

# **Public Library**

## **Policies and Procedures**

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## **SAN BENITO PUBLIC LIBRARY**

### **PATRON RESPONSIBILITY AND CONDUCT**

The following rules and regulations are necessary for the protection and comfort of all Library users for the safeguarding of the physical facility and its contents. The cooperation of all who enter is necessary to maintain an atmosphere that is conducive to study and to pleasant utilization of the Library by the public. As the Library is the property of the City and the taxpayers, each Library patron is expected to exercise reasonable care in his/her use of the facilities.

#### *Rules and Regulations Governing Patron Responsibility and Conduct at the San Benito Public Library*

- 1. The use of tobacco products, eating and drinking is not permitted in the library. With prior approval, appropriate light refreshments may be consumed in the Library Conference Rooms.**
- 2. Animals of any kind or size are not permitted in the Library. Legal Seeing Eye Dogs are exempt from this regulation.**
- 3. Shirt and shoes or appropriate footwear must be worn in the building for health and safety reasons.**
- 4. Pre-school children must be accompanied and closely supervised by an adult.**
- 5. Skateboards, skates, roller blades, bicycles and cleats are not permitted in the Library.**
- 6. Firearms, knives, or other weapons are not permitted in the Library.**
- 7. Individuals who are under the influence of drugs or alcohol and who are displaying disorderly conduct shall be requested to leave the Library premises.**
- 8. Physical abuse, harassment or assault on another person, or the use of abusive, insulting or threatening language to any person shall be cause for dismissal of the offending person or persons from the Library.**
- 9. Individuals or groups who are exhibiting rowdy or other disruptive behavior will be asked to stop. If a first or second warning does not halt the behavior, the offending party shall be asked to leave immediately. If they refuse the police shall be called.**
- 10. Damage to property or improper removal of property shall be cause for dismissal from the Library and assessment of fines for damages incurred.**
- 11. Chronic offensive behavior, including failure to abide by these rules and regulations, destruction of property or interference with service to others may be considered sufficient grounds for barring from the premises.**

## **INTERNET USAGE PROCEDURES**

**Patrons may not do the following:**

- **Use compact discs in the cdROM drive**
- **Use floppy discs to save files (until we have virus scanner software)**
- **Download or save files to the hard drive (C drive)**
- **Change the terminal's settings (including screensavers, icons, wallpaper, etc)**
- **Look at pornographic sites (if an adult patron insists it's for research, set him or her up at a computer in the back)**

**All patrons must have their library card with them to sign up to use the Internet and have read and signed the Internet Acceptable Use Policy. (Minors must have their parents sign it)**

**Only one person per Internet station, unless the surrounding stations are empty and the patrons are quiet.**

**If you are not occupied, you can help patrons with email, research, etc, but if the circulation desk is busy and you are the only one available, help patrons at the desk.**

**Printouts are \$.20 per page. Patrons are responsible for every page they print. If you can track the unpaid printouts to a particular patron, put the unpaid amount on their library card.**

**If a patron is violating policy or procedure, let them know IMMEDIATELY, and if he/she continues to violate it, tell the patron to leave the Internet station.**

## **SAN BENITO PUBLIC LIBRARY**

### **PATRON ACCESS**

**No one shall be refused access to the services and facilities of the San Benito Public Library because of race, color, creed or age.**

**Patrons will have access to all information in the Library during the hours the Library is opened, unless the item in question is being used by another patron.**

**The Library will be closed during the hours approved by the Library board. The doors will be locked 10 minutes before closing. Patrons already in the building will not be required to leave until closing time.**

**SAN BENITO PUBLIC LIBRARY**

**HOURS OF OPERATION**

**The Library is open 48 hours each week with the following schedule:**

<b>Monday through Thursday</b>	<b>10:00 a.m. to 7:00 p.m.</b>
<b>Friday</b>	<b>10:00 a.m. to 5:00 p.m.</b>
<b>Saturday</b>	<b>12:00 p.m. to 5:00 p.m.</b>

## **SAN BENITO PUBLIC LIBRARY**

### **MEETING FACILITIES POLICY**

The San Benito Public Library meeting facilities are primarily for the use of Library sponsored and Library-related programs of cultural and educational interest to the local community; such as programs, conferences, classes and seminars.

The facilities available are two rooms: Conference Room I and Conference II, with a capacity of 35 people per room. The two rooms can be combined to make one large meeting room with capacity of 70 people. These facilities are available without charge to local educational, civic, cultural or governmental organizations. They are not available for social occasions, partisan political or religious purposes, or for the benefit of private individuals or commercial concerns. Commercial organizations sponsoring educational programs of a non-profit nature may request use of the facilities if the meeting is open to the public.

#### *Procedures Governing the Scheduling and Use of the San Benito Public Library Meeting Facilities*

1. Requests for use of the facilities will be made in writing on the "Application for Use" form. The application includes the name of the organization, date and time desired, person responsible for the group, and the program or purpose of the meeting.
2. Meetings are to be held during regular Library hours, except for meeting of the Library Board or the Friends of the Library.
3. Scheduling of the meeting room shall include sufficient time for setup and cleanup during regular Library hours.
4. The person making the application must be a San Benito resident, work in a business located in the City or have a current San Benito Library card; and must be in attendance at the meeting.
5. Requests should be made at least one week prior to the meeting. Approval for the use of the room will be given by the Director or a designated staff member.
6. Cancellations of meetings should be made at least 24 hours before the scheduled meeting time, if possible.
7. Library programs receive first consideration in scheduling meeting room events. The Library reserves the right to cancel a reservation of an outside group if the room is needed for Library purposes.
8. The organization using the meeting facility is responsible for setting up the room as needed—chairs, tables, etc. No physical changes may be made in the facility except for the arrangement of furniture. No additional furniture or equipment other than that provided by the Library is to be brought in or used during the meeting without prior approval by the Library Director. Any Library audiovisual materials or equipment must be arranged prior to the meeting.

- 9. The organization using the room is responsible for returning the tables and chairs to the location they were in before the meeting, unless otherwise notified by the Library staff.**
- 10. The room must be left clean of trash and personal belonging.**
- 11. The organization using the room assumes responsibility for any damage to the room and its contents.**
- 12. The Library will not be responsible for loss or damage to any exhibits or materials left in the meeting rooms or personal property of those attending meetings.**
- 13. All groups will agree to hold the Library and the City of San Benito not liable for any loss, damage, liability, cost and/or expense that may arise during or to be caused in any way by such use of Library facilities.**
- 14. Non-Alcoholic drinks and light refreshments, such as cookies or cake, may be served in the meeting rooms by arrangement with the Director. All serving utensils are to be provided by those using the facilities.**
- 15. No money raising activities may be held all proceeds are donated to the Library or to the City.**

**SAN BENITO PUBLIC LIBRARY**

**APPLICATION FOR USE OF LIBRARY FACILITIES**

**(Please Print)**

Date \_\_\_\_\_

Room Requested \_\_\_\_\_

Date Requested for Meeting \_\_\_\_\_

Time of Meeting—Beginning at \_\_\_\_\_ Ending at \_\_\_\_\_

Name of Organization \_\_\_\_\_

Purpose of Organization \_\_\_\_\_

Purpose of Meeting \_\_\_\_\_

Application made by:

\_\_\_\_\_  
Name and Title

\_\_\_\_\_  
Address (Street, City, Zip)

\_\_\_\_\_  
Telephone (Business and/or Home)

I, the undersigned, certify that I have read the meeting facilities policies and procedures and hereby agree to abide by these policies and procedures.

\_\_\_\_\_  
Signature of Applicant/Date

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Signature of Approval  
(Director or appointed Staff Member)

## **SAN BENITO PUBLIC LIBRARY**

### **BULLETIN BOARDS POLICY**

The San Benito Public Library encourages the display of informational bulletins, brochures and posters regarding educational, cultural and civic events of interest to the community.

#### *Procedures Governing Public Use of The San Benito Library Bulletin Boards*

1. Items to be displayed must be reasonable size.
2. Handwritten or drawn posters or artwork must meet acceptable standards as determined by the Library (Spelling, neatness, etc.).
3. Informational, nonpartisan political events can be publicized.
4. Information regarding moneymaking events sponsored by any profit-making organization will not be displayed.
5. The bulletin boards may not be used for Job Postings, except civil service and City positions.
6. Information regarding contests or solicitations will not be displayed unless sponsored by an area Library.
7. Activities having no specific date may be displayed for length of time as determined by the Library according to available space.
8. Library items for the bulletin board take precedents over other items
9. All bulletin board items must be initialed and dated by the Director or appointed staff prior to posting.
10. The Library will not be responsible for returning any item posted on the bulletin board or for the damage of any item.

## **SAN BENITO PUBLIC LIBRARY**

### **DISPLAYS AND EXHIBITS POLICY**

In order to provide access to the intellectual and cultural resources in the community, the Library encourages community groups, organizations, or individuals to use the case in the Children's area.

The display case will be under the direction of the Friend's of the Library Display Committee.

Space will be provided for displays of an educational, cultural, civic, or recreational nature, rather than a commercial or political nature. The materials in the exhibits must meet what is generally known as "standards of acceptability to the community as a whole."

#### ***Procedures Governing the Use of The San Benito Public Library Display Case***

1. An "Exhibit Application Form" must be completed and approved by the Library Director.
2. Completed and approved application will be forwarded to the Friends of the Library Display Committee, who will be responsible for scheduling of displays.
3. The Library shall have the final decision on the content and arrangement of all displays.
4. The Library reserves the right to reject any part of an exhibit or to change the manner of the display.
5. All publicity materials relating to exhibits shall be submitted for approval by the library.
6. It is the responsibility of the exhibitor to set up and remove the exhibits.
7. There will be no permanent exhibits in the Library. Exhibits will normally be scheduled for a period not to exceed one month.
8. The Library does not carry insurance on, and is not responsible for any items owned by the exhibitor.
9. The Library will not provide storage for the property of organizations or individuals displaying in the Library.
10. All exhibitors are required to sign the "Exhibit Release Form," which releases the Library from any responsibility or liability for exhibited items.

**SAN BENITO PUBLIC LIBRARY**

**EXHIBIT APPLICATION FORM  
(Please Print)**

**Application made by:**

\_\_\_\_\_  
**Name and Title (if applicable)**

\_\_\_\_\_  
**Address (Street, City, Zip)**

\_\_\_\_\_  
**Telephone (Business and/or Home)**

**Type of Exhibit:**

\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

**Group Sponsoring Exhibit:**

**(If Applicable)**

\_\_\_\_\_

**Dates Exhibit Available:** \_\_\_\_\_

I certify that I have read the San Benito Public Library "Displays and Exhibits Policy" and that I will be contacted by the Friends of the Library Exhibit Committee if a time can be scheduled for the proposed exhibit.

\_\_\_\_\_  
**Applicant Signature**

\_\_\_\_\_  
**Date**

\_\_\_\_\_  
**Director or Appointed Staff Signature**

\_\_\_\_\_  
**Date**

**SAN BENITO PUBLIC LIBRARY**

**EXHIBIT RELEASE FORM**

**(Please Print)**

I, the undersigned, hereby lend the following works of art or other material to the San Benito Public Library for exhibit purposes only. In consideration of the privilege of exhibiting them in the Library, I hereby release said Library from responsibility for loss, damage, or destruction while they are in possession of the Library. I certify that I have read the San Benito Public Library "Displays and Exhibits Policy" and will abide by the terms.

\_\_\_\_\_  
Exhibitor Signature

\_\_\_\_\_  
Date

**Description of Materials Exhibited:**

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## **SAN BENITO PUBLIC LIBRARY**

### **PHOTOCOPYING POLICY**

**The Library provides a photocopying machine and a microfiche/film reader with attached printer which are available to any member of the community.**

- 1. There is a fee of 20 cents per page for both the photocopying machine and the microfiche/film printer.**
- 2. The Library will abide by the Federal Copyright Laws.**
- 3. Library staff will be charged 10 cents per page copied for personal use.**
- 4. The Friends of the San Benito Public Library may use the photocopying machine at no charge for official Friends business only, as long as it does not interfere with normal Library functions.**

## **SAN BENITO PUBLIC LIBRARY**

### **LIBRARY EQUIPMENT AND SUPPLIES POLICY**

**Telephones:** The telephones in the Library are for Library business only. Exceptions will be made in cases of emergency. Incoming calls for patrons will not be accepted except in cases of emergency.

**Office Supplies:** Office supplies such as paper, pencils, paper clips, etc....will not be loaned out to the public.

**TV/VCR:** The Library television and video cassette recorder will not be loaned out to the public and are not available for public use at the Library, except by prior arrangement and in conjunction with a meeting room application.

## **SAN BENITO PUBLIC LIBRARY**

### **INTERNET ACCEPTABLE USE POLICY**

The Internet is an appropriate and useful information tool for children, young adults and adults. The Internet and its available resources contain a wide variety of material and opinions from varied points of view, not all of which are equally suitable for the informational and recreational needs of each age group. Additionally suitable, not all Internet resources are correct, current, or reliable.

Due to the various skill levels and time constraints of library scheduling, Internet trained staff may not always be available for personal assistance. Library staff cannot provide in-depth training on Internet computer usage or personal computer usage. The San Benito Public Library staff can recommend interesting and useful Internet destinations and resources for library patrons to explore. However, the Library does not have the ability to select, monitor or control the content of the many Internet and World Wide Web sites available. The Library assumes responsibility only for the information contained on its own home page.

Internet resources are provided to patrons with the understanding that it is the individual user's responsibility to demonstrate judgement, respect for others, and appropriate conduct while using Library facilities. All users of electronic information resources such as the Internet are expected to use these resources in a responsible manner, consistent with the educational and informational purposes for which they provided and to follow these rules and regulations.

#### ***Rules and Regulations Governing Patron Internet Access At the San Benito Public Library***

- 1. Patrons using the Library facility to access the Internet must agree to abide by the acceptable use policy. A parent or legal guardian must read and sign this policy before child will be allowed to access the Internet at the Library.**
- 2. Patrons must present their library card at the circulation desk to sign up to use the Internet.**
- 3. Patrons shall agree to hold harmless and unconditionally reimburse the Library for any liability or damage claim arising from any use or misuse of the Internet by the patron.**
- 4. Parents or legal guardians of minor children must assume responsibility for their children's use of the Internet in the Library facilities. The Library does not have the right or the responsibility to act in place of a parent. Parents are urged to become familiar with the Internet in order to ensure their children's use of the Internet in a safe appropriate manner.**
- 5. Patrons have the right to privacy. Users should be advised however, that because security is technically difficult to achieve and computers are located in public areas, electronic transactions of information and viewing screens could become public. As a result, the Library cannot guarantee privacy or confidentiality.**
- 6. Patrons will be limited to thirty (30) minute sessions when others are waiting to use a workstation.**
- 7. Patrons may not send, receive or display text or graphics that are defined by local community standards as obscene or pornographic. Federal law prohibits those under 18 from viewing pornography. Actions that violate local, state or federal law will be prosecuted.**
- 8. Patrons may not use the Library facilities for any activity prohibited by federal, state or local ordinance. In addition patrons may not:**

- Use the Library's facilities to gain access to the Library's networks or computer systems or to any other network or computer system in any other facility.
  - Obstruct other people's work by using the system unreasonably or by deliberately crashing or disrupting the computer system.
  - Make any attempt to alter, change or modify software configurations.
  - Download files, graphics or text from the Internet.
  - Make any attempt to cause degradation of the system's performance.
  - Use any workstation for illegal or criminal purposes.
  - Use any workstation for business or commercial activity of any kind.
  - Chat or play online games.
  - Violate copyright laws or software licensing agreements by the unauthorized reproduction or distribution of copyrighted or licensed materials.
  - Engage in any activity which is deliberately and maliciously offensive, libelous, or slanderous, or which invades another's privacy.
9. The Library expressly disclaims any liability or responsibility arising from access to or use of information from the Internet through its facilities or any consequences thereof.
10. The Library reserves the right to update and change this policy at any time without notice. It is the responsibility of the patron to read and accept the current version of the policy. Any violation of the acceptable use policy may result in the individual being denied access to the Library's Internet facilities.

## **SAN BENITO PUBLIC LIBRARY**

### **CIRCULATION POLICY**

Circulation policies regarding the borrowing and retention of materials from the San Benito Public Library are governed by the San Benito City Ordinance 1088.

#### **1. Library Cards**

- A. Eligibility:** San Benito Public Library cards are available free of charge to all persons providing proper identification.
- B. Expiration:** Library cards are good for two years.
- C. Responsibility:** Patrons are responsible for all materials checked out on their cards. If the card is lost or stolen it is the responsibility of the patron to notify the Library in writing within seven calendar days after the patron knows or should have known that the card is lost or stolen. Otherwise the patron will be responsible for all materials checked out on their card. Cardholders will not allow anyone else to use their card.
- D. Requirements** Applicants for a card must be 18 years of age or older (see Juvenile card for Juvenile requirements) and must present a picture I.D. plus proof of their current address, such as a current utility bill or lease agreement.
- E. Lost/Damaged/  
Stolen** There will be a \$5.00 charge to replace Library cards that are lost, stolen or damaged. A new card will not be issued if the patron has outstanding fines, overdue materials or other debts at the Library.
- F. Renewal:** There is no charge to renew a Library card. The Patron must show the same type of I.D. as stated above and must not have any outstanding fines, overdue materials or other debts at the Library.
- G. Special Borrowers**
- 1. Juvenile Cards:** Any one under the age of 18 must have a parent or legal guardian must present the same identification and proof of residency as stated above under "Requirements." Juvenile cardholders are restricted from checking out Video Cassettes.
  - 2. Winter Texans:** Winter Texans must present a picture I.D. and proof of the current address and their permanent address.

**3. Library Staff:** Staff members are subject to all restrictions applying to regular cardholders with the exception of a week grace period on returning Library materials before overdue fines are assessed.

**1. Material Loan Policy**

**A. Loan Periods**

- |                            |                |
|----------------------------|----------------|
| <b>1. Books:</b>           | <b>3 Weeks</b> |
| <b>2. Videos:</b>          | <b>3 Days</b>  |
| <b>3. Audio Cassettes:</b> | <b>3 Weeks</b> |
| <b>4. Test Materials</b>   | <b>1 Week</b>  |

**B. Limitations on Circulation**

- |                           |                        |
|---------------------------|------------------------|
| <b>1. Videos:</b>         | <b>3 per household</b> |
| <b>2. Test Materials:</b> | <b>2 per card</b>      |

**C. Temporary Reference:** At times certain materials will be placed on temporary reference status due to special demand (School assignments, etc.). Material on temporary reference may not be checked out. This type of reference usually will not exceed one month.

**D. Reserves:** Reserves are taken on any item in the Circulating Collection except video cassettes. When the material becomes available, calls are made to the patron for pick up. The material is held three days. If not picked up the next person in line is called. When no one is waiting for the materials, it is taken off reserve and reshelved.

**E. Renewals:** All items in the collection except test books, videos, and DVDs may be renewed over the phone, as long as materials are not overdue. Patrons must bring the materials into the Library to renew and clear fine if overdue.

**F. Holds:** All items in the Library can be held for patron pick-up for three days. If not picked up within three days the material is reshelved.

**2. Overdue Materials**

**a. Library Fines and Fees**

- |   |                         |
|---|-------------------------|
| <b>1. Books</b>   | <b>.25/day/book</b>     |
| <b>2. Videos</b>  | <b>1.00/day/video</b>   |
| <b>3. Audio Cassettes</b>   | <b>.25/day/cassette</b> |
| <b>4. Test Materials</b>  | <b>1.00/day/book</b>    |
| <b>5. ILL Materials</b>   | <b>.25/day/item</b>     |
| <b>6. Videos (not Rewound)</b>                                      | <b>1.00/Video</b>       |
| <b>7. Videos (in book drop)</b>                                     | <b>1.00/Video</b>       |
| <b>8. Overdue fines are not to exceed \$15.00 per overdue item.</b> |                         |

**B. Notices:**

Patrons will receive first and second notices regarding the overdues. If, after the first two notices, the material still has not returned a letter will be sent by Certified Mail, Return Receipt Requested, by the Library Director or other designated staff member advising the patron that if the material is not returned or the fine paid a complaint will be filed in the Municipal Court. In the case of a minor the parent or guardian who signed the Library card application, will be held responsible. This will be done in compliance with City Ordinance 1088. A \$5.00 administrative fee will be charged in addition to any other fees all ready charged.

XI-4/5

**C. Claims Returned:**

When a patron claims to have returned a material that is still showing check out, the patron will be requested to fill out a "Claimed Returned Form." The completion of this form will initiate a thorough search for the material(s) in the Library. If the materials cannot be located and the patron has not returned them, the materials will be considered lost and the patron fined accordingly.

**D. Lost or damaged-beyond-repair materials**

- 1. Any patron borrowing materials from the San Benito Public Library is responsible for returning said materials in a timely manner and in good repair.**

2. The charges for lost or damaged-beyond-repair materials will be as follows:
  - A. Books, Audio Cassettes or Video Cassettes: Cost of material plus \$5.00 processing fee.
  - B. Materials found and returned after fee has been paid, shall be reimbursed fee less \$5.00 processing charge and overdue fines. The patron must fill out a "Request for Refund Form."
  - C. Audio Cassette Bag/Case or Video Box: \$1.00/bag/case/box.
  - D. Video Shell: \$5.00/shell.
  - E. Privileges Suspended: Any fines, overdue materials or other debts owed to the Library are grounds for suspension of borrowing privileges. The suspension will remain in effect until all debts have been paid and overdue materials returned or paid as lost.

### 3. Videos

In addition to all above stated circulation policies the following rules and regulations shall apply to the circulation of videos.

- A. Each patron when borrowing videos shall be given a copy of "Video Borrowing Rules and Regulations."
- B. Under no circumstances shall any video materials borrowed from the San Benito Public Library be duplicated partially or completely in accordance with the United States federal Copyright Laws.
- C. Videos on loan from the San Benito Public Library may not be shown on either cable or commercial television.
- D. Videos are due 1 hour before closing on the due date.
- E. Videos may not be returned in the book drop.
- F. The Library is not responsible for any damage to equipment belonging to patrons.

**San benito public library**

**Claimed returned Form  
(Please Print)**

**I certify that I have returned the following material(s) and request that the Library perform a search for said materials. I understand that if the materials are not found, they will be considered lost and I will be charged all applicable fees.**

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\_\_\_\_\_  
**Patron Signature**

\_\_\_\_\_  
**Date**

**SAN BENITO PUBLIC LIBRARY**

**REQUEST FOR REFUND FORM**

**(Please Print)**

**To:** San Benito City Hall, Accounts Payable  
**From:** San Benito Public Library  
**Re:** Patron refund on lost and paid Library material  
**Date:** \_\_\_\_\_

The following patron is entitled to a refund for the return of lost and paid Library material.

\_\_\_\_\_  
**Patron Name**

\_\_\_\_\_  
**Library Card#**

\_\_\_\_\_  
**Street**

\_\_\_\_\_  
**City, State, Zip**

**Item Returned:** \_\_\_\_\_  
**Title** \_\_\_\_\_ **Call#** \_\_\_\_\_

**Total Amount Paid:** \$ \_\_\_\_\_

**Less Processing Fee** - \$5.00

**Less Applicable Fines** - \_\_\_\_\_

**Total Amount of Refund** \$ \_\_\_\_\_

\_\_\_\_\_  
**Director or designated staff signature**

## **SAN BENITO PUBLIC LIBRARY**

### **VIDEO BORROWING RULES AND REGULATIONS**

- 1. Under no circumstances shall any video materials borrowed from the San Benito Public Library be duplicated partially or completely in accordance with the United States Federal Copyright Laws.**
- 2. Videos on loan from the San Benito Public Library may not be shown on either cable or commercial television.**
- 3. Videos are due 1 hour before closing on the due date.**
- 4. Videos may not be returned in the book drop.**
- 5. The Library is not responsible for any damage to equipment belonging to patrons.**
- 6. Videos are limited to 3 per household with a loan period of 3 days.**
- 7. Library fines for Videos are as follows:**
  - a. Overdue Videos: \$1.00/day.**
  - b. Videos not rewind: \$1.00/day**
  - c. Videos returned in book drop \$1.00/day**
  - d. Video boxes damaged or not returned: \$1.00/box**
  - e. Video shell damaged: \$5.00/shell**
  - f. Lost/damaged-beyond-repair Videos:cost plus \$5.00 processing fee**

## **SAN BENITO PUBLIC LIBRARY**

### **INTERLIBRARY LOAN POLICY (ILL)**

The Interlibrary loan (ILL) service assists the patrons of the San Benito Public Library in obtaining materials which are not available for circulation in the Library collection. This service is offered subject to the guidelines, procedures and restrictions outlined below.

#### ***Procedures Governing Interlibrary Loans at The San Benito Public Library***

##### **A. Procedures**

1. Patron must have a current San Benito Public Library card.
2. Patron must complete an "Interlibrary Loan Request Form" in full and pay any fees prior to the Library making the request.
3. All requests are forwarded to the South Texas Library System, which acts as a clearing house for ILL requests in the area.
4. The patron is limited to 3 ILL requests submitted or in process at any one time.
5. All requests must indicate whether or not the patron authorizes and extended search which may result in additional charges.
6. All requests should indicate applicable deadlines.
7. ILL requests take at least 3 weeks to fill.

##### **B. Guidelines**

1. The following items are suitable ILL requests.
    - A. Books (with the exceptions listed below)
    - B. Photocopies of Periodical articles.
  2. The following items are not suitable ILL requests.
    - A. Reference books.
    - B. Rare or unusual publications.
- C. Mass market paperbacks.

**D. New books (published in last 12 months)**

**E. Audio-Visual materials.**

**F. Titles owned by the San Benito Public Library.**

**C. Cost and Fees**

**1. Patrons must pay a \$1.25 per book for postage and handling at the time of the request. If the item requested is a photocopy of a periodical article, the patron must pay any charges assessed by the lending library at the time the article is picked up.**

**2. Overdue fines on ILL books are \$.25 cents/day.**

**3. All charges for damaged or lost books will be determined by the lending library and are the responsibility of the patron.**

**4. Any fees charged by the lending library will be paid by the patron.**

**D. Patron's Responsibility**

**1. All materials must be picked up at and returned and rerequested.**





**Collection Development Policy**  
**Board approved September 15th, 2003**

**The purpose of the Collection Development Policy**

The San Benito Public Library Board has adopted the following collection Development policy to guide librarians and to inform the public about the principles upon which library collections are developed and maintained.

The SBPL acquires and makes available materials that inform, educate, entertain and enrich individuals within the service area. Since no library can possibly acquire all print and non print materials every library must employ a policy of selectivity in acquisitions.

**Purpose of the Library**

The San Benito Public Library was formed in order to provide informational, educational and recreational materials to the residents.

**Library Mission Statement**

The Mission of the San Benito Public Library is to provide materials and services to meet the informational, educational, professional, recreational and cultural needs of the community residents.

**Library Goals**

1. To assemble, preserve, and administer books, and related educational, informative and recreational material within the framework of its' budget, in order to promote enlightened citizens and enrich personal lives.
2. To serve the community as a center of reliable information.
3. To accumulate the best in literature, fiction, thought , children's books for the use and benefit of the public.
4. To initiate activities which will encourage the most effective use of these selected materials.

**Clientele Served**

The public to be served includes the residents of the City of San Benito and the surrounding area of Cameron County.

**Intellectual Freedom Statements**

**The Freedom to Read Statement**

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 avoid the subversion of politics and the corruption of morals. We, as citizens 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 citizen, by exercising critical judgment, will accept the good and reject the bad. The censors, public and private, assume that they should determine what is good and what is bad for their fellow citizens.

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 need the help of censors to assist them in this task. 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.

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 or unpopular with 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 with any expression the prejudgment of a label characterizing it 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 the citizen. 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.*

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.

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 citizens 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; revised January 28, 1972, January 16, 1991, July 12, 2000, by the ALA Council and the AAP Freedom to Read Committee.**

### **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.**

**Adopted June 18, 1948.  
Amended February 2, 1961, and January 23, 1980,  
inclusion of “age” reaffirmed January 23, 1996,  
by the ALA Council**

#### **Free Access to Libraries for Minors An Interpretation of the Library Bill of Rights**

**Library policies and procedures which effectively deny minors equal access to all library resources available to other users violate the *Library Bill of Rights*. The American Library Association opposes all attempts to restrict access to library services, materials, and facilities based on the age of library users.**

**Article V of the *Library Bill of Rights* states, “A person’s right to use a library should not be denied or abridged because of origin, age, background, or views.” The “right to use a library” includes free access to, and unrestricted use of, all the services, materials, and facilities the library has to offer. Every restriction on access to, and use of, library resources, based solely on the chronological age, educational level, or legal emancipation of users violates Article V.**

**Libraries are charged with the mission of developing resources to meet the diverse information needs and interests of the communities they serve. Services, materials, and facilities which fulfill the needs and interests of library users at different stages in their personal development are a necessary part of library resources. The needs and interests of each library user, and resources appropriate to meet those needs and interests, must be determined on an individual basis. Librarians cannot predict what resources will best fulfill the needs and interests of any individual user based on a single criterion such as chronological age, level of education, or legal emancipation.**

**The selection and development of library resources should not be diluted because of minors having the same access to library resources as adult users. Institutional self-censorship diminishes the credibility of the library in the community, and restricts access for all library users.**

**Librarians and governing bodies should not resort to age restrictions on access to library resources in an effort to avoid actual or anticipated objections from parents or anyone else. The mission, goals, and objectives of libraries do not authorize librarians or governing bodies to assume, abrogate, or overrule the rights and responsibilities of parents or legal guardians. Librarians and governing bodies should maintain that parents—and only parents—have the right and the responsibility to restrict the access of their children—and only their children—to library resources. Parents or legal guardians who do not want their children to have access to certain library services, materials or facilities, should so advise their children. Librarians and governing bodies cannot assume the role of parents or the functions of parental authority in the private relationship between parent and child. Librarians and governing bodies have a public and professional obligation to provide equal access to all library resources for all library users.**

**Librarians have a professional commitment to ensure that all members of the community they serve have free and equal access to the entire range of library resources regardless of content, approach, format, or amount of detail. This principle of library service applies equally to all users, minors as well as adults. Librarians and governing bodies must uphold this principle in order to provide adequate and effective service to minors.**

**Adopted June 30, 1972; amended July 1, 1981; July 3, 1991, by the ALA Council.**

## **Materials Selection**

### **The selection process**

#### **RESPONSIBILITY FOR SELECTION**

The Library Director is responsible for collection development and maintenance, acting in accordance with the general policies established by the Library Board. In practice, the director delegates these responsibilities to members of the library staff who are qualified by reason of education or training. Any library materials so selected are held to have been selected by the Board.

The Director may elect to bring to the attention of the Board any acquisition which in her judgment may be of concern to the Board.

The presence of any book, video or other material in the library does not indicate endorsement of its contents by the Library Board.

#### **RESPONSIBILITY OF THE PATRON**

The library realizes that some materials are controversial and that any given item may offend some patrons. While the library staff is available to assist individuals and groups to select material, the ultimate responsibility for the choice of materials lies with the patron.

#### **RESPONSIBILITY FOR CHILDREN'S READING**

The San Benito Public Library provides access to its materials to all patrons. Responsibility for children's use of library materials rests with parents and legal guardians. Collection development decisions are not restricted by the possibility that children may obtain materials that their parents consider inappropriate. The Library believes that individuals have the freedom to choose their own reading material and that it is the right and obligation of parents to develop, interpret, and maintain their own values in their family.

The library attempts to provide materials which complement and augment the reference, research, and leisure needs of students of all ages. The library does not duplicate the collections of school libraries. The library acquires textbook and other curriculum related material only if they may be useful to the general reader or are valuable sources of information on a particular subject.

### **Criteria**

#### **SELECTION CRITERIA**

Materials selected will meet high standards in quality, content, expression and format.

Whether purchased or donated, materials shall be considered according to the following criteria:

- a) Suitability of subject and style for intended users
- b) Comments of reviewers, critics and publishers
- c) Strengths and weaknesses of the existing collection
- d) Timeliness and accuracy of the information
- e) Reputation and authority of the author and publisher
- f) Purchase price and other budgetary considerations
- g) Contribution to balance of treatment of a controversial subject
- h) Contemporary significance or permanent value
- i) Suitability and quality of physical form, layout and construction
- j) Space requirements
- k) Availability of materials through other libraries in the area
- l) Demand in the community

Taking the materials budget into consideration, the Library will attempt to respond to exceptionally high demand with purchase of multiple copies.

An item does not have to meet all of the above criteria in order to be acceptable. Materials which do not meet these criteria may be recommended for purchase to satisfy heavy reader interest.

Providing access to the history of San Benito and the surrounding area is an important function of the Library. Works by and about local authors, and materials relating to the history of San Benito and area shall be sought, subject to the selection criteria and community need.

#### **SELECTION TOOLS**

To find material which meets the selection criteria, the Library makes use of various resources. Since it is not possible for the professional Library staff to personally read and review the large number of books published annually, certain sources are used to facilitate the selection process. Standard reviewing tools such as professional journals are the primary source for authoritative information about current material. Selections are also made from publishers' announcements of forthcoming materials. By keeping up-to-date on what is making news, the Library attempts to anticipate demand for certain subjects. Making use of circulation statistics, surveys, and customer requests help to determine the strengths and weaknesses of the collection. In certain cases, the Library may make use of experts in the community to evaluate specific sections of the collection.

#### **GIFTS/DONATIONS**

The SPBL welcomes gifts/donations of books and other materials. Gifts/donations are added according to the same selection criteria as purchased materials. However, since processing and housing materials is expensive, the library reserves the right to accept or discard any materials received as gifts/donations. In addition, the library has the right to reject or discard any materials because of age or physical condition. Gifts/donations that are not added to the collection are usually put in the library book sales or forwarded to other libraries. Once received, materials are the exclusive property of the SBPL.

Cash donations and bequests of money may be made to the San Benito Public Library. The donor may request that these funds be used for the development of specific collections, but the Library Board reserves the right to select materials it deems appropriate

#### **Weeding and discarding Policy**

##### **WEEDING**

**Guidelines for Weeding**

It is necessary to weed materials systematically to maintain the currency and relevance of the collection. Outdated materials, materials no longer of interest or in demand, unneeded duplicates, and worn or damaged copies should be removed from the collection regularly.

Local history materials are given special consideration because of their historical value in Cameron County. Even if this material meets weeding criteria, it will not usually be discarded.

**Criteria for Weeding**

Not all criteria need to be met nor does the meeting of the criteria automatically mean that an item should be weeded. The following criteria are considered.

Frequency of circulation

Timeliness

Accuracy

Physical condition

Public Requests

**SUGGESTED FOR PURCHASE FORM**

*Starred items (\*) must be completed for consideration of materials.*

I would like to suggest the library purchase the following item(s):

\*TITLE \_

\*AUTHOR \_\_\_\_\_

Publisher \_\_\_\_\_ Year \_\_\_\_

\*Where did you hear about this title? \_

\_\_\_\_\_

\*TITLE \_\_\_\_\_

\*AUTHOR \_\_\_\_\_

Publisher \_\_\_\_\_ Year \_\_\_\_\_

\*Where did you hear about this title? \_\_\_\_\_

\*Your Name \_\_\_\_\_

\*Library Card # \_\_\_\_\_

\*Date of request \_\_\_\_\_

Please let me know the status of my request by:

Phone: \_\_\_\_\_

Email: \_\_\_\_\_

I will check back

I do not need a follow up

***NOTE: All library materials are selected in accordance with the library's Collection Development Policy. A copy of the policy is available upon request.***

**Reconsideration of Library Materials  
Request for Reconsideration of Library Materials**

<b>Name (Please give full name):</b>		<b>Date:</b>	
<b>Address:</b>			
<b>City:</b>		<b>Zip Code:</b>	
<b>Telephone Daytime:</b>		<b>Evening:</b>	
<b>E-mail:</b>			
<b>Branch Library:</b>		<b>Call Number Item:</b>	
<b>Author:</b>			
<b>Title:</b>			
<b>Format of Item (Please Circle)</b>			
<b>Book</b>	<b>Video</b>	<b>Audio-book</b>	<b>Magazine</b> <b>Other</b>

What do you find objectionable and/or offensive about this item? Please give specific examples.

Please list the specific page numbers or section of any part that you find objectionable or offensive.

Have you read (listened or viewed) the item in its entirety? If not, what pages or sections have you read (listened or viewed)?

Have you read any critical reviews of this item? Please include source.

**Do you recommend that the library reclassify this item or remove it from the collection?**

**Do you have a recommendation for an alternative to this item?**

**The San Benito Public Library appreciates your interest in the library's collection.  
You will receive notification of the decision.**

<b>Signature of Library User</b>	<b>Date</b>
<b>Signature of Staff Member</b>	<b>Date</b>

**The San Benito Public Library Collection Development Policy is reviewed regularly so that it adequately reflects changes in the library's goals and users' needs. Amendments and revisions to the policy are made as needed by the Board.**

**To achieve this, the Director will monitor new developments and the implementation of this policy and bring forward issues and recommendations for Board consideration.**

**SAN BENITO PUBLIC LIBRARY**

**DONATIONS POLICY**

The San Benito Public Library accepts all donations of materials, such as books, videos, pamphlets, periodicals and the like. The Library also encourages and welcomes cash gifts, endowment funds, memorials and bequests for purchasing materials or equipment. All donations to the Library must comply with the following guidelines.

*Guidelines governing the Acceptance of Donations  
To the San Benito Public Library*

**A. Material Donations**

1. Gifts of materials may be added to the Library collection in accordance with the established collection development policy.
2. All donated materials added to the Library collection will be displayed, circulated, or made available for use in a manner consistent with its facilities, its policies and procedures and the needs of the public.
3. The Library will attempt to comply with the donor's wishes, but has full authority as to when, where, and how donated materials are displayed or used.
4. The Library cannot guarantee that any donated materials will be a permanent part of the collection, due to losses from theft, mutilation and ordinary wear.
5. All material donations must be in a usable physical condition.
6. The Library reserves the right to accept or discard at its discretion, any unsolicited material sent to the Library.
7. All material donations will be acknowledged with a letter, if a "Materials Donation Form" is filled out and returned to the Library.

**B. Monetary Donations**

1. The Library will attempt to comply with the donor's wishes, whenever such requests meet the established collection development policy and sufficient funds have been made available.
2. All materials purchased with monetary donations will be displayed, circulated, or made available for use in a manner consistent with its facilities, Library policies and procedures and the needs of the public.
3. The Library cannot guarantee that any materials purchased with monetary donations will be a permanent part of the collection, due to losses from theft, mutilation and ordinary wear.
4. All monetary donations will be acknowledged with a letter and in the case of memorials a letter will be sent to the family as directed by the donor.

**APPROVED BY THE BOARD**

**Sandra Tumberlinson**

**Board Chairperson**

**2-7-96**

**Date**

**SAN BENITO PUBLIC LIBRARY**

**MATERIALS DONATION FORM**

**(Please Print)**

\_\_\_\_\_  
**Name of Donor**

\_\_\_\_\_  
**Street Address**

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**City, State, Zip**

**Item(s) Donated:** \_\_\_\_\_

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**I have read and understand the San Benito Public Library's Donations Policy.**

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**Donor's Signature**

**SAN BENITO PUBLIC LIBRARY**

---

**Date**

**MONETARY DONATIONS FORM  
(Please Print)**

**Donor:**

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**Name**

---

**Street Address**

---

**City, State, Zip**

Amount: \$ \_\_\_\_\_

Check or Cash (Circle One)

I have read and understand the San Benito Public Library's Donations Policy.

\_\_\_\_\_  
Donor's Signature

\_\_\_\_\_  
Date

Requested Purchase: \_\_\_\_\_  
(Title, Author, Subject Area, etc...)

★★

Memorials Only

In Memory of: \_\_\_\_\_

Name as you wish it to appear on the memorial bookplate.

Notify: \_\_\_\_\_  
Name

\_\_\_\_\_  
Name

\_\_\_\_\_  
Street Address

\_\_\_\_\_  
Street Address

\_\_\_\_\_  
City, State, Zip

\_\_\_\_\_  
City, State, Zip

**SAN BENITO PUBLIC LIBRARY**

**COMPLAINTS REGARDING LIBRARY MATERIALS POLICY**

It is the purpose of the Library to provide materials for all ages, from pre-school through maturity, making the fullest possible provision for information presenting all points of view on the international, national and local issues so that readers may form their own opinions on these questions. To fulfill this purpose the Library endeavors to maintain a carefully selected collection of good, representative books of permanent value and of current interest. The Collection Development Policy of the San Benito Public Library seeks to conform to the interests and needs of the community which it serves without being restricted by them. Neither the Library Director, Library staff nor the Library Board can be expected to read every book purchased. With few exceptions, it is generally impossible to preview a book before selecting it. For these reasons the selection of books is made largely through reliable sources, such as professional library magazines, book reviewing services and book review sections of magazines and newspapers. Books are judged as a whole, and isolated passages in themselves are not used as criteria. With this in mind the following procedures have been established to address patron concerns regarding library materials.

*Procedures Governing Complaints Regarding Library Materials  
At the San Benito Public Library*

1. Any Library staff member, who receives a complaint about any of the material in the Library, in which the patron feels the material should be withdrawn from the collection, will ask the patron if they would like to complete a "Request for Reconsideration of Library Materials Form."
2. The completed form will be given to the Library Director, who will present it to the Library Board.
3. The Library Board will review the complaint in light of the Collection Development Policy.
4. The patron will be informed by letter from the Library Board of its decision to keep the material in the Library or not.
5. If the patron does not agree with the decision, a request can be made to appear before the Library Board at its next regular meeting.

**APPROVED BY THE BOARD**

Sandra Tumberlinson  
Board Chairperson

2-7-96  
Date

**SAN BENITO PUBLIC LIBRARY**

**REQUEST FOR RECONSIDERATION OF LIBRARY MATERIALS**  
(Please answer all questions)

Please Print

Title: \_\_\_\_\_

Author: \_\_\_\_\_ Paperback \_\_\_\_\_ Hardback \_\_\_\_\_

Publisher if Known: \_\_\_\_\_

Person Making the Request: \_\_\_\_\_

Complaint Represents: His/ or Herself (Y or N) \_\_\_\_\_

Name of Organization: \_\_\_\_\_

Other Groups: \_\_\_\_\_

**IF OBJECTION IS TO MATERIAL OTHER THAN A BOOK, CHANGE WORDING OF THE FOLLOWING QUESTIONS SO THAT THEY APPLY.**

1. To what in the book do you object? (Please be specific and cite pages.)

2. What do you feel might be the result of reading this book?
3. For what age group would you recommend this book?
4. Is there anything good about this book?
5. Did you read the entire book? What parts?
6. Are you aware of the judgment of this book by literary critics?
7. What do you believe is the theme of this book?
8. What would you like the Library to do about this book?
9. In its place, what book of equal literary quality would you recommend that would convey as valuable a picture and perspective of our civilization?

---

Signature of Complaint

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Date

FORM from Texas Library Association Intellectual Freedom Handbook

**SAN BENITO PUBLIC LIBRARY**

**VOLUNTEER POLICY**

As Library services increase and paid staff remains at a fixed level, the Library must come to rely more heavily on dependable volunteer staff. Such reliance necessitates that certain guidelines be applied to the acceptance, training and recognition of volunteers. The Library Board encourages individuals and groups to volunteer their time and efforts in the service of the San Benito Public Library.

*Guidelines Governing Volunteers at the San Benito Public Library*

1. Each person requesting to be a volunteer must complete a "Volunteer Application Form."
2. Each person accepted as a volunteer must sign a liability waiver.
3. Volunteers must complete a time sheet each time volunteer hours are completed.
4. Volunteers should call the Library anytime they are unable to be at the Library as scheduled.
5. Volunteers will be assigned work schedules and duties that best fit their needs and interests and the needs of the Library.

6. Volunteers will be under the supervision of the Library Director of the other designated staff member.

**APPROVED BY THE BOARD**

Sandra Tumberlinson  
Board Chairperson

2-7-96  
Date

**SAN BENITO PUBLIC LIBRARY**

**VOLUNTEER APPLICATION FORM**

Please complete the following form if you are interested in doing volunteer work in the Library. If after reviewing your application and after reviewing the current needs of the Library it is found that your services are needed you will be contacted by a Library staff member. The Library staff and the Library Board appreciate your continued support of the Library.

Please Print

\_\_\_\_\_  
Name

\_\_\_\_\_  
Age

\_\_\_\_\_  
Address

\_\_\_\_\_  
Phone Number

Volunteer are needed to work in the following areas of the Library. Please check any of the jobs you would like to volunteer your time doing.

Story Telling\_\_\_\_\_

Arts & Crafts Programs\_\_\_\_\_

Shelf Reading\_\_\_\_\_

Processing New Books\_\_\_\_\_

Mending Books\_\_\_\_\_

Shelving Books\_\_\_\_\_

Order\_\_\_\_\_

Do you have any past Library work experience and if so what type of work did you do?

---

What days and hours can you work? \_\_\_\_\_

I have read the policies governing volunteers and I will comply with these policies if selected as a volunteer in the San Benito Public Library.

---

Signature

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Date

**SAN BENITO PUBLIC LIBRARY**

**LIABILITY WAIVER FOR VOLUNTEERS**

The person signing this waiver is a volunteer worker at the San Benito Public Library. The undersigned hereby waives, releases, and discharges the Library administration, Library staff, The Library Board, City Commissioners and the City of San Benito and each of their respective agents, officials, insurers, lessees, employees, and representatives from all liability for death, personal injury, or damage to property suffered by the undersigned in connection with any and all activities entered in or engaged in connection with the San Benito Public Library.

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Volunteer Signature

---

Date

---

Parent/Legal Guardian for Minors

---

Date




**SAN BENITO PUBLIC LIBRARY**

**CONFIDENTIALITY POLICY**

The freedom to read encourages responsible citizenship and open debate in the marketplace of ideas. The beneficial objectives of a free democratic society will be promoted if citizens have, and are assured that they have, the freedom to read and the opportunity to consider all types of information.

The First Amendment of the Constitution of the United States protects free speech and a free press. The Constitution of the State of Texas provides that “no law shall ever be passed curtailing the liberty of speech or of the press.” A corollary of those constitutional guarantees is the corresponding freedom to read what is written, hear what is spoken, and view other forms of expression without fear of intrusion, intimidation or reprisal. The guarantee of privacy for readers, hearers and viewers will ensure freedom.

The library is a central source where information and differing points of view are available. Library users will be free to use the library and its materials and services without government, community or individual interference.

This Library policy is pursuant to Vernon’s Annotated Civil Statutes Article 6252-17a referred herein as the Texas Open Records Act, relating to making confidential a record that would identify a person who uses library services or materials.

*Policies Governing the Confidentiality of Library Records  
At the San Benito Public Library*

Records of this Library which identify or serve to identify a person who requests, obtains, or uses Library materials or services are confidential and are excepted from required disclosure under the Texas Open Records Act.

The following are exceptions to the policy.

Such records generally may be disclosed only if:

1. The Library determines that disclosure is reasonably necessary to the operation of the Library and the records are not confidential under state or federal laws.

2. The records are released to the person to whom the information relate; or the person to who the information relates has given permission, in writing, for the information to be released.
3. The records are required under a valid court order or subpoena, as provided for under the provisions of the Texas Open Record Act.

*Procedures Governing the Confidentiality of Library records  
At the San Benito Public Library*

1. No information regarding or including the following shall be given, made available or disclosed to any individual, corporation, institution, government agent or agency without a valid process, order or subpoena:
  - a. A patron's name (or whether an individual is a registered borrower or has been a patron).
  - b. A patron's address.
  - c. A patron's telephone number.
  - d. The Library's circulation records and their contents.
  - e. The Library's borrowers' records and their contents.
  - f. The number or character of questions asked by patrons.
  - g. The frequency or content of a patron's lawful visits to the Library or any other information supplied to the Library (or gathered by it).
2. Library employees may not discuss or mention any materials checked out by a patron. Library employees may not tell anyone the name of the person who currently has the book he/she wants; nor tell anyone who the next person on the waiting list is.
3. When calling a patron for any reason, we may not reveal the title, subject, or author of an item being discussed to anyone other than the patron who has requested the material. If you need to leave a message, simply say, "We are holding a book for XXX is the Material XXX requested is now available."
4. When a patron requests information on a fine, overdue books, or number of items currently checked out, this information will only be released with positive identification (Library card or driver's license). The exception to this is in the case of a parent/child relationship. The parent who has signed for their child may request information on their child's card. However, staff should not volunteer this information unless it is requested by the parent or is affecting their borrowing privileges.
5. The Library staff member receiving the request to examine or obtain information relating to circulation or other records identifying the names of Library users should explain the

policy to the individual. If any problems occur, or if the staff member feels unable to deal with the situation, he/she should refer the person making the request to the Library Director. Staff members should also immediately refer any official order, process or subpoena to the Director.

6. The Director, upon receipt of such process, order, or subpoena, shall consult with the appropriate legal officer assigned to the institution to determine if such process, order, or subpoena is not in proper form or if good cause has not been shown, insistence shall be made that such defects be cured before any records are released. (The legal process requiring the production of circulation records shall ordinarily be in the form of a subpoena "duces tecum" [bring your records] requiring the responsible officer to attend court or the taking of his/her deposition and may require him/her to bring along certain designated circulation records.
7. Any threats or unauthorized demands (i.e., those not supported by a process, order, or subpoena) concerning the circulation records of other records identifying the names of Library users shall be reported to the appropriate legal officer of the institution.
8. Any problems relating to the privacy of circulation and other records identifying the names of Library users which are not provided for shall be referred to the responsible officer.

**APPROVED BY THE BOARD**

**Sandra Tumberlinson**  
Board Chairperson

2-7-96  
Date

**SAN BENITO PUBLIC LIBRARY**

**FRIENDS OF THE SAN BENITO PUBLIC LIBRARY POLICY**

The Friends of the San Benito Public Library is organized to provide financial and other assistance to enhance the services and resources of the San Benito Public Library. In order to help the Friends achieve their goals, the following policies regarding Library supplies, equipment, staff and the building will be in effect.

*Policies Governing the Library's Relationship  
With the Friends of the San Benito Public Library*

**1. Library Building**

The Friends will be allowed to use the meeting rooms after closing hours for the regular monthly meeting as long as the Library Director has been notified, the meeting does not interfere with a Library function and a staff member is present.

The Friends may also use the Library for special events, showings, etc. as long as proper notification is given to the Library Director and it does not interfere with normal Library functions.

**2. Library Supplies**

The Friends will be allowed to use Library supplies in preparing for meetings, special events, fund raising, etc... as long as the proper notification is given to the Library Director and it does not interfere with normal Library functions.

**3. Library Equipment**

The Friends will be allowed to use Library equipment in preparing for meetings, special events, fund raising, etc.... as long as proper notification is given to the Library Director and it does not interfere with normal Library functions.

**4. Library Staff**

Because staff members are paid by the City to perform certain Library duties, staff cannot assist in work of the Friends during scheduled work hours. The only exception will be collection of money for the on-going book sale and the restocking of the book sale shelves.

**APPROVED BY THE BOARD**

Sandra Tumberlinson  
Board Chairperson

2-7-96  
Date