



**POLICY MANUAL**

**2024**

Presented to Library Board: 1/8/2024

## Table of Contents

GOVERNANCE AND ORGANIZATIONAL STRUCTURE .....	4
1. Mission Statement.....	4
2. Purpose of Manual .....	4
3. City Organizational Chart.....	4
4. Library Organizational Chart.....	5
5. Hours .....	5
6. Establishment of Library Board .....	5
7. Library Board Bylaws .....	6
MANAGEMENT POLICIES .....	8
8. Confidentiality of Library Records.....	8
9. Reconsideration of Library Materials.....	8
10. Emergencies and Disasters/Evacuation Plan.....	9
11. Meeting Room Use.....	10
12. Exhibits and Displays.....	11
13. Distribution of Nonlibrary Materials (handouts, flyers, etc.) .....	11
14. Roles of the Keller Library .....	11
CUSTOMER SERVICES .....	12
15. Customer Services .....	12
16. Unattended Children & Vulnerable Adults.....	14
17. Customer Behavior Policy.....	16
18. Lost and Found .....	17
19. Volunteers.....	18
20. Programs in the Library .....	18
21. Co-Sponsored Programs in the Library .....	19
22. Tours.....	19
CIRCULATION SERVICES .....	19
23. Library Cards for Residents .....	19
24. Library Cards for Nonresidents .....	20
25. TexShare Cards.....	20
26. Loan Periods and Loan Limits.....	21
27. Renewals .....	21
28. Requests.....	21
29. Claimed Returned.....	21

30.	Lost or Damaged Materials .....	22
31.	Fines and Fees .....	22
32.	Overdue Material .....	23
33.	Holdings and Collections .....	23
	REFERENCE SERVICES.....	26
34.	Priorities and Reference Services .....	26
35.	Library Computer Policy .....	27
36.	Statement on Internet Resources .....	28
37.	Materials Selection Policy .....	29
38.	Selection Criteria .....	29
39.	Donations.....	30
40.	Weeding .....	30
41.	Additions and Changes .....	31
42.	Americans with Disabilities Act.....	31
	FORMS .....	33
43.	Citizen's Request for Reconsideration of Library material.....	33
44.	Incident Report.....	35
	ATTACHMENTS.....	37
45.	American Library Association Code of Ethics.....	37
46.	American Library Association Freedom to Read.....	39
47.	Texas Library Association Intellectual Freedom Statement .....	43
48.	Library Bill of Rights .....	44
49.	Excerpt from the Texas Public Information Act (Confidentiality of Records of Library or Library System).....	45

# GOVERNANCE AND ORGANIZATIONAL STRUCTURE

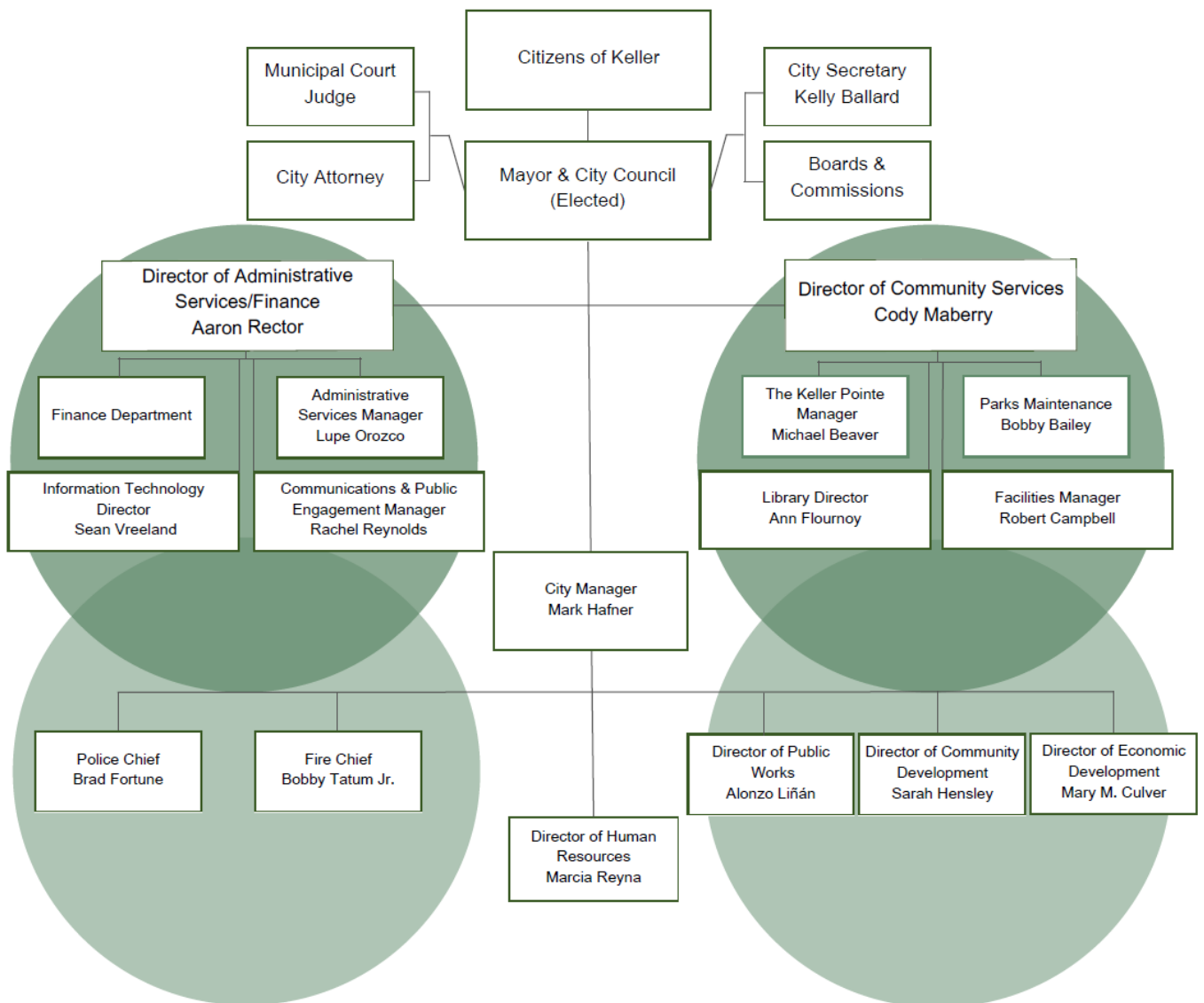
## 1. Mission Statement

The Keller Public Library supports life-long learning and fun through books, programs and media in order to transform lives for a better community.

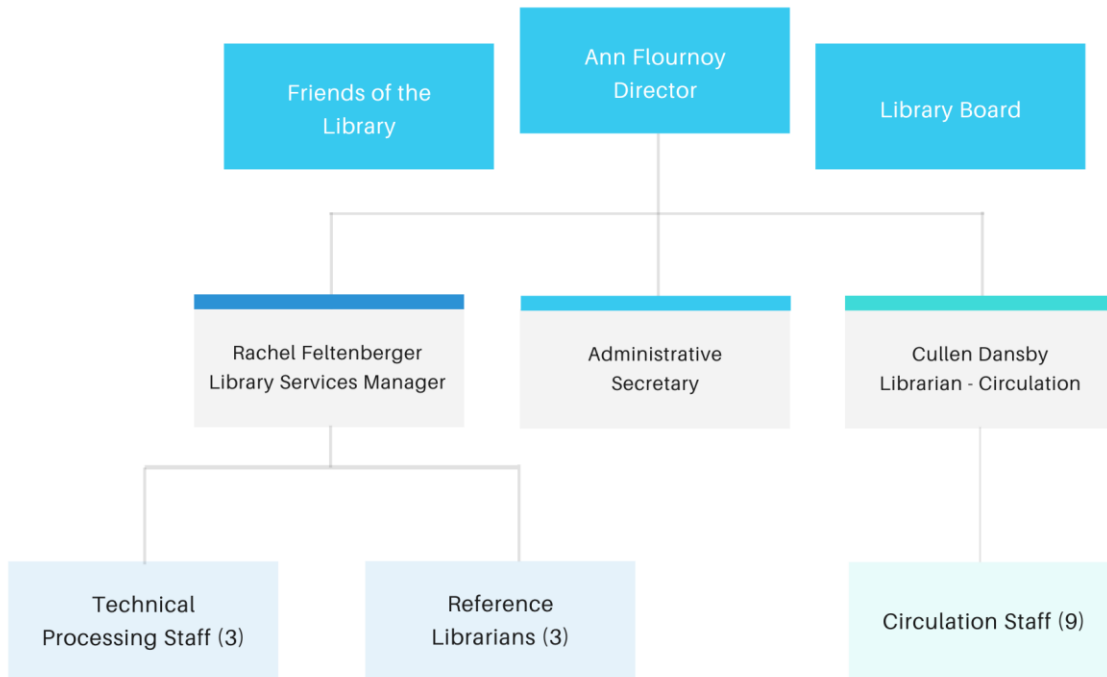
## 2. Purpose of Manual

The purpose of this manual is to define the policies of the Keller Public Library and to provide guidelines to the staff to better serve the Library's customers. If the manual does not adequately address a specific need or conflict, the Library staff will deal with issues as they arise.

## 3. City Organizational Chart



#### 4. Library Organizational Chart



#### 5. Hours

Monday	9:30-7:00
Tuesday	9:30-7:00
Wednesday	9:30 -7:00
Thursday	9:30 -6:00
Friday	9;30-6:00
Saturday	9:30-6:00
Sunday	closed

#### 6. Establishment of Library Board

The Library Board was established by Ordinance No. 309, approved by the Keller City Council on October 6, 1981.

Amended by Ordinance No. 576 on April 4, 1989.

Amended by Ordinance No. 637 on November 20, 1990.

Amended by Ordinance No. 661 on November 5, 1991.

Amended by Ordinance No. 698 on April 6, 1993.

Amended by Ordinance No. 802 on October 17, 1995.

Amended by Ordinance No. 1186 on April 6, 2004.  
Amended by Ordinance No. 1716 on November 18, 2014.  
Amended by Ordinance No. 1745 on July 7, 2015.  
Amended by Ordinance No.1794 on July 5, 2016.  
Amended by Ordinance No. 1879 on March 20, 2018.

## 7. Library Board Bylaws

### a. Purpose

To act in an advisory capacity to the City Council on matters concerning the Keller Public Library programs, public services, and facilities.

### b. Duties and Responsibilities

It is the Library Board's duty and responsibility to:

- i. To serve at the pleasure of the City Council and shall have no advisory or recommending authority over any operating department of the City.
- ii. Once a recommendation by the board has been forwarded to the City Council, the duties of the board regarding said recommendation are considered complete unless otherwise directed by the City Council.
- iii. The board may make inquiries of the City Staff regarding city ordinances, master plans, or matters pertaining to specific board duties and assignments given by the City Council.
- iv. Act in an advisory capacity to the City Council in matters pertaining to the City's public library program.
- v. Study and encourage development of adequate public library facilities for the residents of the City.
- vi. Make recommendations on public library services for consideration by the City Council.
- vii. Assist in interpreting the policies and functions of a public library for its patrons.
- viii. Solicit public library gifts, revenues, bequests, endowments, or property, subject to the approval and acceptance by the City Council.
- ix. Receive public comments, suggestions, concerns, and recommendations involving the City's public library services and facilities.

### c. Composition of the Board:

- i. Seven (7) residents and qualified voters of the City of Keller.
- ii. Alternate Members: The City Council may, but is not required to, appoint two (2) alternates for the regular Members. Alternates may serve in the event of an absence by a board Member. Alternates shall be designated as first alternate and second alternate and shall serve according to that order. Alternates may fill the remainder of a term vacated by a regular Member

- iii. Members are appointed by a majority vote of the City Council. Members may be removed by a majority vote of the City Council, with or without cause.
  - iv. Members serve without compensation.
  - v. Members may not serve on more than one (1) appointed board or commission simultaneously.
- d. Meetings
- The Library Board meets the first Monday of each month, at 7:00 PM, at the Keller Public Library, 640 Johnson Road.
- e. Quorum
- The Chair shall, with “more than half” of the board members, constitute a quorum. In the absence of the Chair, any four of the Board Members shall constitute a quorum. At any meeting at which both the Chair and Vice-Chair are absent, the quorum may appoint any board member to preside as acting Chair. Vacancies on a board do not reduce the number of members necessary to establish a quorum.
- f. Officers
- i. Role of Chairperson
    - 1. The function of the chairperson (Chair) is to provide leadership for the group by presiding over the group’s meetings. The Chair is appointed by a majority vote of the City Council.
    - 2. The Chair ensures the smooth operation of the board or commission and must make certain that the meeting is run by the rules but democratic enough to use the power and authority of the position wisely. The Chair’s ability to effectively manage meetings will have a significant impact on the group’s success. An effective Chair must make certain that discussions remain focused and do not get sidetracked on irrelevant issues.
  - ii. Role of other officers
    - 1. Unless appointed by the City Council, a Vice-Chair may be selected by a majority vote of the Members. The role of the Vice-Chair is to preside in the absence of the Chair and will typically have increased responsibility. If both the Chair and the Vice-Chair are absent from a meeting, the remaining membership may appoint an Acting Chair to preside over the meeting.
    - 2. If the Chair fails or refuses to act, the City Secretary shall notify the City Council. Other officers and duties may be determined by the respective board or commission.

## MANAGEMENT POLICIES

### 8. Confidentiality of Library Records

- a. The Library will not disclose information on customer records, use of library services by customers or personal information except:
  - iii. As reasonably necessary for the operation of the Library
  - iv. Persons authorized, in writing, by the individual named in the records; or
  - v. By order or subpoena of a district court, issued on a showing of good cause
  - vi. When a parent or guardian inquires about their minor child's Library card records.
- b. The Texas Public Information Act protects the privacy of library users. See the Attachments for selections from this act (Confidentiality of Records of Library or Library System)

### 9. Reconsideration of Library Materials

If a customer has a concern regarding an item in the Library, the customer should first discuss the concern with a member of the Collection Development Committee. The Collection Development Committee is made up of Librarians and a Library Board member.

If there is still a concern, the customer may fill out a "Citizen's Request for Reconsideration of Library Material" form (see attachments). The Collection Development Committee will review this form and the material in question if the complainant is a Keller resident, holds a current library card, and has completed the form in full. The customer will be notified of the time and place of the meeting and may attend if he chooses to.

The committee will make a written evaluation of the material and a decision regarding the item. The customer will be notified of the results within two weeks of the date of the review.

All materials selected according to the materials selection policy of the library are considered constitutionally protected until such time as any item taken individually is determined unprotected by judicial action in courts of jurisdiction and after all appeals have been exhausted. In the event that the customer charges that any particular item is not protected under the First Amendment to the Constitution, the onus of proof rests with the complainant. Items being challenged will remain in the collection until such judicial determination is made.

The Keller Library holds that the freedom to read and view is corollary of the constitutional guarantee of freedom of the press. The Library also holds that freedom of choice in selecting materials is a necessary safeguard to the freedom



to read and shall be protected. The Library believes that the essence of democracy is:

- That citizens shall have the right to form their own opinions
- That this right is of the utmost importance to the continued existence of democracy
- That freedom of the press in all forms of public communication be defended and preserved.

The Library will hold materials presenting various points of view within the limitations of space, budget and availability to enable individuals to make their own decisions. Library staff does not endorse the opinions expressed in the materials held. Selection of library materials will not be made on the basis of any anticipated approval or disapproval, but solely on the merits of the work in relation to collection development and to serving the broad interests of the customers. In pursuit of excellence, the library collection will include as wide a selection as possible and subjects will be covered in sufficient depth to meet anticipated and expressed needs. The library collection (as a whole) will not be representative of any particular beliefs or points of view.

## 10. Emergencies and Disasters/Evacuation Plan

### a. Fire

Upon detecting any signs of fire or smoke or the smoke alarm goes off, immediately call 911.

Evacuation Procedures:

- i. Notify the staff member in charge.
- ii. Evacuate all customers and employees from the building. If safe, the designated evacuation site is near or inside the Senior Citizen Center. If the staff determines it is a false alarm, they may remain in the building and receive instruction from the fire fighters when they arrive.
- iii. Staff members are responsible for checking office areas, restrooms and other areas (without risking personal safety) to ensure the building is completely clear.
- iv. Report refusals to leave the building to the fire officials immediately and make no attempt to coerce uncooperative individuals.
- v. A head count of all staff must be taken to ensure all employees and volunteers are accounted for and all known occupants of the building have been evacuated.

### b. Tornado or Sever Thunderstorm Warning

- i. In the case of a thunderstorm with high winds and/or hail, move everyone away from windows and skylights.
- ii. If a tornado is in the area, have everyone move into the women's or men's restroom located in the lobby, the family restroom, staff restrooms, or the storage areas in the meeting room, staff area or Storytime room immediately.

- iii. Conduct a head count to make sure all employees and volunteers are accounted for and all known occupants of the building are safe.
- iv. No one should leave the area until told to do so by the supervisor in charge.
- c. Gas Emergency
 

If an odor of natural gas is detected inside the library by any staff or library user, notify 911 and the gas company (1-866-322-8667) immediately. If the odor is strong enough to cause concern, evacuate the building using the procedures listed above. Do not touch electrical switches. If a gas cloud or leak is from outdoors, have everyone remain in the building until the Fire Department advises otherwise.
- d. Water Leak
 

When a significant amount of water leakage, seepage or damage is detected in the public restrooms, shut the restrooms down and contact Public Works Dispatch at (817) 743-4200 to turn the water off.

## 11. Meeting Room Use

Library meeting rooms are used primarily for library programming and events sponsored by the City of Keller. When not in use by the library or city, the meeting rooms may be available for reservation checkout by valid Keller or MetroShare library cardholders for qualifying groups including government agencies, nonprofit organizations, and community groups. Meeting rooms are not available for reservation checkout by political campaigns, profit-making companies, or by individuals for personal use. Meeting rooms are not available for parties, celebrations, or ceremonies. The library reserves the right to cancel a reservation checkout if the space is required for its own use or if library staff determines that the event has not been faithfully represented on an application.

The fees associated with meeting room reservation checkout are:

1-3 hour reservation checkout by Keller resident	FREE
1-3 hour reservation checkout by nonresident	\$25.00
Damage to room	cost of repair

Requests for reservation checkout must include:

- A completed Meeting Room Use Application for the organization
- A user agreement, signed by an individual with a valid Keller or MetroShare library card who will be present at the meeting.
- Any applicable fees associated with the reservation checkout

Room reservation checkouts may not exceed 3 hours, and organizations may reserve and check out one room per day up to 90 days in advance. Once the reservation is approved, library staff will notify the applicant in person or via email. If a reservation checkout must be cancelled, the library requests a 24-hour notice. Repeated failure to notify the library of a reservation checkout cancellation may result in denial of future use.

To claim a room reservation checkout, the meeting room applicants must present a valid ID or a library card to staff to check out the room. Users assume responsibility for replacement or repair of any damage to the equipment or accessories and agree to return the room to its original condition and furniture arrangement. Failure to do so will result in a \$10.00 fee for room cleaning or arranging.

Technical assistance with presentation equipment is limited, and users should provide their own computer and connections to access the equipment. Once the meeting is complete, the user must return the room reservation card to library staff in person. Library staff will determine if the room is in original condition, assess any additional fees (if necessary) and then remove the reservation checkout from the user's library account.

## 12. Exhibits and Displays

Books will be displayed in various locations throughout the library year-round.

The primary goals of these displays are to:

- Support and publicize information resources and library collections available
- Announce library and community events or programs
- Enhance the visual atmosphere of the library.

Library staff will make display materials as easy to locate as possible by keeping them near their shelf location, or changing their status in the Library Catalog. Display books are always available for checkout unless otherwise noted

## 13. Distribution of Nonlibrary Materials (handouts, flyers, etc.)

Due to limited space, all display areas are reserved for Library use. All materials distributed on library property must be approved by the reference staff and will only be displayed at their discretion. Primarily offered will be materials promoting City of Keller or Library-sponsored programs, and other City, State and Local Government materials. If space is available, reference staff may choose to display materials from non-profits which match the Library's mission.

## 14. Roles of the Keller Library

The roles of the Keller Library are as follows:

### a. Primary Roles

- i. Independent Learning Center  
The Library supports individuals pursuing a program of self-directed education, personal growth and development.
- ii. Preschooler's Door to Learning  
The Library will encourage children to develop an interest in reading and learning.
- iii. Popular Materials Library

The Library will feature current, high-demand, high-interest materials for persons of all ages, in a variety of print and non-print formats.

iv. Special Resources Center

The Library supports individuals, businesses and groups in their informational pursuits through the use of computers, copy machines, database services, Internet access, desktop publishing, printing and scanning.

b. Secondary Roles

i. Community Information Center

The Library will be a source for current information on community organizations, issues and services.

ii. Formal Education Support Center

The Library will assist students from elementary age to university levels in meeting formal educational objectives.

## CUSTOMER SERVICES

### 15. Customer Services

The following list includes services available at the Keller Public Library:

a. Circulating Print and Non-Print Materials

- i. Books
- ii. Magazines (back issues of specified magazines)
- iii. Large print books
- iv. Books on CD
- v. Kits
- vi. DVDs
- vii. Blu-Rays
- viii. Playaways
- ix. MP3s
- x. STEM kits
- xi. Downloadable e-books
- xii. Downloadable audiobooks
- xiii. Wireless hotspots

b. Reference Services:

- i. In-house reference assistance
- ii. E-mail reference assistance
- iii. Basic telephone reference assistance
- iv. Print and non-print material available for research
- v. Internet access
- vi. Online database services
- vii. Voicemail for customers who cannot contact us during business hours
- viii. Interlibrary Loan

c. Proctoring Exams:

The Keller Public Library offers test-proctoring services by appointment only with the Information Desk, for a fee of \$20.00 per exam. The student must verify that the following conditions are acceptable to the institution giving the exam prior to sending the exam to the library. If the policy does not meet the student's needs, the student should contact the educational institution for other proctoring recommendations:

- i. The library will proctor written, emailed, or online exams only. Exams sent via fax or required to be returned by fax will not be accepted.
- ii. Hours available for proctoring at the Information Desk vary, and proctoring service is not available on Saturday or Sunday.
- iii. If the exam is written, it is the examinee's responsibility to ensure delivery of the exam to the library via email or mail and to schedule the exam appointment. After the exam is delivered to the library, examinees can schedule exam appointments via email to [library@cityofkeller.com](mailto:library@cityofkeller.com) or by phone 817-743-4840.
- iv. If the exam is online, it is the examinee's responsibility to ensure delivery of the exam instructions and necessary passwords to the library. After the exam's access information is delivered to the library, examinees can schedule exam appointments via email to [library@cityofkeller.com](mailto:library@cityofkeller.com) or by phone 817-743-4840.
- v. The examinee must allow sufficient time to take the examination before the deadline that has been established by the institution. Tests must be completed at least 15 minutes before library closing.
- vi. The examinee is required to present a valid picture ID before taking the exam and provide a copy of that ID if required by their institution. Examinees must come prepared with any supplies needed for their exam.
- vii. Proctors will not be able to provide continuous monitoring during an exam but may check on the examinee periodically. Proctors will ensure that instructions regarding time limits and access restrictions are followed.
- viii. Proctors will not certify exams if the examinee refuses to follow instructions, time limitations, or comply with directions to submit an exam. Failure to follow a proctor's instructions will result in revocation of proctoring services for that individual.
- ix. At the conclusion of the exam, the proctor will submit the exam according to the instructions provided by the institution. Exams that are scanned and emailed to an institution will be retained by the library for no more than 30 days.
- x. The proctor will not sign any proctoring verification that attests to more than he or she has been able to do. The proctor will provide his or her name, title, and work contact information but will not provide a copy of his or her ID.

- xi. The examinee must sign a statement provided by the proctor that the exam was administered according to instructions and that they are satisfied that the exam has been submitted in its entirety.
  - xii. The Keller Public Library will not be responsible for any delayed tests nor any completed tests once they leave the library's possession or after the designated retention period of 30 days.
- d. Reciprocal Borrowing Privileges:  
The Keller Public Library shares library materials with the MetroShare Consortium members. A courier service transfers non-electronic materials between locations throughout the week. Residents can also use valid library cards at the other libraries. Customers are required to follow all the rules and regulations that govern each of these libraries and the policies that regulate the reciprocal borrowing program.
- e. Equipment and Computer Programs for Public Use:
- i. High-speed internet access
  - ii. Windows-equipped computers
  - iii. Black and white and color printers
  - iv. Mobile printing
  - v. Wireless internet
  - vi. Microsoft Office
  - vii. Copier
  - viii. Scanner
  - ix. Wireless hotspots

## 16. Unattended Children & Vulnerable Adults

- a. Unattended children  
Keller Public Library strives to provide a warm, welcoming, and safe environment for community members of all ages. We encourage children to play and explore the resources in the building while under the safe care of a responsible adult. Parents are responsible for their children's behavior and safety while they are in the library.

"Unattended children" are children under nine years old whose caregiver is not in the Library with them or whose caregiver is not actively supervising them. Unattended children will be asked to help library staff locate their caregiver. Library staff will make every reasonable effort to identify the unattended child and locate the caregiver. If the caregiver cannot be located, staff will make every reasonable effort to contact a caregiver by phone. If the caregiver cannot be phoned, staff will notify the police.

Children over age nine may use the Library on their own; however library staff is not responsible for their safety. Children are subject to the same rules and consequences as other library users, including being asked to leave the Library if their behavior disrupts library service. If it is unsafe for

a child to leave the building without an adult, the child should not be in the Library unattended.

If an unattended child is at the library at closing time, library staff will make every reasonable effort to assist a child in contacting a caregiver while waiting in the lobby area for up to twenty minutes after closing. If no responsible caregiver can be contacted, staff will notify the police. A library staff member will remain with the child until a caregiver or the police arrives.

The library is a designated Safe Place Location in collaboration with ACH Child and Family Services and can provide assistance to youth in crisis in accordance with our Memorandum of Understanding with the ACH organization.

b. Vulnerable Adults

Keller Public Library strives to provide a warm, welcoming, and safe environment for community members of all abilities. "Vulnerable Adults" are individuals over the age of 18 who are mentally or physically challenged to a degree that significantly impairs the individual's ability to provide adequately for their own care or manage their own behavior without assistance. Vulnerable adults who can understand and follow library policies and care for themselves are welcomed in the library unattended.

Vulnerable adults who are not able to understand or follow library policies or who cannot care for themselves must visit the library under the safe care of a responsible adult. Caregivers are responsible for their vulnerable adult's behavior and safety while they are in the Library.

Library staff will attempt to contact a caregiver when a vulnerable adult's:

- Health or safety is in doubt
- Behavior disrupts library service
- Actions violate library policy
- Caregiver is not present at closing time.

If a vulnerable adult is left alone at closing time, library staff will make every reasonable effort to assist them in contacting a caregiver while waiting in the lobby area for up to twenty minutes after closing. If no responsible caregiver can be contacted, staff will notify the police. Library staff will remain with the vulnerable adult until the caregiver or police arrives.

## 17. Customer Behavior Policy

- a. On the premises of the Keller Public Library, any violation of federal or state statutes or local ordinances will be regarded as a violation of Library rules.
- b. Types of Disruptive Behavior  
The following types of behaviors cause a disruption and are, in many instances, unlawful:
  - i. Violence – words or actions characterized by uncontrolled rough fore that could cause injury or harm to the self or to others.
  - ii. Verbally abusive language – words that are threatening, insulting, or humiliating to library users or staff.
  - iii. Discriminatory behavior – words or actions that make a distinction against an individual based on race, gender, ability, age, or sexual orientation.
  - iv. Offensive behavior – words or actions intended to be rude, hurtful, or insulting to others.
  - v. Sexual harassment – unwelcome sexual advances, requests for sexual favors, and other verbal or physical contact of a sexual nature that tends to create a hostile or offensive working environment.

If there is a concern over the possibility of physical violence, a supervisor should be contacted immediately. When extreme conditions dictate, 911 may be called. Employees should leave the area immediately when violence is imminent unless their duties require them to remain. Employees must notify their supervisor about the incident as soon as possible.

If library staff deems any library user is engaging in violence, verbally abusive language, discriminatory behavior, offensive behavior, or sexual harassment, they may ask the offending user to leave the library and/or request help from a manager to defuse the situation, including ending customer contact.

- c. Noise Guidelines  
The Library is a shared space and allows for different noise levels appropriate for different areas of the library. These areas are marked with clear signage and instruct users to observe the following guidelines:
  - i. Social Zones – areas of the library where conversation is allowed, with respectful speaking levels. Quiet phone calls are allowed. Electronic devices with sound should be used with headphones.
  - ii. Quiet Zones – areas of the library where whispered conversation is allowed. Mobile phones should be set to vibrate only, with phone conversations moved to the lobby or a social zone. Electronic devices with sound should be used with headphones.



- iii. Silent Zones – areas of the library for quiet study, with no conversation. Mobile phones should be set to silent. Electronic devices with sound should be used with headphones.

If a library user is not following the noise guidelines in a specific area, library staff may direct them to a different area of the library or, if they continue to violate noise guidelines, staff may ask them to leave. Library users who consistently abuse library policies may have their privileges of using the Library suspended or revoked. It is at the library staff's discretion to determine if a library user is consistently violating library policies. All suspensions and revocations of library privileges will be communicated by the Director of the Library or the Library Services Manager.

- d. In addition, it is the policy of the Keller Public Library to:
  - i. Require all customers to wear shirts and shoes in the Library.
  - ii. Prohibit consumption and/or possession of alcoholic beverages in the Library building or on its patio. With prior approval of the Library Director, some library-sponsored events may make alcohol available for purchase and consumption
  - iii. Prohibit tobacco use in any form in the building or on the patio.
  - iv. Prohibit food and/or beverage consumption in the Library that would cause damage or excessive odors. Many contained food and/or beverages are allowed.
  - v. Prohibit food consumption while using a public computer.
  - vi. Prohibit behavior that is dangerous to person or property.
  - vii. Ban animals from the Library, except for service animals and for library-sponsored events.
  - viii. Prohibit alteration of library equipment, machines or materials.
  - ix. Prohibit soliciting, begging, or selling (though library-sponsored programs may involve optional purchases, with pre-approval from the Library Director).
  - x. Prohibit blocking any entrance, exit, or aisle.
  - xi. Prohibit roller skating, rollerblading, skateboarding, and use of other similar devices in and around the Keller Public Library, according to the City of Keller Code of Ordinances Sec. 18-1000.
  - xii. Prohibit loitering or physically interfering with use of the facility.

## 18. Lost and Found

A lost and found box is kept in the Library. Articles left in the Library or turned in from the park will be placed in the lost and found box. The box will be emptied once a month if the items are unclaimed and Library staff members cannot find the owner. All items will be donated to the Keller Community Storehouse or discarded. The Library is not responsible for personal items left by customers.

## 19. Volunteers

The Keller Library welcomes volunteers who are at least 16 years of age as adjunct, unpaid staff. Volunteers work under the direction of staff, namely the Volunteer Coordinator, and agree to abide by the guidelines set by the Library and the City. All volunteers must complete the Star Volunteer Application prepared by the City of Keller and agree to uphold the policies and procedures outlined in the City of Keller's Volunteer Program Policy.

Community Service workers who are at least 16 years of age may complete hours at the library under the direction of the Volunteer Coordinator. Preference will be given to those individuals seeking to complete hours for a traffic violation in the City of Keller or adolescents sent through the Metroport Teen Court. If there is sufficient work to allow other offenders, they may earn credit at the discretion of the Volunteer Coordinator. Community Service workers are required to complete the One Time Event Volunteer Application and Waiver of Liability prepared by the City of Keller and to sign a contract with the Volunteer Coordinator agreeing to respect the library's policies and procedures before they may earn any credit for their service.

## 20. Programs in the Library

The Keller Public Library strives to provide a variety of programs for customers of all ages. The Library supports its mission of life-long learning by developing and presenting programs that provide additional opportunities for information, learning, and entertainment. Programming is an integral component of library service that:

- Expands the Library's role as a community resource
- Introduces customers and non-users to Library resources
- Provides entertainment
- Provides opportunities for lifelong learning
- Increases the visibility of the Library.

The Library utilizes staff expertise, collections, services and facilities in developing and delivering programming. The Library staff uses the following criteria in making decisions about program topics, speakers, and accompanying resources:

- Community needs and interests
- Availability of program space
- Treatment of content for intended audience
- Presentation quality
- Presenter background/qualifications in content area
- Budget
- Relevance to community interests and issues
- Connection to other community programs, exhibitions or events
- Relation to Library collections, resources, exhibits and programs

Professional performers and presenters that reflect specialized or unique expertise may be hired for Library programs. Library staff who present programs do so as part of their regular job and are not hired as outside contractors for programming.

All Library programs are open to the public. The Library's philosophy of open access to information and ideas extends to Library programming, and the library does not knowingly discriminate through its programming. Library sponsorship of a program does not constitute an endorsement of the content of the program or the views expressed by participants, and program topics, speakers and resources are not excluded from programs because of possible controversy.

Registration may be required for planning purposes or when space is limited. Programs may also be designed for and limited to a specific age group. Any sales of products at Library programs must be approved by the Library. Programs are not used for commercial, religious, or partisan purposes. External organizations or individuals partnering with the Library on programs must coordinate marketing efforts with the Library's Public Services Department.

## 21. Co-Sponsored Programs in the Library

The Library draws upon other community resources in developing programs and actively partners with other community agencies, organizations, educational and cultural institutions, or individuals to develop and present co-sponsored public programs. These co-sponsored programs are subject to the same guidelines as listed above.

## 22. Tours

The Keller Library staff provides tours of the Library facility as a means to familiarize groups and individuals with the Keller Library's services, materials and facility. Typically, short tours are provided to groups such as day care classes, scout groups, senior living facilities, chamber of commerce groups, etc. Advance notice is required for groups, but individuals are welcome to ask for tours at the Reference desk and one will be provided if at all possible.

## CIRCULATION SERVICES

### 23. Library Cards for Residents

The Keller Library offers library cards free of charge to city residents. Adult applicants must provide a picture ID (driver's license, state ID, military ID, passport, credit card with picture) and proof of current address within the city limits of Keller. A driver's license with current address, printed checks, utility bill, or a lease agreement with name and address are sufficient.

Children under the age of 16 must have a parent or custodial guardian present to provide proof of residence, and sign the library application accepting financial responsibility for any materials checked out on the minor's card, and any fines or charges which may be incurred.

Current students of Keller High School are eligible for a library card and must present their student ID as verification.

Current members of the Greater Keller Chamber of Commerce are eligible for an e-resource card. Membership will be verified with the Chamber annually. Resident library cards must be updated every three years. Expired Keller resident cards are renewed with proof of address at no charge to the customer.

#### 24. Library Cards for Nonresidents

The Keller Library offers the purchase of a nonresident card for customers who do not pay Keller city taxes. The fee is \$25 per household annually, which includes one card for each member of the household. Nonresident cards expire one year from the date of issuance. Senior citizens 62 years of age or older are entitled to a 50% discount on nonresident library cards. Their cards are \$12.50 per year per household.

Adult applicants must provide a picture ID (driver's license, state ID, military ID, passport, credit card with picture) and proof of current address. A driver's license with current address, printed checks, utility bill, or a lease agreement with name and address would be sufficient. Minors (17 years or younger) must have a parent or custodial guardian present.

Once a library card is received, materials may be checked out according to loan limits. In doing so, the cardholder accepts financial responsibility for any materials checked out on that card, and for any fines or charges that may be incurred.

Computer cards are available at no charge to nonresidents who only need a card to use library computers.

#### 25. TexShare Cards

Patrons aged 18 and over of the Keller Public Library may request a TexShare Card at the circulation desk during normal business hours. Patrons must have had an active borrowing record at Keller Public Library for at least six months and have no overdue items, fines, or fees on their account. Each TexShare Card issued will be issued with an expiration date of one year or when their KPL card expires, whichever is earlier. After expiration, patrons will need to return to KPL to be issued a new TexShare card.

TexShare Card holders may apply for a free Keller Public Library card at the circulation desk during normal business hours. Patrons must be over 18 years old. Patrons must present their TexShare Card and a current driver's license or photo ID.

TexShare Card patrons are allowed a maximum of 10 checked out items at any one time. Items not available for checkout by TexShare Card Patrons include digital collections, online resources, reference books and specialty kits. Keller library materials with a replacement cost greater than \$50 may not be borrowed by TexShare visitors. Materials cannot be checked out if there are any overdue materials, fines, or fees on the account.

## 26. Loan Periods and Loan Limits

A customer may check-out up to 100 items on one library card at a time. The loan period for all items is 3 weeks. Customers may only check out 2 Too Hot to Hold items.

## 27. Renewals

Items may be renewed 2 times for an additional 3 weeks each time if they are not on reserve for another customer. Renewals can be made at the circulation desk or online at [www.librarycatalog.cityofkeller.com](http://www.librarycatalog.cityofkeller.com).

## 28. Requests

Requests may be placed at the circulation or reference desk by phone or in person, or online at [www.cityofkeller.com/library](http://www.cityofkeller.com/library). When the requested item becomes available, the customer will be notified by email, the automated phone system, or by mail. The notice will inform the customer of the date the item will be returned to circulation (the request's expiration date). There is a limit of 20 requests per library card.

Customers with resident cards may call and have a maximum of four books pulled and held for pickup at the circulation desk for 24 hours, or transferred to another MetroShare library. Nonresident customers may only request Keller items.

Customers who consistently abuse request privileges by not picking up their materials may have these privileges curtailed or revoked.

## 29. Claimed Returned

If an item is Claimed Returned by a customer, the Circulation staff will search for the item up to 90 days. During this time the item will remain on the customer's account, but it will not block the customer from checking out other items. If the item is located by the library staff, it will be checked in and removed from the customer's account with any late fees waived. If the item is found by the

customer and returned, they will be responsible for late fees. If the item is not found, the customer is accountable for the item, and the replacement cost may be added to their account.

### 30. Lost or Damaged Materials

A customer is responsible for material damaged in their possession. If the material must be replaced, the full purchase price will be assessed. If the material can be mended, a fee will be assessed based on input from Technical Processing, and at the discretion of the Circulation Supervisor. If a customer repeatedly returns damaged or broken library materials, denial of checkout privileges may occur at the Library Director's discretion.

If material is lost, the customer is charged the full replacement cost, and late fees are waived. When a lost item fine is paid at the Keller Library circulation desk, a receipt is generated showing the amount cleared from the customer's account. If a customer has paid for a lost item, and later finds it, under certain conditions, they may return it to the library and receive partial credit on their account. The item must still be in the system with an active barcode; it also must be in the same condition as when it was checked out. Acceptance of a lost item is up to the discretion of the Circulation Supervisor. In order to receive a credit on their account, the item must be returned within six months of the item's due date. The partial credit is based on the accrued late fine. This fine will be deducted from the replacement cost paid, and that amount will be credited to the customer's account.

### 31. Fines and Fees

The library does not have fines for late materials.  
The following are Replacement/Lost/Damaged Charges:

	COST
Replace Library Card	.50
Replace Barcode on Book	.50
Damaged or Missing DVD Case	2.00
Damaged Spine Label	.50
Replace Audio Book on CD, individual CD	10.00
Damaged or Missing Audio Book on CD case	5.00
Lost Material	Cost to Replace

## 32. Overdue Material

Library Customers are contacted regarding overdue materials via email, the automated phone system or by mail. Overdue material cannot be renewed via email, the automated phone system or online, but circulation staff may override the system to renew if the material is less than 3 weeks overdue and not on hold for another customer.

When borrowing materials from other Libraries in the MetroShare system, customers are subject to the loaning library's circulation policies, procedures, fines, and fees.

## 33. Holdings and Collections

- a. General Collections
  - Biographies
  - Blu-ray
  - Bluebonnet Books
  - Board Books
  - Books on CD
  - Caldecott
  - Children/Juvenile ABC/123
  - Children/Juvenile Biographies
  - Children/Juvenile Blu-ray
  - Children/Juvenile Books on CD
  - Children/Juvenile CD Read Alongs
  - Children/Juvenile DVD
  - Children/Juvenile DVD Nonfiction
  - Children/Juvenile Fantasy
  - Children/Juvenile Fiction
  - Children/Juvenile Graphic Novel
  - Children/Juvenile Historical Fiction
  - Children/Juvenile Kit
  - Children/Juvenile Mystery
  - Children/Juvenile Nonfiction
  - Children/Juvenile Playaways
  - Children/Juvenile Scary
  - Children/Juvenile Science Fiction
  - Children/Juvenile Spanish Easy Books
  - Children/Juvenile Spanish Fiction
  - Children/Juvenile Spanish Nonfiction
  - DVD
  - Easy Books
  - Easy Professional Collection
  - Easy Readers
  - Electronic Device
  - Fantasy

Fiction  
Graphic Novel  
Historical Fiction  
Horror  
Inspirational Fiction  
Kit  
Large Print  
Large Print Nonfiction  
Literacy  
Middle Zone Fantasy  
Middle Zone Fiction  
Middle Zone Historical Fiction  
Middle Zone Mystery  
Middle Zone Scary  
Middle Zone Science Fiction  
Mystery  
Newbery  
Nonfiction  
Online Resource  
Parenting  
Periodicals  
Playaways  
Professional Collection  
Puzzles/Games  
Reference  
Romance  
Science Fiction  
Spanish Biography  
Spanish Fiction  
Spanish Nonfiction  
Spanish Teen/Young Adult Fiction  
STEM kits  
Teen Historical Fiction  
Teen/Young Adult Fantasy  
Teen/Young Adult Fiction  
Teen/Young Adult Horror  
Teen/Young Adult Science Fiction  
Travel  
Video Games  
Wonderbooks

b. Special Collections

The Keller Library offers a variety of special collections to enhance learning and fun. These materials are often packaged as kits and may include a variety of books, audio-visual aids, and even nontraditional formats like computer software and hardware, scientific equipment,



learning toys, puzzles, games, and other specialty items. Most special collection items are available for checkout by anyone with a valid Keller or MetroShare library card for a three-week checkout.

i. Puzzles and Board Games

The library circulates a variety of puzzles and board games for all ages. The lending period, borrowing policies, and fine and fee structures for puzzles and board games are the same as those of our traditional items; however, puzzles and board games must be picked up and returned inside the Keller library due to their fragile nature and an increased potential for missing parts. If borrowers lose an entire puzzle or board game, they will be charged the cost to replace that item. Missing pieces may be subject to smaller charges at the discretion of library staff.

ii. STEM Kits

The library circulates a variety of science, technology, engineering, and mathematics (STEM) kits for a wide variety of ages. The lending period, borrowing policies, and fine and fee structures for STEM kits are the same as those of our traditional items; however, STEM KITS must be picked up and returned inside the Keller library due to their fragile nature and an increased potential for missing parts. If borrowers lose an entire STEM kit, they will be charged the cost to replace the entire kit and its packaging. Borrowers will be charged the cost of replacing individual components of a STEM kit if they return one that is missing pieces.

iii. Learning and Activity Kits

The library circulates a variety of themed learning and activity kits for a wide variety of ages. The lending period, borrowing policies, and fine and fee structures for puzzles and board games are the same as those of our traditional items; however, learning and activity kits must be picked up and returned inside the Keller library due to their fragile nature and an increased potential for missing parts. If borrowers lose an entire learning or activity kit, they will be charged the cost to replace all the items in the kit and the kits' packaging. Borrowers will be charged the cost of replacing individual components of a learning or activity kit if they return one that is missing pieces.

iv. Wireless Hotspots

The library circulates wireless hotspots that provide internet connectivity for a wide range of devices. The lending period for these items is 3 weeks. Outlined below are additional restrictions on borrowing these devices:

1. Borrowers must have a valid Keller resident or Keller nonresident card
2. Borrowers cannot check out or reserve more than one hotspot at a time

3. Wireless hotspots must be picked up and returned inside the Keller library due to their fragile nature.
4. Service will be deactivated on a device when it becomes overdue.
5. Borrowers who have more than two deactivations in a 12-month period will be denied borrowing privileges for hotspots for a period of 6 months beginning on the day they return the device.

Fines and fees:

- If borrowers lose a device, they will be charged the cost to replace the device and its packaging (approximately \$75-\$100)
- If borrowers lose a power cable, case, or other component, they will be charged the cost to replace that item (typically \$3-\$15)

## REFERENCE SERVICES

### 34. Priorities and Reference Services

The Keller Public Library provides services to all customers regardless of age, race, nationality, educational background, or physical condition. While the Library does provide in-house, e-mail and telephone reference service, there are limitations to the amount of time staff can spend on individual requests. The length and depth of responses will be determined by workload, especially the presence of other customers needing service.

Telephone and e-mail reference is primarily for short answers to specific questions. The customer may be asked to come in for more in-depth research. Reference questions received by mail will receive a courtesy response that includes an alert that any future questions will not be able to be responded to, as printing costs \$.10 a page and all payments must be made in person. In deciding whether or not a customer should be given answers to his question or be taught how to find his own answer, the approach should depend on the question, on the needs of the user, and on the demands of other customers on the Librarian's time. The Librarian is willing and prepared to assist any user who wishes or expresses an interest in learning more library skills. If, however, the customer indicates that he just wants the answer, he will receive it as quickly as possible; taking into consideration how much time is required. The amount of time spent with each individual customer will be at the discretion of the Librarian.

Requests and transfers requested by telephone:

A customer may have up to four items reserved behind the circulation desk for 24 hours or sent to another MetroShare library.

Due to copyright laws, Librarians will not make photocopies for customers.

## 35. Library Computer Policy

### a. Computer Reservations and Printing

- i. Computer access is granted via the user's Keller library card or card from another MetroShare participating library. Visitors with proper identification will be granted temporary access to library computers.
- ii. A user may only sign in four times per day, regardless of session length.
- iii. Computers may be reserved for sixty-minute sessions.
- iv. After an hour the reservation system will allow a user to extend his or her session unless another user has reserved that computer.
- v. A user may only have one computer reservation at a time.
- vi. A user may not allow another person to use his or her session when finished.
- vii. After ten minutes of no activity on a computer, the reservation system will end the session.
- viii. When finished with a computer, exit the session by clicking "End Session" on the session information box.
- ix. Black and white printouts are ten cents and color printouts are twenty-five cents and can be paid for at the print station or at the circulation desk. Credit card payments can only be made for print jobs over \$5.00. The Library will not reimburse for printing mistakes.
- x. The computers are turned off 15 minutes before closing; reservations are available up to 25 minutes before closing.
- xi. Computer reservations expire if user does not sign in within 5 minutes of the reservation time.
- xii. Minors are not allowed in the Computer Lab unless authorized to attend a scheduled class.

### b. Customer Conduct

A user will be denied access to the computers for the following violations:

- i. Changing any system settings or installing programs
- ii. Damaging any hardware or software
- iii. Gambling, hacking, accessing obscene websites, or any illegal activities
- iv. Excessive noise, loitering, improper behavior, violating the privacy of other users, or failure to respect the rules
- v. Violation of applicable copyright, federal or state laws
- vi. Using another person's library card number to access the computers

### c. General Rules

- i. The Library encourages customers to report violations of rules to the Library staff immediately.
- ii. Computer users under the age of 18 must have a parent or guardian's permission to use the computers. Access is granted when the parent or guardian signs the minor up for a library card.

Parents are advised to supervise their child's Internet use. The Library does not act in place of a parent or guardian.

- iii. No more than two people are allowed at a computer.
- iv. No child under the age of nine is allowed to use the Internet computers without parental supervision.
- v. The Library staff cannot provide extensive instruction, but may be able to answer general assistance questions or refer users to information on computer-related topics.
- vi. The banning of customers will be at the discretion of a Public Services Librarian or Library management.
- vii. To insure your privacy, log completely out of all applications including browsers, chat and message programs and delete any downloaded documents.
- viii. If a computer or printer freezes or shuts down ask a member of the reference staff to assist you.
- ix. Files saved to the hard drive are deleted daily.
- x. Computers may be reserved at the discretion of Library staff for staff research, maintenance, or demonstration purposes.
- xi. Computer use is a privilege, not a right, and cannot be guaranteed.

Rules pertaining to loss of computer privileges, viewing obscene materials, and gambling are supported under the Texas Penal Code as follows. Violators can face detention and/or arrest by law enforcement officers.

Section 30.05—criminal trespass; covers entering after noticed that entry was forbidden.

Title 9—offenses against the public.

Chapter 42—order and decency; disorderly conduct and related offenses; covers harassment, argument

Chapter 42.072—stalking

Chapter 43 subchapter b—obscenity; covers pornography and sexual harassment topics

Chapter 43.24. Sale, Distribution, or Display of Harmful Material to Minor:

(b)A person commits an offense if, knowing that the material is harmful:

(2) he displays harmful material and is reckless about whether a minor is present who will be offended or alarmed by the display;

Chapter 47—gambling

### 36. Statement on Internet Resources

While recognizing that the Internet provides access to a vast array of tools and resources for different age levels and points of view, the Keller Public Library does not act in place or absence of the parent or guardian and is not responsible for enforcing any restrictions which a parent or guardian may place on minors using this resource.

The accuracy of information gained through this resource is the responsibility of each originator/producer. The Keller Public Library does not guarantee the accuracy of information obtained through the Internet.

### 37. Materials Selection Policy

The Materials Selection Policy is established to inform staff and the community of the goals and basic principles behind the selection process.

The purpose of the selection process is to obtain material (print and non-print), which will enable customers to:

- Educate themselves on an on-going basis
- Keep pace with progress in all fields of knowledge
- Be more capable in their daily occupations
- Appreciate and enjoy works of art, literature and music
- Make use of leisure time to promote personal and social well-being
- Contribute to the growth of knowledge.

The Keller Public Library acknowledges that the collection must reflect the diverse interests, backgrounds and needs of the community it is established to serve.

Goals of the selection process include:

- Obtaining the maximum value for each dollar of expenditure
- Upholding the principles found in the ALA Freedom to Read statement, the ALA Code of Ethics, and the Library Bill of Rights(see attachments)
- Obtaining a collection of 3 books per resident in accordance with national guidelines
- Using selection as a means to fulfill the stated roles of the Library.

The Library Director has the ultimate responsibility for materials selection within the established policies.

Selection of information resources and their inclusion in the collection does not constitute or imply library staff agreement with or approval of the content, viewpoints, implications, or means of expression of the information resources. The Library does not act in place of a parent or guardian; parents are expected to be aware of what their children read and to guide their selection.

### 38. Selection Criteria

The staff uses these basic criteria in the selection process:

- a. The author's reputation and credibility as a writer/authoritativeness
- b. Scarcity of information on a subject area
- c. Reviews in reliable sources, which explain the material's content and theme, significance as a work, organization, accuracy, and/or physical durability. While reviews are a major source of information about new

materials, no one publication is relied upon exclusively. Sources such as the following are reviewed:

- i. Library Journal
  - ii. American Libraries
  - iii. Booklist
  - iv. Bulletin of the Center for Children's Books
  - v. Publisher's Weekly
  - vi. VOYA (Voice of Youth Advocates)
  - vii. New York Times Book Review and Best Seller list
  - viii. Internet sources tied to professional literary critics
  - ix. Fort Worth Star-Telegram and other local and national newspapers and magazines
- d. Timeliness or lasting quality of the work
  - e. Appearance in bibliographies or indexes
  - f. Quality of the publisher
  - g. Cost of the material: Budgetary concerns must enter into selection decisions. Purchase of expensive and specialized materials that may be duplicated by other nearby institutions will usually be avoided. Also, if the material is not available through wholesale jobbers and must be ordered directly, this will add to the cost of the material and must be considered.
  - h. Award-winning status
  - i. Personal recommendations: The Library welcomes suggestions and requests for titles or topics. Anyone may give written or verbal suggestions to a staff member, and this will be noted in the selection process. The final decision to acquire recommended materials will be based on the overall selection policy.
  - j. High demand/Best seller status
  - k. Format: The Library collects formats with wide appeal and that support long shelf-lives even with extensive use
  - l. Space

### 39. Donations

Monetary donations may be made to purchase books in honor or memory of a loved one. The Library Director can provide information on the donation process. The Friends of the Keller Library can accept used book or media donations at their bookstore (in the Library Annex) during their open hours on Wednesday & Saturday from 10 a.m. to 2 p.m. Your donated items may be sold to benefit the library, but must be in good condition. The bookstore will not accept donations of magazines, VHS, CDs, or damaged books.

Due to a lack of space, we cannot accept donations directly at the library.

### 40. Weeding

The practice of maintaining the integrity of the materials collection of the library through systematic evaluation and weeding both print and non-print materials is

critical for collection development and maintenance. Factors influencing the decision to either retain or withdraw items from the collection will be made by members of the Public Services staff and will be influenced by the following factors:

- Frequency of circulation
- Overall physical condition of the item
- Age of the information contained in the item
- Relevance to collection and community
- Need in reference to library's mission statement and goals

The Public Services staff welcomes comments and suggestions regarding the continued appropriateness of materials in the collection. This is especially true of nonfiction in subject areas of a rapidly changing nature, such as technology and medicine, where materials only a few years old may no longer be viable. These types of suggestions and recommendations by citizens are useful to the on-going process of collection management.

#### 41. Additions and Changes

Policy changes initiated after the adoption of this manual will be made at the discretion of the Library Director. The Library Board will be consulted for input regarding all significant changes.

Policy recommended by Keller Library Board September 1992

First revision by Library Board:	February 1994
Second revision by Library Board:	February 1996
Third revision by Library Board:	February 1997
Fourth revision by Library Board:	February 1999
Fifth revision by Library Board:	February 2000
Sixth revision by Library Board:	April 2001
Seventh revision by Library Board:	March 2002
Eighth revision by Library Board:	February 2002
Ninth revision by Library Board:	April 2005
Tenth revision by Library Board	March 2016
Eleventh revision by Library Board	June 2018
Twelfth revision by Library Board	
Thirteenth revision by Library Board	February 2022
Fourteenth revision by Library Board	April 2023

#### 42. Americans with Disabilities Act

The City of Keller does not discriminate on the basis of disability in the admission or access to, or treatment or employment in, its programs or activities.

The Keller Library is wheelchair-accessible. For accommodation or signed interpretive services, please contact the City of Keller ADA Coordinator, who is the Director of Human Resources, 48 hours in advance at (817) 743-4041.



FORMS

43. Citizen's Request for Reconsideration of Library material

Library policy requires that reconsideration of library material be made on this form. This allows the Collection Development Committee an opportunity to discuss the material in detail. The selection policy will be made available to you to give you an opportunity to review our materials selection procedures. Thank you for taking time to provide the needed information.

\_\_\_\_\_  
Library Director

Title of Material: \_\_\_\_\_

Author of Material: \_\_\_\_\_

Publisher of Material: \_\_\_\_\_

Citizen's Name: \_\_\_\_\_

Phone number: \_\_\_\_\_ Address: \_\_\_\_\_

City: \_\_\_\_\_ County: \_\_\_\_\_

You are representing  
Yourself   
an organization  organization name:  
other

How did this material come to your attention?  
\_\_\_\_\_  
\_\_\_\_\_

Who on the library staff did you speak to regarding this material:  
\_\_\_\_\_

1. Have you read, watched, or listened to the entire work? Yes \_\_\_\_\_ No \_\_\_\_\_  
If not, which sections have you reviewed? \_\_\_\_\_  
\_\_\_\_\_

2. To which portions of the material do you object?

---

---

3. What benefits or disadvantages do you feel will result from other library customers being exposed to this material?

---

---

4. For what age group would you recommend this material?

---

---

5. Is there anything important, beneficial or especially interesting about this material? \_\_\_\_\_

If so, what?

---

---

6. Are you aware of the judgment of this material by literary critics? Yes\_\_No\_\_

7. What do you believe is the subject or theme of this material?

---

---

8. In its place, what material of equal literary quality would you recommend that would convey equivalent information about the subject matter?

---

---

9. What action would you like to see taken concerning this material?

---

---

---

Signature

---

Date

#### 44. Incident Report

To be completed by staff within 12 hours of incident.

Instructions: Please complete this form after an incident on Library premises. An incident can be a severe altercation with or among customers, events that occurred that are dangerous to the staff or public, or where the police or emergency services were summoned (report required in such instances). Submit completed report to the Library Director.

Name of reporting staff:

---

Location of the incident:

---

---

Date and time of the incident:

---

Customer(s) involved (provide names if known):

---

---

Describe the incident (to the fullest extent reasonable):

---

---

---

---

---

---

---

---

---

---

Were police / emergency services called? \_\_\_\_\_ Yes \_\_\_\_\_ No

If yes, provide detail of who responded (name of officer) and how the incident was handled. \_\_\_\_\_

---

---

---

What follow-up by Library Administration is recommended?

---

---

---

---

What action(s) should the Library make to prevent a recurrence of a similar incident?

---

---

---

---

Signature

Date

## ATTACHMENTS

As part of the Library Policy, the Keller Public Library uses the following statements as guidelines:

### 45. American Library Association Code of Ethics

As members of the American Library Association, we recognize the importance of codifying and making known to the profession and to the general public the ethical principles that guide the work of librarians, other professionals providing information services, library trustees and library staffs.

Ethical dilemmas occur when values are in conflict. The American Library Association Code of Ethics states the values to which we are committed, and embodies the ethical responsibilities of the profession in this changing information environment.

We significantly influence or control the selection, organization, preservation, and dissemination of information. In a political system grounded in an informed citizenry, we are members of a profession explicitly committed to intellectual freedom and the freedom of access to information. We have a special obligation to ensure the free flow of information and ideas to present and future generations.

The principles of this Code are expressed in broad statements to guide ethical decision making. These statements provide a framework; they cannot and do not dictate conduct to cover particular situations.

1. We provide the highest level of service to all library users through appropriate and usefully organized resources; equitable service policies; equitable access; and accurate, unbiased, and courteous responses to all requests.
2. We uphold the principles of intellectual freedom and resist all efforts to censor library resources.
3. We protect each library user's right to privacy and confidentiality with respect to information sought or received and resources consulted, borrowed, acquired or transmitted.
4. We respect intellectual property rights and advocate balance between the interests of information users and rights holders.
5. We treat co-workers and other colleagues with respect, fairness, and good faith, and advocate conditions of employment that safeguard the rights and welfare of all employees of our institutions.
6. We do not advance private interests at the expense of library users, colleagues, or our employing institutions.
7. We distinguish between our personal convictions and professional duties and do not allow our personal beliefs to interfere with fair representation of the aims of our institutions or the provision of access to their information resources.
8. We strive for excellence in the profession by maintaining and enhancing our own knowledge and skills, by encouraging the professional development of co-workers, and by fostering the aspirations of potential members of the profession.

9. We affirm the inherent dignity and rights of every person. We work to recognize and dismantle systemic and individual biases; to confront inequity and oppression; to enhance diversity and inclusion; and to advance racial and social justice in our libraries, communities, profession, and associations through awareness, advocacy, education, collaboration, services, and allocation of resources and spaces.

Adopted at the 1939 Midwinter Meeting by the ALA Council; amended June 30, 1981; June 28, 1995; January 22, 2008; and June 29, 2021.

## 46. American Library Association Freedom to Read

The freedom to read is essential to our democracy. It is continuously under attack. Private groups and public authorities in various parts of the country are working to remove or limit access to reading materials, to censor content in schools, to label "controversial" views, to distribute lists of "objectionable" books or authors, and to purge libraries. These actions apparently rise from a view that our national tradition of free expression is no longer valid; that censorship and suppression are needed to counter threats to safety or national security, as well as to avoid the subversion of politics and the corruption of morals. We, as individuals devoted to reading and as librarians and publishers responsible for disseminating ideas, wish to assert the public interest in the preservation of the freedom to read.

Most attempts at suppression rest on a denial of the fundamental premise of democracy: that the ordinary individual, by exercising critical judgment, will select the good and reject the bad. We trust Americans to recognize propaganda and misinformation, and to make their own decisions about what they read and believe. We do not believe they are prepared to sacrifice their heritage of a free press in order to be "protected" against what others think may be bad for them. We believe they still favor free enterprise in ideas and expression.

These efforts at suppression are related to a larger pattern of pressures being brought against education, the press, art and images, films, broadcast media, and the Internet. The problem is not only one of actual censorship. The shadow of fear cast by these pressures leads, we suspect, to an even larger voluntary curtailment of expression by those who seek to avoid controversy or unwelcome scrutiny by government officials.

Such pressure toward conformity is perhaps natural to a time of accelerated change. And yet suppression is never more dangerous than in such a time of social tension. Freedom has given the United States the elasticity to endure strain. Freedom keeps open the path of novel and creative solutions, and enables change to come by choice. Every silencing of a heresy, every enforcement of an orthodoxy, diminishes the toughness and resilience of our society and leaves it the less able to deal with controversy and difference.

Now as always in our history, reading is among our greatest freedoms. The freedom to read and write is almost the only means for making generally available ideas or manners of expression that can initially command only a small audience. The written word is the natural medium for the new idea and the untried voice from which come the original contributions to social growth. It is essential to the extended discussion that serious thought requires, and to the accumulation of knowledge and ideas into organized collections.

We believe that free communication is essential to the preservation of a free society and a creative culture. We believe that these pressures toward conformity present the danger of limiting the range and variety of inquiry and expression on which our democracy and our culture depend. We believe that every American community must

jealously guard the freedom to publish and to circulate, in order to preserve its own freedom to read. We believe that publishers and librarians have a profound responsibility to give validity to that freedom to read by making it possible for the readers to choose freely from a variety of offerings.

The freedom to read is guaranteed by the Constitution. Those with faith in free people will stand firm on these constitutional guarantees of essential rights and will exercise the responsibilities that accompany these rights.

We therefore affirm these propositions:

1. It is in the public interest for publishers and librarians to make available the widest diversity of views and expressions, including those that are unorthodox, unpopular, or considered dangerous by the majority.  
Creative thought is by definition new, and what is new is different. The bearer of every new thought is a rebel until that idea is refined and tested. Totalitarian systems attempt to maintain themselves in power by the ruthless suppression of any concept that challenges the established orthodoxy. The power of a democratic system to adapt to change is vastly strengthened by the freedom of its citizens to choose widely from among conflicting opinions offered freely to them. To stifle every nonconformist idea at birth would mark the end of the democratic process. Furthermore, only through the constant activity of weighing and selecting can the democratic mind attain the strength demanded by times like these. We need to know not only what we believe but why we believe it.
2. Publishers, librarians, and booksellers do not need to endorse every idea or presentation they make available. It would conflict with the public interest for them to establish their own political, moral, or aesthetic views as a standard for determining what should be published or circulated.  
Publishers and librarians serve the educational process by helping to make available knowledge and ideas required for the growth of the mind and the increase of learning. They do not foster education by imposing as mentors the patterns of their own thought. The people should have the freedom to read and consider a broader range of ideas than those that may be held by any single librarian or publisher or government or church. It is wrong that what one can read should be confined to what another thinks proper.
3. It is contrary to the public interest for publishers or librarians to bar access to writings on the basis of the personal history or political affiliations of the author. No art or literature can flourish if it is to be measured by the political views or private lives of its creators. No society of free people can flourish that draws up lists of writers to whom it will not listen, whatever they may have to say.
4. There is no place in our society for efforts to coerce the taste of others, to confine adults to the reading matter deemed suitable for adolescents, or to inhibit the efforts of writers to achieve artistic expression.  
To some, much of modern expression is shocking. But is not much of life itself shocking? We cut off literature at the source if we prevent writers from dealing



with the stuff of life. Parents and teachers have a responsibility to prepare the young to meet the diversity of experiences in life to which they will be exposed, as they have a responsibility to help them learn to think critically for themselves. These are affirmative responsibilities, not to be discharged simply by preventing them from reading works for which they are not yet prepared. In these matters values differ, and values cannot be legislated; nor can machinery be devised that will suit the demands of one group without limiting the freedom of others.

5. It is not in the public interest to force a reader to accept the prejudgment of a label characterizing any expression or its author as subversive or dangerous. The ideal of labeling presupposes the existence of individuals or groups with wisdom to determine by authority what is good or bad for others. It presupposes that individuals must be directed in making up their minds about the ideas they examine. But Americans do not need others to do their thinking for them.
6. It is the responsibility of publishers and librarians, as guardians of the people's freedom to read, to contest encroachments upon that freedom by individuals or groups seeking to impose their own standards or tastes upon the community at large; and by the government whenever it seeks to reduce or deny public access to public information.

It is inevitable in the give and take of the democratic process that the political, the moral, or the aesthetic concepts of an individual or group will occasionally collide with those of another individual or group. In a free society individuals are free to determine for themselves what they wish to read, and each group is free to determine what it will recommend to its freely associated members. But no group has the right to take the law into its own hands, and to impose its own concept of politics or morality upon other members of a democratic society. Freedom is no freedom if it is accorded only to the accepted and the inoffensive. Further, democratic societies are more safe, free, and creative when the free flow of public information is not restricted by governmental prerogative or self-censorship.

7. It is the responsibility of publishers and librarians to give full meaning to the freedom to read by providing books that enrich the quality and diversity of thought and expression. By the exercise of this affirmative responsibility, they can demonstrate that the answer to a "bad" book is a good one, the answer to a "bad" idea is a good one.

The freedom to read is of little consequence when the reader cannot obtain matter fit for that reader's purpose. What is needed is not only the absence of restraint, but the positive provision of opportunity for the people to read the best that has been thought and said. Books are the major channel by which the intellectual inheritance is handed down, and the principal means of its testing and growth. The defense of the freedom to read requires of all publishers and librarians the utmost of their faculties, and deserves of all Americans the fullest of their support.

We state these propositions neither lightly nor as easy generalizations. We here stake out a lofty claim for the value of the written word. We do so because we believe that it is possessed of enormous variety and usefulness, worthy of cherishing and keeping free. We realize that the application of these propositions may mean the dissemination of

ideas and manners of expression that are repugnant to many persons. We do not state these propositions in the comfortable belief that what people read is unimportant. We believe rather that what people read is deeply important; that ideas can be dangerous; but that the suppression of ideas is fatal to a democratic society. Freedom itself is a dangerous way of life, but it is ours.

This statement was originally issued in May of 1953 by the Westchester Conference of the American Library Association and the American Book Publishers Council, which in 1970 consolidated with the American Educational Publishers Institute to become the Association of American Publishers.

Adopted June 25, 1953, by the ALA Council and the AAP Freedom to Read Committee; amended January 28, 1972; January 16, 1991; July 12, 2000; June 30, 2004.

A Joint Statement by:

American Library Association

Association of American Publishers

Subsequently endorsed by:

American Booksellers for Free Expression

The Association of American University Presses

The Children's Book Council

Freedom to Read Foundation

National Association of College Stores

National Coalition Against Censorship

National Council of Teachers of English

The Thomas Jefferson Center for the Protection of Free Expression

## 47. Texas Library Association Intellectual Freedom Statement

The freedom to read is a corollary of the constitutional guarantee of freedom of the press and shall be protected.

## 48. Library Bill of Rights

The American Library Association affirms that all libraries are forums for information and ideas, and that the following basic policies should guide their services.

I. Books and other library resources should be provided for the interest, information, and enlightenment of all people of the community the library serves. Materials should not be excluded because of the origin, background, or views of those contributing to their creation.

II. Libraries should provide materials and information presenting all points of view on current and historical issues. Materials should not be proscribed or removed because of partisan or doctrinal disapproval.

III. Libraries should challenge censorship in the fulfillment of their responsibility to provide information and enlightenment.

IV. Libraries should cooperate with all persons and groups concerned with resisting abridgment of free expression and free access to ideas.

V. A person's right to use a library should not be denied or abridged because of origin, age, background, or views.

VI. Libraries which make exhibit spaces and meeting rooms available to the public they serve should make such facilities available on an equitable basis, regardless of the beliefs or affiliations of individuals or groups requesting their use.

VII. All people, regardless of origin, age, background, or views, possess a right to privacy and confidentiality in their library use. Libraries should advocate for, educate about, and protect people's privacy, safeguarding all library use data, including personally identifiable information.

Adopted June 19, 1939, by the ALA Council; amended October 14, 1944; June 18, 1948; February 2, 1961; June 27, 1967; January 23, 1980; January 29, 2019.

Inclusion of "age" reaffirmed January 23, 1996.

Although the Articles of the Library Bill of Rights are unambiguous statements of basic principles that should govern the service of all libraries, questions do arise concerning application of these principles to specific library practices. See the documents designated by the Intellectual Freedom Committee as Interpretations of the Library Bill of Rights.

#### 49. Excerpt from the Texas Public Information Act (Confidentiality of Records of Library or Library System)

##### Section 552.124: Confidentiality of Records of Library or Library System

- a. A record of a library or library system, supported in whole or in part by public funds, that identifies or serves to identify a person who requested, obtained, or used a library material or service is excepted from the requirements of Section 552.021 unless the record is disclosed:
  - (1) because the library or library system determines that disclosure is reasonably necessary for the operation of the library or library system and the record is not confidential under other state or federal law;
  - (2) under Section 552.023; or
  - (3) to a law enforcement agency or a prosecutor under a court order or subpoena obtained after a showing to a district court that:
    - (1) disclosure of the record is necessary to protect the public safety;
    - or
    - (2) the record is evidence of an offense or constitutes evidence that a particular person committed an offense.
- b. A record of a library or library system that is excepted from required disclosure under this section is confidential.

In Open Records Decision No. 100 (1975), the attorney general determined the identities of libraries patrons were confidential under constitutional law if release of the library materials they were examining would reveal their identities. The legislative history of section 552.124 suggests its purpose is to codify, clarify, and extend that prior decision of the attorney general. This section protects the identity of the individual library user while allowing law enforcement officials access to such information by court order or subpoena. There are no cases or formal opinions interpreting this exception. However, in an informal ruling, the attorney general interpreted section 552.124 to except from disclosure any information that specifically identifies library patrons. In a separate informal ruling, the attorney general determined section 552.124 does not except from disclosure information identifying library employees or other persons not requesting, obtaining, or using a library material or service. In another informal ruling, the attorney general concluded section 552.124 is designed to protect individual privacy. Thus, an individual has a special right of access under section 552.023 of the Government Code to library records that relate to that individual. In addition, because the right to privacy lapses at death, identifying information that pertains solely to a deceased person may not be withheld under section 552.124.