



5.0 | Policies & Procedures – Reference

Mission Statement

The Adult Reference Department supports the informational, educational, and cultural enrichment needs of our community's adult population through programs, materials, community partnerships and other opportunities for lifelong learning. We are dedicated to the free access of information for our growing and diverse community.

5.1 | Patron Requests for Purchase

McAllen Public Library welcomes purchase suggestions from our users. Patrons who wish to suggest the purchase of a book, eBooks, audiobooks, DVD, or video games that we do not own should submit an online request for purchase at <https://mcallenlibrary.net/books-more/suggest-a-purchase/>.

- Library staff will give reasonable consideration to all suggestions. However, not all suggested items will be purchased.
- In order to suggest a purchase, you must have an active McAllen Public Library card in good standing.

5.2 | Circulation of Reference & Genealogy Materials

Reference and Genealogy materials are non-circulating. They may be used in-house.

5.3 | Tax Forms

Library staff is available to assist patrons in obtaining forms from the IRS website that are not available in the Library. A printing fee may be applicable for this service. Library staff is neither authorized nor trained to provide tax advice.

5.4 | Resources for the Visually Impaired

Resources available for the visually impaired patron include large print books.

- The Library provides a Merlin enhance vision machine located at Main Library in the Computer Lab.
- Patrons may enlarge text size of eBooks read via the Libby app.

5.5 | Obituary Requests

McAllen Public Library offers patrons a free obituary research service in connection with our archived collection of *The Monitor*, McAllen's newspaper, on microfilm.

Obituary requests may be submitted to:

- Email: referencelibrarian@mcallen.net
- Phone: (956)681-3061

Patrons must provide the following information:

- Requestor's name, phone number and email address
- Name of the deceased, death date of the deceased and location of death (city and/or county)

5.6 | Referrals

Library staff welcomes all questions, but some may require professional expertise beyond what staff can reasonably provide. Library staff are not trained or authorized to:

- give financial, tax, legal, or medical advice/suggestions
- evaluate antiques or other possibly valuable items
- provide in-depth translation services
- fill out forms or applications for patrons
- provide professional proofreading or editing
- electronics/technology services such as reset computer features; download software

5.7 | Study Rooms

Study Rooms at McAllen Public Library are intended primarily for individual, 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.

- 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.
- Covered beverages are allowed in the Study Rooms, but no food of any kind is permitted in these spaces.
- Study Room users should not add extra chairs, move or re-arrange furniture in the study room. One person per chair.
- 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 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.
- 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.
- Glitter, glue, paint, and any other substance that might cause damage to the carpet or tables are prohibited.
- Patrons who leave their Study Room for more than 15 minutes risk losing their Study Room.
- To ensure safety and visibility, all study room windows must remain completely free of posters, advertisements, or any other obstructions.

AT MAIN LIBRARY

At Main Library, patrons may reserve study rooms daily on a first come, first served basis at the Information Desk, Children's Service Desk, and Teen Service Desk.

All advance reservations are required to be made no less than *twenty-four hours* before the scheduled start time. For example, a Study Room reservation for 9:00AM to 1:00PM cannot be made until after 9:00AM on the previous day.

There are three methods to reserve a study room.

- Online: <https://mcallenlibrary.net/spaces/study-rooms/>
- Phone: 956-681-3061
- In person at the service desk listed above

Main Library offers fourteen study rooms for patron use:

- Study Rooms 1, 2, 3, 6, 7, 8, 9, 11, Children's Study Room A, and Children's Study Room B accommodate one to four persons.
- Study Room 10 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 Study Room is not available, patrons are encouraged to use one of the many tables positioned throughout the Library.

AT LARK BRANCH LIBRARY & PALM VIEW BRANCH LIBRARY

Patrons at Lark Branch and Palm View Branch may reserve study rooms up to two weeks in advance. There are three methods to reserve a study room.

- Online: <https://mcallenlibrary.net/spaces/study-rooms/>
- Phone: Lark Branch | 956-681-3100 and Palm View Branch | 956-681-3110
- In person at the Reference Service Desk

Each Branch location offers two Study Rooms for patron use:

- Study Room A will accommodate up to twelve persons.
- Study Room B will accommodate up to twelve persons.

5.8 | Adult Programming

The coordination of adult programming is handled by the Adult Services staff. Programs sponsored by the Library are meant to appeal to community interests and needs. The Library does not endorse the views or opinions expressed by guest presenters or performers.

- Requests from individuals to present library programs may be considered using the following criteria:
 - Presentation quality, relevance to the Library's mission and service goals, community needs and interests, presenter background, qualifications, reputation, availability of program space, budget, staffing considerations, relevance to other City-sponsored programs, exhibits or event.
 - Presenters who present a program free of charge on a broad topic (example: first-time home buying or investments) may make available their business card at the end of the program. The presenter may not solicit contact information from attendees.
 - If approved by Library Administration in advance, the Library may permit the sale of books or recording made by the presenters and performers in conjunction with a Library sponsored program. The Library will neither be involved with, nor provide staff assistance, with sales transactions.
 - Program participants will be accommodated on a first come, first served basis, either with advance registration or at the door.
 - Certain adult programs may be for adults only and will be designated as such in the program advertisements.

- Library programs will be open to the public and are offered free of charge.
- Library programs will not begin or end outside the Library's normal operating hours.
Exceptions must be approved in advance by Library Administration.