Public Services Policy

Empower curiosity, discovery, and learning; provide space and opportunity for study; commit to positive customer service

BASTROP PUBLIC LIBRARY
A service of the City of Bastrop

Purpose of the Public Services Policy

The library's Public Services Policy is intended for use by the library staff, library advisory board, governing officials, and community members to provide guidance and clarification about the informational and technical support services available to the public.

Public Services Goals

- Provide general information services
- Empower patrons to search for information and use technology successfully
- Support users' educational and informational goals
- Provide spaces for small groups and individuals to access resources and meet their learning needs

Principles and Objectives

- Service to the public is a priority.
- All library users will be treated with respect.
- All users are entitled to confidentiality pursuant to Government Code Section 552.124, unless otherwise excepted.
- Library staff will provide engaging and supportive customer service.
- Library staff will provide assistance and instruction to build user confidence and foster self-reliance.
- Library staff will provide information without offering opinions or advice.

Contact Us

- In person at the check-out or information desks
- Via telephone at 512-332-8880
- Via email at info@bastroplibrary.org
- Online at www.bastroplibrary.org
- Via mailing address:
  Bastrop Public Library
  P.O. Box 670
  Bastrop, Texas, 78602.

At the Bastrop Public Library, service will not be denied or abridged because of religious, racial, social, economic, or political status; or because of mental, emotional, or physical condition, age, gender identity, or sexual orientation.

Information Requests

Bastrop Public Library provides general information services, including but not limited to, connecting users to requested information, assisting with and demonstrating search and retrieval techniques, providing support with basic technical operations, explaining systems to enable the user to find needed resources, helping evaluate information sources for accuracy and appropriateness, and offering instruction to encourage independent library use. Queries are answered in-house, over the phone, through written communication, and via electronic channels, such as email. Library cards are not required to access any services in this policy.

The availability of information services may vary according to the:
- Number of users in need of assistance
- Staff availability
- Complexity of request or materials involved
- Amount of information required
- Level of staff expertise required

Staff will support users with research. However, lengthy internet searches, in-depth research, and complex technical tasks are the responsibility of the patron.

Tech Tutor Sessions
To better assist users, staff may recommend making an appointment through Tech Tutor. These are 20-minute, one-on-one sessions with a library staff member that support learning a new skill or accomplishing a specific task. These are limited to one appointment per week, however additional appointments can be made based on staff availability.

Staff may recommend other resources, organizations, or entities to provide supplemental information and support.

Genealogy Requests
Staff will provide general assistance in genealogical research, guidance in locating items in the collection and online, and help in obtaining resources through interlibrary loan (ILL).

Medical, Legal, and Tax Questions
Staff will provide general assistance to locate factual information, definitions, and forms to print. Staff are not legal, tax, or medical professionals and will not interpret, offer an opinion, or give advice on these matters.

Proctor Requests
Bastrop Public Library offers test proctoring services.

An effort will be made to work with students' schedules, and requests will be fulfilled based on staff availability. It is the responsibility of the student to ensure all the requirements set out by the testing institution are communicated to the staff member assisting them.

Study Rooms
Bastrop Public Library has several study rooms available for public use.

Study rooms are available on a first-come, first-served basis with reservations available on a limited basis.

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Study rooms are to be utilized in a manner similar to the general use of the library. They are not available for social, self-promotional, or commercial purposes.

Exceptions and Accommodations

Exceptions/Accommodations to the Public Services Policy will be at the discretion of the Library Director or a Library Supervisor. Exceptions/Accommodations will be designed to increase the accessibility of the library but will not negatively impact other users' library experience.

Reevaluation of Public Services Policy

The Bastrop Public Library Public Services Policy is reviewed every three years so that it adequately reflects changes in the library's goals and the community's needs. Notwithstanding the foregoing, the City of Bastrop may amend the policy at any time as appropriate. The staff may bring forward issues and recommendations for the Director's consideration as part of the amendment process for the policy.
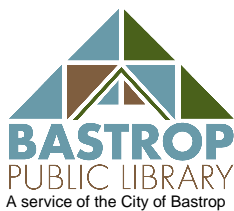
Appendix

- Tech Tutor Form: page 4
- [Proctor Request Form](#)

Legal Review: 06/10/24

Library Board Approval: 08/05/24

City Council Approval:

Bastrop Public Library

Tech Tutor

A 20-minute one-on-one session with a library staff member where the staff member will help the user learn a new skill or how to accomplish a task.

Name: _____   Phone number: _____

Email: _____

I need help with…
- ❏ Social media (Facebook, Instagram, etc.)
- ❏ Zoom, video-based interactions
- ❏ Google Drive
- ❏ Microsoft Suite (Word, Excel, etc.)
- ❏ Device assistance (tablet, phone)
- ❏ Ebooks and/or ereader (Kindle, etc.)
- ❏ Resume
- ❏ Job applications
- ❏ Filling out government forms (i.e. unemployment)
- ❏ Other: _____
- ❏ I need assistance in Spanish.

Please share with us your technology comfort level:
- ❏ Level 1: I am not comfortable using technology, and I have a specific task I need to accomplish.
- ❏ Level 2: I am not comfortable using technology, but I want to learn.
- ❏ Level 3: I am semi-comfortable navigating around the device (e.g. using the mouse, printing), and I can access my email without trouble.
- ❏ Level 4: I can access my email without trouble, but I need help with Microsoft Suite (Word, Excel) or something on the internet.
- ❏ Level 5: I use my email regularly, as well as other internet-based programs, like Facebook, YouTube, and other social media.
- ❏ Level 6: I use Google Drive, as well as email, Microsoft Suite, and more, comfortably.
- ❏ Level 7: I regularly and comfortably use a variety of technology devices and programs.
- ❏ Level 8: I am comfortable teaching others to use various technology and programs.
- ❏ Level 9: I regularly write code, design websites, and consider myself more than technologically capable.
- ❏ Level 10: I'm the next Bill Gates/Steve Jobs.

A librarian will contact you within two business days to schedule a mutually convenient meeting date and time.

Office only:

Today's date: _____   Staff assigned: _____   Session date: _____

Proctor Request

Supporting lifelong learning with technology and personal interaction.

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Students should keep in mind the following requirements and guidelines:
- The library requires requests to be submitted at least **one week** in advance of the preferred test date.
- A photo I.D. is required at the time of testing.
- The Bastrop Public Library has a small pool of librarians and library associates who may proctor a test. It is the student's responsibility to confirm with their institution if this arrangement is acceptable.
- Proctoring services are provided free of charge. The library will not incur expenses related to proctoring of tests such as photocopying, postage, etc.
- While the Library does accommodate online testing, it does not permit the downloading of specialized software to the library computers, to enable a test.
- Proctor times are only available when the library is open:
    Mondays, Wednesday, Fridays: 10am-6pm
    Tuesdays, Thursdays: 12pm-9pm
    The library does **not** proctor exams on Saturdays due to limited staffing.

Submitting a form means you have read and agreed to the conditions listed above. Upon receiving a completed form, a staff member will reach out to you shortly.

First and Last Name:

_____

Email:

_____

Phone Number:

_____

Date of Exam:

_____

Name of College, University, or Certification Program:

_____

Is this a one-time test or will you need multiple tests?
☐ One-time
☐ Multiple tests

Approximate length of the test:

_____

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