

# Library Service Policy

APPROVED BY: LIBRARY ADVISORY BOARD

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SIGNED APPROVAL BY: KIM DAVIS, CITY MANAGER

*Kim Davis*

DATE: August 28, 2019

# LIBRARY SERVICE POLICY

## **Philosophy**

The purpose of the Hondo Public Library is to make the best possible use of the library's collection by the greatest number of borrowers and to support the personal, educational, and professional needs of the patrons.

Patrons are entitled to an easily accessible library collection in a safe, clean, organized, and appropriate environment staffed with friendly, courteous people.

All patrons of the library are welcomed, fairly and courteously, without discrimination.

Information given will be based on current, verifiable sources, clearly communicated, and provided in a timely manner.

The Library will seek to identify and address community needs using the resources and facility available.

## **Library Service Hours**

Library services will be provided during hours best meeting the needs of the community.

Holidays and Closing: Legal holidays are observed as stated in the City of Hondo Personnel Policies Manual. Holidays falling on Saturday will be observed on the preceding Friday; holidays falling on Sunday will be observed on the following Monday. The Library will be closed on Saturday only if other City divisions which normally operate during weekends are closed.

Any necessary special closing may be set by the Library Director with approval from the City Manager.

## **Use of the Library**

The use of the Library facility, materials, and staff service shall be extended equally to every member of the community. Service will not be denied or abridged because of religious, racial, socioeconomic, gender identification, or political status. As the library is the property of the City and the taxpayers, each library patron is expected to exercise reasonable care in their use of the facilities. Persons residing outside the city limits shall be considered non-residents and are required to pay a membership fee.

The use of the library or its services may be denied for due cause. Such cause may include destruction of library property, failure to abide by the rules of conduct or interference with service to others.

## **Library Card Membership Types**

All membership fees are set by the City of Hondo and the City Council, with recommendations from the Library Board, and are posted in the Library.

### **Resident**

No membership fee will be charged to any City of Hondo resident which is defined as individuals who:

1. reside within city limits (including residential trailer or RV parks or mobile home communities located within city limits),
2. pay utilities to the City of Hondo, or
3. pay property taxes to the City of Hondo.

### **Non-resident**

Individuals who do not meet any of the above qualifications are considered non-residents and are required to pay a non-city membership fee. The fee is for either an individual or for a family residing together at one physical address.

### **Senior Citizen**

The non-resident membership fee is reduced for senior citizens, defined as those over the age of fifty-five (55); this reduced fee applies to either an individual or a family.

### **Veterans**

The membership fee is waived for veterans which includes both active and retired military members and their immediate household.

### **Teachers**

Membership fees are based on whether patron is a resident, non-resident, senior citizen, or veteran. These cards allow additional materials to be checked out and for longer check-out periods.

### **Institutional**

City divisions are issued cards for no charge to allow tracking of equipment and material check-outs.

Because of their employment with the City of Hondo and regardless of their residential status, City employees are allowed a membership card at no charge.

### **Homebound Institution**

A homebound institution card will be issued for free for any facility within the city limits of the City of Hondo whose residents are unable to visit the library in person. A staff person of the facility acts as the advisor and delivers materials to the facility.

### **TexShare Card**

Those who have a TexShare card from another library and complete the Hondo Public Library membership form will be considered residents and not charged a fee in accordance with the provisions of the TexShare program. These cards have limited privileges as listed in Shared Library Services.

## **Registration Process**

To receive a library card, one of the following forms of current identification must be presented:

- Driver's license
- State identification card

In addition, if the identification card or driver's license does not show the current home address, proof of address must be provided from an official document, such as voter registration card, utility or phone bill, insurance card, or a rental agreement or lease form.

A membership form must be completed for each individual requesting a card. A parent or guardian must sign the child(ren)'s membership form(s).

Children between the ages of five (5) and sixteen (16) will be issued a library card only if a parent or legal guardian has a card.

With a current valid state identification card or driver's license, children sixteen (16) years or older may complete their own membership form without a parent or guardian signature.

Library membership must be renewed annually. Non-resident fees must be paid upon renewal.

No membership form is required for institutional cards issued to the divisions of the City of Hondo.

For a facility serving residents who cannot come into the library, the administrator will complete a homebound institution membership form.

Unless otherwise required by law, an adult account may only be accessed by the person who registered for the account. Unless otherwise required by law, a child's account may only be accessed by the child or by the parent or guardian who is associated with the child's account. If a cardholder wishes to allow another person to access their account, they must provide written or verbal permission to library staff in advance so such permission can be noted. Anyone who has been granted permission to use another account must present the associated library card or his or her own photo ID. The registered cardholder, or associated parent/guardian, is ultimately responsible for all items checked out and fees owed.

## **Patron Change of Address**

All cardholders are required to inform the library of any change of address. Returned patron mail will result in the patron's membership being restricted. The patron will need to provide proof of their current address and clear any fines to return their membership to active status.

## **Replacement Cards**

Original library cards are provided at no cost beyond the associated membership fee. Replacement of a lost or missing library card will be charged a fee as posted in the Library. At the library staff's discretion and to expedite service, existing cards which are too worn to scan properly may be replaced at no cost.

## **Lending Policies**

### **A. Loan Period**

Standard loan periods are posted in the Library and listed in the current Library brochure. Unless an item is on reserve, the item may be renewed twice with each renewal being for the standard loan period.

Teachers and home school instructors with a current library card may borrow material for classroom use if the material has no reserves; the standard loan periods are automatically doubled. Due to the extended loan period, only one renewal will be allowed.

Reference and most special collections materials do not circulate and may not be checked out.

## **B. Loan Limits**

Library materials are loaned only to library members whose accounts are in good standing, i.e., the patron does not have any overdue materials which cannot be renewed and the fine balance does not exceed the posted limit.

Current loan limits are listed on the Library's information brochure available at the Circulation Desk.

## **B. Renewals**

Patrons may renew items or items may be renewed automatically through the library management software following the rules listed below.

Library material on reserve for another patron may not be renewed.

Library material may be renewed twice for one standard lending period each time. After two renewals, all materials must be returned to the library and checked in; material must remain in the library at least one day to allow other patrons the opportunity to use the materials.

The lending library, and not the Hondo Public Library, determines whether or not renewal of interlibrary loan materials is permitted. Patrons may request a renewal but should do so in a timely fashion to allow the Hondo Public Library to contact the lending library. Patrons need to be aware that the lending library may either deny or grant a renewal and patrons should plan the interlibrary loan requests accordingly.

## **D. Reserves**

Patrons may reserve items which are not immediately available. Reserves are maintained by the automated library circulation system on a first come, first served basis.

Patrons will be notified when the item is available. If the patron's contact information is incorrect and/or the patron cannot be contacted within 24 hours, the reserve item will be advanced to the next person on the reserve list or returned to open circulation if there are no additional reservations.

Items will be held a maximum of three (3) days after notification. After the three days, items will be advanced to the next person on the reserve list or returned to open circulation.

## **Fines and Fees**

The Hondo Public Library accepts cash, checks, and credit/debit card payments for payment of memberships, fines, and fees. The card processor may require an additional fee for use of a credit/debit card.

Library patrons are restricted from checking out additional material when the fine balance on their and associated family member accounts equals or exceeds the current posted maximum. When fine balances equal or exceed the posted maximum, new library cards will not be made for additional family members.

### **A. Fines**

Fines are computed daily for all days the library is open.

Fines are assessed per the City of Hondo Comprehensive Fee Schedule.

The library's circulation system sends automated email notices to patrons who provide their email address. For patrons without email addresses, library staff will generate written notices from the circulation system monthly and mail such notices to the address listed on the account. Returned notices will result in the account being flagged for address correction as well as collection of any fines, fees, or lost/damaged items.

### **B. Lost/Damaged Fees**

A library user's account becomes delinquent when any item is five or more weeks overdue. The library's automated circulation system will mark the item as lost and charge the patron's account for the cost of the material and a processing fee as posted.

Items returned to the library damaged, other than normal wear and tear, which prevents the material from continuing to circulate will be assessed for the cost of the material and a processing fee as posted.

Lost fines may be removed from an account by the payment of the fee, by the return of the lost/missing item in good condition, or by replacement of the lost item with an exact duplicate (i.e., same title in the same format, same ISBN, etc.) The processing fee must be paid.

Damage fines may be removed from an account by the payment of the fee or by replacement of the damaged item with an exact duplicate (i.e., same title in the same format, same ISBN, etc.) The damaged item becomes the property of the patron after the patron pays for it and for the processing or after the patron replaces it and pays for the processing.

### **C. Amnesty Periods**

Through social media and library postings, Hondo Public Library will announce opportunities during which certain donations will offset overdue fines. Lost and/or damaged fees may not be offset by donations during these Amnesty Periods.

### **D. Other Fees**

All fees are posted in the library and are set per the City of Hondo Comprehensive Fee Schedule.

#### **Computer Printouts and Copies:**

Use of the library's public computers is provided free of charge to the public. However, users must pay for any and all materials printed from the library's public computers. Copies made on the library's printer/copier are charged at the same rate.

#### **Public Fax Service:**

Staff members send faxes for patrons through the e-fax system which does not provide a confirmation page. Patrons will be provided with a receipt as proof their fax was sent. Patrons are responsible for contacting the receiver to verify receipt. With presentation of the receipt, the library will resend the fax to the original recipient if not acknowledged as received.

The library does not receive incoming faxes.



## **Technology Items / Other Services**

A limited number of plug-in headphones are available for use with the computers when patrons need access to audio. There is no cost for the reusable headphones but patrons must check them out with their library card. If a computer user does not have a library card, the library will hold their driver's license or state identification card until the headphones are returned. No other deposit will be accepted for the use of headphones.

Single user ear buds to reduce noise/distractions are available for purchase.

Data saving devices (USBs) are also available for purchase.

Lamination is available for a fee.

## **XI. Shared Library Services**

### **Interlibrary Loan**

The Hondo Public Library is an active member of Amigos Library Services and follows system interlibrary loan (ILL) procedures whenever applicable. The Hondo Public Library also initiates and responds to loan requests within the greater library community.

ILLs are meant to supplement the Hondo Public Library collection and not serve as a replacement for it. Therefore, no ILLs will be processed for items owned by the Hondo Public Library unless such item has been marked as lost or has been checked out for longer than three months.

ILL requests will only be completed for patrons who are in good standing.

By checking out ILL materials on their library card, patrons acknowledge their responsibility for those materials.

Standard library fines apply to ILL items.

Renewals of ILL items are at the discretion of the library from which the item was borrowed; many libraries do not allow renewals. Check with library staff to determine if a renewal request can be made.

## **TexShare Card Lending**

Requirements for Hondo residents to receive a TexShare card for use at other libraries:

- Patron must be an active card holder with a six-month history and no delinquencies on their account.
- Patron must present a driver's license or identification card with a current address.
- Patron must be 18 years of age.
- TexShare cards expire after one year and patron must re-apply for their membership.

Requirements for visiting patrons who have an existing TexShare card from another library:

- Patron must present both their TexShare card and a valid Texas Driver's License or identification card.
- Patron must complete a Hondo Public Library membership form. TexShare memberships are at no-charge.
- The Hondo Public Library card issued based on TexShare membership will expire after one year and patron must re-apply for membership.

TexShare lending policy:

- Only three items may be checked out at a time.
- Standard check-out periods apply.
- Only one renewal is allowed per item.
- Standard library fines apply.

## **XII. Library Facility Usage**

The entire library facility is the property of the City of Hondo and its use is meant to benefit all; however, certain areas of the library have been designated for special purposes to provide the best service to specific populations within the larger community.

Users of the library are expected to comply with the "Rules of Conduct in the Library." \*\* See Appendix I

The Next Chapter Bookstore contains donated or weeded materials for sale to the public. The space may also be used to take or make cell phone calls to avoid disruption to other patrons in the main library areas. \*\* See Cell Phone Policy.

The Texana/Genealogy Room contains the Texana and genealogy collections, area newspapers, and a computer for use by those doing genealogy research. It may also be used as a quiet study area or for use of a computer when a telephone call is also required. Patrons are asked to be considerate of other patrons and restrict their use of this computer to two hours a day.

The Barden Room is provided for teen and juvenile users over the age of eight (8). In addition to reading materials for these age groups, the area contains computers, the gaming center, and the 3D printers. While other patrons may use the area, it is preferred that adults leave these computers for the intended users. However, parents are required to stay with juveniles aged five (5) to eleven (11) while those juveniles are using the computers.

The Santikos and children's areas are provided for our children ages eight (8) and under and for their parents, grandparents, guardians, and caregivers. Children are asked to help maintain area flooring by removing their shoes while they enjoy the learning activities.

The Archives area contains our special collections and some quiet study space.

Public computers are provided at the front of the library for general public use; adults should use the computers in this area to allow juvenile and teen use of the computers in the Barden room. Table space for laptop use is available at the front of the library, in the Next Chapter bookstore, and in the Archives.

The Senior Activity/Classrooms are provided for the Library's program use, for use by senior adults for games, discussions, reading, and study, and when available, for rental by others. \*\* See Senior Activity/Classrooms Policy.

The Educator Resource room contains library machinery for creating signage, laminating, cutting, die cutting, and book binding. Patrons may use these machines with staff permission; charges for use/materials are set according to the City of Hondo Comprehensive Fee Schedule.

The bulletin board inside the library foyer is provided for sharing information about library programs, programs of other City divisions, and general information which is non-commercial, non-religious, and non-political in nature. The bulletin board in the Senior Activity and Commons area is for posting general information for the community. It has a limited amount of space for postings by non-profit organizations engaged in educational, cultural, intellectual, or charitable activities in the Hondo community. The following items will be accepted for posting:

- Advertisements of products or services by organizations or individuals
- Petitions
- Public service announcements

The following priorities will be used to determine which posters and announcement can be posted:

- Materials produced by the City of Hondo and its agencies.
- Announcements of events to be held in the Hondo community.
- All other announcements.

Posters must include a date posted and they will be displayed for no more than thirty days. The Library is not responsible for the care or return of posters.