



westbanklibraries

Policies for Using the Library

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Membership

Last adopted February 19, 2014

Each person, regardless of library membership, may use library resources on site, attend our programs, and rent our meeting rooms as long as they follow the posted Code of Conduct and applicable policies. To borrow materials, however, library membership is required. Proof of address is required to establish an account. Accounts need to be renewed annually. It is the responsibility of card holders to update their accounts. Library software may retain member data indefinitely. For statistical reasons we report as “current cardholders” those who have been active in the last three years.

Our membership accounts are family accounts, which are issued to the adults in the family who are then financially responsible for all materials checked out on the account, including materials checked out by children and any live-in non-family members authorized on the account. Families are issued two library cards; additional cards may be purchased. A current library account is required to checkout materials, and self-checkout is available for members who bring their physical card (or phone facsimile) with them. The Library Director may withdraw privileges for misuse of library property or for failing to follow the Code of Conduct or usage policies.

The Library offers several membership options. Checkout and reserve limits are posted in the membership brochure and on the library website.

Fines

Fines accrue at 20 cents per day with a maximum of \$3 per item and exist to incentivize timely return of materials. There is a short grace period built in by library software. Staff may reduce or waive fines for extenuating circumstances after checking the member’s history to determine that this is not a repetitive behavior.

Lost and Damaged Items

The Library charges the retail cost of an item that has been lost or damaged plus a processing fee of \$5-\$10. We do not accept replacement copies unless hardship is established, in which case the copy must be identical and the processing fee must still be paid. Members may receive refunds not including the processing fee for items that are returned in good condition within six months after payment.

Lost and Found

Items that are found in the library will be kept for one month. If items are not claimed they will be donated to charity. Perishable items may be discarded sooner.

Internet Access

Last adopted February 19, 2014

Internet access and public computers are provided to allow access to information beyond our collections. Membership is not required. The library can assume responsibility only for the information posted by the library on the library’s website. Use of Internet is governed by a posted Internet Access Agreement.

Meeting Room Use

Last adopted February 13, 2017

Meeting rooms in the District's libraries are primarily used for library programs and events, but they are also available for private and community meetings and events. Meetings held outside of library hours will require the hiring of an approved security guard. Any issues not covered in these policies will be resolved by discussion with the Programs Manager and the Director or Associate Director.

To request meeting room use, interested parties must read Meeting Room Rules (online) and fill out a Meeting Room Request form. A staff member will follow up by email.

Community Groups and Nonprofits

Subject to room availability and library scheduling constraints, community and nonprofit groups may be approved to use a meeting room during library hours for educational, civic, or charitable pursuits. Such use is generally limited to groups with fewer than 30 people and requires advance notice.

Town Hall Meetings and Candidate Forums

Subject to room availability and library scheduling constraints, community groups may be approved to conduct public town hall meetings or candidate forums. The group organizing the event is considered the host and is responsible for all setup, cleanup, and PR.

All candidates must be invited to participate in candidate forums. The hosting group must supply a moderator and establish rules for the forum. Town hall meetings may be hosted by an elected official. Any meetings that are not open to the public are considered private and will fall under the meeting room policy for private events.

Private Meetings

Subject to room availability and library scheduling constraints, large library meeting rooms may be booked for private use for adult events for a fee. The fee schedule and rules are posted on the library website. Rental may be constrained by minimum rental time, deposits, additional fees beyond rental, requirements of a security guard, and start and ending times. All fees are due at the time of reservation and no refunds will be made for events cancelled fewer than 7 days before the event.

All advertising for private events must include the statement: *This event is not affiliated with or sponsored by the Westbank Community Library District.* The library's phone number should not be given out as a contact for inquiries about the event.

A list of rules will be provided to the lessor. The library reserves the right to reschedule an event in case of emergency or unforeseen circumstances.

Tutors

Tutors are welcome to tutor in shared library spaces if they can do so without disturbing others. Tutors are limited to working with three students or fewer at a time.

Acceptance of Donated Materials

Last adopted February 19, 2014

The library is very grateful for the generosity of the community in its donation of valuable materials. Materials that are donated to the library are reviewed by staff for suitability for the collection. Materials will be added based on need, currency, reference or circulation value to the community, and condition. The library also reserves the right to decide when a gift added to the collection should be withdrawn. Most donated materials that are not added to the collection are sold or donated onward.

Volunteering

Last adopted February 19, 2014

Volunteers are selected on the basis of their ability to interact positively with the public, to work competently and independently on a variety of tasks, and to reasonably follow verbal and written instructions, policies and procedures of the library. Volunteers will be required to fill out an application and emergency contact sheet which are maintained by the library, to sign in every shift to document hours, and to keep their contact information up-to-date. Volunteer applicants are subject to interviews, and shifts are contingent on availability. Volunteers may be dismissed by the Library Director or Associate Director for any reason at any time, particularly for performance issues and failure to improve following intervention.

Circulation Volunteers

Volunteers who work at circulation must adhere to the confidentiality of records, commit to a regular shift, and arrange for substitutes when they are absent.

Teen Volunteers

Volunteers must be thirteen years or older in order to work a volunteer shift at the library. Teens make a weekly or monthly commitment and must find substitutes in the event of absence. Teens that repeatedly miss shifts may be asked to evaluate their commitment, to move to a substitute basis, or to end the volunteer assignment. Teens who live out of district may receive family library privileges with the consent of a parent or guardian.

It is the intention of the library that our Teen Volunteer Program should prepare teens for future employment by teaching work ethics and responsibility. The library reports hours of service for credit to schools and other organizations.

Program Volunteers

The Programs Manager is responsible for scheduling and managing volunteers. The volunteers will need to fill out paperwork and sign in at circulation every shift.

Court Appointed Volunteers

The library generally does not accept court appointed volunteers who are over eighteen and will only accept court appointed volunteers at the discretion of the Library Director for minor offenses. The

volunteer will have to fill out an application and divulge the reason for the court assigned hours. If accepted, the commitment must be satisfactorily completed before court papers will be signed, and the volunteer may be dismissed at any time with no credit for hours if shifts are missed or work is unsatisfactory.

Program Volunteers

The Programs Manager is responsible for scheduling and managing volunteers. The volunteers will need to fill out paperwork and sign in at circulation every shift.

Code of Conduct

Last adopted July 24, 2017

A Code of Conduct is posted in each library and is available on our website. Visitors may be asked to leave the library temporarily or permanently if their behavior is in breach of the rules. It is the policy of the Library to ask groups of people to leave rather than trying to identify individuals in a group that are causing a disruption.

Individuals failing to leave when requested by library staff or a law enforcement officer may be charged with criminal trespass under Texas Penal Code 30.05. Criminal activities that occur on library property will be reported to law enforcement. **In most situations, a customer banned from the library may appeal the ban to the Board of Trustees.** However, a visitor who commits criminal acts on library property may be permanently banned from both library locations and such evictions will not be subject to appeal.

Because of the isolation of Laura's Library, minors who do not have transportation and are asked to leave should call a parent and wait on the bench inside the building until their parent comes inside to speak with a staff member.

Safety of Children and Adults in the Library

Last adopted July 24, 2017

It is the responsibility of parents to insure the appropriate behavior of their children in the library.

- Children under the age of six must always be in close proximity and within sight of the caregiver for their safety. Caregivers are required to attend library programs with their children at this age.
- Children aged seven and eight may be left unattended at library programs as long as the caregiver remains in the library building.
- Children and adults of any age with disabilities requiring assistance must be accompanied by a caregiver.
- If a child is left unattended and the parent has not been located within 15 minutes, the Sheriff will be notified. The Sheriff will take responsibility for the child.

- Under no circumstances will a staff member take a child out of the building or transport the child to another location.
- If a child of vulnerable age (8 or under) is not picked up by ten minutes after closing, the Sheriff should be called. Two staff members will remain within sight of the child inside the library until the parent or Sheriff arrives.

Regarding possible criminal behavior:

- If a person exhibits threatening behavior or has clearly violated the Texas Penal Code, staff should avoid further confrontation and the Sheriff should be called on 911. The Library Director and President of the Board should be notified immediately.
- If an adult visitor has witnessed criminal behavior, he or she should be encouraged to call the Sheriff.
- If a juvenile witnesses or is involved in criminal behavior, the parents should be notified. If the parents cannot be reached, the Sheriff's Department should be called and responsibility transferred to them.

Service Dogs (adapted from ada.gov)

Last adopted July 24, 2017

Service dogs which are trained to perform tasks for individuals with disabilities are welcome in the library. If someone comes into the library with a dog, staff may ask two questions only:

1. Is the dog a service animal required because of a disability?
2. What work or task has the dog been trained to perform?

Staff may not ask to see documentation for the dog, require the dog to demonstrate its task, or ask about the person's disability.

Service animals should be carried or on the floor, but not sitting on furniture. If a service animal behaves in a way that poses a direct threat to the health or safety of others, has a history of such behavior, is not under the control of the handler, or is not housebroken, that animal may be excluded. The library will still serve the patron without the animal present.

"Under control" means the animal must be harnessed, leashed, or tethered unless the device would interfere with the service animal's work or the person's disability prevents being able to use such a device. In this case, the person must use voice, signal, or other effective means to maintain control of the animal. Under control means the dog should not be allowed to bark repeatedly, but if it barks just once or barks because it is provoked, this would not mean the dog is out of control.

If a service animal is out of control and the handler does not take effective action to control it, staff may request that the animal be removed from the library.

Other Animals in the Library

The Library may choose to offer educational programs for the public that include various animals. Such animals are permitted in the library for the duration of the program and must be accompanied by the owner at all times. Other (non-service) animals are not permitted in the library.

Parking Lot Use

Last adopted May 24, 2019

Towing

Unless otherwise agreed, library parking lots are reserved for library visitors, volunteers, and staff. Any unauthorized vehicles may be towed at the discretion of staff.

Westbank Library

The parking lot at Westbank Community Library is used for library visitors and library events. It may be used for overflow parking after library closing until midnight for events at Westlake High School. Usage cannot conflict with library needs for the parking lot.

Laura Bush Library

The parking lot at the Laura Bush Community Library is primarily used for library visitors and library events, but it is also sometimes available for overflow parking for events held by neighboring organizations and businesses (“Borrower”). “Neighboring” is defined as within 0.3 miles.

Conditions for Use

1. Usage cannot conflict with Westbank Community Library District (“Library”) needs for the parking lot.
2. Use of all or part of the parking lot requires pre-approval of the Library Director or designee.
3. Requests will be honored on a first-come, first-served basis. Requests may be denied to groups that are known to have damaged property, to groups that have failed to properly adhere to use agreements with the Library, or for uses that may damage property. Requests may also be denied when use may conflict with needs of the Library.
4. The Borrower must agree to be responsible for any damages to Library property incurred during or as a result of parking lot usage, as well as cleaning fees for trash left behind.
5. The Borrower must provide proof of liability insurance.
6. Evening usage of the parking lot requires a security guard and must conclude by midnight.
7. A signed agreement will outline conditions, including dates and times of use, fees, responsibility for damages, and attachment of proof of liability insurance.
8. Use of the Parking Lot and access to Library property is subject all applicable federal and state laws, local ordinances, and District Policies and Regulations.

Fees for Use

1. A rental fee will be charged in accordance with the fee schedule developed by Library Director, with the exceptions of Texas Research International and Austin Ridge Bible Church which provide reciprocal overflow parking for the Library.
2. Evening usage after the Library is closed will require the hiring of a security guard, at the expense of the Borrower, as organized by the Library.

No Camping

Adopted May 24, 2019

Library property, including facilities, grounds, and parking lots, may not be used for camping purposes.

Camping includes

- arranging bedding, or using a tent, shelter, trailer, camper, or other vehicle for the purpose of overnight sleeping, or
- conducting activity that reasonably appears to be the use of a public area for living accommodations.

Violators may be towed, banned, or issued a warrant of trespass.

Groups Soliciting at the Library or on Behalf of the Library

Last approved February 19, 2014

Vendors

Vendors soliciting business from the library or members may be asked to leave in accordance with the library's Code of Conduct.

Youth Groups

The library has a long association with schools and youth groups in the community. Because of this, sales or surveys by non-profit educational youth organizations *may* be approved by the Library Director, Associate Director, or Programs Manager. Youth groups may not solicit or survey for any purpose that is contrary to the library mission. Sales and surveys must be held outside at a table away from the door and not blocking foot traffic, within a two-hour period, and no more than once per semester by the same group. Groups are responsible for their own setup and cleanup and should have an adult supervisor with them at all times.

Adult Groups

Adult Groups are not allowed to solicit donations or fundraise anywhere on library property. However, if Adult Groups would like to hold a fundraiser at the library, The Scott Thornton Commons is available to rent for private functions, fundraising included, subject to Trustee approval. In some instances, adult groups *may* be given approval to conduct surveys for educational purposes only. Surveys must be held outside at a table away from the door and not blocking foot traffic, within a two-hour period, and no

more than once per semester by the same group. Groups are responsible for their own setup and cleanup.

Donation Drop Boxes

The District does not host donation drop-boxes of any sort.

Community Display

Space in the foyer of both Westbank and Laura's Library has been set aside for community displays. The Community News Bulletin Board may be used to advertise events, sales, and other community news and is limited to a single flyer. All items must be signed and dated by a Public Service staff member. Items will be discarded by staff after the allotted amount of time has been reached.

Any circumstances not covered in the above rules and policies will be resolved by discussion with the Library Director/Associate Director and/or Programs Manager.

Petitioning at the Library

Adopted May 25, 2018

The Westbank Community Library District recognizes that petitions are an important component of the democratic process. Petition signature gathering (petitioning) is allowed outside in front of our libraries as long as it is done in a manner that is not disruptive of the normal use of library services or property by library visitors or staff. Petition signature gatherers (petitioners) may be asked to move if they are obstructing access in any way. Petitioners may be asked to leave if they are disruptive or in violation of this or other library policy.

A petition is defined as a formal written request to a governmental authority.

Signs on Library Property

Last approved July 24, 2017

No person or entity, other than the Library District, may place or maintain a sign on District Property without approval of the Director or Board. Political signs advocating voting for a candidate may be placed on District Property in accordance with Texas Election Laws on days on which elections are held, including early voting. Each candidate shall be limited to three (3) signs, which shall be no bigger than 2' feet by 3' feet.

The District, without prior notice to the owner of the sign, may remove and dispose of a sign that is placed or maintained in violation of this policy and may adopt additional rules and regulations to enforce this policy. If this policy conflicts with any other law or regulations, the more restrictive provision shall apply.

A sign is defined as an outdoor sign, display, light, device, figure, painting, drawing, message, plaque, poster, or other thing designed, intended, or used to advertise or inform.

