place, what work would you recommend that would convey as valuable a picture and perspective on the subject treated?
9. Other comments:

Signature: _____ Date: _____

4.00 Policies & Procedures—Processing

Mission Statement

revised: October 4, 2010

The mission of the processing department is to oversee the preparation, preservation, and maintenance of all materials, while fostering an atmosphere of participation and communication between staff and providing the best product to our patrons.

4.1 Procedures

The library acquires materials in a variety of formats, both printed and audiovisual. This material represents a considerable investment of money. The Processing Department strives to prepare items for public use in such a way as to maximize their lifespan, as well as to make them look attractive on the shelf.

The Department has established procedures governing initial preparation of material (labeling, laminating of paperback books, jacketing) as well as maintaining and preserving items previously added to the collection (relabeling, mending). The library does not cover books, laminate papers, or mend old books for the public.

4.2 Labeling

Books are labeled in the following manner:

1. Labels are generated with label printing software, based on bibliographic records extracted from the Integrated Library System's Cataloging module.
2. Labels are attached to the book jacket or spine 1" from the bottom. If the book is too narrow to allow the complete label to be visible, the label can be put on the upper left corner of the front cover.
3. Relabeled books: Old labels should be removed, if possible, and the new one put in its place. If the old label cannot be removed, the new label is placed *over* it to hide the old label.
4. After labeling, books are sorted into stacks for: laminating, and plastic jackets.
5. Books are taken to the areas marked for each process and should never be placed in any other area.

4.3 Mending

Mending should proceed in an orderly, step-by-step manner. All books should be inspected and sorted according to work needed. A work slip must be placed in each book, listing the repairs to be made. Books which are very old or in very poor condition should be put aside for evaluation to determine if they are worth mending. If not worth mending, they should be withdrawn.

4.4 Memorial and Gift Plates

The second page of the book is used for the positioning of memorial plates or gift plates. Please place these as instructed above. If the book's format forbids such placement, gift plates are placed as near to the front of the book as possible, either by hinging in an extra page or by utilizing blank areas on the front pages.

5.00 Policy and procedures—Marketing

Mission Statement

revised: November 12, 2010

The Marketing Department promotes library resources, new and traditional services, special events and the library's Meeting Center through a variety of digital, print, and social media.

5.1 Publications

The library produces various publications in order to communicate with the public on a wide range of topics, from upcoming events to changes in policy.

Official publications are defined as print- or web-based documents produced by staff and submitted to the Marketing Department for review, revision, and approval. Official publications might include flyers, brochures, calendars, bookmarks, web graphics, signage, and so on.

In many cases, Marketing initiates the production of publications, applying the same professional standards to its own documents as it does to those initiated by other departments.

The review, revision, and approval process is established by the following workflow:

1. Staff member creates first draft of publication and saves it in the appropriate folder on the shared network drive, accessible to all library staff.
2. Department/immediate supervisor reviews and revises draft on the network drive.
3. Department/immediate supervisor alerts Marketing to the publication needing review on the network drive. No need to send hardcopies.
4. Marketing reviews, revises, and approves publication on library's shared drive. Scope of approval: content and design.

5.2 Online Communication

The library maintains an active, coordinated online presence through its official website, catalog, and social media (Facebook, Twitter, Smugmug, and other social media platforms), utilizing them to communicate with the public in an accurate and engaging manner.

Official library sites are maintained by the Marketing Department.

Online communication encompasses visual, textual, and auditory content created by the library. Marketing produces original content through available technologies and according to professional best practices.

5.3 Meeting Center Guidelines and Brochure

Meeting Center Guidelines, full-color brochure, and reservation request are available online by going to the library's website (www.mcallenlibrary.net) and clicking on the Meeting Center link, or by going directly to: <http://www.mcallenlibrary.net/services/meetingcenter.aspx>.

6.00 Policies & Procedures—Reference

Mission Statement

revised: May 15, 2014; rev. 12.11.2014

The Reference Department of the McAllen Memorial Library serves our community by searching for and sharing information on topics of local interest and in response to questions from members of our community. We develop a collection of materials and sources upon which we rely to provide accurate, current and relevant information. Those materials may be in any format the library supports. Questions may be asked during in-person visits or via telephone calls, email, mail or through our website.

6.1 Patron Requests for Purchase

The McAllen Public Library welcomes purchase suggestions from our users. Patrons who wish to suggest the purchase of a book, periodical or audiovisual item that we do not own should talk with a reference staff member. The reference staff member will record information about the item and the contact information for the person requesting the purchase and forward it to the appropriate selector for consideration.

Library staff will give reasonable consideration to all suggestions. However, not all suggested items will be purchased.

6.2 Circulation of Reference Materials

Generally, reference materials do not circulate. However, selected reference titles may be checked out for short term use, at the discretion of the librarian on duty. Patrons' desire to use reference material off-site must be balanced with the general expectation of users that reference books will be available in the library. Other factors, such as the item's rarity, price and condition will also be taken into account. All requests to borrow reference materials are to be directed to the reference librarian on duty at the time.

6.3 Proctoring of Examinations

The McAllen Public Library Reference Department provides examination proctoring services during Library hours. Exams are proctored by the professional librarians according to the availability of personnel and resources. Users are required to make advance arrangements with the staff. This service is available at all locations within the library system at no charge. Photo identification is required of all students using the library's proctoring service. The college, university or school offering the examination may have other requirements which will be followed as closely as possible by the library.

6.4 Tax Forms

The library provides a limited variety of tax forms from the Internal Revenue Service free of charge from January 2 to May 31. Library staff will help patrons acquire from the IRS website forms the library does not carry. A printing fee may be required. Library staff is not authorized or trained to give tax advice.

The Reference staff will oversee the ordering, displaying, and maintaining of tax forms. Tax forms which are available in the library are displayed in an updated chart on the library's website.

6.5 Resources for the Visually Impaired

Resources available for the visually impaired patron at McAllen Public Library include large print books, and the Talking Book Program, a talking book service. In addition, onsite aids help make library services more accessible.

Large Print Books

The library has many large print books, including fiction and nonfiction titles. The majority are complete, unabridged editions of the works of popular authors.

Talking Books

The library offers a talking book library in partnership with the Talking Book Program of the Texas State Library and Archives Commission. The program provides free library service to Texans of all ages who are unable to read standard print material due to visual, physical, or reading disabilities, whether permanent or temporary. We provide application materials for the program, and can forward completed applications.

Onsite Aids

The library provides various sizes of magnifying glass to assist in reading books and personal materials.

6.6 Obituary Requests

The McAllen Public Library offers patrons a free obituary research service in connection with our archived collection of *The Monitor*, McAllen's daily newspaper, on microfilm. Requests are responded to as soon as possible in the order they are received.

Obituary requests may be submitted by:

- Email: genref@mcallen.net
- Phone: (956) 681-3060
- Online: <http://www.mcallenlibrary.net/research/obituaries>

Patrons are asked to limit their requests to a maximum of four obituaries at a time and to provide the following information:

- Requestor's name
- Requestor's mailing address
- Requestor's phone number
- Requestor's email address (optional)
- Name of the deceased
- Birth date of the deceased
- Death date of the deceased
- Location of death (city and/or county)

If an obituary is found, a copy will be sent gratis by the means which suits the patron:

- Email
- Mail

6.7 Referrals

Library staff welcomes all questions, but some may require professional expertise beyond what staff can reasonably provide. In those instances, referrals to outside agencies will be made, as appropriate. Generally, library staff are not trained or authorized to:

- give financial, tax, legal, or medical advice
- evaluate antiques or other possibly valuable items
- provide in-depth translation services
- fill out forms or applications for patrons
- provide professional proofreading

6.8 Study Rooms

Study Rooms at McAllen Public Library are intended primarily for individual and group study and small meeting purposes. Patrons may reserve study rooms at all three McAllen Public Library locations in one four-hour block of consecutive time. Patrons are limited to *one use* of a Study Room per day as either an individual or as part of a group.

Latecomers beyond fifteen minutes will forfeit their reservation. Due to high demand, Study Room time is not renewable. No Study Rooms will be reserved within 30 minutes of closing. Users are asked to finish their work and vacate the Study Rooms 15 minutes before the library closes.

No room may exceed the maximum stated occupancy listed below.

Study Room users are expected to conduct themselves in a courteous manner. Rooms are not soundproof; persons using amplified presentation devices are expected to do so in a way which does not disturb other study room users or library patrons in

general. Discussions should take place at quiet conversational levels. Lights must be kept on at all times and appropriate behavior in a public space is expected. Repeated failure to follow study room policies may result in losing the right to use a Study Room.

Patrons are expected to clean up, remove trash, and wipe the whiteboard (if used). Those who leave rooms untidy may lose future study room privileges.

Children 10 years and younger must be accompanied by an adult or responsible guardian in the Study Rooms.

At the Main Library, patrons may reserve study rooms daily on a first come, first served basis at the North Information Desk, South Information Desk, Children's Service Desk, and Teen Service Desk. Patrons may call ahead for a *same-day* reservation of a study room. Covered beverages are permitted in the Study Rooms. Food of any kind is not permitted in the Study Rooms. Glitter, glue, paint, and any other substance that might cause damage to the carpet or tables are prohibited. Patrons who leave their Study Rooms for more than 15 minutes risk losing their Study Rooms. The Main Library offers fourteen study rooms for patron use:

- Study Rooms 1, 2, 3, 6, 7, 8, 10, 11, 13, and 14 accommodate one to four persons.
- Study Room 9 accommodates two to six persons.
- Study Rooms 4, 5, and 12 accommodate four to eight persons. Due to high demand, a minimum of four people is required to book these rooms.
- If a four-person Study Room is not available, users are encouraged to visit the Quiet Reading Room or use one of the many tables positioned throughout the library.

Lark Branch and Palm View Branch patrons may reserve study rooms up to two weeks in advance at the Lark Branch or Palm View Branch Reference Desks. Water is permitted in the Study Rooms. All other beverages and food of any kind are not permitted in the Study Rooms. Each Branch location offers two Study Rooms for patron use:

- Study Room A will accommodate one to fifteen persons.
- Study Room B will accommodate one to twelve persons.

7.00 Policies & Procedures—ILL

Mission Statement

Revised: August 5, 2014

Interlibrary Loan (ILL) is the process by which McAllen Public Library requests materials from, or supplies materials to, libraries outside of our library system. The library provides Interlibrary Loan service in order to enhance and extend the resources available to its users. Because the library cannot purchase or subscribe to every useful resource, Interlibrary Loan is an essential part of its mission to meet the informational needs of the community.

7.1 Interlibrary Loan Defined

An interlibrary loan is a transaction in which library material, or a copy of the material, is made available by one library to another upon request. The purpose of ILL is to obtain library material not available at McAllen Public Library and, in some instances, to lend material found at McAllen Public Library to other libraries.

ILL service is essential to the vitality of libraries of all types and sizes as a means of greatly expanding the range of materials available to users. Lending between libraries is in the public interest and should be encouraged. ILL should serve as an adjunct to, not a substitute for, collection development at the local level.

ILL is offered to all registered borrowers in good standing with the library. ILL is transacted only from library to library. Individual patrons from other libraries wishing to borrow an item from McAllen Public Library should make their requests through their own library.

7.2 Materials That May Be Borrowed Through ILL

As a mutual exchange of library-owned material, Interlibrary Loan consists of material borrowed by McAllen Public Library for its patrons, and material borrowed *from* McAllen Public Library to another library for its patrons.

Material Borrowed By MPL for its Patrons

A loan or a copy of any material may be requested from another library, but the lending library will decide in each case whether or not a particular item can be provided.

Though patrons may ask, some libraries may not lend the following types of materials:

- Newly published material
- Old, rare or valuable material
- Reference, Texana and genealogical material
- Entire issues of periodicals
- Material in high demand at the lending library, including but not limited to, curriculum materials or textbooks

Material Borrowed From MPL to another Library for its Patrons

A loan or a copy of any material owned by MPL may be requested by another library, but MPL will decide in each case whether or not a particular item can be provided.

Material that may NOT be borrowed by other libraries:

- Reference and genealogical material including microfiche and microfilm
- Entire issues of periodicals
- Material in high demand

Interlibrary Loan requests are accepted in person at all three McAllen Public Library locations. You may submit your requests online from the library's website. You must have a valid McAllen Public Library card and know your four digit pin number to place a request. Patrons with library accounts from other Hidalgo County libraries will be directed to place Interlibrary Loan requests with their home library.

Patrons are limited to 6 active requests (filled or pending) at any given time through ILL. We do not currently charge any fees for Interlibrary Loan, unless they are assessed by the lending library. Photocopies of articles are often provided free of charge or for a minimal fee. Fines for overdue ILL materials are \$0.10 per day, with a 3-day grace period. If an item is lost or damaged, you are responsible for the replacement cost, plus any additional processing fees assessed by the lending library.

The length of time involved in obtaining a loan or photocopy can vary considerably. We have no control over how long another library will take to fulfill your request. However, most materials can be obtained within two weeks to two months after your request is submitted. Be sure to submit requests well in advance of your need of them. You will be notified by telephone, e-mail or by regular mail, when the material arrives. ILL materials ready for pick up are held at the circulation desk for seven days. If we are unable to fulfill your request, you will receive notification of the unfilled status only by email.

The lending library determines the loan period and renewal policy for its materials. You can expect to keep most materials for two weeks. Interlibrary Loan is essential to the vitality of our resource sharing system. Borrowing materials from other institutions is a privilege. Occasionally, libraries will lend materials with certain restrictions, such as in-library use only, or a shorter check-out period, or no renewal. Our library respects all restrictions placed on materials by the lending library. Users are expected to honor due dates and comply with any restrictions stipulated by the lending library. ILL relies on consideration and good will. When ILL materials are not returned promptly, it reflects poorly on the borrowing library, and some lenders may stop lending materials to the offending library. Please return your ILL materials on or before the due date written on the ILL book band.

ILL materials must be returned to the library location where patron first picked them up so that paperwork can be cleared before they are returned to the lending library. Do not return ILL materials in the book drop. Please return them to the circulation service desk.

The lending library decides on a case by case basis whether or not to renew. If you should need to make a renewal, you must contact the ILL office three days before the due date, and we will make a request for renewal. You will then be contacted regarding the lending library's decision. Lending libraries will not grant renewals for overdue books. Any items not granted renewal must be returned by the due date or you will be subject to fines. Media materials (DVD & CD formats) are loaned for 2 weeks only with no renewals.

Although we attempt to fulfill almost any request, the following types of materials are often difficult (or impossible) to obtain through Interlibrary Loan:

- Recently published books (less than 6 months old)
 - Entire volumes or issues of periodicals
- Reference works
- Rare books or original manuscripts
 - Audio books, videos, DVDs or computer software
 - Some doctoral dissertations and masters theses
- Genealogy materials are extremely difficult to acquire, but we are usually able to obtain photocopies (30 page maximum)
- Some microfilm is available, but usually involves a lengthy wait due to limited availability

All Interlibrary Loan services are governed by the American Library Association Interlibrary Loan Code, national and regional agreements, and the Copyright Law (PL 94-553).

7.3 Copyrighted Material

The Copyright Law of the United States (Title 17, United States Code) governs the making of photocopies or other reproductions of copyrighted material.

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 judgment, fulfillment of the order would involve violation of copyright law.

8.00 Policies and Procedures—Circulation

Mission Statement revised: 2/17/2012; 11/27/2012; 02.12.2015; 03.13.2015

The mission of the circulation department is to provide the quick and efficient access of materials to the greatest number of people in a welcoming, interactive environment that respects diversity and ensures privacy of patron information.

8.1 Applying for a Library Card

Library cards are available free of charge when an Online Borrower Registration Form is filled out, then verified in person with the required documentation. A parent or legal guardian must verify the account of a juvenile cardholder, 17 years or younger.

To get a library card:

- Fill out and submit the Online Borrower Registration Form
- Upon submission of this form, you will receive a provisional account, then visit any library location and present your identification to complete the registration process.
- Account verification requires that you present both your government-issued photo ID (U.S., Canada, or Mexico), and proof of your current U.S. mailing address, such as a utility bill, mailed envelope, or rent agreement.
- You must register a PIN and an email address for all new card registrations and card renewals. Borrowing privileges must be renewed annually with a government issued ID. Account parameters, such as address, phone number, and email address, will be updated annually.
- Cards not used for three years will be considered inactive and be purged from the library patron database.

Either your library card or Texas State ID is required for all transactions concerning library books and materials. Each registered borrower assumes full responsibility for the materials and fines charged to the card.

Card Fees

Address change and name change: no fee

Replacement card(s): \$3.00

8.2 Loan Guidelines

There is a limit of 25 books you can check out, and there is a maximum of 12 audio/visual items you may have on your card at any one time in any combination of the following, with a limit of three (3) renewals.

Books (hardbacks or paperbacks)	25 per card
DVDs/Blu-Rays	4 per adult card*
Music CDs, audio books on CD	4 per card

*Juvenile cardholders cannot borrow DVDs or Blu-Rays.

8.3 Fines and Loan Periods

Fines apply as listed below. Overdue notices are sent via email and postal service (depending on patron account setting) for items 14 days overdue at intervals of 14 days, 28 days, and 42 days. Borrowing privileges will be blocked if fines equal \$1.00 or more, with a maximum fine of \$2.00 per item overdue. Patrons will be billed for items not returned. If an item is not returned in 30 days, the item is considered lost and full replacement cost, plus a \$5 processing fee per item, is charged to the patron. The patron will be notified of the full replacement cost by postal service. Delinquent accounts may result in legal action.

Children's accounts will be linked to their parent's or responsible adult's patron account. All linked accounts will be blocked if any one account in the linked accounts is not in good standing.

Cardholders whose patron accounts are not in good standing will be blocked from logging into any public computer station using their library card.

Type of Item	Loan Period	Fine (per item)
Circulating books	2 weeks	\$0.10 per day
CDs, audio books	2 weeks	\$0.10 per day
DVD/Blu-Ray	1 week	\$0.50 per day

8.4 Payment of Fines – updated 02.11.2015

The library will accept the following forms of payment for fines accrued:

- Cash – Bills larger than \$20.00 will not be accepted
- Personal checks made out to the “City of McAllen” or “McAllen Public Library” for the exact amount of the fines being paid
- Credit cards and debit cards are not yet accepted.

8.5 Returning Items

Items checked out from any library location may be returned to any library location. If, for instance, you checked out a book at the Palm View Branch Library, you are free to return it at the Main Library or Lark Branch, whichever location is most convenient for you.

There is a book drop accessible from the exterior of all library locations. Library patrons are strongly encouraged to use the drive-up book drop at the Main Library, located on the north side of the building (Orchid Street). The 24-hour drive-up book drop is programmed to receive and check in library materials when items are inserted one at a time. Children’s items that circulate in oversize bags may not be returned in the 24-hour drive-up book drop. Patrons must return those items inside the building.

8.6 Managing the Library Account

You have access to your personal library account by clicking “My Account” on MPL’s online catalog. Enter your Library ID, which is your 6-digit library card number (starts with a "P"), and your PIN. If you do not know your PIN, visit the circulation desk of any library location, and staff will assign one to you in person. Library staff may not assign a PIN by phone. You may review items currently checked out on your library card, overdue and lost items, and outstanding fines. (Fines will not be posted to your online account until items are returned or renewed.) A subset of the “My Account” functionality is available through the LS2 Mobile Android and iPhone apps.

- You may renew items three (3) times, as long as they are not overdue and not on hold for someone else.
- You may review the status of titles you have placed on hold and cancel holds on items you no longer need.

8.7 Renewing Items

Most items may be renewed. You may renew items in one of three ways:

- By accessing your account through the online catalog before the due date.
- By bringing them in person to the library.
- By telephone (during operating hours) with your library card number.

Materials may not be renewed for which there are pending holds or reserves. If the item you renew is overdue, a fine will be posted to your record.

8.8 Requesting Items

You may place a hold on an item free of charge by logging into your account through the online catalog or LS2 Mobile app and locating the item through the catalog's search engine.

- Select the library location where you want the item sent.
- You will be notified by telephone or email when the item is available for pick-up.

If you need help with our hold services, please contact the library location where you intend to pick up the item.

8.9 iDiscover LearnPad Loan Program

Through an Impact Grant from the Texas State Library & Archives Commission, McAllen Public Library has acquired 15 LearnPad tablets for in-house use at the Main Library.

1. Only current McAllen Public Library account holders in good standing may borrow a LearnPad tablet for use in-house. "Good standing" is defined as a non-expired library card account and any attached accounts having fines and fees of less than \$1.00 and no blocks.
 - The account holder must be 18 years of age or older.
 - The account holder must present his/her actual library card.
 - In addition, borrowers will be required to leave a current government-issued photo ID (U.S., Mexico, Canada) at the Circulation desk during the LearnPad loan period.
 - Only one checkout of a LearnPad per day per cardholder will be permitted regardless of total time actually used.
 - LearnPads will be checked out at the Circulation desk.
 - LearnPads may be checked out for up to 3 hours, depending on library hours and time of use.
 - A LearnPad may not be placed on hold. Available LearnPads will be obtainable on a first-come, first-served basis.
 - LearnPads may be unavailable at times due to use for library programming.
2. LearnPad tablets are pre-loaded with digital resources selected by library staff for their quality, authority and reliability. United States Copyright Law (Title 17 U.S. Code) prohibits the unauthorized reproductions or distribution of copyrighted materials, except as permitted by the principle of "fair use." This includes most digital information resources.
 - LearnPad borrowers are prohibited from downloading content onto the tablet.
 - LearnPads must remain inside the library at all times and may not be taken past the security gates. Leaving the library building with a LearnPad will be considered theft of library property by McAllen Public Library and will be reported as such to the proper legal authorities.
 - The LearnPad Borrower Agreement must be read with each in-house use. Users must sign a log, acknowledging responsibility for lost, stolen or damaged equipment.
 - Once a LearnPad is checked out to a cardholder's library account, it becomes the sole responsibility of that cardholder per the Borrower Agreement.

- Cardholders are responsible for complying with the library's policies on computer and internet use. These documents are available upon request.
3. Do not leave a checked-out LearnPad unattended. Library staff is not responsible for checked-out LearnPads.
 - Be careful with the LearnPad. Keep it safe from water and other liquids and take care not to drop it.
 - Immediately report to library staff any loss of, or damage to, a LearnPad.
 - Do not attempt to troubleshoot problems with the LearnPad.
 4. LearnPads must be returned to the Circulation desk no later than 30 minutes before the library closes. The cardholder must remain at the Circulation desk until staff verifies that the tablet has been returned without damage, checked in and cleared from the cardholder's card and the Borrower Agreement is signed and dated, confirming its proper return.
 - A LearnPad may not be returned to an unattended service desk. A fee of \$25.00, in addition to any other accumulated fees or fines, will be charged for this type of return.
 - Overdue fees will be charged for LearnPads not returned by the specified time to the Circulation desk at a rate of \$5.00 for every 60 minutes overdue.
 - If a checked-out LearnPad is not returned to the library within 2 days, it will be considered lost, and the patron account will be charged \$25.00.
 5. The library reserves the right to update and change this policy at any time without notice. It is the responsibility of the cardholder to read and accept the current version of the Borrower Agreement and LearnPad Patron Terms of Use.
 - The library reserves the right to refuse service to anyone who has abused equipment, has been late in returning a LearnPad or any other reason.

9.00 Policies & Procedures—Children’s Services

Mission Statement

February 9, 2012

The children’s department is dedicated to providing access to materials, resources, and professional guidance to meet the intellectual, educational, and recreational needs of children and all users of the department.

Objectives:

- Introduce as many children as possible to the public library environment in order to cultivate lifetime readers and library users.
- Provide children with easy access to current information and quality literature in a variety of formats.
- Provide complete and accurate answers to reference questions to all patrons.
- Provide informative and entertaining programs that encourage the use of the library or enhance cultural awareness.
- Serve as a social gathering space to encourage the exchange of information and resources.

9.1 Unattended Child

The Children's Department welcomes and encourages all children to use our facilities and services. The library is free and open to unaccompanied children who are independent enough to use our resources properly for their intended purpose. However, the responsibility for the care, safety and behavior of children using the library rests with their parents or guardians at all times

Children 10 years of age and younger must be accompanied by a responsible guardian at all times. This includes those left in the care of an older child. Children 10 years of age or younger may not be left in the department without a responsible guardian under any circumstances. A responsible guardian is considered to be an individual who is at least 16 and who can successfully meet all the needs of the child.

Children between the ages of 11 and 15 should not be left unattended in the library for extended periods of time. Attendance at library programs, browsing for recreational reading and afterschool use of the library for homework and study are encouraged and considered appropriate. The library considers 3 hours (depending on the age and conduct of the child) to be an appropriate stay in the library. Children age 11 and older must be able to reach a parent or responsible guardian immediately either in person or by phone. Parents/ Guardians may be notified and asked to pick up and/or provide supervision for their child.

The library does not take responsibility for the supervision or safety of unattended children.

If it is determined that a child is lost or unattended a staff member will bring the child to the Children's Services Supervisor or, if unavailable, to the children's services staff. The Children's Services staff member will try to locate the parent or responsible guardian by asking the child where the parent is, by walking around the library with the child, and by paging the parent over the public address system. If the parent is not found in the building, the child is considered "abandoned."

9.2 Abandoned children

An abandoned child is defined as:

- A child 10 or younger who is left in the library without a responsible guardian at any time
- A child 11-15 who remains at the library after closing
- A child whose parents have been contacted but have not picked the child up within an hour or attempted contact within one hour of the library's phone call.

Parents should be aware of the library's hours of operation, bearing in mind circumstances may require an unexpected closing of the building. If staff determine a child to be abandoned, the following steps will be taken:

- The librarian will try to obtain the necessary information in order to contact the parent or guardian.
- Every attempt will be made to contact the parent or guardian, but the library reserves the right to contact police to report an abandoned child.
- Under no circumstances will a staff member transport a child to another location.

9.3 Disruptive Child

The Children's Department encourages exploration and creativity. However, disruptive behavior is not tolerated in any form by any patron. Disruptive behavior can be defined as:

- Behavior that disturbs or endangers the well-being of library patrons, staff, or the disruptive child herself
- Behavior that results in damaged property
- Behavior that interferes with library services

The disruptive child and his parent or guardian will be given a warning and told if the behavior continues they will be asked to leave. If the disruptive behavior continues, a staff member will inform the parent or guardian and the child and his parent or guardian may be asked to leave the library.

9.4 Ill or Injured Child

Children who are ill may be asked to leave the library if Children's staff determines that it poses a risk to other patrons. Children who are home sick from school should not be in the library. This includes all children of school age.

The Safety Officer and the ADPS will be notified of any incident that involves 911 or emergency personnel. A report will also be given to the Director.

9.5 Collection Development of Children's Department Material

An up-to-date, attractive and useful collection is maintained through continual review and replacement process. Replacement of worn volumes is dependent upon current demand, usefulness, more recent acquisition, and availability of new editions. Materials are judged on their own literary and artistic merits, popular demand, and their contribution to the balance of the total collection and their suitability of content and vocabulary to the age of the readers.

Easy Picture Books

The Easy collection is comprised of picture books of interest to all ages. Because the illustrations are the predominant feature, they are generally designed for adults to read to children. Although most books are designed for the young child, there are a growing number of books that are specifically written and illustrated for the older child. All picture books regardless of intended audience will be included in this area of the collection.

Beginning Readers

Beginning readers are intended for Kindergarten through early 3rd grade. These books are characterized by a controlled vocabulary, large print, heavy use of illustrations and a limited number of pages. Books in this area will be subdivided into E1, E2, and E3. E1 readers are intended for emergent and early readers. E2 readers are intended for intermediate readers and those who are starting to read on their own. E3 readers are intended for advanced readers and those making the transition to chapter books.

Juvenile Fiction

This area of the collection serves independent readers who are typically 2nd -5th grade. The books feature age appropriate vocabulary and subject matter. The books have a limited number of pages and very few illustrations.

Juvenile Non-fiction

The juvenile non-fiction collection includes materials to serve the informational needs of children of preschool through middle school age. The subject matter, vocabulary and content is age-appropriate. Often this collection is also used by high school and adults who need basic information on a subject.

Withdrawing Materials

Withdrawing of materials is done by the cataloging department. The Children's Department Supervisor will determine which books are to be withdrawn from the collection.

Selection

Materials for the Children's Department are selected to serve the specialized needs of children from birth through middle school. Materials shall be selected using professional review tools and should attempt to create a collection which emphasizes the goals and mission statement of the department.

Challenged Materials

Although materials are carefully selected, there can arise differences of opinion regarding suitable materials. Patrons requesting that materials be withdrawn from or restricted within the collection may complete a "Reconsideration of Library Material Form" that is available in the library. The completed form will be reviewed by the appropriate staff and a decision made on whether to withdraw, change to another part of the collection or take no action.

9.6 Patron Computer and Internet usage - revised 12.11.2014

Not all information on the Internet will be appropriate for all ages. Parents or responsible guardians are accountable for information accessed by their minors via the Internet and ensuring their safety. This includes electronic mail, chat rooms, and other forms of direct or indirect electronic communications. As with other library materials, the child's use of the Internet is the responsibility of the parent or responsible guardian.

Internet access will be available on a first come, first served basis with an allotment of up to 1 hour per session. Computer users are required to log in with a current library card and PIN for a 1 hour session. Library card users are permitted a maximum use of 2 hours per day.

The library encourages all patrons to register for a library card. 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 government-issued photo identification (U.S., Canada, Mexico). The library reserves the right to limit Internet access at certain peak usage periods such as after school, school breaks and summer months in order to provide free and equitable access to all.

Children's staff are authorized to take swift and appropriate action to enforce the rules of conduct or to prohibit the use of the Internet to comply with the library's "Internet Acceptable Use" policy. The viewing of inappropriate material as determined by Children's staff will result in a termination of Internet usage and possible permanent restriction. Specific websites are restricted by filtering software. Staff may ask computer users to exit certain programs and sites such as Facebook and YouTube.

The computers in the Children's Department are solely for the use of Children and their parents. Usage may be restricted during weekends, school recess, and periods of high usage. Computer usage is highly discouraged during programming and may be restricted immediately before, during, and immediately after programming.

9.7 Non-book donations

Non-book donations specific to programming needs will be accepted. Donation requests should be presented to the Children's Services Supervisor before approaching a person, vendor, or business. The appropriate Donation request form should be filled out stating the item being requested, the vendor or business the item is being requested from, Contact information, approximate value of item and the program the item is intended for. Donation request forms should be submitted 2 weeks prior to the event or program, allowing more time if possible.

9.8 Courtesy Use of Phone

The telephone at the Children's Service Desk is to be used by patrons 11 and under for emergencies only. Emergency use is discretionary to the staff working the Public Service Desk. An emergency is generally considered to be one of the following:

- Patron has been left by their ride
- Patron has a homework-related need.
- Patron needs more time to use the computer, do research, etc.

9.9 Adult Use of the Juvenile Collection

Adults often need to use Juvenile or Teen collection materials for their children or a legitimate purpose. Adults visiting the Children's Department that are not in need of children's materials or not accompanied by a child may be asked to leave.

9.10 Adult Books for Children

Children may check out adult books for leisure or for scholarly purposes. A child who asks about an adult book while in the Children's Department should be taken by a Children's Services staff to the Adult Reference desk. A child does not have to ask a Children's Services staff for help if he is comfortable finding the adult material on his own.

9.11 Bulletin Board/Displays

The bulletin board and display shelves serve as display areas for the Children's Department and may be used by other groups at the sole discretion of the Children's Services Supervisor. Display plans for outside groups must be approved prior to exhibition with no exceptions. All displays should be literature or library program oriented.

9.12 Programming

Daytime and evening programs are regularly scheduled for the general public. A parent or responsible guardian must accompany and remain with a child aged 9 or younger attending the program.

Programs may be provided for daycare, Head Start groups, or schools either on or off site. Groups may need to be limited depending on staff available and the program requested. At least one adult must stay with the group during programming sessions. All children's groups in the library must be attended by an adult whether the group is attending a scheduled program or engaging in a reading or study session.

9.13 Tours of the Children's Department and Community Outreach – revised 12.11.2014

The library welcomes visitors interested in gaining a broad overview of the many services, resources, and events the library has to offer. Tours are available free of charge, upon submission of the online request form. Please keep in mind:

- Tour requests must be submitted at least one week in advance. Availability of your requested date and time will depend on other tours scheduled for that day.
- All tour requests are subject to staff availability.
- Teachers, please obtain permission from your principal before submitting a tour request to the library.
- Tour group sizes are limited to 75 people for Children's Department tours. Limits include teachers, parents and other chaperones.
- You will receive a phone call from a library staff member to approve and confirm the date, time and size of your tour.

Submitted requests are for a tour of the Main Library, 4001 N. 23rd St., McAllen. For tours of the Lark and Palm View Branch Libraries, please contact them directly

9.14 Staff Behavior at the Public Service Desk

The desk should be staffed at all times, barring an emergency or any unforeseen circumstance. If the desk needs to be left unattended, there should be a sign placed on the desk referring patrons to the Adult Reference department. If the department is left unattended for any reason, the Children's Services Supervisor should be notified immediately. If the CSS is unavailable, the ADPS should be notified as well as the Reference staff. Failure to do so will result in immediate disciplinary action. Staff should be actively working on a project while at the service desk, especially during peak hours and while patrons are present in the department.

The staff desk area should not be used for personal space. All personal items should be placed in work stations or assigned locker. Program material can be placed in appropriate shelves or bins in the workroom, storage room, or program room.

Personal computer use should be limited and avoided if possible. Routine searching and web browsing is highly discouraged at any time as is reading selection materials and journals while patrons are in the department.

When a staff member answers the phone from an outside call you should answer the phone in the following manner “Children’s Department, This is Maria, May I help you.” If the phone call is internal, omit the department name.

The person answering the telephone should be courteous and professional. If the call is for another staff member, the person should transfer the call to the appropriate staff member. If the staff member is not in the department, the caller should be transferred to the appropriate voicemail. If you are unsure about your qualifications to answer a question, the call should be transferred to a staff member who can successfully answer the patron’s query. Callers should not be placed on hold without being notified and should be thanked for holding upon return to the call.

10.00 Policies & Procedures—Young Adult Services

Mission Statement

February 16, 2012

The Teen Department is dedicated to providing access to materials, resources, and professional guidance to meet the intellectual, educational, and recreational needs of young adults age 11-18 years of age and all users of the department.

Objectives:

- Introduce teens in a respectful manner to the public library environment in order to cultivate lifetime readers and library users.
- Provide teens with easy access to current information and quality literature in a variety of formats.
- Provide complete and accurate answers to reference questions.
- Provide informative and entertaining programs that encourage the use of the library or enhance cultural awareness.
- Serve as a social gathering space to encourage the exchange of information and resources.

10.1 Unattended Teens

Teens 11 years and older may be in the library unsupervised, depending on their level of maturity. The Teen Department encourages parents to assess their teen's ability to care for herself and/or others (such as younger siblings, relatives, or friends). Library staff reserve the right to judge whether a teen is capable of caring for herself or others within the Teen Department.

The library does not take responsibility for the supervision or safety of unattended teens.

10.2 Abandoned Teens

An abandoned teen is defined as:

- A young adult 11-17 who remains at the library after closing for 15 minutes.
- A teen whose parents have been contacted but have not picked the child up within an hour or attempted contact within one hour of the library's phone call.

Parents should be aware of the library's hours of operation, bearing in mind circumstances may require an unexpected closing of the building.

10.3 Disruptive Teen

The Teen Department encourages socializing and comradery. However, disruptive behavior is not tolerated in any form by any patron. Disruptive behavior can be defined as:

- Behavior that disturbs or endangers the well-being of library patrons, staff, or the disruptive child herself
- Behavior that results in damaged property
- Behavior that interferes with library services
- Vulgar language, curse words, or phrases deemed unacceptable by local custom

A disruptive teen will be warned once to improve behavior. Teens who continue to be disruptive despite warning will be asked to leave or escorted out of the building by Library Security. Damage, or attempted damage, to library property will warrant a call to McAllen Police Department, a criminal case established, and possible charges brought against the teen(s). The Security Officer and the Assistant Director of Public Services will be notified of any incident that involves 911 or emergency personnel. A report will also be given in writing to the Director.

10.4 Gum Chewing

No gum of any kind is allowed in the Teen Department.

10.5 Ill or Injured Teen

Teens who are ill may be asked to leave the library if Teen staff determines that it poses a risk to other patrons. Teens who are home sick from school should not be in the library.

10.6 Items Left in Teen Department

Items left in the Teen Department will be labeled as to when they were found. Attempts will be made to return items to their owners for one month. The library reserves the right to dispose of items left in the Teen Department as they see fit. Library staff cannot hold personal items belonging to teens (examples: backpacks, lunch packs, headphones, etc.)

10.7 Collection Development of Teen Department Material

The young adult collection is comprised of popular fiction targeting students in the 6th – 12th grade. Other factors for inclusion in this collection are: materials that are clearly reviewed and or labeled as young adult, characters are of high school or college age and the theme or subject matter is of interest to and intended for young adults. In addition to popular fiction, the young adult collection includes multiple copies of classic works of literature included in school reading lists. Non-fiction collection includes material to serve the informational and recreational needs of 6th -12th grade students. The subject matter, vocabulary, and content is age appropriate. The Teen Department supports new and emerging genres and formats, including graphic novels (sequential art or comics), digital content (ebooks, audiobooks) and visual media (DVDs, Blu-Rays).

An up-to-date, attractive and useful collection is maintained through continual review and replacement process. Replacement of worn volumes is dependent upon current demand, usefulness, more recent acquisition, and availability of new editions. Materials are judged on their own literary and artistic merits, popular demand, and their contribution to the balance of the total collection and their suitability of content and vocabulary to the age of the readers.

Withdrawing Materials

Withdrawing of materials is done by the cataloging department. The Teen Department Supervisor will determine which books are to be withdrawn from the collection.

Selection

Materials for the Teen Department are selected to serve the specialized needs of young adults from 11-18 years of age. Materials shall be selected using professional review tools and should attempt to create a collection which emphasizes the goals and mission statement of the department.

Challenged Materials

Although materials are carefully selected, there can arise differences of opinion regarding suitable materials. Patrons requesting that materials be withdrawn from or restricted within the collection may complete a "Reconsideration of Library Material Form" that is available in the library. The

completed form will be reviewed by the appropriate staff and a decision made on whether to withdraw, change to another part of the collection or take no action.

10.8 Patron Computer and Internet usage

Not all information on the Internet will be appropriate for all ages. Parents or responsible guardians are accountable for information accessed by minors via the Internet and ensuring their safety. This includes electronic mail, chat rooms, and other forms of direct or indirect electronic communications. As with other library materials, a teen's use of the Internet is the responsibility of the parent or responsible guardian.

Internet access will be available on a first come, first served basis with an allotment of up to 1 hour per session. The library reserves the right to limit Internet access at certain peak usage periods such as after school, school breaks and summer months in order to provide free and equitable access to all.

Teen Department staff are authorized to take swift and appropriate action to enforce the rules of conduct or to prohibit the use of the Internet to comply with the library's "Internet Acceptable Use" policy. The computers in the Teen Department are solely for the use of teens and, if demand allows, younger siblings, at the discretion of Teen Department staff. Usage may be restricted during weekends, school recess, and periods of high usage.

10.9 Courtesy Telephone

A courtesy telephone is available at the Welcome Desk for teens who need to arrange for a ride home or in case of emergency.

10.10 Adult Use of the Teen Collection

Adults often need to use Teen collection materials for their personal reading or some other legitimate purpose. Adults visiting the Teen Department who are not in need of teen materials or not accompanied by a teen may be asked to leave.

10.11 Adult Books for Teens

Teens may check out adult books for leisure or for scholarly purposes. A teen who asks about an adult book while in the Teen Department should be taken by a Teen Department staff to the Adult Reference desk. A teen does not have to ask staff for help if he is comfortable finding the adult material on his own.

10.12 Literature Distribution

All handouts, posters, or flyers must be pre-approved by Library staff.

10.13 Programming

Teen activities and programs are developed under the direction of the Teen Services Supervisor and/or the Assistant Director of Public Services and are offered through a monthly calendar in print and online on the library's website.

10.14 Tours of the library and Community Outreach – revised 12.11.2014

The library welcomes visitors interested in gaining a broad overview of the many services, resources, and events the Library has to offer. Tours are available free of charge, upon submission of the online request form. Please keep in mind:

- Tour requests must be submitted at least one week in advance. Availability of your requested date and time will depend on other tours scheduled for that day.
- All tour requests are subject to staff availability.
- Teachers, please obtain permission from your principal before submitting a tour request to the library.
- Tour group sizes are limited to 40 people for Teen Department tours. Limits include teachers, parents and other chaperones.
- You will receive a phone call from a library staff member to approve and confirm the date, time and size of your tour.
- Submitted requests are for a tour of the Main Library, 4001 N. 23rd St., McAllen. For tours of the Lark and Palm View Branch Libraries, please contact them directly.

10.15 Staff Behavior at the Public Service Desk

The desk should be staffed at all times, barring an emergency or any unforeseen circumstance. If the desk needs to be left unattended, there should be a sign placed on the desk referring patrons to the Adult Reference department.

Staff may be actively working on a project while at the service desk during peak hours and while patrons are present in the department.

The staff desk area is not to be used for personal space. All personal items should be placed in filing cabinets or assigned lockers, and program material can be placed in appropriate shelves or bins in the workroom.

Personal computer use should be limited and avoided if possible. Routine searching and web browsing is highly discouraged at any time as is reading selection materials and journals while patrons are in the department.

When a staff member answers the phone from an outside call you should answer the phone in the following manner “Teen Department, This is Maria, May I help you.” If the phone call is internal, omit the department name.

The person answering the telephone should be courteous and professional. If the call is for another staff member, the person should transfer the call to the appropriate staff member. If the staff member is not in the department, the caller should be transferred to the appropriate voicemail. If you are unsure about your qualifications to answer a question, the call should be transferred to a staff member who can successfully answer the patron’s query. Callers should not be placed on hold without being notified and should be thanked for holding upon return to the call.

11.0 Policies & Procedures—Computer Lab

rev. 5.24.2013; rev. 12.11.2014

11.1 Printing and Faxing

Printouts are ten cents for black and white; fifty cents for color.

Self-service fax kiosks are available at all McAllen Public Library locations. The self-service kiosk processes outgoing faxes only. Incoming faxes cannot be processed. Payments for faxes may only be made through the self-service kiosk, using a credit or debit card.

The pricing for faxes is:

1. Local and within the United States: \$1.75 first page --- \$1.00 each additional page
2. Outside of the United States: \$3.95 first page --- \$3.45 each additional page

11.2 Telephone

Computer Lab staff cannot allow users to use the Lab telephone. However, a courtesy phone is provided at the Welcome Desk.

11.3 Food and Drink

Food and drinks are prohibited in the Computer Lab. Users are asked to deposit their chewing gum in a trash receptacle before entering the Lab.

11.4 Personal Belongings

Users must keep their belongings with them at all times. Library staff cannot hold personal belongings, whether backpacks, duffle bags, purses, or food items, at the service desk.

11.5 Headphones and USB Drives

The Computer Lab neither loans nor sells adult headphones or USB drives.

11.6 Other Activities

To minimize distraction, Computer Lab users are asked to limit their activity to computer or laptop use only. Use of markers or paint in the lab is forbidden.

11.7 Children and Teens

Children in fifth grade and younger may use the Computer Lab only when accompanied by an adult. Young children should be encouraged to visit the computer lab in the Children's area. Parents may use children's computers only during slower operation hours of the Children's Department. No unaccompanied children are allowed in the lab. If a child is unaccompanied in the lab, the child will be brought to the Children's Supervisor, or if unavailable, to another Children's staff member. Parents who do not mind their children's behavior will be asked to leave the computer lab.

Teens in sixth grade and above should be encouraged to use the computers in the teen computer lab, but may also use the Computer Lab.

11.8 General Use and Behavior - revised 12.11.2014

Users may sign in for a three-hour session with their own borrower card and PIN on the EnvisionWare system. The library encourages all patrons to register for a library card. 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 government-issued photo identification (U.S., Canada, Mexico).

Users must save their work to a USB or send it to their email account. Work saved to the desktop of C-Drive will not be saved when a user session is ended. Computer memories are cleaned after each user session. Computers will cycle down fifteen minutes before the library closes. The library appreciates user cooperation during closing procedures.

Any Computer Lab user, regardless of age, who is disruptive or misuses a computer will be warned to improve their behavior. Library staff reserves the right to ask a disruptive user to leave the Computer Lab, call Library Security, a Library Supervisor or Administrator, or McAllen Police, depending on the severity of the incident. Incidents involving McAllen Police will be documented in writing.

The library's **Internet Acceptable Use Policy** is available on the website here:
http://www.mcallenlibrary.net/docs/pdf/MPL_Internet_Use_Policy.pdf