



Bay City Public Library Policy Manual

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a department of the City of Bay City



Contents

Mission & Vision

Accreditation & Standards

Policies

 General

 Building Use

 Collections

 Programs and Services

Mission Statement

The Bay City Public Library connects residents of Matagorda County with information, technology, ideas and experiences to provide enjoyment, enrich lives and strengthen our community.

Vision

The people of Matagorda County will:

- Have the information they need to succeed at school, work, and in their personal lives.
- Have reading, viewing and listening materials and programs that stimulate their thinking, enhance their knowledge of the world and improve the quality of their leisure time.
- Discover the joy of reading and develop a love of learning.
- Enjoy a high level of access to electronic information resources and develop the technological, information seeking and information evaluation skills needed in an increasingly complex world.
- Think of the Bay City Public Library as a focal point of community life that connects and unites the people of the entire region.
- Use the Bay City Public Library resources and services and encourage others to do so as well

City Core Values

Integrity: We are dedicated to delivering results with honesty, integrity, and fairness, putting the community's best interests first.

Excellence: We are committed to excellence in customer service, working to make Bay City an enjoyable place to live with quality infrastructure and superior municipal services.

Transparency: We will keep our community informed by sharing our plans and progress.

Organizational Structure

The Bay City Public Library is a division of the Communications and Cultural Arts Department under the management of the City of Bay City.

Accreditation & Standards

In Texas, a library must be accredited to be eligible for certain services of the Texas State Library and Archives Commission (TSLAC). These benefits, which provide significant cost savings for a community, include:

- Participation in the TexShare databases consortium, electronic resources utilized by some 700 public, school and medical libraries. Registered cardholders have access to more than 50 databases, 24 hours a day.
- Participation in the TexShare card program, whereby cardholders have the privilege of visiting and borrowing physical materials from over 500 libraries throughout the state.
- Eligibility for participation in the statewide interlibrary loan (ILL) borrowing program, with reimbursements made to lending libraries.
- E-rate discounts for agencies eligible under the Library Services and Technology Act (LSTA).
- Consideration for TSLAC competitive grants and additional programs or project opportunities which vary from year to year.

Additionally, accreditation represents a quality-of-life marker, a way to be connected with other libraries in the state, and a means to market the community. In efforts to standardize the quality of library services throughout the state of Texas, the Texas Library Association (TLA) has set forth Public Library Standards designed to offer a measurable guide for the level of service experienced by library visitors. Bay City Public Library staff regularly assess these standards in striving to provide high-quality service to the community that exceeds the minimum qualifications of accreditation.

Policies

1. General

- 1.1. Confidentiality
- 1.2. Customer Service
- 1.3. Lending and Use
- 1.4. Fines and Fees
- 1.5. Borrowing from Other Libraries
- 1.6. Photo Permissions
- 1.7. Grants
- 1.8. Volunteers

2. Building Use

- 2.1. Hours
- 2.2. Room Reservations
- 2.3. Patron Code of Conduct
- 2.4. Safe Child Policy
- 2.5. Exhibits & Art Displays
- 2.6. ADA

3. Collections

- 3.1. Selection Criteria
- 3.2. Patron Requests
- 3.3. Donations
- 3.4. Collection Maintenance
- 3.5. Requests for Reconsideration

4. Programs and Services

- 4.1. Programming
- 4.2. Information Services
- 4.3. Computers and Wifi
- 4.4. Outreach
- 4.5. Other

1.1 General – Confidentiality of Records	
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Records of this library which identify or serve to identify a person who requests, obtains, or uses library materials or services are confidential and are exempt from required disclosure under the Texas Open Records Act Section 552.124

Exceptions

Such records generally may be disclosed only if:

- The library determines that disclosure is reasonably necessary to the operation of the library and the records are not confidential under other state or federal law.
- The records are released to the person to whom the information relates; or the person to whom the information relates has given permission, in writing, for the information to be released.
- The records are required under a valid court order or subpoena, as provided under the provisions of the Texas Open Records Act. Only the Library Director will release records in this circumstance.

This policy will be implemented by procedures set out in the Bay City Public Library Procedures Manual.

Each Employee and Volunteer (hereafter called Employee) who provides services for the Bay City Public Library shall be bound by this confidentiality agreement.

An Employee shall not disclose Patron information, including address, telephone number, reading preferences, circulation statistics, or overdue/fine status, to any outside agency or individual. Nor shall he or she make personal comments on a Patron's choice of reading material.

An Employee shall ensure that all staff, volunteers, and board members receive a copy of the confidentiality policy.

Violations of the policy may result in reprimand, loss of certain job/volunteer responsibilities, or disciplinary action up to termination of employment or appointment.

1.2 General – Customer Service

Bay City Public Library (BCPL) staff members serve as the link between customers and the library's resources and services. BCPL's goal is to provide superior library service which includes helpful and knowledgeable staff, access to relevant informational resources, and quality facilities.

The library upholds the following best practices for providing outstanding customer service.

The staff of BCPL will:

- Ensure that library users consistently receive a high level of service.
- Select, acquire, and organize sources of information and materials to meet the needs of library customers.
- Be knowledgeable about library resources, policies and procedures, and be able to explain the resources, policies, and procedures to customers.
- Identify and promote the services that meet the needs of customers and potential users in the community.
- Refrain from value judgments or opinions regarding the importance of a request or question.
- Provide customer assistance without discrimination.
- Maintain the confidentiality of our customers' transactions and records.
- Cooperate with community agencies and organizations to serve the community.
- Adhere to the principles of the American Library Association's Code of Ethics.

Customer service is a top priority of the library. All library customers will be treated promptly and respectfully without regard to age, gender, sexual orientation, race, ethnicity, disability, language proficiency, social or economic status.

Staff Support to Patrons

Library staff do not have medical, legal, tax, or other professional services training and are prohibited from offering advice in those or other areas best served by trained professionals.

Library staff may only assist patrons in locating information about those services and providers and may not recommend specific service providers.

Patrons should not share personal, private, or financial information with Library staff, and Library staff should maintain patron privacy by avoiding situations in which such information is viewable. Staff should not share personal, private, or financial information with patrons.

Library staff should not make personal comments on a patron's choice of materials and services.

Library staff may assist patrons with accessing computer programs, offer instruction on using computer programs, and answer questions about program functions. Staff may not prepare finished materials for patrons such as filling out forms and applications, typing documents, or formatting graphical materials such as flyers, invitations, or business materials.

Library staff may assist patrons in scanning or copying materials at the printer/copier. If patrons have large amounts of copying, they should receive instruction in how to use the machine so that Library staff are free to assist other patrons. Exceptions to this policy may be made to assist patrons with temporary or permanent disabilities.

1.3 General – Lending and Use

Cards

All persons who are residents or property owners in Matagorda County are able to obtain a library card for free as long as they complete the application and provide proof of identification and proof of residence/property ownership. The Library Director or designee has the authority to determine acceptable items to meet the requirements for a card.

Under 18:

Completed application signed by a parent or legal guardian. Applications for an account will follow the same guidelines for adult accounts.

Once a minor becomes 18 or emancipated, the Youth account will be blocked and he or she will need to apply for an Adult card. All fines on the Youth account are the responsibility of the parent or legal guardian.

Card Renewal. General Library cards are issued for a two-year period for permanent residents and one year for all other card types. The Library Director, or designee, will determine procedures for account renewal.

Replacement Cards. Library cardholders are encouraged to keep their library card secure. Should a library card become lost or stolen, it is the responsibility of the cardholder to notify the library immediately. Cardholders are responsible for any fines or fees accrued until the library is notified of the lost or stolen card. The charge for replacement cards is set according to the City of Bay City Fee Schedule.

Other Account Types: The Library Director, or designee, has the authority to create account types and their limits other than the General Account for users who may require circulation parameters not covered by the General Account. This may include but is not limited to Student Accounts, Homebound Accounts, and Non-resident Accounts.

Patron Responsibilities:

All Bay City Public Library cardholders agree to comply with library rules and regulations, to pay all fines, to make good any loss or damage to books incurred while checked out by the cardholder, and to give immediate notice of any change of residence. Guardians of minors who signed for a child's card assume responsibility for the child's card. Cardholders may not avoid responsibility for overdue fines and other incurred fees or costs by using another family members' card. Habitual or severe abuse of library policies, non-payment of fines, fees and other abuses may result in denial of library services, as determined by the Library Director. Patrons will only be allowed to have one active account in their name unless part of a special card program and allowed to use their own card.

Circulation Periods

Card Use:

Library cards are required for checkout of materials. Staff may use alternative methods to verify an account in good standing when applicable.

Loan periods & Checkout Limits:

For General accounts without special periods, all BCPL library materials, are checked out for a two-week basis.

New Accounts will be limited to 4 items on the first checkout.

Materials may be renewed twice, providing there is not a waiting list, before the item must be renewed in person. Items with a waiting list will only be allowed one two-day extension.

Interlibrary loan materials are due by the date indicated on checkout slip.

The Library Director, or designee, determines all other or special loan periods and check-out limits.

All circulation limits are reviewed and set annually, and at the creation of new account types by the Library Director.

Reserves

Materials may be reserved in person, by phone, e-mail, and/or digitally through the online catalog or library app. Persons will be notified when the item becomes available and held for a period of three working days only. If the item is not picked up within three working days, it will be checked out to the next patron on the reserve list or returned to the shelf if no other holds have been placed. The Library Director, or designee, may set a limit on the number of materials that may be reserved at one time.

1.4 General – Fines and Fees	
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The Fines and Fees schedule is set yearly and adopted by the City Council during regular budget proceedings.

Charges may be assessed for overdue items, damages, other library services, lost materials, and processing fees. Patrons with accounts amounting to \$5.00 or more may not be able to check out materials until records are cleared or a payment plan has been put in place.

1.5 General – Borrowing from Other Libraries	
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Interlibrary Loan

Interlibrary loan is the process of lending and borrowing materials between libraries via a mailing system. Because of limited budget, space, and other factors, the Library cannot provide all materials that are requested. Therefore, interlibrary loan is used to obtain from other libraries those materials that are beyond the scope of the Bay City Public Library's collections. Costs associated with this service is one-way postage, and any applicable late fees or damages charged by the lending library.

TexShare Cards

TexShare Cards allow patrons to visit and borrow other libraries' materials for free that participate in the Texas State Library and Archives Commission's TexShare Program. Note that each library has their own set of rules for TexShare cardholders. Visit <https://www.tsl.texas.gov/texshare/card> for current information and to see which libraries participate in the program.

Current Bay City Public Library cardholders, 18 years of age or older, in good standing with no pending fines or lost or damaged items may apply for a TexShare card. Active Bay City Public Library patrons are eligible for a TexShare Card after holding a card for six months. TexShare Card applications and renewals must be made in person. TexShare Cards are good for one year from the date of issue and must be renewed in person when expired.

BCPL staff will develop relevant policies and documents as required by the TexShare Card program.

1.6 General – Photo Permissions

Library-sponsored programs, classes and events, may be photographed or videotaped for library promotional purposes. Patrons may notify library staff if they wish not to be photographed.

Group Photos

Release of photograph and/or name is not required. When a photographer attends a program, in lieu of photo release forms, programmers or library staff will announce at the beginning that “the library may photograph or videotape you for library promotional purposes. Notify library staff if you do not wish to be photographed.” Signage will also be posted in the program area.

Individual Photos

A signed Release of Photograph and/or Name Form is required for the following:

- Staff or programmers zoom in for a close-up on one particular person in a large group and when a close-up picture of a library customer is taken.
- When taking a posed photo of a library customer; they are acting as a model or being interviewed.

We request that library customers be considerate, respectful, and responsible when taking photos on library premises. Only take photos of other people if you have their permission. Formal photo sessions or videotaping must be approved by the Library Director in advance.

1.7 General – Grants	
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<p>All grant proposals are subject to the City of Bay City Finance Department's Policies and Procedures. The purpose of a grant is to assist the library with starting new or expanding current programs and services that reflect the Bay City Public Library's Mission and Vision Statements. Grants should not be expected to diminish, curtail, substitute or cut in any way the local funding of the Library</p>	
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1.8 General – Volunteers

The Library welcomes and encourages members of the community to volunteer their time and talents to enrich and expand library services. Volunteers are expected to conform to all policies of the City of Bay City and the rules outlined in this manual, and volunteer guidelines. Volunteers will be selected and retained for as long as the library needs their services. Volunteers may be used for special events, projects, and activities or on a regular basis to assist staff.

Volunteers must be at least 14 years of age and complete a volunteer form. Minor volunteers must have a parent/guardian release. Minors under the age of 14 years of age are allowed as part of a project from a community organization and/or alongside their parent/guardian. Volunteers who work with the public may be subject to a background check, reference check, a formal interview, required to attend an orientation, and submit to a probationary period.

The library does serve as a location for court-ordered community service. Library staff are tasked with putting guidelines and a process in place for this program and may modify it at any time.

Services provided by volunteers will not be used in place of hiring full- or part-time staff.

2.1 Building Use - Hours	
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<p>Hours are determined for library services using the requirements provided in the accreditation and library standards guidelines. The library follows the holiday schedule of the City of Bay City. In addition to these holidays, the Library will close the Saturday following a Friday holiday. Additional closings will be announced at least two weeks in advance, if possible. All closings will be posted on the Library's entrances and to the Library's Facebook page as reasonably possible.</p>	
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2.2 Building Use – Room Reservations

General Guidelines:

- Library meeting rooms are available free to all non-profit groups engaged in education or cultural activities.
- Rooms may be available for small group study when not in use by the library.
- All activities held in these rooms must be free and open to the public.
- No admission fee or donation may be required or solicited from those attending meetings in the Library. The sale of an author's book during a book signing event is allowed. Library-sponsored events for the purpose of raising funds for the Library are allowed.
- Library-sponsored programs and training receive first priority, and city or Library needs may preempt any scheduled event. If changes or cancellations are necessary, the Library will provide as much notice as possible.
- Meetings will not be scheduled before or after Library hours. No member of the organization may enter the Library before it officially opens, and all participants must leave by the time the Library closes. Groups needing setup time for their meeting should allow for it in their reservation.
- Meeting rooms are not available for private parties such as birthday parties, showers, or family reunions.
- Use of the meeting rooms does not constitute endorsement, by the Library or City of Bay City, of the points of view expressed by the group.

Room Regulations:

- The organization reserving the room is responsible for setting up for their meeting and returning the room to its original arrangement.
- The individual or group that makes the reservation will be responsible for any damage to the room, carpet, equipment, or furniture.
- Organizations or groups wanting to use Library equipment in the meeting rooms must request permission for its use when applying for the room. A list of available equipment is included with the meeting room reservation form. Library staff may not be available for assistance with equipment the day of the meeting.
- Refreshments may be served but must be provided by the group along with all supplies and service pieces.
- Meetings of individuals under the age of 18 years must have an adult sponsor present.

Reservations:

Requests for use of meeting rooms can be made in person or by email by completing a Room Reservation Form. This form can be submitted to the Library Service Desk preferably one week in advance of the date requested and must receive approval from a designated Library staff member.

Advanced reservations may be made, but not earlier than 12 months prior to the event and only in the current calendar year.

Library staff are tasked with the creation of the form and further guidelines for using library meeting rooms.

2.3 Building Use – Patron Code of Conduct

To make the library a safe and pleasant place for all, the following rules have been adopted. Patrons who do not comply with these policies will be asked to leave the library and its property.

Expected behavior

To build a reasonable and welcoming library environment for all customers, library patrons are expected to:

1. Attend to their personal belongings. The library is not responsible for personal belongings left in or on library property.
2. Allow staff to look in bags in case of security concerns.
3. Enjoy food and drinks responsibly while in the library.
 - a. Keep food and drinks away from computers.
 - b. Use re-closable, spill-resistant containers for drinks.
 - c. Restrict snack foods to small, packaged items. Meals, messy foods, and foods with a strong smell are not allowed.
4. Wear shoes and appropriate clothing for public health reasons.
5. Use public restrooms for intended purposes only.
6. Maintain acceptable bodily hygiene. If body odor or perfume is strong enough to constitute a nuisance to others, the customer may be asked to leave the building.
7. Stay out of non-public areas, such as offices, workrooms and storage areas, unless authorized by staff to enter.
8. Maintain a noise level that does not disrupt other patrons from use of services or staff from conducting duties. This applies to both voice level and cell phone use.

Inappropriate behavior

The following actions and behaviors are considered inappropriate on library property and thus prohibited:

1. Disruptive, uncontrolled, or unsafe behavior.
2. Displays a firearm or other weapon in a public place in a manner calculated to alarm, (Texas Penal Code § 42.01)
3. Possession of alcohol or any illegal substance. Intoxication, whether by alcohol or other mind-altering drugs, to the point of impairment of one's mental or physical abilities. (Texas Penal Code § 49.02)
4. Intentional physical damage to library property or to the personal property of any other patron.
5. Use of library computers or network for illegal or library prohibited activity.
6. Engaging in acts of sexual misconduct, including, but not limited to, indecent exposure, sexual contact and sexual intercourse. (Texas Penal Code § 21.07 and 21.08)
7. Sleeping in the library and on library property.
8. Smoking in library facilities, near library entrances, or in any other prohibited areas on library property. Vapes are also not allowed.

9. Bringing animals other than service animals into the library. All pets on library grounds must be attended to and be on a leash.
10. Solicitation of business, except in compliance with City of Bay City policy
11. Bringing large items that present a safety hazard or security concern into the library.
12. Refusal to leave the library or library areas at closing time or when instructed to leave by Library staff.

Library response to policy violations

Any person who violates the Patron Code of Conduct may be expelled from the library premises. The length of expulsion is at the discretion of the Library Director, or designee, and will be appropriate to the infraction.

- A. The person expelled shall be provided with a copy of the Patron Conduct Policy, if possible.
- B. The person expelled may appeal the expulsion to the Library Director in writing. In an appeal, the person expelled shall have an opportunity to present evidence that may support the retraction of the expulsion.
- C. If the person expelled returns to the library before the defined time period has expired, or if they refuse to leave the library when asked to do so, library staff may call the police to have the person removed and prosecuted for criminal trespass.
- D. An expulsion from any one library location will apply to all Bay City Public Library locations.

2.4 Building Use – Safe Child Policy	
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Children under age 10 may not be left alone or unattended in the library at any time.

Children 10 years old and older may use the library without being accompanied by an adult. Parents, however, are still responsible for the actions and safety of their children under the age of 18. Parents who wish to limit or restrict the reading, viewing, or listening of their own children must personally oversee their children's selections.

Parents who leave a child unattended in the Bay City Public Library are exposing their child to potential harm and may themselves be committing an offense under Texas Penal Code § 22.041b, Abandoning and Leaving Unsupervised Children which states, A person commits an offense if, having custody, care, or control of a child, he intentionally abandons the child in any place under circumstances that expose a child to an unreasonable risk of harm.

Children, supervised or not, are required to follow all library policies not limited to no running, becoming loud and disruptive, using vulgar and inappropriate language, damaging library property, becoming insulting to library staff or interfering with the use of the library by other customers. Should this happen, parents will be called. If staff are unable to reach the parent, appropriate law enforcement or child protective authorities will be notified.

No minor is allowed to remain unsupervised at closing. If a minor younger than 15 years is not picked up within 15 minutes of closing, Bay City Police Department will be called. Library staff are not allowed to provide transportation to patrons. Library staff members are not responsible for the care or supervision of children at any time.

This policy will also apply to an elderly or disabled individual as applicable in Texas Penal Code § 22.041b.

2.5 Building Use – Exhibits & Art Display	
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Exhibits and displays in the Library are arranged to improve the quality of life in the community through access to education and cultural arts. The cooperation of non-profit organizations in the loan of materials for display is welcomed. Non-profits must be registered with the Internal Revenue Service. To encourage a sense of community and connectivity, personal collections may be allowed at the availability of exhibit space and at the discretion of the Library Director.

The library encourages area residents to display their artwork in designated areas. Artwork on display will be available for public viewing at all times the library is open. The library will provide a hanging system for these pieces and further holes in the wall are not allowed. Easels may also be provided if space allows.

All artists wishing to display their work in the library must complete and sign an Art Exhibit Application form. The library is not responsible for damage to the art displayed. Artists are responsible for ensuring materials displayed.

The Library Director or designee is responsible for setting parameters related to the public distribution of posters, leaflets, and other promotional literature from outside organizations. All items must be submitted to the library for approval.

2.6 Building Use – ADA	
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This library fully intends to comply with the spirit and letter of the law with regard to its services and treatment of all patrons with disabilities.

To that end, this library will make any reasonable effort to inform its staff and volunteers of the law and make them aware of the problems of the disabled as well as the special services that are mandated by ADA. These may include assistance with the electronic catalog, telecommunications devices for the deaf, large print materials and a willing attitude to retrieve materials from shelves or relocate activities to accessible areas.

The library will survey its physical facility for architectural barriers and make any reasonable effort to modify any existing problems, to the extent budget considerations allow. All major defects will be addressed in any remodeling or alteration of the facility. The library will fully investigate any complaints alleging non-compliance with ADA.

3.1 Collections – Selection Criteria

Principles and Objectives

1. Purpose. The purpose of the Bay City Public Library is to provide all library users with carefully selected materials and to assist individuals in the pursuit of educational and recreational information. The library collection as a whole will be an unbiased and diverse source of information, representing multiple viewpoints on a wide range of topics. Materials are selected to best meet these objectives.
2. Viewpoints. The library neither encourages nor discourages any particular viewpoint. No material will be excluded because of the race, nationality, religion, gender, sexual orientation, and political or social views of the author. Selection of materials by the library does not mean endorsement of the contents or the views expressed in those materials.
3. Rights. The freedom to read, along with the freedom to hear and to view, is protected by the First Amendment to the Constitution of the United States. To this end, the Bay City Public Library upholds the principles of the American Library Association's Library Bill of Rights, Freedom to Read, and the Texas Library Association's Intellectual Freedom Statement. These documents are at the end of this policy.
4. Parental Responsibility. It is the responsibility of the parent or legal guardian to supervise and monitor the library activities of their child. The library staff cannot be held responsible for the materials checked out by minors. Staff will not limit the access of materials to minors due to content. Library staff do not act in loco parentis, or in the place of a parent.

Responsibility for Selection

The Library Director is responsible for the selection of library materials following the guidelines and criteria outlined in this policy. He or she may delegate the development of specific collections to library staff.

Selection Criteria

1. The main points used when selecting materials in no specific order are:
 - a. Individual merit of the item
 - b. Popular demand and/or patron request
 - c. Library need for material
 - d. Budget
 - e. Authority of author and/or publisher
2. Review sources are used to assist in selecting materials. Review sources used include, but are not limited to, the following:
 - a. Library Journal
 - b. School Library Journal

- c. Booklist
- d. Other professional review publications
- e. Area newspapers with book reviews
- f. Bestseller lists

3. Materials may be selected without a review. Consideration is given to materials that may be relevant to the library's collections (i.e. Texas collection, local interest, local authors.)

Formats of materials collected by the Bay City Public Library include print (books and periodicals), multimedia (audios and videos), and electronic resources (online databases, eBooks, and eAudiobooks. New and emerging formats will be considered when appropriate.

5. The Genealogy Collection contains materials pertinent to Bay City/Matagorda history and includes other paper formats such as documents, photographs, vertical files, and such materials appropriate for this special collection.

3.2 Collections –Patron Requests	
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The library welcomes patron interest in the collection and will consider all requests for specific materials depending on the availability and suitability of the item for the collection. The library is under no obligation to fill any particular request.

The library is tasked with setting the guidelines and process for patrons to request materials.

3.3 Collections – Donations

Gifts and Donations

1. **General Gifts.** The Bay City Public Library accepts gifts of books and other materials with the understanding that the items will be added to the collection only if appropriate to the collection and need. The library reserves the right to decide the disposition of all gifts received. If items given to the library are not needed because of duplication, condition, age, etc., the Library Director will dispose of them as he/she sees fit. Such items may be offered to the Friends of the Library for their book sales. City policy restricts the types of personal gifts given to staff.
2. **Other Gifts.** Gifts of a more specific nature, such as works of art, furniture or equipment, shall be referred to the Library Director for acceptance.
3. **Memorials & Honorariums.** Citizens may wish to honor or memorialize an individual with the purchase of library material to be added to the collection. The Bay City Library Association accepts donations of funds for memorials or honorariums on behalf of the library. The Library Director, or designee, makes selection of items purchased as memorials or honorariums, with consideration given to the donor's preferences. The same criteria for selection of purchased library materials will also be applied to gifts and donations. Once added to the library collection, gifts, memorials, and such donations fall under the collection development policy and will be maintained and handled as the rest of the library's holdings.
4. **Special Collections** The Library will not create separate collections of donated materials. Donations of this type may receive a book plate to note the donation and will be shelved with the appropriate collection.

3.4 Collections - Collection Maintenance	
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1. Criteria. For an up-to-date, attractive and useful collection, a continuous schedule of withdrawal and replacement is required. The CREW Method will be followed as a guideline for appropriate age of materials. Other criterion for evaluation and maintenance of the collection includes, but is not limited to, the following:
 - a. Condition of the material
 - b. Usage based on observation and computer generated reports
 - c. Superseded editions or revisions
 - d. Popularity and appeal
 - e. Outdated information
 - f. Space and budgetary considerations
 - g. Professional appraisal & evaluation
2. Disposition. The Library Director will determine the final disposition of any materials withdrawn from the Library collection. Materials in poor physical condition or having little anticipated resale value will be discarded. The Friends of the Library will be allowed to sell discarded or withdrawn materials, and proceeds of such sales will be used to support the library's mission, programs, or to enhance the library's collections.

3.5 Collections - Requests for Reconsideration	
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The Bay City Public Library strives to meet a wide variety of tastes and interests with high-quality and popular materials. Bay City and surrounding areas are comprised of many diverse groups, with different beliefs, standards and theologies. Every patron has the right to his or her opinions and beliefs. Differences of opinion regarding the suitability of library materials may arise. Patrons requesting that material be withdrawn from the collection or with concerns about an item's placement in the library may complete a "Request for Reconsideration of Library Material" form. It is the responsibility of the Library Director to form a committee to make a final determination on all such requests.

4.1 Programs & Services - Programming

The purpose of library programs are to provide patrons with opportunities for educational enrichment, social interaction, informational needs, enjoyment of the arts, and entertainment. The staff is skilled at and experienced in selecting programs that will appeal to a broad range of interests and ages. Given the diverse nature of interests, beliefs, and backgrounds, not all programs will be of interest to all patrons, but we believe it is important that all citizens feel welcomed and supported in the library.

Given the wide range of viewpoints in the community, some programs may be controversial or offensive to some residents. The presentation of these programs will not be restricted by the possibility that it may offend some.

This policy includes on-site, virtual, co-sponsored, and off-site programs.

Parents and legal guardians are responsible for selecting which programs their child attends.

Programming and events at the library may be sponsored by the Library, the Friends of the Library, the Bay City Library Association, or public and private groups or organizations in partnership with the Library.

All programs, regardless of who is sponsoring the event, must be open to all citizens free of charge.

All programs, regardless of the sponsor, must not present misinformation or disinformation as fact.

Patrons are welcome to suggest topics or presenters but the library is under no obligation to offer these programs.

The fact that the library, the Friends of the Library, an individual, or organization is granted permission to present a program in the Library in no way constitutes an endorsement of the policies or beliefs of that individual or organization by the Library or the City of Bay City.

Any requests for reconsideration of a program will follow the same policy and procedures as for collection materials.

When reviewing a request to have the library sponsor a program, the library does not discriminate on the basis of race, age, values, gender, sexual orientation, gender identity, cultural or ethnic background, physical, sensory, cognitive or learning disability, economic status, religious beliefs, or views.

4.2 Programs & Services – Information Services

Service Standards

The library recognizes and respects that each question is important to the customer who asks it. Library staff will use authoritative and appropriate sources to respond to all customer questions. If materials are needed that are not owned by Bay City Public Library, every effort will be made to obtain the materials from other libraries when possible. In some cases, staff may refer a customer to other agencies that can more completely answer a question.

Assistance in locating appropriate material and information, and help in using library resources, may be restricted by the time and staff available. The number of customers waiting for help may restrict the time available to help any one customer; however, staff will strive to provide effective service to all customers.

Service Limitations

A. Legal and Tax Information

Staff provides legal definitions and specific citations from the codes, but does not interpret passages. Staff does not recommend specific attorneys, but may suggest the customer contact the local bar association for further assistance and may provide a list of attorney names from online search engines. Staff assists customers in locating specific tax forms and publications. Staff does not interpret tax regulations or provide tax advice. Staff provides requested legal forms, but does not make recommendations on the types of forms needed.

B. Medical Information

Staff will assist customers in finding information about diseases, medical conditions, tests, and treatments in print and electronic resources. Staff does not interpret the information found in these medical resources. Staff does not make diagnoses, give advice, or recommend specific healthcare professionals.

C. Consumer Products and Services Evaluation

Staff cannot make recommendations but will direct customers to authoritative resources that provide consumer reviews. Commercial and financial transactions may be conducted on library computers, but customers do so at their own discretion and risk. Staff assistance will be limited to basic web navigation and website suggestions, but not endorsements.

D. Research Requests

Staff does not conduct in-depth research for customers. Customers will be given search assistance including help in locating relevant resources and assistance with search strategies.

When a research request is phoned in, staff encourages the customer to come to the library to use material that is only accessible in the library. Staff may recommend electronic resources and material to borrow from other libraries

and may make referrals to other libraries and organizations when those collections would better meet the customer's needs.

E. Computer Assistance and Instruction

Staff is available to assist customers in using library computers, navigating the Internet, using library-provided software, and scanning, printing and faxing documents. Staff will not complete forms, work with personal or financial information including credit cards and passwords, type or proofread documents for customers. Staff is not able to provide in-depth training without an appointment. Staff may assist customers in registering for technology instruction options at the library.

F. Customers' Devices

Staff is not able to troubleshoot customers' devices, such as laptops, digital cameras, cell phones, etc.

Local History Reference

The Genealogy Collection is a repository of primary and secondary source material that furthers the knowledge of Matagorda County and other Texas counties.

This collection is a non-circulating and non-browsing collection. Cataloged materials, such as the can be retrieved by reference staff for in-library use during all regular library hours. Other local history materials including photos, maps, microfilm, and other paper documents area available for access but may require an appointment for assistance.

4.3 Programs & Services – Computers and WiFi

This policy applies to all users of Bay City Public Library computers or networks. In agreement with CIPA Regulations, all Library public access workstations use filtering software to access the Internet. Adults 18 or older who need unfiltered access for any lawful purpose may request it from a staff member. Unfiltered access will be granted on a per-search basis.

Internet & Public Access Computer

The Internet enables access to a wealth of material that is personally, professionally, and culturally enriching to individuals of all ages, but it also enables access to material that some may find offensive, disturbing, inaccurate or incomplete.

The Library cannot control the content of resources available to the Internet and cannot be held responsible for their content.

The availability of information does not constitute endorsement of the content by the Library.

The Library is not responsible for damage, theft or loss of personal property or software used in the library.

The Library is a public place and patrons should not have an expectation of privacy.

The Library reserves the right to change its Internet and Public Access Policy at any time.

Use of Library computers or the Library's wireless network constitutes acceptance and agreement of the "Internet and Public Access Computer Policy"

Children's Internet Access

Restriction of a child's access to the internet is the responsibility of the parent or guardian. If a parent or guardian does not want their child to access a computer, then they must be present with their child. Staff will not notate accounts with specific limit requests.

The public library, unlike schools, does not serve in place of the parent. Librarians cannot act in place of parents in providing constant care and supervision of children as they explore the internet. The responsibility for what minors read or view on the internet rests with parents or guardians.

Acceptable Use

Library computers and wireless network may not be used for any activity prohibited by law including but not limited to accessing child pornography or materials which by local community standards would be obscene as defined in U.S. Code Title 18 and Texas State Penal Code Chapters 42 and 43.

In addition, the following activities are prohibited in the Library:

- Attempting to alter or damage computer equipment, software configurations, or files belonging to the
- Bay City Public Library or City of Bay City, other users, or external networks;
- Attempting unauthorized entry to the Library's and/or City of Bay City's computer network;
- Intentional propagation of computer viruses;
- Violation of copyright or communication laws. U.S. copyright law (Title 17, U.S. Code) prohibits the unauthorized reproduction or distribution of copyrighted materials, except as permitted by the principle of fair use. Responsibility for any consequences of copyright infringement lies with the user.

The Library expressly disclaims any liability or responsibility resulting from such use.

- Hacking and violation of computer system security;
- Use of computer communications facilities in ways that interfere with, or impede computer use of others;
- Obtrusively displaying information with the intent of being disruptive or offensive to others.

The Library reserves the right to terminate network connections for users who violate these guidelines and to prohibit violators from future access to or use of the library's computer services, and to revoke all privileges.

Wireless Internet Access

The Internet and Public Access Computer Policy prohibits disruptive or illegal activity while using the Libraries wireless internet service. It is the responsibility of the user to understand these policies and his/her obligation to refrain from inappropriate or illegal activities.

The Library assumes no responsibility for the safety of equipment or for wireless device configurations, security, or data files resulting from connection to the Libraries wireless network.

The Library can make no guarantees as to the compatibility of a library users device with the Library's wireless network.

Printers are not connected to the Libraries wireless network. However, the library may provide a third-party option for patron's to print from their own devices.

Refrain from using sounds that might be disruptive to others patrons or to staff.

Library Staff are able to provide limited technical assistance for wireless users. The library and City of Bay City are not liable for any damages that arise from this assistance.

4.4 Programs & Services - Outreach	
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The Library provides outreach services to the community through various methods. All outreach must be approved by the Director.

Mobile Library collections. These collections can be delivered to approved locations that target underserved populations in the community. Items circulated via the Mobile Library are not subject to fines or fees unless deemed appropriate by the Library Director. The Library has the right to refuse to serve patrons or organizations who display a pattern of failing to return, damaging materials, or not adhering to program guidelines. Library staff are tasked with creating the guidelines for this program and modifying them as needed.