



Duncanville Public Library

Inform, Inspire, Imagine

POLICY MANUAL

Updated December 2017

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I. Mission

Through education, collaboration, and innovation, the Duncanville Public Library enriches lives, stimulates imagination, and nurtures a greater sense of community.

To that end, the Library is committed to providing equal and open access to resources, programs, and services, and to providing an environment conducive to reading, study, and collaboration.

Adopted July 7, 2016

II. Oversight

The Duncanville Public Library is a function of the municipal government of the City of Duncanville. As such, the Library's operational budget and schedule of fees are subject to City Council approval each year.

The City employs a Library Director, who is charged with administration and operational oversight of the Library and its functions, and reports to the office of the City Manager.

The Library Advisory Board is established by City Council to advise Council and City Staff on matters pertaining to the Library, its policies, and its services. The Board is comprised of Duncanville citizens who are appointed by City Council. The Library Director acts as staff liaison and secretary to the Board. Changes to Library Policy must be approved by the Board before taking effect.

Adopted July 7, 2016

III. General Principles

Diversity

The Library recognizes that it serves a diverse community, including people of all races, genders, sexual orientations, religions, national origins, and abilities. The Library aims to serve the community without preference or bias, and to reflect its diversity in its services, collections, programs, and displays.

Right to Access

The Library is open to all. The Library shall only restrict a person's access to library resources, services, or facilities based on violations of its [Code of Conduct](#), or for account delinquency as outlined in [Suspension of Membership Privileges](#). The Library does not restrict any person's access to information, materials, or resources based on content, except in the cases of information related to other members' library usage (see [Right to Privacy](#)) and of content filtering on in-house computers, as stated in [Public Computer Use](#). Library staff will strive to make any reasonable accommodation to persons with disabilities.

Right to Privacy

The Library collects information incidental to its operations, including information required to identify and contact members, information related to the circulation of library materials, and information related to fines and fees. Pursuant to Texas Government Code Section [552.124](#) and [552.023](#), the Library shall not disclose such information about any library account to anyone other than the person named in said account, or their authorized representative (see [Minors](#) and [Families](#)), unless required to do so by court order or subpoena.

Should a member request account information over the phone, Library Staff must verify the caller's identity before providing the information.

Section III adopted July 7, 2016

IV. Membership

Types of Membership

Full Membership

Full membership is available at no cost to:

- Residents of Duncanville, Cedar Hill, and Desoto
- Persons who own a business or property in Duncanville
- Employees of the City of Duncanville
- Employees of Duncanville ISD

Persons not included in any of the above groups may purchase a full membership for a fee (see [Appendix B](#)).

Limited Memberships

For those not eligible for free full membership, the Library offers several different limited memberships for various individuals and situations.

A **computer-use-only membership** is available to those who do not qualify for a free membership and only wish to use the Library's public computers.

Visitors of age 18 or older carrying a **TexShare card** issued by their home library may borrow up to five items at one time. This type of membership is free, but does not include access to the Library's online resources or public computers.

Individuals who currently lack permanent residence may apply for a free **transitional membership** by submitting an affidavit in lieu of proof of residence. Transitional memberships include full computer privileges, but only five items may be checked out to the account at a time. Upon request, and as space allows, Library staff will hold items borrowed by a transitional member behind the desk until the member returns to the Library.

Homebound membership is available for individuals who, due to age, illness, or some other reason, find it prohibitively difficult to get to the Library. Staff will deliver up to five items at a time to the member's residence or nearby agreed-upon location.

Minors

Individuals under the age of 18 and without their own photo identification and/or proof of residence may apply for membership with a parent or guardian present. If their parent or guardian has a library account, the minor's account will be linked to theirs, and the parent/guardian will be designated as the minor's responsible party.

As stated in [Right to Access](#), the Library will not restrict a minor's access to resources based on age. Parents and guardians are encouraged to help their children and young adults select library resources in keeping with their family's values.

Families

Family members may choose to have their accounts linked together, regardless of age, by requesting it together in person at any time during library hours.

Linked family members may:

- Receive information about other family members' accounts (e.g. titles checked out, fee information) in person and over the phone
- Update each other's accounts
- Check out items for the other person without the card present
- If permission is given, juveniles may use their parent's/guardian's card to check out DVDs on behalf of the parent/guardian

Fees applied to one account will prevent all accounts from checking out unless the fee is paid or a payment plan is arranged.

To unlink voluntarily linked accounts, or to switch the responsibility of juveniles, both parties must be present and show photo identification.

Becoming a Member

Proof of Identity

All membership applicants except juveniles must show photo identification in order to set up an account. Any type of government-issued photo identification is acceptable, including passports from any country, driver's licenses or IDs from any state, identification cards from consulates, and military IDs.

Proof of Residence

Proof of residence (or of employment with the City of Duncanville or Duncanville ISD) is required of candidates for free full memberships. Proof of residence includes the following:

- Valid driver's license or other government-issued photo ID
- Lease or mortgage
- Gas, water, or electric bill
- Car insurance (primary or secondary)
- Voter registration card
- Affidavit of residence form (18+ only)

Those who qualify for a free membership but lack sufficient proof of residence as defined above will be issued a provisional membership. Such membership will expire one month after issue, and will allow full computer privileges and up to five items to be checked out at a given time. Once appropriate proof of address is presented, the account will be changed to a full membership.

Suspension of Membership Privileges

A person's membership is conditional on the good standing of their account. Privileges may be suspended on any of the following conditions:

- Borrowed items past due
- Unpaid fines/fees
- Expired account (see [Account Renewal and Deletion](#))

Privileges may be reinstated by returning or renewing overdue items, paying outstanding fines/fees, or reconfirming identity and contact information. Members unable to pay an outstanding balance in full may request to arrange for a payment plan. Members on payment plans may only check out 5 items at a time until their account balance is cleared.

No new memberships may be added to an account or family group unless all accounts are in good standing.

Account Renewal and Deletion

To ensure that our contact information is up to date and that membership types remain accurate, accounts must be renewed regularly. To renew an expired account, the member named on the account must present their library card along with the required proof of identity and residence for their membership type (see [Becoming a Member](#)).

Accounts that remain expired for three years, and have no outstanding fees or other account blocks, will be deleted from the system.

*Section IV adopted July 7, 2016
Revised October 1, 2016*

V. Circulation

Borrowing Items

Library items may be borrowed for specified periods of time (typically three weeks or one week), and generally may be renewed up to two times if no other member(s) have placed hold requests on the item. If items are not returned or renewed by the due date, overdue fees will accrue (see [Fines and Fees](#)).

First time borrowers are limited to five items total per linked family group (not per member). This restriction is lifted when items are returned on time.

By default, a member may have up to 25 items checked out to their account at any given time. However, to help the library's resources benefit the largest number of people, some subject- and type-specific limits have been instituted. At a given time, a member may have checked out to their account no more than:

- Three test prep guides
- Ten DVDs
- Ten junior or teen graphic novels

Interlibrary Loan

Interlibrary loan services are available to full members and homebound members, for a fee (see [Appendix B](#)) to cover shipping costs. The fee is applied to the requesting borrower's account upon the item's arrival at the Library, and is due at that time. Items borrowed through Interlibrary Loan cannot be renewed.

Security System

Library materials are protected by an electronic security system in order to minimize losses. Library Staff reserve the right to question persons passing through the security gate when its alarm sounds.

Fines and Fees

In an effort to protect the City's assets and make the best use of taxpayer dollars, the Library observes the following timeline when an item is not returned to the Library by its assigned due date:

- 1-30 days past due: The member may return or renew items in order to halt the accrual of overdue fees.
- 31-60 days past due: Items may be declared Lost by staff and the Library may begin the process of replacing them. During this time period, items may be accepted for return at the discretion of staff, depending on their replacement status.

Item replacement fees are applied for items which the member declares as lost, as well as for items declared Lost by the Library. Items declared Lost will not be accepted if returned at a later time.

If an item returned to the Library shows damage, and said damage is determined to have been caused by the most recent borrower, a fine will be applied to said borrower's account according to the Library's Fee Schedule.

A complete list of fines and fees charged by the Library may be found on the Fee Schedule (see [Appendix B](#)).

At the time a charge is applied to a member's account, payment is due, and membership privileges are suspended until payment or payment arrangements are made. Accounts on a payment plan have limited privileges depending on the amount due. Accounts with balances of \$50 or more that have no payment arrangements made for one month will be sent an official letter citing the relevant City ordinances.

Section V adopted July 6, 2017

VI. Collection

The Library strives to build, maintain, and curate a collection of informational and literary resources that serves the community's interests and needs, and generally covers the spectrum of human knowledge. The policies and practices defined in this section are aimed at maintaining a collection that:

1. Contains a core of basic resources to meet the community's need for information and standard, "classic" works,
2. Contains an assortment of popular materials to anticipate and meet community demand,
3. Includes materials in various formats and media that are useful to and usable by the public,
4. Reflects the diversity of the community in the breadth and variety of topics covered and viewpoints represented, and in the various languages in which its resources are expressed, and

5. Remains current and relevant to the needs and interests of the community over time.

Selection Criteria

In order for the collection to meet these aims, Library staff responsible for selecting materials for addition to the collection must exercise a strong preference for resources that are (where applicable):

- current and of timely interest,
- accurate,
- issued from an authoritative source,
- in demand, and
- physically durable.

Sources of Input

Library staff consider input from a variety of sources in the course of choosing materials to be added to the collection, including (but not limited to) the following:

- **Recommendations or requests** from members of the community
- **General literary awards** such as the Nobel Prize, Pulitzer Prizes, Andrew Carnegie Medal, and the Man Booker Prize
- **American Library Association literary awards and reading lists** such as the Caldecott Medal, Newbery Medal, Coretta Scott King Book Award, Pura Belpré Medal, Sibert Medal, Geisel Award, Michael L. Printz Award, Schneider Family Book Award, Andrew Carnegie Medal, Batchelder Award, Odyssey Award, Stonewall Book Award, William C. Morris YA Debut Award, and YALSA's Teens Top Ten
- **Texas Library Association literary awards and reading lists** such as the Texas Bluebonnet Award, Lone Star Reading List, 2x2 Reading List, Maverick Graphic Novel Reading List, Tejas Star Reading List, and the Tayshas Reading List
- **Bestseller lists** such as those of the New York Times and Amazon
- **Area school reading lists**
- **Literary reviews** in publications such as Kirkus Reviews, Library Journal, the Dallas Morning News, Booklist, Shelf Awareness, and Fantastic Fiction

Materials and Formats Excluded

In the interest of making the highest and best use of Library space and resources, the Library may elect to not add a given resource that meets the aforementioned criteria on the basis that it is already easily and readily available to the community elsewhere.

Due to their generally high cost and short lifespan, the Library does not purchase textbooks, except when no other reputable sources can be found on a subject of interest.

Materials which cannot legally be purchased by minors or viewed by minors will not be considered for inclusion in the collection.

Donations, Gifts, Memorials

The Library welcomes donations and gifts of materials that support its mission, and fit the aforementioned selection criteria. Donated items not meeting said criteria may be put into the ongoing book sale hosted by the

Friends of the Library, or given to a charitable non-profit entity. Materials not suitable for any of these uses (e.g. damaged beyond usability) will be discarded.

Weeding

In order for the Library's collection to remain current and relevant to the needs and interests of the community, materials that no longer serve the purpose for which they were initially added to the collection must be withdrawn ("weeded") to make room for new resources. To this end, the contents of the collection are regularly reviewed against the same criteria applied in the selection process described above. Other factors considered include the amount of time since an item was published, or since it last circulated. Library staff use the guidelines set forth in [CREW: A Weeding Manual for Modern Libraries](#) as a framework for the weeding process.

Items withdrawn from the Library's collection may be put into the ongoing book sale hosted by the Friends of the Library, or given to a charitable non-profit entity. Materials not suitable for either of these uses (e.g. damaged beyond usability) will be discarded.

Reconsideration of Materials

Given the diversity of the community it serves, the Library's collection will inevitably include materials reflecting differing viewpoints on topics and issues that may be controversial. Objections to library materials, or to the placement of library materials in a certain part of the collection, or other such requests for reconsideration may be made by submitting a Request for Reconsideration Form (see [Appendix A](#)) to any Library service desk. Such requests shall be reviewed by Library Staff and the Library Advisory Board. The Library Advisory Board shall hold the final decision in such matters.

*Section VI adopted July 7, 2016
Revised January 5, 2017*

VII. Programs and Services

In support of its mission, the Library endeavors to provide a number of resources, programs, and services, for all age groups and a variety of interests, with an emphasis on accessibility for all and showcasing our community's diversity. Such resources, programs, and services are provided at no cost where possible.

Displays and Exhibits

The Library has display and exhibit spaces available. Community members may request use of these spaces when they are not being used by the Library or the City. Requests must be approved by Library Staff, and are subject to all rules and procedures set in place by the City. Requests to display items that promote illegal activity, contain swearing or hate speech, or proselytize for or against a particular religion or political viewpoint will be denied. The Library assumes no liability for items in displays or exhibits.

Notice Boards

In response to community demand, the Library provides two community boards in the Lobby where citizens may post notices. Library staff will remove date-sensitive items once the date has passed, and will periodically remove older items without dates to make room for new notices. Items which advocate illegal activity, contain swearing or hate speech, or proselytize for or against a particular religion or political viewpoint will not be permitted.

The Library also has several notice boards reserved for Library and City use only. Fliers from educational institutions, other local governments, charities, and for community events may be posted with Library approval. Fliers posted without Library approval will be removed.

Study Rooms and Comfort Room

The Library facility includes three study rooms. These rooms are available free of charge on a first-come, first-served basis. As a courtesy, the Library allows the public to use the Programming Room on an as-needed basis, if no programs are occurring and the study rooms are in use.

The Library also offers a comfort room in the children's area for parents with small children to use if needed.

Adjacent to the Library are meeting rooms that may be rented for a fee through the [Recreation Center](#).

Section VII (to this point) adopted July 7, 2016

Test Proctoring

In support of the educational endeavors of students in our community, certain Library staff are available as proctors for tests and examinations during normal Library service hours.

To ensure availability of staff, arrangements for test proctoring must be made by appointment between the student and the Library employee who will serve as proctor. Appointments may be scheduled by contacting the Information Desk at 972-780-5052. Appointments may be scheduled for any time the Library is open, ending no less than 1 hour prior to closing. Students are encouraged to schedule proctor appointments at their earliest notice of a test and its requirements. "Drop-in" proctor requests cannot be accommodated.

Any changes to the appointment (e.g. rescheduling, cancelling, arranging for a different proctor) must be negotiated between the student and the proctor prior to the appointment.

A proctor must receive all test requirements and related forms from the examining institution before a test can be administered.

Proctors will not be able to provide continuous supervision for the entire duration of a test, but will check on the student intermittently while the test is underway. Aside from this, proctors will enforce all conditions placed on the test by the examining institution (e.g. time limits, materials/resources not permitted during the test). Any perceived violation of the posted rules for the test will be reported to the examining institution.

There is no fee for proctor appointments, or for computer time necessary to take a test, or for transmission of the test and/or any related documents to the examining institution via fax or email. If the examining institution requires any documents to be returned via postal mail, either the student or the examining institution must provide an addressed envelope with sufficient postage.

Adopted January 5, 2017

VIII. Technology

Public Computer Use

The Library offers public computers for use by its members. Guests receive courtesy 15-minute sessions and may purchase individual session passes if they do not wish to purchase a membership.

All computers are offered first-come, first-served, as determined by the reservation system. Computers shut down automatically when a session ends. For privacy reasons, all files and browser history are deleted at the end of each session and cannot be recovered.

Library staff reserves the right to end sessions if warranted by violations of the Code of Conduct.

As these are public computers, no additional software can be installed by members. Requests for needed software may be directed to a librarian for consideration at a later date.

Web content filters are in place to prevent users from accessing content that has been deemed illegal and/or pornographic. In addition, users are urged to keep in mind that these are public computers and the monitors are visible to all those nearby, and moderate their browsing accordingly.

Wi-Fi Use

The City provides the public with free Internet access via a wireless (“Wi-Fi”) Internet hub in the Library and Recreation Center. Use of this connection is subject to terms and conditions found in [Appendix C](#).

Section VIII (to this point) adopted July 7, 2016

Lending Laptops and Wi-Fi Hotspots

To expand access to the Internet and computer technology in our community, the Library maintains a collection of laptop computers and portable wireless access points (“Wi-Fi hotspots”) which members may borrow for use in the Library, at home, or other locations outside the Library.

To be eligible to borrow a laptop or hotspot, a member must reside within the city of Duncanville, must be at least 18 years of age, must have a library account in good standing (not expired, owing no fines or fees, having no items overdue) and must have been a member for at least 3 months. Additionally, before borrowing a laptop, a member must show photo identification as described above in Section IV. Membership (see [Proof of Identity](#)).

Laptops and hotspots may be checked out at the Information Desk during the Library’s normal service hours, and must be returned in-person to the same location. Returning a laptop or hotspot via a book drop may result in damage to the device and a corresponding fine (per the Fee Schedule in [Appendix B](#)) charged to the account of the member to whom the device was checked out.

The Library reserves the right to disable a particular hotspot if it is not returned by the stated due date.

Upon return to the library, laptops will be cleared of all user-generated data, and any settings will be restored to defaults.

In keeping with the principle of [Right to Access](#), the Library imposes no content controls or filtering on circulating laptops or hotspots. However, the Library also disclaims any responsibility for liability, damages or expense resulting from their use or misuse during the time the device is checked out to a member’s account. Such responsibility is assumed by the member to whom the device is checked out.

As with other circulating Library materials, a member also assumes responsibility for the physical safety and condition of a laptop or hotspot (as well as any accompanying accessories) during the time the device is checked out to their account. Except as otherwise specified in this section, lending of laptops and hotspots

shall be subject to the policies set forth in [Section V. Circulation](#), and to fees specified in the Fee Schedule (see [Appendix B](#)).

Adopted January 5, 2017

IX. Code of Conduct

The following Code of Conduct outlines the behaviors deemed inappropriate while visiting the Library.

1. Please respect others by keeping noise at a low volume. If a conversation, cell phone, computer, or other source of sound is audible and intelligible from several paces away, such that it disturbs other patrons, library staff may ask you to lower your volume or relocate to the lobby or a study room.
2. Non-alcoholic beverages are permitted inside the Library if carried in containers with lids and kept away from the public computers. All other food and drink is prohibited.
3. For your safety and the safety of others, while in the Library, please do not run, throw things, block walkways, or use skateboards, scooters, roller skates, or roller blades.
4. Please supervise children while in the Library. Parents must not leave children under 11 years of age unattended in the Library or lobby area. If Library staff discovers such a child unattended, they will attempt to reunite the child with his/her parent, legal guardian, or a responsible adult. If such an adult cannot be located, staff will contact the police to report an unsupervised child.
5. You may only use your own card to access the public computers. Please do not yield your card or session to anyone else, or ask anyone else to do so for you.
6. When using a computer, please keep in mind that others may be able to see your screen, including children.
7. Service animals are allowed in the Library, but all other animals are prohibited.
8. You must remain fully clothed (including shirts and shoes) at all times.
9. Please do not ask other patrons for money or items, or ask them to buy goods or services from you.
10. All applicable laws and local ordinances regarding public behavior apply to Library patrons. Library staff will report offenses to the police.
11. The following types of behavior are **not acceptable**:
 - a. Abusive or disruptive behavior towards staff or patrons
 - b. Abusing or vandalizing library facilities, equipment, or materials
 - c. Gambling
 - d. Sleeping for more than 20 minutes
 - e. Smoking tobacco products or utilizing electronic cigarettes/personal vaporizer devices or the use of illegal substances

f. Voyeurism and peeping (including the use of cameras or video equipment for this purpose)

Except as indicated above, persons in violation of any part of this Code of Conduct will be given one warning before being asked to comply or leave the Library for the remainder of the day. Repeat offenses will be penalized by suspension of some or all Library privileges and/or access, as warranted by the given violation, for progressive durations of time (one week, two weeks, one month).

If a minor is found in violation of any part of this Code of Conduct, Library staff will notify the minor's parent or legal guardian in reference to the violation, if the parent or legal guardian is present.

If a person believes his/her Library privileges and/or access have been unduly curtailed, they may appeal to the Library Director. Further appeal may be made to the Library Advisory Board, whose decision will be final.

Library staff will keep a record of all incidents involving suspension of some or all Library privileges and/or access, and of all incidents resulting in police contact.

Section IX adopted December 7, 2015

X. Revision of Library Policies

This policy manual shall be regularly reviewed for accuracy and completeness. Changes to Library Policy must be approved by the Library Advisory Board before taking effect.

Adopted July 7, 2016

Appendix A: Request for Reconsideration Form

DUNCANVILLE PUBLIC LIBRARY

CITIZEN'S REQUEST FOR RECONSIDERATION OF MATERIALS

Your request for reconsideration will be reviewed by the Duncanville Public Library Board of Trustees, who make all final decisions on materials. Before they can process this request, you must read, see or listen to the entire item and fill out this form in full. Requests that have not been filled out, and items that have not been completely read or viewed, will not be accepted by the Board. You will be notified of their decision by mail.

Date _____

Request initiated by _____
(Name)

Address _____
(Street) (City) (State) (Zip)

Are you a registered borrower of this library? _____ Card # _____

Material in question:

_____ Book: Title _____

Author _____

_____ Other: please check

_____ Audiocassette _____ CD

_____ Videocassette _____ DVD

Title _____

1. What is your objection to the material(s)? (Please be specific; cite pages, if additional space is needed, please use back of this form.)

2. What do you feel might be the result of reading or using this material?

Why? _____

3. Have you read or seen this material in its entirety? _____

4. In your judgment, is the material of any value? _____

5. Are you aware of the judgment of this material by literary critics in professional reviews? _____

6. What do you believe is the theme or purpose of this material? _____

7. In its place, what material of equal literary quality would you recommend that would convey as valuable a picture of and/or perspective on the subject? _____

(Signature of the one concerned)

Received by _____ Date _____

Appendix B: Library Fee Schedule

CITY OF DUNCANVILLE - MASTER FEE SCHEDULE FY 17-18 LIBRARY

LINE	DEPARTMENT	BASIS/COMMENTS	FEE EFFECTIVE 10/01/2016	ADOPTED CHANGE FOR FY 17-18	FEE EFFECTIVE 10/01/2017
1					
2	LIBRARY				
3	Membership, Library Cards				
4	Annual Membership, full privileges	Residents of Duncanville	\$ -	\$ -	\$ -
5	Annual Membership, full privileges	Residents of DeSoto, Cedar Hill	\$ 35.00	\$ (35.00)	\$ -
6	Annual Membership, full privileges	Residents of other cities (first in household)	\$ 35.00	\$ -	\$ 35.00
7	Annual Membership, full privileges	Residents of other cities (subsequent in household)	\$ 5.00	\$ -	\$ 5.00
8	Annual Membership, computer use only	Residents of other cities (first in household)	\$ 20.00	\$ -	\$ 20.00
9	Annual Membership, computer use only	Residents of other cities (subsequent in household)	\$ 5.00	\$ -	\$ 5.00
10	Replacement Library card	Per card	\$ 5.00	\$ -	\$ 5.00
11	Services				
12	Photocopies	Per page	\$ 0.10	\$ -	\$ 0.10
13	Printing	Per page	\$ 0.10	\$ -	\$ 0.10
14	Faxing (US & Canada)	Per page	\$ 0.25	\$ -	\$ 0.25
15	Faxing (International)	Per page	\$ 0.25	\$ 0.75	\$ 1.00
16	Interlibrary loans	Per item delivered	\$ 3.00	\$ -	\$ 3.00
17	Single-use computer pass	Per hour	\$ 1.00	\$ -	\$ 1.00
18	Notarized signatures	Each	\$ -	\$ 1.00	\$ 1.00
19	Materials				
20	USB flash drives	Per item	\$ 5.00	\$ -	\$ 5.00
21	Earbuds	Per pair	\$ 1.00	\$ -	\$ 1.00
22	Overdue charges				
23	Kindles, wifi hotspots, laptops (checked out for offsite use)	Per item per day to a maximum of replacement cost	\$ -	\$ 2.00	\$ 2.00
24	Laptops (in-house use)	Per hour	\$ -	\$ 1.00	\$ 1.00
25	All other Library materials	Per item per day to a maximum of replacement cost	\$ 0.25	\$ -	\$ 0.25
26	DVDS and Videos	Per item per day to a maximum of replacement cost	\$ 2.00	\$ (1.75)	\$ 0.25
27	Damage charges				
28	Pages torn, marked, water damaged or missing	Per page to a maximum of \$5.00	\$ 0.50	\$ -	\$ 0.50
31	ILL book band not returned with item	Per item	\$ 1.00	\$ -	\$ 1.00
32	Book spine broken	Per item	\$ 3.00	\$ -	\$ 3.00
33	Media cover insert torn, marked, or missing	Per item	\$ 5.00	\$ -	\$ 5.00
34	Case, container, or part of Library material missing or damaged beyond repair	Per part	Replacement cost	\$ -	Replacement cost
35	Library materials lost or damaged beyond repair (e.g. mold or water damage)	Per item	Replacement cost	\$ -	Replacement cost
36	Library materials lost or damaged beyond repair (e.g. mold or water damage)	Service charge, per item, in addition to replacement cost	\$ 5.00	\$ -	\$ 5.00

Appendix C: Terms of Use for Library/Recreation Center's Public Wi-Fi

The City of Duncanville (hereinafter referred to as "we" or "us") provides its citizens and guests with Internet access, free of charge, via a public wireless (Wi-Fi) Internet service (hereinafter referred to as "the service"). Use of the service is subject to the following terms and conditions:

1. You assume all risk entailed in use of the service.
2. We have no responsibility for the Internet content you access via the service, and do not guarantee any content to be error or virus free.
3. We do not guarantee the availability of the service, the speed at which information may be transmitted or received via the service, or that the service will be compatible with your equipment or any software which you use.
4. We have filters in place that prevent users from accessing, via the service, content that has been deemed illegal and/or pornographic in nature.
5. We are required to cooperate with law enforcement authorities and rights-holders in the investigation of any suspected or alleged illegal activity by users of this service. We reserve the right to collect and retain information pertaining to use of the service, including, but not limited to, the Internet Protocol (IP) and hardware addresses of any devices which access the service, the times at or during which such devices have accessed the service, and the type or nature of any activity associated with such access.
6. If, in spite of the filters referenced in clause 4, you nonetheless use the service to conduct activities that result in claims or legal action being made or threatened against us, you agree to compensate us fully for any costs associated with litigation and/or claims or legal action made or threatened against us by someone else due to breach of these terms and conditions and abuse of the service.
7. We reserve the right to take any of the following actions, at any time without prior notification:
 - a. to change the specifications or manner of use of the service;
 - b. to change or implement access codes, usernames, passwords, or other security information necessary to access the service;
 - c. to terminate the service entirely.