Policies & Procedures Manual
McAllen Public Library

2012
Table of Contents

1.00 Administration – Mission Statement
   1.1 General
   1.2 Safety and Security
   1.3 Records Retention
   1.4 Display, Distribution, and Exhibit of Posters, Fliers, Pamphlets, and Publicity Materials
   1.5 Food and Drink
   1.6 Public Behavior
   1.7 Social Media
   1.8 Unattended Vulnerable Adult
   1.9 Internet Access
   1.10 ADA Compliance
   1.11 Data Privacy
   1.12 Library Volunteers
   1.13 Book Donations
   Addenda: Library Bill of Rights; Emergency Response; CodeRED

2.00 Cataloging
   2.1 Elements of Cataloging
   2.2 Cataloging Standards
   2.3 Sources of MARC Records
   2.4 Copy Cataloging
   2.5 Original Cataloging
   2.6 Database Maintenance
   2.7 Material That Will Not Be Cataloged
   2.8 Departmental Procedures
   2.9 Weeding Procedure

3.00 Acquisitions
   3.1 Budget Policies
   3.2 Purchasing and Contracting
   3.3 Cash Handling
   3.4 Materials Management
   3.5 Equipment Repair
   3.6 Collection Development
   Addenda: Request for Reconsideration of Library Material; Freedom to Read Statement

4.00 Processing
   4.1 Departmental Procedures
   4.2 Labeling
   4.3 Mending
   4.4 Memorial and Gift Plates

5.00 Marketing
   5.1 Publications
   5.2 Online Communications
   5.3 Meeting Center
6.00 Reference
   6.1 Patron Requests for Purchase
   6.2 Circulation of Reference Materials
   6.3 Exam Proctoring
   6.4 Tax Forms
   6.5 Resources for the Visually Impaired
   6.6 Obituary Service
   6.7 Reference Referrals
   6.8 Study Rooms
   6.9 Tours

7.00 Inter-Library Loan (ILL)
   7.1 ILL Defined
   7.2 Materials To Be Borrowed
   7.3 Copyrighted Material

8.00 Circulation
   8.1 Applying for a Library Card
   8.2 Loan Limits
   8.3 Fines and Loan Periods
   8.4 Payment of Fines
   8.5 Returning Items
   8.6 Managing The Library Account
   8.7 Renewing
   8.10 Attitude
   8.11 Lost and Found
   8.12 Confidentiality

9.00 Children’s
   9.1 Unattended Child
   9.2 Abandoned Child
   9.3 Disruptive Child
   9.4 Ill or Injured Child
   9.5 Collection Development
   9.6 Censorship for Children & Young Adults
   9.7 Challenged Materials
   9.8 Patron Computer & Internet Usage
   9.9 Non-book Donations
   9.10 Telephone Use for Patrons
   9.11 Adult Use of the Juvenile or Teen Collections
   9.12 Adult Books for Children
   9.13 Bulletin Boards & Displays
   9.14 Programming for the General Public
   9.15 Programming for Daycare, Head Start Groups, & Schools
   9.16 Tours of the Children’s Department & Community Outreach
   9.17 Staff Behavior Pertaining to the Public Service Area
10.00 Teen Services
  10.1 Unattended Teens
  10.2 Abandoned Teens
  10.3 Disruptive Teens
  10.4 Gum Chewing
  10.5 Ill or Injured Teens
  10.6 Items Left in Teen Department
  10.7 Collection Development of Teen Department Material
  10.8 Patron Computer and Internet Usage
  10.9 Telephone Use for Patrons
  10.10 Adult Use of the Teen Collection
  10.11 Adult Books for Teens
  10.12 Literature Distribution
  10.13 Programming
  10.14 Tours of the Library and Community Outreach
  10.15 Staff Behavior at the Public Service Desk

11.00 Computer Lab
  11.1 Printing
  11.2 Telephone
  11.3 Food and Drink
  11.4 Personal Belongings
  11.5 Headphones and USB Drive
  11.6 Other Activities
  11.7 Children and Teens
  11.8 General Use and Behavior

Addendum: McAllen Public Library Internet Acceptable Use Policy
1.00 Policies & Procedures—Administration

Mission Statement

revised: November 14, 2011

McAllen Public Library is a dynamic civic resource that promotes the open exchange of ideas through free access to information and connects a culturally diverse population with the global community. Policies are current and accurate as of the dates indicated on each one. McAllen Public Library is a continuously changing and growing organization. Policies are subject to reconsideration and change when appropriate. The library reserves the right to modify, change, or delete policies and procedures when necessary. The Library Director is responsible for the administration of McAllen Public Library policies and procedures.
Unscheduled closings

Whenever possible, McAllen Public Library will remain open during adverse weather conditions. Adverse conditions which may make it advisable to close library buildings include: severe weather conditions, power failure, impassable roads, generally hazardous driving conditions, or inability to provide staffing due to these conditions. Decisions to suspend or maintain library service during periods of adverse conditions will be made by the City of McAllen and the Library Director.

Holidays

The City of McAllen recognizes 9 holiday per year:

Full-time staff receive paid holiday time; 8 hours for each holiday. Part-time staff must work with their supervisors to arrange their schedules to maintain their 19 hours.

Absence

- All absences should be reported to the direct supervisor by phone. If the supervisor is not available, absentee calls should be routed to the Director’s Secretary. Sick Leave hours may not be made up, except with the express approval of the Director for a special project.

Vacation Requests

- All vacation requests must be submitted to the supervisor. Requests are not considered approved until signed by the supervisor and Library Director.

Breaks

- Breaks are granted in 15-minute increments and must be taken midway through the shift. Breaks may be altered at the discretion of the supervisor.

Resignations

- Employees must submit a letter of resignation to the Library Director and follow the steps of an exit interview
- Final checks may be mailed to the departing employee; otherwise, final checks are held at City Hall.

Changes in Policy or Procedure

- Changes of policy and procedure must be submitted in writing and be approved by the Library Director.

Board Meetings

- Board meetings are held the second Thursday of every month except July and August). Meetings are held at 4:30 p.m. in the library Board Room.
- Director’s Secretary will remind Board members of the meeting and send an agenda.
• Meeting minutes will be recorded by the Director's Secretary or someone designated by the Director.
• Board Minutes will be approved at the following meeting and published on the City of McAllen website.

1.2 Safety and Security
The safety and security of the library is the responsibility of all staff. Staff are encouraged to make a supervisor aware of any problem and address it as soon as possible.

Video surveillance cameras and video recording equipment are installed on library property, both indoor and outdoor, as a tool to address specific security related problems, as a deterrent to criminal activity, and to assist officials with the investigations, report writing, and apprehension of individuals violating Library rules and national, state, or local laws.

This policy does not guarantee that any or all cameras will record images or monitor in real time, 24 hours a day, seven days a week. Recording are retained for a period of 10 days. Video monitoring and recording will be conducted in a manner consistent with all existing local and applicable laws and ordinances.

Emergencies and Disasters
The Library Director may close McAllen Public Library when, in his or her best judgment, conditions are such that they pose a safety risk or danger to staff and patrons. Department managers will alert the Library Director when conditions warrant closure. Library staff will take reasonable steps to ensure that children under the age of 16 years have safe passage home or will contact police or other safety officers. Emergency kits, including basic first aid supplies, flashlights, and batteries, hazard gloves and masks, and a battery-operated radio will be maintained at the Check Out Desk. Kits will be inspected periodically to ensure that all

Opening and Closing Procedures -- Responsibility for the Building
• In the absence of the Director, the following persons are responsible for the building: Assistant Directors; Head of Reference; Reference Librarian on duty

Fire Alarms and Extinguishers
• Fire extinguishers will be serviced annually according to the date on each tag.

Calling the Police
In general, staff should report problems to their supervisor. If the problem escalates, the supervisor may call on the Security Officer on duty, or they may judge that the police are needed. In an emergency situation, any staff may call 911.

Reasons to call police include:
• Vandalism
• Graffiti
• Carrying a weapon or using an ordinary object in a dangerous way
• Sexual solicitation
• Sexual exposure
• Inappropriate touching of self or another
• Public intoxication

Injury Reports

• For Staff: All work-related injuries are to be reported to the supervisor before seeking medical treatment. A thorough accident report must be prepared and turned into Risk Management directly after the injury.
• For Patrons: Staff are directed to assist patrons in filling out an accident report immediately following an incident or injury.

Smoking

• Smoking is not allowed anywhere in the building or within 10 feet of any entrance to, exit from, or ventilation intake of the library.

1.3 Records Retention

• Monthly reports are received by the Director’s Assistant by the first of each month for the preceding month. Statistics become part of the permanent record, are amassed and forwarded each month to the City Manager’s Office, and are published annually online at Texas State Library’s website.
• Statistical reports are retained for a period of one year.

1.4 Display, Distribution, and Exhibit of Posters, Fliers, Pamphlets, and Publicity Materials
This policy is meant to establish a limited public forum for the display, distribution, and exhibit of materials which promote literacy, cultural enrichment, and the library’s mission. Limited display space within the library requires that materials accepted for posting, display, distribution, or exhibit be governed by regulations listed below. This policy governs the use of literature distribution racks and display cases in McAllen Public Library.

• Materials for display or distribution must be approved by the Assistant Director of Public Services or Reference staff and is provided as a community service.
• Approved publications will be displayed in the literature display rack behind the digital display panel in the main lobby, on the Children’s Interactive Wall, and other places identified by the Assistant Director of Public Services as appropriate for display and distribution.
• Non-approved publications, fliers, pamphlets, and posters will be taken down and disposed of. The library does not assume responsibility for keeping non-approved publications which have been taken down or removed.
• Publicity and information materials published by the City of McAllen will be posted, displayed or distributed.
• Materials from or for not-for-profit organizations and/or functions, may be accepted for posting, display, or distribution on a space availability basis with prior approval. In the case of space limitations, priority will be given to McAllen events.
• Materials from commercial or profit-making organizations may be accepted if they promote literacy, education, or cultural enrichment.
• Materials meeting the guidelines may be refused based on size, content, appearance, or space limitations.
• The Library requires that non-library subscription based periodicals for display include a well-organized masthead with clear editorial oversight of content. Such periodicals must feature content fit for a general audience and include information germane to McAllen, the Rio Grande Valley, or the State of Texas. The library reserves the right to refuse to post, display, or distribute any publication.
• Library staff will determine when material will be posted, displayed, or distributed, and when it will be removed.
• It is understood that the Library neither endorses nor sponsors the organization or activity described in the brochures, fliers, pamphlets, and other materials displayed or distributed in the library.
• The Library does not assume responsibility for the content of materials posted or displayed. In the event of damage, destruction, or theft of any materials posted or displayed, the library does not assume liability.

1.5 Food and Drink Policy
The Library strives to create a welcoming, clean, and comfortable environment for all to enjoy. Consistent with this goal, food and drink are allowed in the library on a limited basis and should be consumed in a considerate and responsible manner.

• The Library encourages visitor and patrons to patronize the library café.
• Patrons should restrict food consumed in the library to what is sold in the library café. This is not only to protect the vendor but also to control odors and stains. Covered drinks are the recommended choice in the library.
• Library patrons are expected to be responsible for food and drink consumed in the library. Trash should be disposed of in the provided receptacles. Major spills should be reported immediately so arrangements can be made for the appropriate clean up.
• Patrons should avoid placing food and drink near electronic workstations, including keyboards, terminals, photocopy machines, microfilm readers, ATM, or other mechanical devices.
• Adherence to these guidelines will help ensure that the library is a welcoming community center.

1.6 Public Behavior
The Library has adopted this Public Behavior in the Library Policy for the safety and comfort of all who use the library. For the purpose of this policy, the library is defined as the building, the parking lot, and Dewey Learning Trail. Library users who violate the Public Behavior Policy may be subject to suspension of their library privileges, exclusion from the library, and/or legal action. Decisions are at the discretion of the Library Director or his designee.

For the most effective use of the library, patrons are expected to observe the rules of common courtesy. Those using and working in the library have the right to expect a safe, comfortable environment that supports library services. Patrons who are not courteous to others will be issued a warning to stop the discourteous behavior or leave the library.

The Library Director or his designee shall be responsible for the enforcement of the Public Behavior Policy. Depending on the severity of the infraction, the library will institute discipline ranging from
a verbal warning, through denial of specific privileges, such as use of the library computers, to denial of the right to use the library for a specified time period.

The Library Director or designee may either direct the trespasser to cease the violation or vacate the premises. Upon the refusal of such person to obey the directive, the Director or designee is hereby authorized and directed to make a complaint to the appropriate law enforcement agency and to sign any information as necessary charging said trespasser with the appropriate violation of the Penal Law. In situations where the Director or designee feels that the health, safety, or security of library users is threatened, any and all appropriate action may be taken including, but not limited to, calling the police for assistance. In the event of inappropriate behavior by a minor, the child’s parent or guardian may be notified by the Director or designee. At the first opportunity, the Director or designee shall follow the established procedures for recording the facts and circumstances surrounding the enforcement of this policy by completing an Incident Report Form.

Appeals relating to suspension of library service privileges and/or revocation of privileges to enter the library premises shall be made to the Board of Trustees.

Harmful, Disruptive, or Destructive Behavior includes:

- Engaging in conduct that interferes with other library users’ ability to reasonably use the library.
- Using abusive or threatening language or actions.
- Interfering with other library users’ reasonable expectations of privacy.
- Creating unreasonable noise such as loud, boisterous talking or using personal electronic equipment without headphones or at a volume that is audible to others.
- Cell phone calls should be brief, answered with a low voice tone, and kept to a minimum in public areas.
- Throwing, running, climbing, or playing sports.
- Using library materials, equipment, furniture, fixtures, or the facilities in a destructive, abusive or potentially damaging manner, in a manner likely to cause personal injury to any person, or in any other manner inconsistent with local customary use.
- Carrying weapons or weapon-like items on the library premises.
- Using skateboards, bicycles, or rollerblades in the building, on the walkways, or in the parking lot.
- Soliciting, petitioning, or distributing materials or canvassing on library premises.
- Disobeying the reasonable direction of the Library Director or designee.

Illegal Activities

- Committing or attempting to commit any activity that constitutes a violation of any federal, state, or local statute or ordinance.
- Engaging in sexual conduct or indecent behavior on library premises as defined under Texas Penal Law.
- Using controlled substances on library premises.
- Smoking or other use of tobacco inside the library.
- Consuming alcoholic beverages on library premises is prohibited unless approved in advance by Library Director as part of a scheduled meeting or event in The Meeting Center.
Other Inappropriate Behavior

- Bringing animals, other than service animals, inside library building without prior permission of library staff.
- Prolonged or chronic sleeping.
- Using library restrooms for bathing, shaving, washing hair, or other personal hygiene.
- Loitering on library grounds.
- Parking vehicles on library premises when not using the library.
- Exhibiting any other condition or action which in the judgment of the Library Director disrupts the operation of the library or its use by others or which endangers the health, safety, or welfare of library users or employees.

1.7 Social Media Policy
Social media is defined as any web-based tool such as a blog, micro-blog, online forum, content-sharing website, or other digital channel established for online interaction and connection. The Library maintains a presence on several social media sites such as Twitter, Facebook, and YouTube. These sites allow users to interact with the Library’s profile.

Although, comments and posts are welcomed on the Library’s social media sites, postings containing any of the following will be removed:

- Obscene comments or hate speech
- Personal attacks, harassment or threatening language
- Potentially libelous statements
- Political directives
- Plagiarized or copyrighted material
- Commercial messages or spam
- Material that is deemed off-topic or inappropriate
- Private or personal information
- Falsification of identity
- Hyperlinks to material not directly related to the discussion
- Any illegal activity
- Solicitation for donations, or memberships or services requiring a fee
- Photos or other images that may fall in any of the above categories

The library does not collect, maintain, or otherwise use the personal information stored on any third party site in any way other than to communicate with users on that site. Users should be aware that third party websites may have their own privacy policies. By posting any comments, the user agrees to indemnify McAllen Public Library and its representatives from and against all liabilities; damages and costs incurred which arise out of or are related to the posted content.
1.8 Unattended Vulnerable Adult Policy
The Library strives to provide a warm, welcoming and safe environment for all community members. The Library is particularly concerned for the safety of vulnerable adults in and around the Library. *A vulnerable adult is an individual over the age of 18 who is mentally or physically challenged to a degree that significantly impairs the individual’s ability to provide adequately for his/ her own care or manage his/ her own behavior without assistance.*

A parent/guardian or caregiver 18 years of age or older must be responsible for monitoring the activities and managing the behavior of vulnerable adults during their Library visits. Staff cannot be expected to monitor or prevent vulnerable adults from leaving the building/grounds or to assume responsibility for monitoring their behavior.

The Library will adhere to the following guidelines concerning the care and behavior of vulnerable adults:

- Vulnerable adults, who can understand and follow the rules of conduct and who can care for themselves, are welcomed to be in the Library unattended. Vulnerable adults will be expected to follow the rules of conduct as outlined in the Public Behavior Policy. They should have contact information for a parent/guardian or caregiver who can assist them in an emergency.
- Vulnerable adults who are unable or unwilling to care for themselves must be attended and have adequate supervision at all times.
- Staff will attempt to contact a parent/guardian or caregiver when a vulnerable adult’s:
  - health or safety is in doubt
  - behavior disturbs other Library users
  - actions violate any of the rules of conduct for library patrons
  - parent/guardian or caregiver is not present at closing time.

Every reasonable effort will be made by the staff to assist the vulnerable adult in contacting the appropriate adult. If no responsible adult is reached, or the vulnerable adult is not picked up within 15 minutes of Library closing, staff may notify the police.

1.9 Internet Access
The Library recognizes that computers and the Internet address the research, educational, and recreational needs of the public. The library offers a public computer lab with print capability and a copy machine; a Children’s computer lab, a Teen computer lab, and wi-fi throughout the main building and branches. Users are given a one-hour session for general Internet use. Users sign themselves in with a McAllen Borrower’s Card.
Printing is available at a cost of .10 per black ink copy and .50 for color copies. Users approve all printing and are responsible for payment of a print job. Payment may be made with cash, credit card, or library card. Users whose library patron accounts are blocked may have to pay fines before being allowed to use public computers.

Users should be aware that information on the Internet might be inaccurate, incomplete, dated or offensive to some individuals. The library strongly recommends that users evaluate the validity and appropriateness of information obtained via the Internet.

The user is responsible at all times for using the Internet appropriately. The library encourages parents/guardians to supervise their child’s Internet sessions to ensure appropriate and safe access. Use of the Internet for unlawful purposes including, but not limited to, the production or distribution of threatening material; expressions of bigotry, racism or hate; obscene or sexually explicit material; and material protected by trade secret is prohibited. The harassment of other Internet users is also prohibited.

1.10 ADA Compliance
The Library strives to provide equal access to all library facilities, activities, and programs in adherence to the Americans with Disabilities Act of 1990. The library will take appropriate steps to ensure effective communication with all patrons, volunteers, and employees of the library. The library provides a fleet of modern mobility scooters for patrons to use at will. Individuals with service animals are welcome. Questions about ADA compliance, concerns, or suggestions about accessibility of library facilities, activities, and programs should be addressed to the Library Director.

1.11 Data Privacy
The Library is committed to protecting the privacy of our patrons. We limit requests for personal information to that which is necessary to conduct standard library business. Personal information gathered, such as name, address, telephone number, cell phone number, email address, photograph, driver’s license number will be used only for the purposes of identification and accountability for library materials. Information related to retrieve items are overdue or to collect fines and fees owed to the library.

Non-personal information about visits to the library’s website or use of electronic resources may be collected. This information is used for system administration and to calculate usage statistics. No personal information collected is connected to usage information.

1.12 Library Volunteers
The mission of McAllen Public Library Advocates is to promote literacy, support and strengthen the Library and its branches, provide a means for the public to recycle their books and magazines, and
promote fellowship among its members. The Library welcomes new members who wish to support
the Library’s goals.

McAllen Public Library provides opportunities for volunteers to participate in the running of the
Library’s used bookstore, and special programs and projects. Volunteers may be recruited through
McAllen Public Library Advocates member meetings and special events, through staff members, or
by recommendation. All interested persons 16 years and older must apply to be a volunteer by
filling out an application with the City of McAllen Human Resources Office at McAllen City Hall
(956-681-1045). The application process includes permission for the City of McAllen to conduct a
criminal background check and drug test, and may include a short interview. The Library reserves
the right to decline the services of any volunteer without having to state reasons for such
declination of services.

Volunteers shall work directly with and under the supervision of one primary staff member or
designated contact who will guide them in their work. Volunteers are expected to act in accordance
with all Library directives and policies, follow all directions and instructions by the supervising staff
member, and reflect positive customer service attitudes to all Library patrons and staff. The Library
does not compensate volunteers through wages, benefits, reimbursement of expenses, or any other
form of compensation. Library volunteers are not considered to be employees of the Library. The
Library reserves the right to discontinue volunteer opportunities or terminate the services of any
individual volunteer or volunteer group without prior notice at the discretion of the Library Director
or the Director’s designee.

All funds raised by and through volunteer activities shall be used exclusively to benefit McAllen
Public Library resources and activities. All donations received by volunteers or Library staff shall
become property of the City of McAllen and handled in accordance with the McAllen Public Library
Gift Acceptance Policy.

**VOLUNTEER PLEDGE:**

I will regard my assignment as a serious commitment. I understand that my volunteer work will take
my full attention and I will not entertain friends or family while on duty. I will strive to be on time
and will call the Library or my designated contact if I am unable to arrive when scheduled. I will
report to the appropriate Library staff member when I arrive and depart. If there is a question or
problem, I will promptly seek assistance from the Library staff or designated contact.

I will dress neatly, understanding that I am a representative of McAllen Public Library. Closed-toe
shoes are recommended. I understand that if I do not come to work appropriately dressed, I may
not be able to volunteer. I agree to treat Library patrons, staff, administration, and other volunteers
with respect and courtesy and to follow all the policies and procedures of the Library.

I have read and agree to abide by the above Volunteer Policy and Guidelines.

**APPLICANT SIGNATURE:** ____________________________  **DATE:** __________
McAllen Public Library encourages and welcomes donation of materials (books and audiovisual materials) unconditionally and without restrictions.

At the request of the Director or designee, a donation may be considered for the library’s collection. In that case, the library applies the same criteria for evaluating gift items as it does to purchased materials. Library Staff will evaluate donated materials to determine whether it will be added to the library’s collection or routed to the bookstore for sale.

Donated materials will be received at the Welcome Desk and placed in the bookstore storage room as part of the Welcome Desk opening procedure and throughout the day as time allows. Individuals who wish to donate more than two boxes of donations are strongly urged to make an appointment with bookstore staff. Large quantities must be received through the loading dock.

If the donor wishes, bookstore staff will provide a receipt for tax purposes. The receipt form will state the number of donated items. Neither bookstore nor library staff can assign a value to any materials donated.

At the discretion of bookstore staff, donated items for resale may be stored until the bookstore schedules a public sales event.

Proceeds from bookstore sales shall directly support McAllen Public Library services and activities.
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 that 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.

The mission of the Cataloging Department is to provide current, complete, and accurate information regarding materials which are either in the library’s collections or are accessible to library users through the online catalog or other Web-based information resources. Cataloging staff strive to meet and anticipate library users’ queries and to be responsive to their specific needs.
2.1 The Elements of Cataloging

The work of cataloging involves four main elements:

- Descriptive cataloging: bibliographic description of the title cataloged, including selection and formulation of access points.
- Subject cataloging: determination of subject content and selection of appropriate subject headings from a standardized thesaurus.
- Classification: organizing library materials according to their subject and assigning them a call number.
- Authority control: provides standardized access to names, subjects and series titles in the catalog.

2.2 Cataloging Standards

Catalogers maintain a current knowledge of national cataloging standards:

- Descriptive cataloging is performed according to the *Anglo-American Cataloguing Rules*, 2nd ed., 2002 revision.

Records in our local database cataloged before January 1981 reflect the cataloging rules in effect at the time. The Cataloging Department does not update these earlier bibliographic descriptions unless recataloging the entire record for some other reason.

- Subject headings are assigned according to Library of Congress Subject Headings (LCSH).
- Titles are classified by the Dewey Decimal Classification (DDC).

2.3 Sources of MARC Records

The Cataloging Department utilizes MARC catalog records from a variety of sources:

- the Library of Congress
- OCLC records retrieved with third-party Z39.50 client software (e.g., BookWhere)
- shelf-ready titles from vendors, such as Customized Library Services (CLS)
- acquisition-level records from current book jobber (e.g., Baker & Taylor)
- original input records created by catalogers.

2.4 Copy Cataloging

- Library of Congress MARC records and full-level member-library records derived from OCLC (or other reliable sources) are generally accepted as found. Catalogers verify that the record matches the item in hand and is essentially complete.
- Department staff checks questionable headings against local authority records or LC Name Authority File (NAF). They perform general proofreading and correct typos, mis-tagging or other obvious errors. They may revise or delete obsolete -- or inaccurate -- subject headings or subject subdivisions.
- Less-than-full records require adaptive cataloging to add or complete subject cataloging elements or upgrade descriptive elements.
• New and added records will have holdings information assigned in item records (whether a 949 field or the ILS vendor’s proprietary field).

2.5 Original Cataloging

Catalogers generally create full-level records, but may choose to create minimal-level records if necessary. When creating records, catalogers verify authority-controlled headings in the catalog, LC Name Authority File (NAF) and/or LCSH.

In addition, catalogers will consult ancillary cataloging tools such as the MARC 21 Format for Bibliographic Data (or OCLC’s Bibliographic Formats and Standards), the Library of Congress Rule Interpretations, LC Subject Headings Manual, the CONSER Cataloging Manual and CONSER Editing Guide for continuing resources (serials), etc.

2.6 Database Maintenance

Database maintenance is done routinely. Corrections and updates may be initiated by either Cataloging Department staff or public service staff (whether at Main or a branch library). Catalog maintenance helps to ensure consistency and reliability in catalog search results.

2.7 Material That Will Not Be Cataloged

For most collections, it is our policy not to catalog parts of single items: e.g., chapters of books, articles from journals (either photocopies or offprints), issues of a serial that do not have their own distinctive titles, or articles clipped from newspapers.

The Department may raise questions with library selectors about unusual material formats, such as spiral-bound items, workbooks, books with accompanying toys or sticker sets, coloring books, etc.

2.8 Departmental Procedures

The Cataloging Department has established a variety of procedures to ensure that it functions smoothly and efficiently. Catalogers maintain documentation on these procedures in several ways: departmental memos; informational memos; how-to’s; and ready reference sheets.

The majority of our procedures are internal to the Department and do not directly affect public service staff; therefore they have not been included in this Policies and Procedures Manual.

2.9. Weeding Procedure

Cataloging weeds from the collection by request of the collection selector in accordance with CREW standards. Weeded items in good condition are given to the bookstore for sale.
3.00 Policies & Procedures--Acquisitions

Mission Statement

The mission of the Acquisitions Department is to determine the criteria for the expenditure and management of funds allocated by the City of McAllen for all library materials and services necessary for the operations of McAllen Public Library.
3.1 Budget Policies

A. Budget Development Policy
The Library must submit a budget to the McAllen City Commissioners each year. The City Commissioners set the Library expenditures through a review system by the City Manager and Finance Committee recommendation.
Assistant Director for Support Services under the direction of the Library Director is responsible for preparing revenue projections, an operating budget and a capital development budget for review by the Library Director.

B. Expenditure Policy
The Library Administrative Team establishes spending priorities and budgets for Library operations and capital development each year. Upon adoption of the budgets, the City Commissioners authorize expenditures from the Library’s operational and capital funds.
Assistant Director for Support Services under the direction of the Library Director monitors and authorizes all payments for goods and services for the library and its branches.

C. Library Financial Management Policy
The Library is a component unit of the McAllen City government. The Library accounts are maintained in accordance with accounting principles for municipal entities and are presented in the City’s Annual Financial Report.
The Assistant Director for Support Services under the direction of the Library Director is responsible for the execution of the bookkeeping, record keeping and reporting procedures.
Library Funds are managed in accordance with applicable laws, regulations, and policies.

D. Procurement Policy
Procurement applies to the contracting, leasing and purchasing of land, equipment, furniture, furnishings, supplies, services, works of art, or other property on behalf of the Library. It does not apply to the acquisitions of books, materials, electronic information resources, permanent works of art, or other items for the Library’s collections.
Procurement activities are based on standards of purchasing ethics and practices of the City of McAllen and the State of Texas.

E. Insufficient Appropriations
There shall be no purchases for items where there is no appropriation.

F. Unpacking Procedures
The shipment is checked against the packing slip to verify receipt of ordered items and is initialed and dated by Acquisitions staff for inclusion in the Purchase Order process.

G. Claims
All invoices shall be paid in accordance with guidelines established by the City of McAllen.

H. Purchase Orders
A Purchase Order is required for all purchases except the following:
- Small Purchase Orders
- Credit card
- Utilities
- Telephone Service

Purchase orders are authorized for payment through the City of McAllen’s Purchasing / Contracting and Finance Department by the Assistant Director for Support Services under the direction of the Library Director.

3.2 Purchasing and Contracting

The Acquisitions Department will comply with all City of McAllen, County, State, and Federal law requirements when purchasing library materials using procurement cards or requisitions/purchase orders. The department will ensure fair and open competition among bidders and vendors in order to experience the most value for each dollar spent and to purchase quality materials and services in proper quantities.

3.3 Cash Handling

The Acquisitions Department will maintain strong internal controls for cash collection in order to prevent mishandling of city funds and to safeguard and protect employees. The responsibilities of employees involved in cash handling are defined by the department.

3.4 Materials Management

Acquisitions staff will manage the receipt and distribution of all items purchased and maintain accurate and timely inventory of items in the department in the following categories: photocopier supplies, office supplies, janitorial supplies, and operating supplies.

3.5 Equipment Repair Calls

The acquisitions department administers all requests for equipment repair, installation and removal of equipment and all equipment billing. This includes but is not limited to copy machines, microform reader printers, and telephones.

3.6 Collection Development

A. The Acquisitions Department supports the following collection development objectives: (1) to provide the open exchange of ideas through free access to information; (2) connect a culturally diverse population with the global community; (3) to provide for the research and information needs of McAllen and surrounding areas by assembling, preserving and administering a collection in a variety of formats; (4) Support the “Library Bill of Rights and “Freedom to Read” statements; and (5) encourage continuing education by promoting the use of all library resources.

B. Criteria for Selection: The process of selection, acquisition, and organization of library materials is a cooperative venture. Library staff rely on a variety of sources for selection including reviews in professionally recognized literature, book lists by recognized authorities, popular reviews and bestseller lists, and recommendations of staff and patrons. Other criteria to be considered are cost, balance, value, demand, format, regional interest, authority of the author and reputation of the publisher, relevancy of subject, organization and style, good quality illustrations, durable binding and paper, and language.
C. Instructions for ordering materials: Librarians will be designated as selectors for the different collections of the library. These selectors are responsible for choosing materials for their areas of assignment and for inputting those orders into the library acquisitions system.

D. Special Collections: McAllen Public Library maintains special collections that include but are not limited to the genealogy/local history and reference collections.

E. Gifts and Memorials: McAllen Public Library encourages and welcomes donations of used or new books and AV as well as funds for the purchase of library materials. Used books in good condition may be added to the Library collection and will be governed by the same principles and criteria used to select materials purchased for the library. The library retains unconditional ownership of gifted material and conditions cannot be imposed on any gift after it has been accepted by the library. The library reserves the right to decide how to use and/or dispose of the gift.

The library accepts monetary donations for the purchase of library materials to honor the memory of individuals or celebrate a special occasion. Bookplates are placed in the materials acknowledging the honoree and the donor. Notification is sent to the memorial family or the honoree when the item has been received and processed for library use. Memorials will be weeded using the same criteria as all other library materials.

F. Collection Maintenance (Weeding): The library’s holdings are periodically evaluated using the CREW method to identify inappropriate or outdated materials. A practical, useful collection will be maintained through a continual process of discard and addition. Materials are withdrawn if they are outdated, no longer of interest or in demand, unnecessary duplicates or multiple copies, or worn or mutilated. Weeding is done with the same care, thought, criteria, and judgment as selection. Items removed from the collection are discarded, recycled, or designated for sale in the used bookstore or at a used book sale.

G. Challenged Materials: The library believes in freedom of information for all, and does not practice censorship. The library declares that while anyone is free to reject books and other materials of which he/she does not approve, he/she may not exercise censorship to restrict the freedom of others. The library also recognizes that the collection of diverse materials may result in some complaints or requests for reconsideration.

Reconsideration forms are available from Public Services staff. When a patron wishes the library to discard or reclassify a book or item of non-book material, he or she fills out the "Request for Reconsideration of Library Materials" form [below]. The form is sent to the office of the Library Director who assigns a committee of librarians to review the item. The committee will evaluate the request form, any available reviews, and the item to determine if it meets the library selection criteria and collection development guidelines. The committee will make a recommendation to the Library Director, who will review the material, related items, and the committee recommendation, and present to the Library Board for a final decision regarding the disposition of the challenged item.
Request for Reconsideration of Library Material
McAllen Public Library

Title: ________________________________________________
Author: _________________________________________________
Publisher: ________________________________________________
Format: _____Book _____Video _____Audio _____Magazine
Your Name: _________________________________________________
Address: _________________________________________________
Email: ___________________________________________ Telephone:_____________________
Do you represent: _____Yourself
____An Organization (name)____________________________________

1. Did you read/view/hear the entire work? If no, what parts?

2. To what in the work do you object? Please be specific.

3. What do you feel might be the result of reading, viewing, or hearing this work?

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

5. What is good about the work?

6. What reviews have you read or heard on the work?

7. What do you believe is the theme of the work?

8. In its place, what work would you recommend that would convey as valuable a picture and perspective on the subject treated?

9. Other comments:

Signature: _______________________________ Date: ________________________
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 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 untired 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.


A Joint Statement by:

American Library Association
Association of American Publishers

Subsequently endorsed by:

American Booksellers Foundation for Free Expression
The Association of American University Presses, Inc.
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
Mission Statement

The mission of the processing department is to oversee the preparation, preservation, and maintenance of all materials, while fostering an atmosphere of participation and communication between staff and providing the best product to our patrons.
4.1 Procedures

The Library acquires materials in a variety of formats, both printed and audiovisual. This material represents a considerable investment of money. The Processing Department strives to prepare items for public use in such a way as to maximize their lifespan, as well as to make them look attractive on the shelf.

The Department has established procedures governing initial preparation of material (labeling, laminating of paperback books, jacketing) as well as maintaining and preserving items previously added to the collection (relabeling, mending). The library does not cover books, laminate papers, or mend old books for the public.

4.2 Labeling

Books are labeled in the following manner:

1. Labels are generated with label printing software, based on bibliographic records extracted from the Integrated Library System’s Cataloging module.
2. Labels are attached to the book jacket or spine 1” from the bottom. If the book is too narrow to allow the complete label to be visible, the label can be put on the upper left corner of the front cover.
3. Relabeled books: Old labels should be removed, if possible, and the new one put in its place. If the old label cannot be removed, the new label is placed over it to hide the old label.
4. After labeling, books are sorted into stacks for: laminating, and plastic jackets.
5. Books are taken to the areas marked for each process and should never be placed in any other area.

4.3 Mending

Mending should proceed in an orderly, step-by-step manner. All books should be inspected and sorted according to work needed. A work slip must be placed in each book, listing the repairs to be made. Books which are very old or in very poor condition should be put aside for evaluation to determine if they are worth mending. If not worth mending, they should be withdrawn.

4.4 Memorial and Gift Plates

The second page of the book is used for the positioning of memorial plates or gift plates. Please place these as instructed above. If the book’s format forbids such placement, gift plates are placed as near to the front of the book as possible, either by hinging in an extra page or by utilizing blank areas on the front pages.
5.00 Policy and procedures—Marketing

Mission Statement  revised: November 12, 2010

The Marketing Department promotes library resources, new and traditional services, special events and the library’s Meeting Center through a variety of digital, print, and social media.
5.1 Publications

The library produces various publications in order to communicate with the public on a wide range of topics, from upcoming events to changes in policy.

Official publications are defined as print- or web-based documents produced by staff and submitted to the Marketing Department for review, revision, and approval. Official publications might include flyers, brochures, calendars, bookmarks, web graphics, signage, and so on.

In many cases, Marketing initiates the production of publications, applying the same professional standards to its own documents as it does to those initiated by other departments.

The review, revision, and approval process is established by the following workflow:

1. Staff member creates first draft of publication and saves it in the appropriate folder on the shared network drive, accessible to all library staff.
2. Department/immediate supervisor reviews and revises draft on the network drive.
3. Department/immediate supervisor alerts Marketing to the publication needing review on the network drive. No need to send hardcopies.
4. Marketing reviews, revises, and approves publication on library’s shared drive. Scope of approval: content and design.

5.2 Online Communication

The library maintains an active, coordinated online presence through its official website, catalog, and social media (Facebook, Twitter, Smugmug, and other social media platforms), utilizing them to communicate with the public in an accurate and engaging manner.

Official library sites are maintained by the Marketing Department.

Online communication encompasses visual, textual, and auditory content created by the library for. Marketing produces original content through available technologies and according to professional best practices.

5.3 Meeting Center Guidelines and Brochure

Meeting Center Guidelines, full-color brochure, and reservation request are available online by going to the library’s website (www.mcallenlibrary.net) and clicking on the Meeting Center link, or by going directly to: http://www.mcallenlibrary.net/services/meetingcenter.aspx.
The Reference Department of the McAllen Memorial Library serves our community by searching for and sharing information on topics of local interest and in response to questions from members of our community. We develop a collection of materials and sources upon which we rely to provide accurate, current and relevant information. Those materials may be in any format the library supports. Questions may be asked during in-person visits or via telephone calls, email, mail or through our website.
6.1 Patron Requests for Purchase
The McAllen Public Library welcomes purchase suggestions from our users. Patrons who wish to suggest the purchase of a book, periodical or audiovisual item that we do not own should talk with a reference staff member. The reference staff member will record information about the item and the contact information for the person requesting the purchase and forward it to the appropriate selector for consideration.

Library staff will give reasonable consideration to all suggestions. However, not all suggested items will be purchased.

6.2 Circulation of Reference Materials
Generally, reference materials do not circulate. However, selected reference titles may be checked out for short term use, at the discretion of the librarian on duty. Patrons’ desire to use reference material off-site must be balanced with the general expectation of users that reference books will be available in the library. Other factors, such as the item’s rarity, price and condition will also be taken into account. All requests to borrow reference materials are to be directed to the reference librarian on duty at the time.

6.3 Proctoring of Examinations
The McAllen Public Library Reference Department provides examination proctoring services during Library hours. Exams are proctored by the professional librarians according to the availability of personnel and resources. Users are required to make advance arrangements with the staff. This service is available at all locations within the library system at no charge. Photo identification is required of all students using the Library’s proctoring service. The college, university or school offering the examination may have other requirements which will be followed as closely as possible by the Library.

6.4 Tax Forms
The Library provides a limited variety of tax forms from the Internal Revenue Service free of charge from January 2 to May 31. Library staff will help patrons acquire from the IRS website forms the library does not carry. A printing fee may be required. Library staff is not authorized or trained to give tax advice.

The Reference staff will oversee the ordering, displaying, and maintaining of tax forms. Tax forms which are available in the library are displayed in an updated chart on the library’s website.

6.5 Resources for the Visually Impaired
Resources available for the visually impaired patron at McAllen Public Library include large print books, and the Talking Book Program, a talking book service. In addition, onsite aids help make library services more accessible.

Large Print Books
The Library has many large print books, including fiction and nonfiction titles. The majority are complete, unabridged editions of the works of popular authors.
Talking Books
The Library offers a talking book library in partnership with the Talking Book Program of the Texas State Library and Archives Commission. The program provides free library service to Texans of all ages who are unable to read standard print material due to visual, physical, or reading disabilities, whether permanent or temporary. We provide application materials for the program, and can forward completed applications.

Onsite Aids
The library provides various sizes of magnifying glass to assist in reading books and personal materials.

6.6 Obituary Requests
The McAllen Public Library offers patrons a free obituary research service in connection with our archived collection of The Monitor, McAllen’s daily newspaper, on microfilm. Requests are responded to as soon as possible in the order they are received.

Obituary requests may be submitted by:

- Email: genref@mcallen.net
- Phone: (956) 681-3060
- Online: http://www.mcallenlibrary.net/research/obituaries

Patrons are asked to limit their requests to a maximum of four obituaries at a time and to provide the following information:

- Requestor’s name
- Requestor’s mailing address
- Requestor’s phone number
- Requestor’s email address (optional)
- Name of the deceased
- Birth date of the deceased
- Death date of the deceased
- Location of death (city and/or county)

If an obituary is found, a copy will be sent gratis by the means which suits the patron:

- Email
- Fax
- Mail

6.7 Referrals
Library staff welcomes all questions, but some may require professional expertise beyond what staff can reasonably provide. In those instances, referrals to outside agencies will be made, as appropriate. Generally, library staff are not trained or authorized to:
• give financial, tax, legal, or medical advice
• evaluate antiques or other possibly valuable items
• provide in-depth translation services
• fill out forms or applications for patrons
• provide professional proofreading

6.8 Study Rooms
Study Rooms at McAllen Public Library are intended primarily for individual and group study and small meeting purposes. Patrons may book study rooms daily on a first come, first served basis in a four-hour block of consecutive time at the North Information Desk, South Information Desk, Children’s Service Desk, and Teen Service Desk. Patrons may call ahead to book a same-day reservation of a study room. Latecomers beyond five minutes will forfeit their reservation. Due to high demand, Study Room time is not renewable. No Study Rooms will be booked within 30 minutes of closing.

McAllen Public Library offers fourteen study rooms for patron use:

• Study Rooms 1, 2, 3, 6, 7, 8, 10, 11, 13, and 14 will accommodate one to four persons. Study Rooms will be assigned by staff in ascending order without exception.
• Study Rooms 4, 5, 9 and 12 can be booked with a minimum of four persons. Study Rooms will be assigned by staff in ascending order without exception.

If a four-person Study Room is not available, users are encouraged to visit the Quiet Reading Room or use one of the many tables positioned throughout the library.

Study Room users are expected to conduct themselves in a courteous manner. Rooms are not soundproof; persons using amplified presentation devices are expected to do so in a way which does not disturb other study room users or library patrons in general. Discussions should take place at quiet conversational levels. Lights must be kept on at all times and appropriate behavior in a public space is expected.

Children 10 years and younger must be accompanied by an adult or responsible guardian in the Study Rooms.

Beverages and light snacks are permitted in the Study Rooms. Patrons are expected to clean up behind themselves, remove trash, and wipe the whiteboard (if used). Those who leave rooms untidy may lose future study room privileges.

Users are asked to finish their work and vacate the Study Rooms 10-15 minutes before the library closes.
Interlibrary Loan (ILL) is the process by which McAllen Public Library requests materials from, or supplies materials to, libraries outside of our library system. The Library provides Interlibrary Loan service in order to enhance and extend the resources available to its users. Because the Library cannot purchase or subscribe to every useful resource, Interlibrary Loan is an essential part of its mission to meet the informational needs of the community.
7.1 Interlibrary Loan Defined

An interlibrary loan is a transaction in which library material, or a copy of the material, is made available by one library to another upon request. The purpose of ILL is to obtain library material not available at McAllen Public Library and, in some instances, to lend material found at McAllen Public Library to other libraries.

ILL service is essential to the vitality of libraries of all types and sizes as a means of greatly expanding the range of materials available to users. Lending between libraries is in the public interest and should be encouraged. ILL should serve as an adjunct to, not a substitute for, collection development at the local level.

ILL is offered to all registered borrowers in good standing with the Library. ILL is transacted only from library to library. Individual patrons from other libraries wishing to borrow an item from McAllen Public Library should make their requests through their own library.

7.2 Materials That May Be Borrowed Through ILL

As a mutual exchange of library-owned material, Interlibrary Loan consists of material borrowed by McAllen Public Library for its patrons, and material borrowed from McAllen Public Library to another library for its patrons.

Material Borrowed By MPL for its Patrons
A loan or a copy of any material may be requested from another library, but the lending library will decide in each case whether or not a particular item can be provided.

Though patrons may ask, some libraries may not lend the following types of materials:

- Newly published material
- Old, rare or valuable material
- Reference, Texana and genealogical material
- Entire issues of periodicals
- Material in high demand at the lending library, including but not limited to, curriculum materials or textbooks

Material Borrowed From MPL to Another Library for its Patrons
A loan or a copy of any material owned by MPL may be requested by another library, but MPL will decide in each case whether or not a particular item can be provided.

Material that may NOT be borrowed by other libraries:

- Reference and genealogical material including microfiche and microfilm
- Entire issues of periodicals
Material in high demand

Interlibrary Loan request forms are filled out for you at the reference desks of all three library locations. You can also make a request by phone, fax or e-mail (see contact info at bottom of this page). You must have a valid McAllen Public Library card to place a request. For each item you request, the following information is needed: author’s name, title of book, and date of publication (if known). When requesting an article from a magazine or journal, we need the title of the journal, article title, volume number and pages in which the article appears.

We do not currently charge any fees for Interlibrary Loan, unless they are assessed by the lending library. Photocopies of articles are often provided free of charge or for a minimal fee. Please state on each form the maximum expense you are willing to pay for the requested material. Fines for overdue ILL materials are $0.10 per day, with a 7-day grace period. If an item is lost or damaged, you are responsible for the replacement cost, plus any additional processing fees assessed by the lending library.

The length of time involved in obtaining a loan or photocopy can vary considerably. We have no control over how long another library will take to fulfill your request. However, most materials can be obtained within two weeks to two months after your request is submitted. Be sure to submit requests well in advance of your need of them. You will be notified by telephone, e-mail or by regular mail, when the material arrives. Materials ready for pick up are held at the circulation desk for seven days. If we are unable to fulfill your request, you will receive notification of the unfilled status by regular mail.

The lending library determines the loan period and renewal policy for its materials. You can expect to keep most materials for two weeks. Interlibrary Loan is essential to the vitality of our resource sharing system. Borrowing materials from other institutions is a privilege. Occasionally, libraries will lend materials with certain restrictions, such as in-library use only, or a shorter check-out period, or no renewal. Our library respects all restrictions placed on materials by the lending library. Users are expected to honor due dates and comply with any restrictions stipulated by the lending library. ILL relies on consideration and good will. When ILL materials are not returned promptly, it reflects poorly on the borrowing library, and some lenders may stop lending materials to the offending library. Please return your ILL materials on or before the due date stamped on the ILL book band.

We encourage patrons to return ILL materials to the library location where they first picked them up so that paperwork can be cleared before they are returned to the lending library. Do not return ILL materials in the book drop. Please return them to the circulation service desk.

The lending library decides on a case by case basis whether or not to renew. If you should need to make a renewal, you must contact the ILL office three days before the due date, and we will make a request for renewal. You will then be contacted regarding the lending library's decision. Lending libraries will not grant renewals for overdue books. Any items not granted renewal must be returned by the due date or you will be subject to fines.
Although we attempt to fulfill almost any request, the following types of materials are often difficult (or impossible) to obtain through Interlibrary Loan:

• Recently published books (less than 6 months old)
• Entire volumes or issues of periodicals
• Reference works
• Rare books or original manuscripts
• Audiobooks, videos, DVDs or computer software
• Some doctoral dissertations and masters theses
• Genealogy materials are extremely difficult to acquire, but we are usually able to obtain photocopies (30 page maximum)
• Some microfilm is available, but usually involves a lengthy wait due to limited availability

All Interlibrary Loan services are governed by the American Library Association Interlibrary Loan Code, national and regional agreements, and the Copyright Law (PL 94-553).

7.3 Copyrighted Material

The Copyright Law of the United States (Title 17, United States Code) governs the making of photocopies or other reproductions of copyrighted material.

Under certain conditions specified in the law, libraries and archives are authorized to furnish a photocopy or other reproduction. One of these specified conditions is that the photocopy or reproduction is not to be “used for any purpose other than private study, scholarship, or research.” If a user makes a request for, or later uses, a photocopy or reproduction for purposes in excess of “fair use,” that user may be liable for copyright infringement.

This institution reserves the right to refuse to accept a copying order if, in its judgment, fulfillment of the order would involve violation of copyright law.
Mission Statement
The mission of the circulation department is to provide the quick and efficient access of materials to the greatest number of people in a welcoming, interactive environment that respects diversity and ensures privacy of patron information.
8.1 Applying for a Library Card
Library cards are available free of charge when an Online Borrower Registration Form is filled out, then verified in person with the required documentation. A parent or legal guardian must verify the account of a juvenile cardholder, 17 years or younger.
To get a library card:

- Fill out and submit the Online Borrower Registration Form
- Upon submission of this form, you will receive a temporary barcode. Please make note of this barcode or print the form, then visit any library location and present your temporary barcode.
- Account verification requires that you also present both your government-issued photo ID (U.S., Canada, or Mexico), and proof of your current U.S. mailing address.

Either your library card or Texas State ID is required for all transactions concerning library books and materials. Each registered borrower assumes full responsibility for the materials and fines charged to the card.

Card Fees
Address change and name change: no fee
Replacement card(s): $3.00

8.2 Loan Guidelines
There is no limit on the amount of books you can check out, but there is a maximum of 12 audio/visual items you may have on your card at any one time in any combination of the following:
- Books (hardbacks or paperbacks) No limit per card
- DVDs/Blu-Rays 4 per adult card*
- Music CDs, audio books on CD 4 per card
*Juvenile cardholders cannot borrow DVDs or Blu-Rays.

8.3 Fines and Loan Periods
Fines apply as listed below. Overdue notices are sent for items 30 days overdue. Borrowing privileges will be blocked if fines equal $15.00 or more. Patrons will be billed for items not returned. If an item is not returned in 120 days, the item is considered lost and full replacement cost, plus a $5 processing fee per item, is charged to the patron.

<table>
<thead>
<tr>
<th>Type of Item</th>
<th>Loan Period</th>
<th>Fine (per item)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Circulating books</td>
<td>2 weeks</td>
<td>$0.10 per day</td>
</tr>
<tr>
<td>CDs, audio books</td>
<td>2 weeks</td>
<td>$0.10 per day</td>
</tr>
<tr>
<td>DVD/Blu-Ray</td>
<td>1 week</td>
<td>$0.50 per day</td>
</tr>
</tbody>
</table>

8.4 Payment of Fines
The Library will accept the following forms of payment for fines accrued:

- Cash
- Personal checks made out to the “City of McAllen” or “McAllen Public Library” for the exact amount of the fines being paid
- Credit cards and debit cards are not yet accepted.
8.5 Returning Items
Items checked out from any library location may be returned to any library location. If, for instance, you checked out a book at the Palm View Branch Library, you are free to return it at the Main Library or Lark Branch, whichever location is most convenient for you.
There is a book drop accessible from the exterior of all library locations. Library patrons are strongly encouraged to use the drive-up book drop at the Main Library, located on the north side of the building (Orchid Street). The 2-hour drive-up book drop is programmed to receive and check in library materials when items are inserted one at a time.

8.6 Managing The Library Account
You have access to your personal library account by clicking “My Account” on MPL’s online catalog. Enter your Library ID, which is your 6-digit library card number (starts with a "P"), and your PIN. If you do not know your PIN, visit the circulation desk of any library location, and staff will assign one to you in person.
You may review items currently checked out on your library card, overdue and lost items, and outstanding fines. (Fines will not be posted to your online account until items are returned or renewed.)
You may renew items as long as they are not overdue and not on hold for someone else.
You may review the status of titles you have placed on hold and cancel holds on items you no longer need.

8.7 Renewing Items
Most items may be renewed. You may renew items in one of three ways:

- By accessing your account through the online catalog before the due date.
- By bringing them in person to the library.
- By telephone (during operating hours) with your library card number or date of birth.

Materials may not be renewed for which there are pending holds or reserves. If the item you renew is overdue, a fine will be posted to your record.

8.8 Requesting Items
You may place a hold on an item free of charge by logging into your account through the online catalog and locating the item through the catalog’s search engine.

- Select the library location where you want the item sent.
- You will be notified by telephone or email when the item is available for pick-up.

If you need help with our hold services, please contact the library location where you intend to pick up the item.
The children’s department is dedicated to providing access to materials, resources, and professional guidance to meet the intellectual, educational, and recreational needs of children and all users of the department.

Objectives:

- Introduce as many children as possible to the public library environment in order to cultivate lifetime readers and library users.
- Provide children with easy access to current information and quality literature in a variety of formats.
- Provide complete and accurate answers to reference questions to all patrons.
- Provide informative and entertaining programs that encourage the use of the library or enhance cultural awareness.
- Serve as a social gathering space to encourage the exchange of information and resources.
9.1 Unattended Child

The Children’s Department welcomes and encourages all children to use our facilities and services. The library is free and open to unaccompanied children who are independent enough to use our resources properly for their intended purpose. However, the responsibility for the care, safety and behavior of children using the library rests with their parents or guardians at all times.

Children 10 years of age and younger must be accompanied by a responsible guardian at all times. This includes those left in the care of an older child. Children 10 years of age or younger may not be left in the department without a responsible guardian under any circumstances. A responsible guardian is considered to be an individual who is at least 16 and who can successfully meet all the needs of the child.

Children between the ages of 11 and 15 should not be left unattended in the library for extended periods of time. Attendance at library programs, browsing for recreational reading and afterschool use of the library for homework and study are encouraged and considered appropriate. The library considers 3 hours (depending on the age and conduct of the child) to be an appropriate stay in the library. Children age 11 and older must be able to reach a parent or responsible guardian immediately either in person or by phone. Parents/Guardians may be notified and asked to pick up and/or provide supervision for their child.

The Library does not take responsibility for the supervision or safety of unattended children.

If it is determined that a child is lost or unattended a staff member will bring the child to the Children’s Services Supervisor or, if unavailable, to the children’s services staff. The Children’s Services staff member will try to locate the parent or responsible guardian by asking the child where the parent is, by walking around the library with the child, and by paging the parent over the public address system. If the parent is not found in the building, the child is considered “abandoned.”

9.2 Abandoned children

An abandoned child is defined as:

- A child 10 or younger who is left in the library without a responsible guardian at any time
- A child 11-15 who remains at the library after closing
- A child whose parents have been contacted but have not picked the child up within an hour or attempted contact within one hour of the library’s phone call.

Parents should be aware of the library’s hours of operation, bearing in mind circumstances may require an unexpected closing of the building. If staff determine a child to be abandoned, the following steps will be taken:

- The librarian will try to obtain the necessary information in order to contact the parent or guardian.
- Every attempt will be made to contact the parent or guardian, but the library reserves the right to contact police to report an abandoned child.
- Under no circumstances will a staff member transport a child to another location.
9.3 Disruptive Child
The Children’s Department encourages exploration and creativity. However, disruptive behavior is not tolerated in any form by any patron. Disruptive behavior can be defined as:

- Behavior that disturbs or endangers the well-being of library patrons, staff, or the disruptive child herself
- Behavior that results in damaged property
- Behavior that interferes with library services

The disruptive child and his parent or guardian will be given a warning and told if the behavior continues they will be asked to leave. If the disruptive behavior continues, a staff member will inform the parent or guardian and the child and his parent or guardian may be asked to leave the library.

9.4 Ill or Injured Child
Children who are ill may be asked to leave the library if Children’s staff determines that it poses a risk to other patrons. Children who are home sick from school should not be in the library. This includes all children of school age.
The Safety Officer and the ADPS will be notified of any incident that involves 911 or emergency personnel. A report will also be given to the Director.

9.5 Collection Development of Children’s Department Material
An up-to-date, attractive and useful collection is maintained through continual review and replacement process. Replacement of worn volumes is dependant upon current demand, usefulness, more recent acquisition, and availability of new editions. Materials are judged on their own literary and artistic merits, popular demand, and their contribution to the balance of the total collection and their suitability of content and vocabulary to the age of the readers.

Easy Picture Books
The Easy collection is comprised of picture books of interest to all ages. Because the illustrations are the predominant feature, they are generally designed for adults to read to children. Although most books are designed for the young child, there are a growing number of books that are specifically written and illustrated for the older child. All picture books regardless of intended audience will be included in this area of the collection.

Beginning Readers
Beginning readers are intended for Kindergarten through early 3rd grade readers. These books are characterized by a controlled vocabulary, large print, heavy use of illustrations and a limited number of pages. Books in this area will be subdivided into E1, E2, and E3. E1 readers are intended for emergent and early readers. E2 readers are intended for intermediate readers and those who are starting to read on their own. E3 readers are intended for advanced readers and those making the transition to chapter books.
Juvenile Fiction
This area of the collection serves independent readers who are typically 2nd - 5th grade. The books feature age appropriate vocabulary and subject matter. The books have a limited number of pages and very few illustrations.

Juvenile Non-fiction
The juvenile non-fiction collection includes materials to serve the informational needs of children of preschool through middle school age. The subject matter, vocabulary and content is age-appropriate. Often this collection is also used by high school and adults who need basic information on a subject.

Withdrawing Materials
Withdrawing of materials is done by the cataloging department. The Children’s Department Supervisor will determine which books are to be withdrawn from the collection.

Selection
Materials for the Children’s Department are selected to serve the specialized needs of children from birth through middle school. Materials shall be selected using professional review tools and should attempt to create a collection which emphasizes the goals and mission statement of the department.

Challenged Materials
Although materials are carefully selected, there can arise differences of opinion regarding suitable materials. Patrons requesting that materials be withdrawn from or restricted within the collection may complete a “Reconsideration of Library Material Form” that is available in the library. The completed form will be reviewed by the appropriate staff and a decision made on whether to withdraw, change to another part of the collection or take no action.

9.6 Patron Computer and Internet usage
Not all information on the internet will be appropriate for all ages. Parents or responsible guardians are accountable for information accessed by their minors via the internet and ensuring their safety. This includes electronic mail, chat rooms, and other forms of direct or indirect electronic communications. As with other library materials, the child’s use of the internet is the responsibility of the parent or responsible guardian.
Internet access will be available on a first come, first served basis with an allotment of up to 1 hour per session. The library reserves the right to limit internet access at certain peak usage periods such as after school, school breaks and summer months in order to provide free and equitable access to all.

Children’s staff are authorized to take swift and appropriate action to enforce the rules of conduct or to prohibit the use of the internet to comply with the library’s “Internet Acceptable Use” policy. The viewing of inappropriate material as determined by Children’s staff will result in a termination
of internet usage and possible permanent restriction. Specific websites are restricted by filtering software. Staff may ask computer users to exit certain programs and sites such as Facebook and YouTube.

The computers in the Children’s Department are solely for the use of Children and their parents. Usage may be restricted during weekends, school recess, and periods of high usage. Computer usage is highly discouraged during programming and may be restricted immediately before, during, and immediately after programming.

9.7 Non-book donations
Non-book donations specific to programming needs will be accepted. Donation requests should be presented to the Children’s Services Supervisor before approaching a person, vendor, or business. The appropriate Donation request form should be filled out stating the item being requested, the vendor or business the item is being requested from, Contact information, approximate value of item and the program the item is intended for. Donation request forms should be submitted 2 weeks prior to the event or program, allowing more time if possible.

9.8 Courtesy Use of Phone
The telephone at the Children’s Service Desk is to be used by patrons 11 and under for emergencies only. Emergency use is discretionary to the staff working the Public Service Desk. An emergency is generally considered to be one of the following:

• Patron has been left by their ride
• Patron has a homework-related need.
• Patron needs more time to use the computer, do research, etc.

9.9 Adult Use of the Juvenile Collection
Adults often need to use Juvenile or Teen collection materials for their children or a legitimate purpose. Adults visiting the Children’s Department that are not in need of children’s materials or not accompanied by a child may be asked to leave.

9.10 Adult Books for Children
Children may check out adult books for leisure or for scholarly purposes. A child who asks about an adult book while in the Children’s Department should be taken by a Children’s Services staff to the Adult Reference desk. A child does not have to ask a Children’s Services staff for help if he is comfortable finding the adult material on his own.

9.11 Bulletin Board/Displays
The bulletin board and display shelves serve as display areas for the Children’s Department and may be used by other groups at the sole discretion of the Children’s Services Supervisor. Display plans for outside groups must be approved prior to exhibition with no exceptions. All displays should be literature or library program oriented.
9.12 Programming
Daytime and evening programs are regularly scheduled for the general public. A parent or responsible guardian must accompany and remain with a child aged 9 or younger attending the program.

Programs may be provided for daycare, Head Start groups, or schools either on or off site. Groups may need to be limited depending on staff available and the program requested. At least one adult must stay with the group during programming sessions.
All children’s groups in the library must be attended by an adult whether the group is attending a scheduled program or engaging in a reading or study session.

9.13 Tours of the Children's Department and Community Outreach
The library welcomes visitors interested in gaining a broad overview of the many services, resources, and events the library has to offer. Tours are available free of charge, upon submission of the online request form. Please keep in mind:

- We ask that you submit your tour request at least one week in advance.
- All tour requests are subject to staff availability.
- Teachers must obtain permission from their school principal before confirming a tour date with the library.
- Submitted requests are for a tour of the Main Library, 4001 N. 23rd Street, McAllen. For tours of the Lark and Palm View Branch Libraries, please contact them directly.

9.14 Staff Behavior at the Public Service Desk
The desk should be staffed at all times, barring an emergency or any unforeseen circumstance. If the desk needs to be left unattended, there should be a sign placed on the desk referring patrons to the Adult Reference department. If the department is left unattended for any reason, the Children’s Services Supervisor should be notified immediately. If the CSS is unavailable, the ADPS should be notified as well as the Reference staff. Failure to do so will result in immediate disciplinary action.
Staff should be actively working on a project while at the service desk, especially during peak hours and while patrons are present in the department.

The staff desk area should not be used for personal space. All personal items should be placed in work stations or assigned locker. Program material can be placed in appropriate shelves or bins in the workroom, storage room, or program room.

Personal computer use should be limited and avoided if possible. Routine searching and web browsing is highly discouraged at any time as is reading selection materials and journals while patrons are in the department.
When a staff member answers the phone from an outside call you should answer the phone in the following manner “Children’s Department, This is Maria, May I help you.” If the phone call is internal, omit the department name.

The person answering the telephone should be courteous and professional. If the call is for another staff member, the person should transfer the call to the appropriate staff member. If the staff member is not in the department, the caller should be transferred to the appropriate voicemail. If you are unsure about your qualifications to answer a question, the call should be transferred to a staff member who can successfully answer the patron’s query. Callers should not be placed on hold without being notified and should be thanked for holding upon return to the call.
10.00 Policies & Procedures—Young Adult Services

Mission Statement

February 16, 2012

The Teen Department is dedicated to providing access to materials, resources, and professional guidance to meet the intellectual, educational, and recreational needs of young adults age 11-18 years of age and all users of the department.

Objectives:

- Introduce teens in a respectful manner to the public library environment in order to cultivate lifetime readers and library users.
- Provide teens with easy access to current information and quality literature in a variety of formats.
- Provide complete and accurate answers to reference questions.
- Provide informative and entertaining programs that encourage the use of the library or enhance cultural awareness.
- Serve as a social gathering space to encourage the exchange of information and resources.
10.1 Unattended Teens
Teens 11 years and older may be in the library unsupervised, depending on their level of maturity. The Teen Department encourages parents to assess their teen’s ability to care for herself and/or others (such as younger siblings, relatives, or friends). Library staff reserve the right to judge whether a teen is capable of caring for herself or others within the Teen Department.

The library does not take responsibility for the supervision or safety of unattended teens.

10.2 Abandoned Teens
An abandoned teen is defined as:

- A young adult 11-17 who remains at the library after closing for 15 minutes.
- A teen whose parents have been contacted but have not picked the child up within an hour or attempted contact within one hour of the library’s phone call.

Parents should be aware of the library’s hours of operation, bearing in mind circumstances may require an unexpected closing of the building.

10.3 Disruptive Teen
The Teen Department encourages socializing and comraderie. However, disruptive behavior is not tolerated in any form by any patron. Disruptive behavior can be defined as:

- Behavior that disturbs or endangers the well-being of library patrons, staff, or the disruptive child herself
- Behavior that results in damaged property
- Behavior that interferes with library services
- Vulgar language, curse words, or phrases deemed unacceptable by local custom

A disruptive teen will be warned once to improve behavior. Teens who continue to be disruptive despite warning will be asked to leave or escorted out of the building by Library Security. Damage, or attempted damage, to library property will warrant a call to McAllen Police Department, a criminal case established, and possible charges brought against the teen(s). The Security Officer and the Assistant Director of Public Services will be notified of any incident that involves 911 or emergency personnel. A report will also be given in writing to the Director.

10.4 Gum Chewing
No gum of any kind is allowed in the Teen Department.

10.5 Ill or Injured Teen
Teens who are ill may be asked to leave the library if Teen staff determines that it poses a risk to other patrons. Teens who are home sick from school should not be in the library.

10.6 Items Left in Teen Department
Items left in the Teen Department will be labeled as to when they were found. Attempts will be made to return items to their owners for one month. The library reserves the right to dispose of
items left in the Teen Department as they see fit. Library staff cannot hold personal items belonging to teens (examples: backpacks, lunch packs, headphones, etc.)

10.7 Collection Development of Teen Department Material
The young adult collection is comprised of popular fiction targeting students in the 6th – 12th grade. Other factors for inclusion in this collection are: materials that are clearly reviewed and or labeled as young adult, characters are of high school or college age and the theme or subject matter is of interest to and intended for young adults. In addition to popular fiction, the young adult collection includes multiple copies of classic works of literature included in school reading lists. Non-fiction collection includes material to serve the informational and recreational needs of 6th -12th grade students. The subject matter, vocabulary, and content is age appropriate. The Teen Department supports new and emerging genres and formats, including graphic novels (sequential art or comics), digital content (ebooks, audiobooks), and visual media (DVDs, Blu-Rays).

An up-to-date, attractive and useful collection is maintained through continual review and replacement process. Replacement of worn volumes is dependent upon current demand, usefulness, more recent acquisition, and availability of new editions. Materials are judged on their own literary and artistic merits, popular demand, and their contribution to the balance of the total collection and their suitability of content and vocabulary to the age of the readers.

Withdrawing Materials
Withdrawing of materials is done by the cataloging department. The Teen Department Supervisor will determine which books are to be withdrawn from the collection.

Selection
Materials for the Teen Department are selected to serve the specialized needs of young adults from 11-18 years of age. Materials shall be selected using professional review tools and should attempt to create a collection which emphasizes the goals and mission statement of the department.

Challenged Materials
Although materials are carefully selected, there can arise differences of opinion regarding suitable materials. Patrons requesting that materials be withdrawn from or restricted within the collection may complete a “Reconsideration of Library Material Form” that is available in the library. The completed form will be reviewed by the appropriate staff and a decision made on whether to withdraw, change to another part of the collection or take no action.

10.8 Patron Computer and Internet usage
Not all information on the internet will be appropriate for all ages. Parents or responsible guardians are accountable for information accessed by minors via the internet and ensuring their safety. This includes electronic mail, chat rooms, and other forms of direct or indirect electronic communications. As with other library materials, a teen’s use of the internet is the responsibility of the parent or responsible guardian.
Internet access will be available on a first come, first served basis with an allotment of up to 1 hour per session. The library reserves the right to limit internet access at certain peak usage periods such as after school, school breaks and summer months in order to provide free and equitable access to all.

Teen Department staff are authorized to take swift and appropriate action to enforce the rules of conduct or to prohibit the use of the internet to comply with the library’s “Internet Acceptable Use” policy. The computers in the Teen Department are solely for the use of teens and, if demand allows, younger siblings, at the discretion of Teen Department staff. Usage may be restricted during weekends, school recess, and periods of high usage.

10.9 Courtesy Telephone
A courtesy telephone is available at the Welcome Desk for teens who need to arrange for a ride home or in case of emergency.

10.10 Adult Use of the Teen Collection
Adults often need to use Teen collection materials for their personal reading or some other legitimate purpose. Adults visiting the Teen Department who are not in need of teen materials or not accompanied by a teen may be asked to leave.

10.11 Adult Books for Teens
 Teens may check out adult books for leisure or for scholarly purposes. A teen who asks about an adult book while in the Teen Department should be taken by a Teen Department staff to the Adult Reference desk. A teen does not have to ask staff for help if he is comfortable finding the adult material on his own.

10.12 Literature Distribution
All handouts, posters, or flyers must be pre-approved by Library staff.

10.13 Programming
Teen activities and programs are developed under the direction of the Teen Services Supervisor and/or the Assistant Director of Public Services and are offered through a monthly calendar in print and online on the Library’s website.

10.14 Tours of the Library and Community Outreach
The library welcomes visitors interested in gaining a broad overview of the many services, resources, and events the library has to offer. Tours are available free of charge, upon submission of the online request form. Submit your tour request at least one week in advance. All tour requests are subject to staff availability. Teachers, please obtain permission from your principal before confirming a tour date with the library. Submitted requests are for a tour of the Main Library, 4001 N. 23rd Street., McAllen. For tours of the Lark and Palm View Branch Libraries, please contact them directly.
10.15 Staff Behavior at the Public Service Desk

The desk should be staffed at all times, barring an emergency or any unforeseen circumstance. If the desk needs to be left unattended, there should be a sign placed on the desk referring patrons to the Adult Reference department. Staff may be actively working on a project while at the service desk during peak hours and while patrons are present in the department.

The staff desk area is not be used for personal space. All personal items should be placed in filing cabinets or assigned lockers, and program material can be placed in appropriate shelves or bins in the workroom.

Personal computer use should be limited and avoided if possible. Routine searching and web browsing is highly discouraged at any time as is reading selection materials and journals while patrons are in the department.

When a staff member answers the phone from an outside call you should answer the phone in the following manner “Teen Department, This is Maria, May I help you.” If the phone call is internal, omit the department name.

The person answering the telephone should be courteous and professional. If the call is for another staff member, the person should transfer the call to the appropriate staff member. If the staff member is not in the department, the caller should be transferred to the appropriate voicemail. If you are unsure about your qualifications to answer a question, the call should be transferred to a staff member who can successfully answer the patron’s query. Callers should not be placed on hold without being notified and should be thanked for holding upon return to the call.
11.0 Policies & Procedures—Computer Lab

February 18, 2012

11.1 Printing
Until print management software is installed, users may make five free black and white prints per day. Prints totaling more than five sheets will require payment from the user at ten cents per page for black and white copies; fifty cents per page for color copies.

Printing directly from the USB drive in the Toshiba copier is possible, with some conditions. It will only print documents in PDF, JPEG, PRN, PS, and XPS formats.

11.2 Telephone
Computer Lab staff cannot allow users to use the Lab telephone. However, a courtesy phone is provided at the Welcome Desk.

11.3 Food and Drink
Snacks and covered drinks purchased at the cafe are welcome in the Computer Lab. Users are encouraged to use the trash receptacle as they exit the lab. Users are asked to deposit their chewing gum in a trash receptacle before entering the Lab.

11.4 Personal Belongings
Users must keep their belongings with them at all times. Library staff cannot hold personal belongings, whether backpacks, duffle bags, purses, or food items, at the service desk.

11.5 Headphones and USB Drives
The Computer Lab neither loans nor sells adult headphones or USB drives.

11.6 Other Activities
To minimize distraction, Computer Lab users are asked to limit their activity to computer or laptop use only. Use of markers or paint in the lab is forbidden.

11.7 Children and Teens
Young children are encouraged to visit the computer lab in the Children’s area. Parents may use children’s computers when they accompany their child if no other child is waiting. Teens (11-17 years of age) are encouraged to visit the Teen Computer Lab, but are not limited to the Teen Lab.

11.8 General Use and Behavior
Until time management software is installed, users can sit down at any computer which displays blue wallpaper or the Windows icon in the center of the screen. After software is installed, users will authenticate through their patron card and a PIN.

Computers will cycle down fifteen minutes before the library closes. Until time management software is installed, Library staff will remind users to save and close their work fifteen minutes before closing. The Library appreciates user cooperation during closing procedures.

Any Computer Lab user, regardless of age, who misuses a computer or is disruptive will be warned to improve their behavior. Library staff reserve the right to ask a disruptive user to leave the Computer Lab, call Library Security, a Library Supervisor or Administrator, or McAllen Police,
depending on the severity of the incident. Incidents involving McAllen Police will be documented in writing.

The Library’s **Internet Acceptable Use Policy** is available on the website here: http://www.mcallenlibrary.net/docs/pdf/MPL_Internet_Use_Policy.pdf