



Duncanville Public Library

Inform, Inspire, Imagine

POLICY MANUAL

Rev. September 2013

Mission Statement of the Duncanville Public Library

The Duncanville Public Library is dedicated to serving the educational, cultural, recreational and informational Library needs of residents of all ages by providing an up-to-date collection of materials in a wide variety of formats: print, media and electronic.

The Duncanville Public Library collaborates with other city departments and local organizations to improve the quality of life in the city. As a dynamic institution, the Duncanville Public Library adds new collections and services and adapts existing programs as the community changes and as new technologies develop.

I. Goals of the Library

Included in the Library's goals are universal opportunities and encouragement of users to:

- A. Educate themselves continuously;
- B. Keep abreast of progress in all fields of knowledge;
- C. Maintain freedom of expression and a constructively critical attitude toward all public issues;
- D. Be responsible members of the community, the country, and the world;
- E. Develop greater proficiency in the performance of their work;
- F. Enhance understanding of themselves as individuals, as members of society, and inhabitants of the universe;
- G. Receive educational programming at all levels which entertain, yet promote and encourage the love of reading;
- H. Discover and develop their creative capacities for, and powers of, an appreciation of arts and letters;
- I. Use their leisure in the enjoyment of reading, hearing, and seeing; and
- J. Welcome and support the efforts of the Friends of the Duncanville Public Library and encourage participation in its programs.

To meet these goals, the Library assumes its primary responsibility to be the repository of printed, recorded and electronic communications for people of all ages and backgrounds and to provide guidance in their use.

II. Circulation Policy

A. Residence Requirements:

The Duncanville Public Library issues free Library cards to individual residents in the City of Duncanville. A resident is defined as any member of a household within the city limits. One of the following items is required to prove Duncanville residence status: valid Texas driver's license, Texas identification card, legal statement, or current utility bill. This policy was established by the Duncanville City Council in February 1988.

B. Non-Resident Access:

The Duncanville Public Library participates in the statewide TexShare Library Card Program (See TexShare Library Card Policy). Courtesy cards are also extended to residents of out-of-city areas who pay property taxes to the City of Duncanville. The taxpayer must submit to Library Staff adequate documentary evidence of their eligibility. The card will expire at the end of the taxable year in which it is issued and may be renewed each year with proof of current tax status.

Employees of the City of Duncanville are given free Library cards for the duration of their employment. Courtesy cards are extended to retired city employees, as well as to full-time teachers within the Duncanville Independent School District. Courtesy cards for teachers are valid August through June 4th of the current school year. Teachers must show proof of employment and provide the name of their school. Other support staff of the Duncanville Independent School District are not covered in this courtesy arrangement.

Courtesy cards are also issued to full-time teachers who reside outside Duncanville city limits but work in Duncanville private and charter schools within Duncanville city limits. A letter from the private school/charter school stating the person is a full-time teacher is required. Support staff of private and charter schools are not included in this courtesy arrangement.

Library Cards are issued to other out-of-city residents for an annual fee (See Addenda-City of Duncanville-Master Fee Schedule) and are valid for one year from purchase date.

A Computer Guest Card can be issued to Patrons who do not live in Duncanville and only wish to use the Library's computer services. A fee is charged for all computer guest cards (See Addenda-Master Fee Schedule) and is valid for one year from purchase date.

C. Limiting by Format or Type

Due to the high popularity and/or low supply of certain categories of materials held in the collection, the Library reserves the right to limit the

number of items that can be borrowed from a particular category by a single user. Such limits include the following:

- Test-Prep study guides..... 1 book per test, per patron
- Resume writing guides 1 book per patron
- Videos (DVD and VHS combined)..... 10 per patron
- Magazines 10 per patron

Additionally, the Library will consult with teachers in local schools to determine if certain subject areas may be limited in a similar fashion to ensure availability of materials to students in times of high demand (e.g. research projects, term papers). The exact terms of such limits will be determined on a case-by-case basis, considering each assignment's requirements, time scale, and the number of students involved.

D. Demographic Factors Which Affect Service to Patrons:

Population growth, technological advancements, and societal factors, such as the following, affect the needs of the Patron, as well as the ability of the Library to meet these needs in its service area:

1. Historical and Economic Influences

Farmers began settling the area in the 1840's, but it was some 100 years later before Duncanville was incorporated. While it continued to remain largely rural, there was a gradual transition to a commuter economy as residents drove into Dallas and other nearby cities to work at office, retail, and technical jobs. The population has grown from 500 in 1950 to 38,524 (U. S. Census Bureau, 2010). Duncanville has a hospital in the area, several banks, and a limited commercial-retail-service industry. Economic challenges face many Duncanville families as the community heads into the 2nd decade of the Millennium.

2. Educational and Cultural Influences

Educational levels have kept with advancing career and income levels, prompting a heightened cultural interest in foreign travel, the performing arts and the fine arts. Schools have received honors from the Texas Education Agency for supporting Recognized and Exemplary campuses within the District. Building good school Library collections is a priority. According to the 2010 census, an estimated 82.9% of Duncanville residents over 25 years of age have high school or higher degrees. There is a high level of interest in all academic areas, including sports, music, drama, and speech.

3. Religious and Ethnic Influences

There are numerous churches in Duncanville of various faiths, who receive strong community support. Several have begun to develop their own individualized Libraries. Ethnic representation is diverse, showing a corresponding need for multilingual and citizenship study resources. The 2010 U.S. Census revealed that Duncanville had 34.9% Hispanic households, and on TEA's website (2011) it reported Duncanville Independent School District supported an average of 42.8% Hispanic students within its schools. This indicates the Library must concentrate on adding Spanish language materials to the collection in forthcoming years.

E. Non-Discrimination of Access:

Access to all Library materials, services, and programs are available 56 hours a week to any Library Patron without regard to race, national origin, ethnic background, sex, age, economic level, or viewpoint.

F. Americans with Disabilities Act Compliance:

The Duncanville Public Library adheres to the Americans with Disabilities Act of 1990 that assures equal access to employment opportunities and access to the Duncanville Public Library, its activities and programs. In planning sessions for the current facility, compliance was at the heart of the design process. Further, the Library welcomes input from persons with disabilities about ways the Library can more completely serve them, and every attempt will be made to accommodate their needs. Questions about ADA compliance and complaints or suggestions about accessibility issues to the facility, programs, and activities should be addressed to the Library Director.

III. Intellectual Freedom

As a statement of belief that freedom of the mind is the only true freedom, the Library subscribes to the following statements, which are attached to and made a part of this policy. All items may be found in a copy of the TLA INTELLECTUAL FREEDOM HANDBOOK.

- A. Library Bill of Rights
- B. Free Access to Libraries for Minors
- C. Statement on Labeling
- D. Intellectual Freedom Statement
- E. Texas Library Association's Intellectual Freedom Statement
- F. Freedom to View Statement
- G. Resolution on Library Services to Youth
- H. Policy on Confidentiality of Library Records
- I. Freedom to Read Statement
- J. Access to Electronic Information, Services, and Networks
- K. Statement on Library Use of Filtering Software
- L. Guidelines for Child Safety on the Information Highway

IV. Aims of the Materials Selection Policy

- A. To establish selection standards used by the staff to select materials;
- B. To inform the public about the principles upon which these selections are made.

The education and information functions of a Library call for a choice of Library materials which contribute to growth of the individual or which widen horizons, stimulate imagination and reflection, or which enlarge experience. Inherent in this definition are materials and formats which provide recreation, enjoyment, and aesthetic appreciation.

The reference and research functions will be provided by making selections based on community needs and on availability of materials elsewhere in the community.

V. Formats Included in the Collection

- A. Print: Books, newspapers, vertical file material, periodicals, paperbacks, maps, and large-print items.
- B. Non-Print: Books on tape, cassettes, videos, microfilm and microfiche, CDs, DVDs, and electronic formats. Videos and DVDs that are selected focus on informational, educational, and instructional materials. The Library also has access to media through its Interlibrary Loan Service.
- C. Electronic: Access to the Internet, and online databases, are also made available at every public access computer and remotely through the Library's website.
- D. Software programs: Microsoft's suite of programs, as well as resumé software, is available on all public use computers.
- E. E-books: Services for e-books are available to Patrons via the Library's website which must be accessed remotely.

VI. Organization of the Selection Process

Final responsibility and authority for materials selection rests with the Library Director, who operates within a framework of policies adopted by the Duncanville Public Library Advisory Board and the Duncanville City Council.

The staff of the Library will be active in materials selection, using their knowledge of the collection and the needs of the community, their critical judgment of materials available, standard selection tools, and professional reviews.

Selection aids consulted in the review process include Booklist, Horn Book and Library Journal. Additional sources may include local and national newspapers, and current magazines of general interest that include book reviews, such as Time, Newsweek, People, National Review, etc.

VII. Criteria for Selection

In general, these basic principles will guide the selection of Library materials (print and non-print):

General:

- A. Contemporary significance, timeliness, or permanent value
- B. Accuracy and objectivity of approach
- C. Authority of the author/creator in the field
- D. Clear presentation and readability
- E. Social significance
- F. Relation of the work to the existing collection

Works of information and opinion:

- A. Authority of writer/creator
- B. Comprehensiveness and depth of treatment
- C. Objectivity of approach
- D. Accuracy of information
- E. Clarity and logic of presentation
- F. Representation of varying points of view

Works of imagination:

- A. Representation of important movements, genres, trends of national cultures
- B. Vitality and originality
- C. Artistic integrity
- D. Effective characterization
- E. Sustained interest

It is recognized that viewpoints and tastes differ and that any given work may offend some Patrons or cause controversy. It should be noted, however, that selection of Library materials does not imply endorsement by the Library Director, the Duncanville Public Library Advisory Board, or the Duncanville City Council of its viewpoints.

The Library will attempt to provide as wide a range of viewpoints as possible on a given subject. Materials of sound factual authority should not be rejected or

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removed because of partisan or doctrinal disapproval. And no Library material will be rejected or removed from the collection because of the viewpoint or beliefs of the author/creator, or because of the writer/creator's race, nationality, political point of view, sex, or religious beliefs.

Responsibility for the reading, listening, or viewing of materials by children rests with their parents and legal guardians. Selection will not be inhibited by the possibility that Library materials may inadvertently come into possession of children.

Library materials will not be labeled or identified to show approval or disapproval of the contents and no catalogued book or other item will be withheld from general circulation, except for the express purpose of protecting it from injury or theft.

VIII. Children's Selection Policy

Purpose:

To provide a collection of print, media and electronic materials that enriches and encourages the reading process of children from pre-toddler through the seventh grade, as well as practicing professionals, such as teachers, librarians, day-care workers, graduate students of children's literature, children's authors, etc.; and to supply materials useful for reading readiness and beginning supplementary readers. In addition, a junior reference section, a magazine area, and a non-fiction collection are maintained to provide students through the seventh grade with homework and reference/research materials. The children's collection provides a wide range of recreational reading in three areas: easy, juvenile fiction, and juvenile non-fiction. These subgroups are housed in special sections in the children's area for easier Patron accessibility.

Goals of the children's collection are to:

- A. Make a broad and diverse collection of books and other materials easily and readily available;
- B. Guide children in their choice of books and other materials;
- C. Cultivate and encourage the enjoyment of reading as a voluntary act;
- D. Encourage lifelong learning by promoting the use of the public library and its resources;
- E. Help each child develop to the fullest extent of his or her individual ability; and
- F. Serve as an advocate for the welfare of children in the community.

IX. Responsibility for Selection

- A. All materials are selected by the professional Librarians using reliable, authoritative review sources and collection development aids. The public is encouraged to make suggestions for purchase of materials. These suggestions will be considered in the context of the Librarians' overall knowledge of the collection and funds available:
1. Authority – Reputation and significance of author, artist, composer, or producer;
 2. Reputation of publisher/producer;
 3. Scope;
 4. Reliability – Accuracy, timeliness, permanence;
 5. Subject matter importance or interest;
 6. Treatment of material – Purpose, bias, level (technical vs. general);
 7. Readability and popular appeal;
 8. Quality of writing/production;
 9. Format.
 10. For print,

PRINT: Paper quality, print adequate and well spaced, adequate margins, effective illustrations, firmly bound, adequate and accurate index, bibliographies, projects, charts, maps, glossary.

NON-PRINT: High artistic quality, technical quality, satisfactory visual image, clear and intelligent sound reproduction, effective use of color, synchronization of sound and vision, medium appropriate for message.

ELECTRONIC

Online databases and e-books are selected according to the same criteria that apply to content outlined above.

B. Textbooks:

The acquisition of textbooks and other materials specifically created to support an educational curriculum is not seen as a responsibility of the

Duncanville Public Library. The only exceptions might be in subject areas where textbooks are all that is available.

C. Multiple copies:

Multiple copies will be purchased when warranted by use or need. Where appropriate and available, duplications will be purchased in paperback. Gifts and weeding of the children's area will be handled according to the same criteria already established in the overall selection policy of the Duncanville Public Library.

D. Access:

Library cards will be issued to any child who fulfills residency requirements as provided by parent (parent must live in Duncanville) or legal guardian or who purchases a Library card. Legal guardians, such as aunts, uncles and grandparents must prove they are the custodian of children in their care. Parents must personally apply at the Library for preschool and school-aged children acknowledging responsibility for damaged, lost, or overdue materials checked out by their children. The only exceptions will be young people who have a valid driver's license and who meet residency requirements; they can obtain their own card.

While the children's area is tailored to the needs and interests of children, children are not limited to the resources in that area of the Library. Children may use other resources and services of the Library as need dictates. Guidance of children's selections and monitoring of the items they check out are best done by the parent or legal guardian and is not the responsibility of the staff of the Duncanville Public Library. The resources of the Interlibrary Loan service are made available to children as they are to adults (See Interlibrary Loan Policy). The Duncanville Public Library subscribes in full to the amended ALA Council statement of Free Access to Libraries for Minors, which is attached to this policy. Children under 18 years of age may check out videos or DVDs when accompanied by a parent. A driver's license may be required for verification of age when checking out videos or DVDs.

X. Special Collections

The Duncanville Public Library maintains three special collections: Texana, Genealogy, and Spanish Language.

A. Texana Collection:

Designated in 1982 as a Texas Heritage Resource Center, the Duncanville Public Library is committed to selecting and acquiring resources relevant to the teaching of Texas history, which are housed in the collection. The general scope of the collection is materials by Texans or about Texas or Texans. Material includes fiction, bibliographies, early histories, biographies, descriptions of the land, travel books, works of Texas writers, folklore, and art works. Manuscripts, copies, or facsimiles of historical documents and current research works of merit will also be included.

B. Genealogy Collection:

The general scope of this collection is materials that will assist in the conduct of genealogical research. Requests for materials not available locally may be filled through Interlibrary Loan or by referral to other area Libraries with genealogical collections.

Among materials included in this collection are family records and histories, county histories, census records, directories, guides to research, biographical works, microfilm, cemetery records, marriage records, school records, local newspapers.

C. Spanish Language:

The core collection was established in 2002 with grants from the Texas Book Festival and Friends of the Duncanville Public Library. The scope of this collection is materials in Spanish for all ages on all topics. Material includes easy picture books, junior fiction and nonfiction, adult nonfiction, fiction, and media.

D. A limited number of holdings, though not rare books, documents and local history sufficient to comprise formal collections are available in additional categories. These may be shelved as deemed appropriate by the Library Director.

1. Rare Books and Documents: It is anticipated that this category will always be quite small, since facilities for evaluation, processing, storage, and display are extremely limited. Any addition to this category would be evaluated on an individual basis taking into consideration its historical value to the community, its suitability for the overall collection, and the capacity to handle it adequately.

2. Local History: Print, photographic, video and sound recordings, oral history works, and other items related to local history are among the selections that would be included, based on the same criteria as set forth for rare books and documents.

XI. Limits of the Collection

The Library will attempt to meet its Patrons' informational, educational, and entertainment requirements with these exceptions:

- A. Textbooks, whether at elementary, secondary, or college level, unless there is a general interest in the subject of the item;
- B. Highly technical works in which interest would be limited or which would be available through Interlibrary Loan;
- C. Archaic, obscure, or rare works that do not fit into such specialized collections as Texana or Genealogy;
- D. Materials intended to propagandize or proselytize to a specific political or religious viewpoint.

XII. Interlibrary Loan Policy

The Library offers Interlibrary Loan Service (ILL) through the Texas Group Catalog and OCLC network to Patrons in good standing (owe no fines or fees) to acquire materials not available in the immediate collection for a small fee. (See Addenda for Master Fee Schedule).

Requests are made by the Patron through the Library's website from their home or business computer. The item is then shipped to the Library and processed for the Patron; staff will contact the Patron when item is ready for pickup.

The Library will also loan materials to any member library who participates in the OCLC organization.

XIII. Collection Development Policy

Library collection development is a continuously evolving process that involves community analysis, policy development, selection, acquisitions, weeding, and evaluation.

A. The purpose of this Collection Development Policy is to provide an action plan to be used as a guide for Library staff's thinking and decision-making as it relates to the collection. This policy also enables staff to determine how much emphasis each portion of the collection will receive as it relates to the needs of the community. Incorporated within the Material Selection Policy, this Collection Development Policy is an enhancement of the procedures that Library staff follows when selecting or weeding from the collection.

B. Goals of the Collection Development Policy:

Maintain materials that allow Patrons to educate themselves continuously;

Maintain materials to keep Patrons aware of progress in all fields of knowledge;

Maintain materials responsive to the critical development of all sides of public issues;

Maintain materials to help Patrons develop greater proficiency in the performance of their work;

Maintain materials that will enable Patrons to understand themselves as individuals and how they relate to society and the universe; and

Maintain materials that stimulate the creative process and provide guidance in developing appreciation of arts and letters, and to maintain leisure materials for pure enjoyment.

C. Objectives of the Collection Development Policy:

Weed from the entire collection old, unused, and outdated materials in a methodical manner by August of each fiscal year;

Use a timetable in the weeding process, implementing five-year cycles to go into effect every October 1;

Evaluate the entire collection by comparing it to professionally accepted lists of recommended basic materials by August of each fiscal year;

Extend the enhancement process over a five-year cycle to allow current materials in all areas to be acquired as the budget allows; and

Provide guidelines for the professional Librarians to achieve weeding, evaluating, and selecting objectives by September 30 of each fiscal year.

Over a five-year period, the entire collection (adult, young people, juvenile, audiovisual, and reference) will be evaluated and strengthened in a systematic pattern. Once the cycle has been completed, the process will begin again to assure the collection is continuously upgraded to meet the needs of the community.

The Collection Development Policy will go into effect October 1 and the following timetable will be as follows:

<u>Budget Year</u>	<u>Subject Area</u>
FY 11-12	DVDs/Paperbacks/ Adult Non-Fiction
FY 12-13	Mysteries/Science Fiction/Large Print/Media Sets
FY 13-14	Fiction/Young People Fiction/Westerns/Short Stories/Talking books
FY 14-15	Easy Fiction/Easy Non-Fiction/Junior Non-Fiction/Biography/ Junior Biography
FY 15-16	Spanish/Junior Fiction/Reference Collections

The development procedures of this policy will incorporate the selection aids listed under Section VII of this manual. Also, Fiction Catalog, Children's Catalog, and other lists of recommended items will be used to review the core collection. Methods in the Crew Manual will be utilized to weed the collection. These sources are recommended to protect the basic integrity of the collection.

XIV. Gifts and Memorials Policy

- A. Gifts and memorials are welcomed by the Library, either in the form of materials or money.
 - 1. All materials will be evaluated and/or purchased according to the same selection criteria applied to other materials. If selected, the items will be integrated into the Library collection according to the same procedures for categorizing and shelving as applied to other materials.
 - 2. Used materials will be accepted with these understandings:
 - a. Books and other materials will be added to the collection depending on Library needs and the condition of the materials.
 - b. Books and other materials, which the Library cannot use, may be otherwise disposed of, such as giving possession to the Friends of the Duncanville Public Library for their book sales.
 - 3. The Library reserves the right to decide the conditions of display, housing, and access to the materials.
 - 4. Materials written or produced by self-published authors may be added to the collection or placed in a used book sale.
 - 5. Unsolicited books and other materials received in the mail need not be purchased, returned, or otherwise acknowledged unless payment of return postage and handling is provided.
- B. The Library, having been designed to circulate books, other print material, and media that provide information and entertainment for the Patrons is not equipped to function as a museum.
 - 1. Therefore, it does not solicit, nor as a rule does it accept memorabilia, artifacts, or art objects. Specifically, the Library lacks:
 - a. Sufficient case or wall space for display
 - b. Adequate space or facilities for storage
 - c. Trained staff to act as curators to protect and index the materials
 - 2. In some cases there may be materials of local historical or cultural significance that should be preserved. In such cases, the Library will accept materials conditionally with the following understandings:

- a. The material will be given to a local museum or other suitable repository with approval of the donor. If the donor is not available to provide such consent the material will be given at the discretion of the Library Director.
 - b. Reasonable care and protection will be provided, but it is recognized that in a public building there is always the possibility of theft, deterioration, or other damage occurring. However, the Library will not purchase additional insurance for gifts despite their possible value.
3. Where such materials are adapted to the needs and programs of the Library, they may be accepted at the Library Director's discretion, with the assent of the Duncanville Public Library Advisory Board. Such materials become part of the permanent collection of Library materials and will be used, stored, displayed, retained, or disposed of according to the needs of the Library and its professional practices.

XV. Weeding Policy

Often materials acquired for the collection are not of permanent value and will be removed by the professional Librarians when no longer of use. Reasons for withdrawal of materials are poor physical condition, dated material, inaccuracy of information, and lack of reader interest as evidenced by lack of use in the last three to five years.

XVI. Replacements and Duplicates Policy

When the Library replaces an item lost or damaged by a Patron, the fee collected shall be based on the original purchase price plus a nonrefundable processing charge (See Addenda for Master Fee Schedule). Should a Patron find an item they lost and paid for, the Library will reimburse to the Patron the cost of the item. The Library will also accept **exact** copies purchased by the Patron as a replacement for lost or damaged items. Patrons are still responsible for paying a \$5 processing fee in these circumstances. Some material may have high demand and warrant multiple copies in the collection; in these situations copies will be purchased as the budget permits.

XVII. Reconsideration of Materials Policy

In order to protect the rights of both the minority and the majority, the following procedure to file a formal complaint whenever a citizen wishes material to be removed from the Library's collection has been adopted for use.

- A. When a Patron has a complaint regarding an item, they will be given a Citizen Request for Reconsideration of Materials Form. (See Addenda for form)
- B. The Patron must read or view the item in its entirety and fill out the form in full for consideration by the Library Board.
- C. The Library Director will place the complaint as an agenda item on the next regularly scheduled Library Board Meeting. All Patron requests for reconsideration will be protected according to the policy set forth by the Texas Open Records Act.
- D. After the Library Director and members of the Library Advisory Board have reviewed the item and its criticisms, the Board will discuss it and notify the Patron by letter of its decision regarding the item. The Library Advisory Board's decision is the final authority in all reconsiderations of material requests.

XVIII. Confidentiality of Library Records Policy

The Library accepts and supports the policy on confidentiality of Library records as set forth in the Texas Open Records Act and the TLA Intellectual Freedom Handbook.

- A. Circulation records and other records identifying the name of Library users are confidential as set forth in the Library confidentiality article of the Texas Open Records Act.
- B. Such records shall not be made available to any agency of federal, state or local government, except pursuant to such process, order, or subpoena as may be authorized under the authority of federal, state, or local law.
- C. Upon receipt of such process, order, or subpoena, the Library's officers will consult with legal counsel to determine if such process, order, or subpoena is in proper form and if there is a showing of good cause for its issuance; if the process, order, or subpoena is not in proper form or if good cause has not been shown, the Library's officers will insist that such defects be cured before complying with the order.
- D. The Patriot Act, or Public Law 107-56, was created after the events of 9/11/01. This act may provide law enforcement broader boundaries when investigating information accessed and transmitted by Patrons with regards to national security concerns. The Duncanville Public Library will comply with law enforcement when supplied with a legal subpoena or warrant and will follow the guidelines as outlined under section C of this policy.

XIX. Copyright Compliance Policy

It is the intent of the Duncanville Public Library to comply with Title 17 of the United States Code titled "Copyrights," and other federal legislation related to the duplication, retention, and use of copyrighted material. A notice of copyright will be prominently placed on the Library's photocopiers. Library staff will not duplicate any materials if doing so violates copyright law. Patrons copying any materials on Library copiers or through the computer print station are solely and fully responsible for using the materials in compliance with copyright law.

Media purchased by the Library is for personal or home use only, unless the cover states the item has public performance rights.

Original or copyright-free art will be used to produce Library publicity items or for creating displays and decorations.

XX. Magazines and Periodicals Policy

Selection of magazines and periodicals in the collection shall be based on the same criteria as applied to books and other Library materials and will be evaluated according to the source, Magazines for Public Libraries. Patron suggestions will also be considered and will be subject to the same evaluation criteria.

XXI. Media Policy

- A. All media may be checked out on any valid Duncanville Public Library card. Adults must accompany children checking out videos or DVDs.
- B. The Library is not responsible for any damage to the Patron's equipment through use of the Library's media collection.
- C. Patrons should be aware of copyright limitations on the use of media, particularly as related to duplication, distribution, and viewing rights, since federal law provides severe penalties for violation of these rights (See Copyright Compliance Policy).
 - 1. When videos or DVDs are marked "licensed for home viewing only," it may not be shown to an audience of any size in any public building, including schools, churches, and libraries.

The exception to this is a video or DVD showing where the teacher is personally present, it is being used for classroom instruction, and it is a justified part of the educational curriculum. Use of a Library video or DVD may not be simultaneously transmitted to additional classrooms or be used for entertainment purposes.
 - 2. Videos or DVDs that are licensed for public showing may be used for programs in public buildings, provided no admission or other fund-raising is involved.
- D. Library meeting room facilities and projection or monitoring equipment are not available for, and may not be used for, the showing or viewing of copyrighted material that is licensed for home use only. This applies to individual previewing, as well as to group programming.
- E. The Duncanville Public Library subscribes fully to the public's freedom to read and to view, specifically as set forth in the American Library Association's Intellectual Freedom Manual, including the section on "Free Access to Libraries to Minors." It also recognizes parents' responsibility in the selection of Library materials by or for their children.

While it is the Library's position that labeling or rating materials can limit access and, therefore, the freedom to read and to view, it is maintained that parents' needs are served by some descriptive device which will help them make a more informed choice of movies to be shown in their home. Therefore, when it is available, the rating code of the Motion Picture Association of America (MPAA) will be provided, solely as an informational convenience for those who wish more details on the style or content of a movie they may consider for showing in their home.

It should be remembered that the standards of MPAA ratings are arbitrary, vague, and legally unenforceable, and that they do not necessarily

coincide with the Supreme Court's criteria of community standards for defining obscenity, much less with those of many individual viewers.

Therefore, use of the MPAA code will be continued as available, but only with the stipulation that it has no connection with approval or disapproval of a film by the Library and its staff or with any desire to influence the Patrons' selections. Furthermore, it should be stated that, as with a book, inclusion of a video or DVD in the Library's collection implies no endorsement of the material's content, point of view, or appropriateness for any age group.

XXII. Notices and Exhibits Policy

The Duncanville Public Library regards the distribution and display of community notices, pamphlets, posters, flyers, government documents, artifacts, crafts, and memorabilia as a function of the Library's information service to the community.

Space for these activities will be provided without charge subject to the guidelines listed below. Distribution and display of material does not constitute endorsement or support by the Duncanville Public Library or the City of Duncanville.

A. Notices for posting on Kiosk:

Notices/Event flyers will be submitted to the Library Director for approval prior to posting. Material must be for a nonprofit or public service or of community interest within the City of Duncanville. Listings of items for sale or personal promotion (i.e. babysitting, typing services, etc.) or material advocating a religious position, or for election or defeat of a political candidate or proposition will not be accepted. Material will be discarded after the date of the scheduled event or after being on display for 30 days.

B. Exhibits:

Exhibits will be scheduled with the Library Director at least one month in advance. Materials for exhibit are submitted at the owner's risk, since the Library assumes no liability for their protection or preservation, nor does it provide insurance coverage of exhibit materials. Patrons must complete an Exhibits Release Form prior to placing items on display (See Addenda for Form).

C. Notices Distribution:

Shelving is available in the Magazine Area for the display and distribution of notices, college catalogs, government documents, pamphlets, posters, and other miscellaneous items that are available to the public for free. Items must be approved by the Library Director prior to placement in this area.

XXIII. Acceptable Behavior Policy

It is the policy of the Duncanville Public Library to offer a Library that is quiet and conducive to the study and enjoyment of reading for all ages. Problem behavior that consciously or unconsciously violates or restricts the rights of others to use the Library in a peaceful manner will be dealt with by Library staff, which has the responsibility to maintain order. Procedures have been developed to address certain Patron situations and will be implemented as needed by staff in a responsible manner and on a-case-by-case-basis. When incidents involve minors, their parents will be notified by phone call or letter (See Addenda for Letter to Parents).

Rules of conduct are also posted and distributed so all may see the standard that the Duncanville Public Library expects from its Patrons (See Addenda for Rules of Conduct and Bilingual flyers to Dear Students and Patrons). The Duncanville Public Library established this policy to provide equitable access to materials and services for all Library users. In order to protect these rights, the Patrons of the Duncanville Public Library are expected to comply with this policy. It applies to all Library premises, including the buildings' interior and exterior, and all grounds surrounding the Duncanville Public Library.

XXIV. Unattended Children Policy

The Duncanville Public Library welcomes and encourages children to use the Library facility and services at all times. Increased usage by children is particularly evident after school, on school holidays, and during the summer months. To ensure the safety of all children, it is the policy of the Library that children age 10 and under **MUST** be accompanied by their parent or a responsible adult 18 years or older. Additionally, using the Library as a “babysitting service” is not acceptable and parents will be notified by staff if found to be in violation of this policy.

The Library also recognizes that parents are responsible for the behavior of their children when the child is in the Library. The issue of children age 10 and younger who are in the Library without a responsible adult in attendance will be dealt with on an individual basis, and procedures are in place to deal with these children that will be implemented in a safe and responsible manner. Minor children left at the Library at closing will also be dealt with on an individual basis and, in some cases, the police may be notified.

XXV. Fax Policy

The policy of the Duncanville Public Library is to provide fax service for staff in the performance of Library related duties and activities. The usage includes, but is not limited to, transmission and receipt of Interlibrary Loan requests and photocopies, communication with other libraries, vendors, suppliers, and any others conducting business with the Library. Since numerous public fax machine services are available in Duncanville and surrounding areas, the Library chooses not to compete with these commercial enterprises at this time. Therefore, fax service to Patrons will not be offered and Patrons requesting fax services will be directed to the Yellow Pages for locations of businesses that offer this service.

XXVI. Voter Registration Policy

The Duncanville Public Library has been mandated to serve as a voter registration site by the Office of the Secretary of the State of Texas. Voter registration applications are provided by the Office of the Secretary of State at no expense to the Library. The cost of transmitting completed voter registration cards to the voter registrar will be paid by a Secretary of State Business Reply Label.

All Patrons of voter age applying for or renewing a Library card will be offered a voter registration card. Voter registration cards completed by Patrons while at the Library will be reviewed by Library personnel for completeness and mailed within 24 hours of receipt, but it is not the responsibility of the Library or its employees to make any determination concerning the applicants' eligibility, except for voting age, and Library staff will not be responsible for actually filling out the forms. Patrons may choose to take the voter registration card with them to complete and mail themselves. The Library has no further responsibility if Patrons decline.

XXVII. Security System Policy

The 3M Magnetic Detection System is a magnetic-based surveillance system that detects the unauthorized removal of Library materials. The purpose of the 3M detection system is to remind all Patrons to check out Library materials properly before leaving the Library. All Patrons entering the Library are expected to enter and exit through the security system gate.

It is important that the Library staff remain courteous and professional when discussing the detection system or handling alarm situations. When questions arise from Patrons regarding the security system, staff should respond with a brief and non-technical reply; if a Patron insists on more information, refer them to the Library Director.

Library staff should assume that all alarms are the result of Library error and should respond quickly to alarms in a calm, courteous, and friendly manner without making any accusations. The cause of alarms must be identified, but Patrons will not be detained or their belongings searched unless source of alarm cannot be determined after rescanning of Library materials. If a Patron refuses to cooperate, staff should follow established Library procedures dealing with problem Patrons.

XXVIII. Computer and Internet Use and User Guidelines Policy

A. Policy:

The Duncanville Public Library offers internet access and the programs Word, Excel, Power Point, Publisher, and resumé software on 19 public-use computers to further its mission to meet the educational, informational, and cultural needs of its residents. Two Express Stations are also provided for users who need brief access. Use of the internet is also intended primarily as a reference tool for research, information gathering, and for self-directed personal growth more than for entertainment purposes, such as game playing, chat rooms and group discussion participation. Adult patrons may use any of the 19 computers; however, computers A through H are designated for use by minors (17 and younger). Three computers are available for the exclusive use of children ages Pre-K through K age. This includes a bilingual early literacy workstation.

Because the Internet is a global, unregulated entity and contains highly diverse information, the Library cannot control or monitor what is available nor does it have control over the information contained. Therefore, Patrons should evaluate the content and validity of the information found with print sources. Additionally, because computer workstations are in a public building where children are present the Library takes a ZERO TOLERANCE stance towards viewing pornography. Any Patron found to be visiting such sites will LOSE their computer privileges permanently. Therefore, by reading and signing off on this policy, all Patrons agree to the conditions and rules as set forth in this section.

1. U.S. Copyright Law (Title 17, U.S. Code) prohibits the unauthorized reproduction or distribution of copyrighted materials. Therefore, any copyright infringement lies with the user; the Library expressly disclaims any liability or responsibility arising from access to or use of information obtained from the internet.

2. Staff Limitations:

The Library's purpose in having computers for public use is to provide the service and not to educate in the use of the computers. Library staff can help Patrons get started on the computers, assist with troubleshooting, offer search suggestions, and answer general questions. Library staff cannot, however, devote the time needed for one-on-one instruction concerning the internet and programs offered on the computers. Because of Library scheduling, internet-trained staff may not be immediately available to assist Patrons. Therefore, computer Patrons must be prepared to work as independently as possible.

3. Children's Use:

Children 17 and younger are allowed access to Computers A through H. The Duncanville Public Library encourages parents to work closely with and monitor their child's internet and computer use. Parents are REQUIRED to SIT with their children aged 10 and younger while using this service in the Library. Parents concerned about their children's use of the internet are encouraged to read and share with their children, MY RULES OF ONLINE SAFETY. This is included in an excellent publication from the National Center for Missing and Exploited Children, entitled CHILD SAFETY ON THE INFORMATION HIGHWAY (2003), which has been included in this policy manual (see Addenda). When Computers A through H are in use and there is a computer designated for adult use available, a child may request permission from the Librarian-on-Duty to use the computer. The Librarian-on-Duty will make the decision based on the child's need. Acceptable requests include checking school email, researching school projects, or writing papers. Not acceptable are requests to use a computer to play games, enter chat rooms, and visit social networking sites or instant messaging.

4. The Duncanville Public Library offers a free Wi-Fi environment for use by Patrons with laptops equipped with the appropriate internal configuration. No password is required. Laptop users will comply with the same general rules that apply to users of the public use computers.
5. Two (2) Express Stations are offered to Library cardholders for the purpose of brief or quick use by Patrons. This station is free to all users, and use of it will constitute 1 of 2 computer use sessions provided to all Patrons.
6. Users who deliberately or maliciously tamper with Library computers will face suspension or permanent banning of computer privileges.

B. Rules Governing Use:

All computer users must read, sign, and agree to comply with the Duncanville Public Library's Computer and Internet use policy and user rules BEFORE using the service. All users must have a Duncanville Public Library card to use the service. A computer-use only card is available to non-residents for a fee (See Addenda for Master Fee Schedule). Users MUST use their own card and cannot use another person's Library card to access computer services. If they do, their session will be terminated immediately, and the Patron who allowed others to use their card will have their privileges suspended for two weeks.

All users must bring their Library card in order to use the computers. If the card is forgotten, the user will need to retrieve it. Requests for users' Library card numbers cannot be provided, as Library staff will not divulge Library card numbers to anyone due to confidentiality of Library records.

The Library has a ZERO TOLERANCE policy towards the viewing of pornography. If a Patron is found visiting such sites, their computer privileges will be permanently suspended.

All users will have access on a first-come, first-served basis.

All users must have cards in good standing, owe no fines or fees, and be up-to-date within the system.

All users are limited to two (2) log-in sessions per day. A session lasts up to one hour, though in quiet times sessions will automatically be extended in 15 minute increments.

Only two (2) users are allowed at each computer workstation. A quiet atmosphere is enforced in all areas, and noisy, disruptive users will be asked to leave the Library if they do not comply. Computer privileges may be suspended accordingly.

Children 10 and under MUST have a parent sitting with them when using the service. If a child of this age or younger is found to be using the service without a parent present, their session will be terminated immediately.

Users may work from and save to a CDR or flash drive. CDRs are available for sale at the Check-Out Desk for a fee (See Addenda for Master Fee Schedule).

Users are responsible for paying for all copies generated in advance.

Users may not use any Library workstation for illegal or criminal purposes and must comply with U.S. Copyright Law and all other applicable laws.

Failure to comply with the Computer and Internet Use Policy and user rules will result in immediate suspension of computer services for the user.

XXIX. Proctor Policy

As part of the Library's role to meet the educational needs of its residents, the Library staff will proctor examinations for residents and non-residents who work within the city limits of Duncanville. Proctor students must be 16 years or older. There is no fee to proctor exams.

XXX. TexShare Library Card Policy

The Duncanville Public Library participates in the Texas State Library TexShare Library card program, which permits eligible patrons of Texas public and academic libraries in good standing to directly borrow materials from participating TexShare libraries across Texas. Duncanville residents may apply for a TexShare Card for use at other libraries if they:

- are 18 years of age or older;
- have had an account with the Duncanville Public Library for at least 3 months, and
- said account is in good standing (owing no fines or fees and having no overdue materials).

Members of other libraries are welcome to borrow materials from the Duncanville Public Library with a TexShare Card under the following limitations:

- Only circulating books may be borrowed (except those with a 7-day status);
- A TexShare user may have no more than five (5) items checked out to their account at a time;
- Once borrowed, materials may be renewed only once before they must be returned.

Except as specified above, checkout periods, renewal periods, and fine rates for TexShare cardholders are the same as those for Resident and Non-Resident cardholders.

Interlibrary Loan, use of the Library's public computers, and access to the Library's collection of downloadable content (e.g. ebooks and downloadable audiobooks) are not available to TexShare cardholders. These services are available, however, to holders of the Non-Resident card.

XXXI. Meeting Rooms and Public Spaces

The Library has many spaces available for private and small group study. These include several carrels, desks, and tables throughout the main area of the Library, as well as a Private Study room for individuals, and a Group Study room capable of supporting up to approximately six (6) people.

The Programming Room is designed to host the Youth Services programs and events. As a courtesy, the Library allows the public to use the Programming Room on an as-needed basis, only when:

1. neither the Private Study Room nor the Group Study Room are available or can support the needs of the requesting patron or group, and
2. the Programming Room is not presently being used for a Library or Library-sanctioned event.

The Meeting Rooms in the hallway in front of the Library are well-equipped to support large groups of people, and may be reserved through the Recreation Center. The corresponding fee schedule is included in the Addenda to this Policy Manual, and is also available on the City of Duncanville's website.

XXXII. Inventory Policy

Real-time inventory of the collection shall be completed every two years. The purpose of the inventory is to ascertain the numerical count of all collections and determine its value for insurance purposes. The first comprehensive inventory was completed in FY 09-10.

XXXIII. Re-Evaluation of the Policy Manual

This policy manual shall be re-evaluated by the Library Director and the Library Advisory Board every two years.