

CORPUS CHRISTI PUBLIC LIBRARIES

Library Policies

2024

LIBRARY POLICIES

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SUBJECT: Library Operations
Operating Hours

PUBLIC SERVICE 100.01

PURPOSE: To establish regular hours of operation and holiday hours at all libraries.

POLICY: The libraries will observe the following schedules of operation:

La Retama Central Library will be open the following hours:

Monday	CLOSED
Tuesday-Friday	10 a.m. to 6 p.m.
Saturday - Sunday	1 p.m. to 5 p.m.

(Local History and Genealogy Division closes 30 minutes prior to library closing)

Library branches will be open the following hours.

Anita & W.T. Neyland Public Library 1230 Carmel Parkway

M: 2 p.m. - 8 p.m.; T: 10 a.m.- 6 p.m.; W- TH: 10 a.m. - 7 p.m.; F: 10 a.m. - 6 p.m.; Sat: 10 a.m. - 2 p.m.

Ben F. McDonald Public Library 4044 Greenwood

M-F: 10 a.m. - 6 p.m.; Sat: 11 a.m. - 3 p.m.

Dr. Clotilde P. Garcia Public Library 5930 Brockhampton

M: 10 a.m. - 2 p.m.; T-TH: 10 a.m. - 4 p.m.; 6 p.m. - 8 p.m.; Fri. - Sat.: 10 a.m. - 4 p.m.

Janet F. Harte Public Library 2629 Waldron Rd.

M-TH: 10 a.m. - 7 p.m.; F- Sat: 10 a.m. - 2 p.m.

Owen R. Hopkins Public Library 3202 McKinzie Rd.

M-TH: 9 a.m. - 6 p.m.; F- Sat: 9 a.m. - 1 p.m.

Corpus Christi Public Libraries close for the following designated City holidays: Martin Luther King Day, Memorial Day, Juneteenth, Fourth of July, Labor Day, Thanksgiving and day after, and Christmas through New Year's. The Library Director may determine the need to close for other circumstances.

SUBJECT: Library Operations
Customer Service

PUBLIC SERVICE 100.02

PURPOSE: To meet the diverse needs of the community

POLICY: Corpus Christi Public Libraries strive to offer excellent library services. Every staff member will strive to make visiting the library a positive experience. Staff will provide quality service to every library user regardless of age, race, sex, nationality, educational background, physical limitations or any other criteria. To ensure quality service, the following principles will be followed by every staff member.

Attitude

Each staff member is a representative of the Corpus Christi Public Library and is expected to act in a friendly, helpful manner, ensuring that the patron will walk away feeling that his/her experience at the library was a positive one. A friendly, helpful attitude ensures a positive experience even when the message conveyed is not a pleasant one.

Ethics

The needs and requests of library patrons will be taken seriously and treated with respect. Equal consideration and treatment will be given to users in a non-judgmental environment. All interactions and transactions with the patron or groups of patrons will be considered confidential and will be discussed only in a professional context. Such matters include, but are not limited to, registration information, materials selection, loan transaction records, reference questions, and requests for materials. Discussion of confidential patron issues will be handled discreetly, preferably in non-public areas. Staff members will not offer personal opinions or advice to patron queries.

SUBJECT: Library Services
Reference Services

PUBLIC SERVICE 100.03

PURPOSE: To inform that there is no designated Reference Services division in the library system.

POLICY: The library performs minimal reference services on site and by telephone. The Local History Department provides research assistance for Local History, Texas History, Genealogy and material in the Special Collections and Archives. (See Local History 300.00)

LOCAL HISTORY DEPARTMENT

- a) Use of Local History\Genealogy room is for research purposes only. Individuals must be conducting research in one of these areas: Corpus Christi history, Texas history or Genealogy. The Library reserves the right to ask individuals who are not actively conducting research in one of these areas to leave the room. Internet and public seating are available on the first floor.
- b) If you require research assistance, please call in advance for staff availability and to make sure the records you are seeking are in our collection.
- c) Many records are available on microfiche/film which can be used on a self-service basis.
- d) Food or beverages are not allowed in the Local History Room.
- e) The Local History room is a research area and unsuitable for young children. Any children in your company must be closely supervised.
- f) In order to avoid accidents to the archives, researchers are asked to use *only* a lead pencil to take notes, *never* a pen or ball point.
- g) Researchers are responsible for all documents issued to them. Documents may not be removed from the Local History Department. Only one file at a time will be made available and must be returned to staff before another one will be issued.
- h) Documents must be handled with great care, kept in their correct order and returned in order. Staff will advise on correct handling.

Contact 361-826-7030 (Tuesday – Friday: 10 a.m. and 5:30 p.m.; Saturday: 10 a.m. – 12:30 pm) prior to visiting the Local History\Genealogy Department.

PURPOSE: To provide an outline for equitable service and clarify the responsibilities of the library and patrons seeking use of the Sensory Room.

POLICY: The La Retama Library Sensory Room is made available to the public by reservation on a first come basis and does not discriminate on the basis of beliefs or affiliations of individuals or groups requesting its use. The goal of the La Retama Library Sensory Room is to improve and support accessibility and inclusivity for the Coastal Bend community while providing a safe, non-threatening environment to calm or stimulate individuals with sensory sensitive and sensory seeking needs. Library sponsored activities take precedence over public use of the Sensory Room. Permission to use the Sensory Room does not, in any way, constitute an endorsement by the library staff or the Corpus Christi Public Library system. La Retama Library reserves the right to decline any reservation for any reason.

Abuse of the Sensory Room Policy may result in loss of room usage privileges.

ROOM LIMITATIONS

1. The Sensory Room is available to children ages 0-14 and their family.
2. The Sensory Room remains locked unless in use.
3. Access to the room is only given during the hours of a patron's confirmed reservation.
4. No food or drinks in the Sensory Room, except for medical needs.
5. Up to ten people can be in the Sensory Room at one time.
6. The Sensory Room can be reserved by one or more families at a time, or groups/organizations. Once a reservation is made, no other families or groups will be added to the time slot except by the adult placing the reservation.
7. The Sensory Room may not be used for professional therapy without the approval of the Library Director or designee.
8. The Sensory Room is occasionally monitored but is not under continuous monitoring by Library Staff while in use.

SCHEDULING LIMITATIONS

1. Reservation requests may be made no more than 30 days in advance.
2. A maximum of two total outstanding reservations permitted per family or group at any time.
3. Patrons must notify the La Retama Library of a cancellation prior to the reservation date so that the room may be made available to other patrons.
4. Each reservation is subject to approval by library staff.
5. Must arrive on time for the reservation. There will be a grace period of 15 minutes before the reservation is cancelled and is available for others to reserve.

REQUIREMENTS and RESPONSIBILITIES

1. All children using the room require supervision by a parent or adult family member at all times.
2. Patrons of any age with mental, physical, or emotional disabilities which affect decision making skills or render supervision necessary must always be accompanied by a parent or adult family member.
3. An agreement form is required for all adults and children using the Sensory Room.
4. Time slots are in 1-hour increments; 45 minutes to use the room and 15 minutes for patrons to prepare to leave, clean, and reset the room to the original arrangement.
5. Patrons finished with the room should inform library staff of their departure.
6. Patrons must inform library staff if any Sensory room contents are broken or missing.
7. Attending a Sensory Room Orientation is required prior to first room reservations.

8. Reservation requests must include the patron's name, phone number, email address, and any affiliated groups or organizations.

GENERAL TERMS

1. The Corpus Christi Public Libraries, namely La Retama Central Library and staff, collectively and individually, are hereby released and discharged from all liability for any loss, injury, or damage to the property which may be sustained during Sensory Room use.

SUBJECT: Library Services
Computer Use

PUBLIC SERVICE 100.05

PURPOSE: To provide guidelines for accessing public computers.

POLICY: To accommodate the high volume of requests for computer use, time limits have been set. A library card is required to log in with the exception of the library catalog stations. A library user must use their own library card to log in. Using anyone else's library card is a violation of policy. A library user, who does not have their library card with them, may obtain their card number if they provide proper photo identification. If patron does not provide proper photo identification, staff may verify patron with photo on library record. A guest pass is available to individuals who are visiting the City.

The total amount of computer use time allowed per day varies between libraries. Please contact the library you plan to use to find out the maximum computer time allowed. Violating the time limit policy by either using more than one library card (even if permission was granted by owner of library card), or any other means to circumvent time limits will result in loss of computer privileges. The library reserves the right to monitor computer use time. A station can be paused; however, the time will continue to count down.

Installing or downloading software is not permitted.

Clustering around computers in a manner that creates an obstruction or creates noise that distracts others is not allowed.

Computers automatically shut down before the library closes.

The library does not assume responsibility for identity theft or any invasion of privacy that may result from using the Internet or library computers.

Library computers may not be used for any illegal activity including but not limited to:

- Damaging or altering computer equipment, systems or software.
- Viewing, printing or sending any material that is obscene. *
- Threatening or harassing library staff or patrons.
- Downloading or installing any harmful programs defined as, but not limited to: spyware, viruses, Trojans, malware, or any other illegal utility on any computer.

****VIOLATING POLICIES CAN RESULT IN LOSS OF PRIVILEGES AS FOLLOWS:**

- First violation, loss of computer privileges for the day.
- Second violation, loss of computer privileges for three days.
- Third violation, loss of computer privileges for seven days.
- Fourth violation, loss of computer privileges for thirty days.
- Fifth violation, loss of computer privileges for sixty days.

Violations beyond this will result in loss of computer privileges for six (6) months.

Printing

Print copies are \$0.30 per page.

*The definition of obscenity is available in print at the reference and circulation desks or online at <https://statutes.capitol.texas.gov/Docs/PE/htm/PE.43.htm>

SUBJECT: Library Services
Internet Use Policy

PUBLIC SERVICE 100.06

PURPOSE: To provide guidelines for Internet use.

POLICY: Corpus Christi Public Libraries provide Internet service free and equally to all library users. Wi-Fi accessibility is also available to users who have their own personal devices. The Internet is a global entity with a highly diverse user population; library patrons use it at their own risk. Internet users should be aware that not all sources on the Internet provide accurate, complete or current information. While most of the information accessed can be valuable and enlightening, the user may also find materials that are controversial, unreliable, personally offensive, or illegal under U.S. law. Provision of Internet service does not imply that the Corpus Christi Public Libraries endorse or approve of any material accessed.

Parents or guardians, not the library or its staff, are responsible for the Internet information selected and/or accessed by their children. It is recommended that parents monitor their child's Internet use in the library, whether using the library's computers or their own laptops. Because there is no age requirement for using PCs in the library, and because no filtering software is 100% effective, parents are advised that objectionable material could still be accessible. For information on child online safety, go to www.safekids.com.

Viewing, printing or sending any material that is obscene is illegal.*

§43.22 of the *Texas Penal Code* prohibits the intentional or knowing display of an obscene photograph, drawing, or visual representation, while being reckless about whether a person is present who will be offended or alarmed by the display. An offense under this section is Class C misdemeanor.

§43.24 of the *Texas Penal Code* prohibits the display of harmful material, defined in the law similarly to indecent material under federal law, if the displayer is reckless about whether a minor is present who will be offended or alarmed by the display.

For more information, see the complete text of Sections [43.22](#) and [43.24](#) of the Texas Penal Code.

Corpus Christi Public Libraries reserve the right to suspend a patron's privilege to use the Internet due to illegal or unethical use of the Internet or for any other violation of policies or guidelines.

SUBJECT: Library Services
Social Media

PUBLIC SERVICE 100.07

PURPOSE: To engage and be more accessible to the community and to our patrons, the library participates in social media to promote the Library's services and resources.

POLICY: Corpus Christi Public Libraries (CCPL) selects carefully chosen social media tools as an important enhancement to communication, collaboration, and information exchange between CCPL staff, library users and the general public. The Library recognizes that new tools will emerge which have useful application in the library setting; therefore, this policy addresses social media in general.

Comments and postings by participants other than library staff moderators do not necessarily reflect the official position of CCPL or its staff. Social networking includes but is not limited to formats such as instant messaging, text-based posts, discussion lists, websites, and social network pages.

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, unless granted permission by users. Users should be aware that third party sites have their own privacy policies and should proceed accordingly. Users may remove their account/profile at any time from social networking sites.

The Library reserves the right to monitor content on all of its social networking sites and to remove messages or postings containing the following:

- Copyright violations.
- Political or religious messages.
- Off topic comments or material deemed inappropriate. Commercial material/spam.
- Duplicated posts from the same individual.
- Obscene, threatening, libelous or inappropriate comments. Photos or images.

SUBJECT: Library Services
Meeting Room

PUBLIC SERVICE 100.08

PURPOSE: To facilitate reservation and use of meeting rooms by non-profit clubs, organizations, and groups.

POLICY: In keeping with its mission of promoting educational, cultural, and recreational goals for its community, the Library offers free meeting rooms to non-profit clubs, organizations, and groups.

- A. Meeting rooms may be reserved only by CCPL card holders, 18 years or older, with a card in good standing.
 - a) The responsible card holder shall not transfer its space or reservation.
 - b) Any expenses incurred by a group using the rooms will be the card holder's responsibility.
 - c) All attendees must comply with Patron Conduct Policy 100.16.
- B. All meetings, programs or exhibits must be open to the public, Library staff and City employees.
 - a) No fees, dues or donations for any meeting, program or exhibit may be charged or collected; this includes fees, dues or donations requested offsite.
 - b) Meeting rooms may not be used for private social functions, presentations, commercial activities, political rallies/campaigns or for any engagement which requires the collection or exchange of funds or fundraising on Library premises.
 - c) No solicitations of any kind are permitted, exceptions may apply when sponsored by the Library.
- C. Library/City related or sponsored meetings and/or activities have priority.
- D. Reservations (based on availability, or group size):
 - a) Library reserves the right to cancel or modify a reservation if meeting room is needed by Library/City.
 - b) Application must be submitted at the library location where the meeting will be held at least 7 business days in advance of the date needed.
 - i) Must be renewed every 60 days.
 - ii) Must be submitted Monday-Friday during operating hours at the public service desk.
 - iii) Submitting an application does not constitute a confirmed reservation.
 - iv) Reviewed, approved, or denied by Branch Manager or designee within 72 hours Monday-Friday (excluding Holidays).
 - c) May not be made more than 60 days in advance of the requested date.
 - i) No more than twice in 30 days.
 - d) Will not be available during June/July due to Summer Reading Programs.
 - e) Must be scheduled during normal operating hours.
 - f) Must be vacated 30 minutes before the library closes.
 - g) Will be revoked if the Library determines in its sole discretion that the use is not in compliance with Library policies.
 - h) Will be considered cancelled after 15 minutes of a "no show."
 - i) Will not be accepted for six months after the 2nd "no show."
 - j) Please consider set-up time when making reservations.
- E. Setup:
 - a) Prior inspection of a particular room is suggested to determine its suitability.
 - b) Cardholder is responsible for setting up, rearranging, and taking down tables and chairs, per ADA and Fire Code.
 - c) Seating capacity depends upon room arrangement.
 - d) Attendance and seating capacity are limited by City Fire Code.
 - e) Cardholder is responsible for ensuring that attendance does not exceed the maximum occupancy.
 - f) Tables and chairs are available at each location.
 - g) The library does not furnish equipment, refreshments, services, or supplies.

F. Room use:

- a) Meeting rooms must be left clean, in good repair and in the same condition as found. Trash should be picked up and put in receptacles.
- b) Library cardholder will be responsible for cost of any damage to library property and may lose the privilege of using meeting rooms in the future.
- c) Light refreshments (coffee, soft drinks, cake, cookies, etc.) may be served.
- d) Alcoholic beverages, smoking, vaping, and open flames are not permitted.
- e) The Library is not responsible for equipment, supplies or materials left behind.

G. Publicity concerning the program:

- a) Sponsorship must be clear and contact information (telephone number and email) of the sponsoring group should be included in the publicity.
- b) Any publicity must include the disclaimer: "This event is not sponsored by the Corpus Christi Public Libraries or the City of Corpus Christi."
- c) The Library will not promote programs that are not Library sponsored.
- d) Groups should inform the Library if their program is being advertised through media outlets as the Library may receive calls regarding the program.

H. Professional Educator:

- a) May use a library meeting room to provide an educational program related to their field of expertise and must be open to the public.
- b) During such a program or in the future, no attempt may be made to sell any products or services.
- c) May not hand out business cards or brochures promoting any business, product, or service.
- d) May not solicit personal information (names, addresses, phone numbers, etc.) from the program participants, either as part of a pre-registration process or during the program itself.

I. Denials and Loss of Privileges:

- a) Library Director/Branch Manager may deny application for a particular meeting room if its intended use disrupts the normal use of the Library. Disruptions may include excessive traffic through common areas of the Library, distracting visual or sound effects, or use that attracts attendees in excess of meeting room limits.
- b) Failure to comply with the rules may lead to immediate termination of the meeting, exclusion of individuals from library premises pursuant to the rules, and/or loss of future meeting room use privileges.

J. Cancellations:

- a) Cancellations of reservations by groups should be made at least 24 hours in advance of the meeting date.
- b) In the event that a reserved meeting room is needed for a Library event, the Library will notify the applicant of cancellation with as much notice as possible in advance of the meeting.

MEETING ROOM CAPACITY:

La Retama Central

La Retama Room	60	Auditorium style
	45	With tables
Conference Room	25	Auditorium style
Board Room	16	Conference table

Dr. Clotilde P. Garcia

Meeting Room	30	Auditorium style
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Ben F. McDonald

Meeting Room	45	Auditorium style
	25	With tables

Janet F. Harte

Meeting Room	50	Auditorium style
Patio Area	25	Patio tables & chairs

Owen R. Hopkins

Meeting Room	45	Auditorium style
Conference Room	6	Conference table

SUBJECT: Library Services
Library Programs

PUBLIC SERVICE 100.09

PURPOSE: To provide library programming to the community

POLICY: The Library supports its mission of connecting people with the world of ideas and information by developing and presenting programs that provide additional opportunities for information, learning, and entertainment. Programming is an integral component of library service that:

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

Ultimate responsibility for Library programming rests with the Library Director who delegates the management of programming to the Branch Managers and Youth Librarians. The following criteria are used in making decisions about programs:

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

In addition, the Library draws upon other community resources in developing programs and actively partners with other community agencies, organizations, educational and cultural institutions, or individuals to develop and present co-sponsored public programs. Professional performers and presenters that reflect specialized or unique expertise may be hired for library programs; performers and presenters will not be excluded from consideration because of their origin, background, or views, or because of possible controversy. Library staff who present programs do so as part of their regular job and are not hired as outside contractors for programming. All library programs are open to the public. The Library's philosophy of open access to information and ideas extends to library programming, and the library does not knowingly discriminate through its programming. Library sponsorship of a program does not constitute an endorsement of the content of the program or the views expressed by participants; program topics, speakers and resources are not excluded from programs because of possible controversy. Registration to attend a program may be required due to limited space. Programs may be held on site or off site.

SUBJECT: Library Programs
Library Tours and Class Visits

PUBLIC SERVICE 100.10

PURPOSE: To ensure that library tours are available for classes and groups

POLICY: Library staff will provide library tours for classes and other groups to the extent that they not place constraints on the normal operation of library services. The duration of a library visit is between 30 to 45 minutes. A minimum of two weeks is necessary to schedule a tour. The teacher must complete a *Visit Confirmation Form*.

Class Tours

- a) Tours for students in grade 7 and above will be conducted by appropriate public service staff.
- b) Tours for students in grade 6 and below will be conducted by youth division staff. Exceptions will be made by the director's designee or managing librarian.
- c) Staff may relate field trip to educational curriculum although general tours are given.
- d) A teacher must accompany the class during the tour. Additional adult supervision should accompany any group over ten students, a minimum of one adult per ten students is advised.
- e) It's recommended that a tour group not exceed thirty-five (35) students.
- f) Tours will not be scheduled on Friday, Saturday, or any other day or time of day when adequate number of staff are not available or as determined by the Director's designee.
- g) If library cards are to be issued at the time of the tour, the teacher should visit the library prior to scheduled visit to obtain *School Outreach & Class Tour Public Library Limited Youth Card Applications*. The teacher should return completed applications at least two (2) weeks before the scheduled visit. Youth library card applications must be signed by a parent or legal guardian.
- h) No later than one week before the class visit, the teacher should consult with the appropriate staff member to confirm tour and complete a *Visit Confirmation Form*.

General Tours

- a) Non-class tours of groups under the age of 13 will be scheduled and conducted by the youth librarian.
- b) Non-class tours of groups age 13 and older will be scheduled and conducted by the managing librarian.
- c) Non-class tours at La Retama Central Library will be scheduled by the Library Director and will be conducted by library staff.
- d) If possible, the tour should relate to a library activity or interest.
- e) Number of persons in the tour may not exceed thirty-five (35).
- f) General tours will not be scheduled on Friday, Saturday, or any other day or time of day when adequate number of staff are not available as determined by the Library Director.

(Updated 11/07/2024)

SUBJECT: Library Services
Exhibits/Displays

PUBLIC SERVICE 100.11

PURPOSE: To establish guidelines for exhibits and displays.

POLICY: Library staff is solely responsible for creating, developing and/or approving library exhibits or displays. Library staff may from time to time solicit outside exhibits. The library, however, assumes no liability for damages to or theft of any privately-owned materials, art or artifacts unless specified and mutually agreed upon in writing.

The Janet F. Harte Public Library houses the Noel McArdle Gallery which offers exhibit space for local and regional artists. For information, contact the library at (361) 826-2310

SUBJECT: Library Services
Bulletin Boards

PUBLIC SERVICE 100.12

PURPOSE: To establish guidelines for authorizing public bulletin board notices or announcements.

POLICY: Bulletin boards are used mainly for library purposes. Limited space is available for civic, historical, cultural, social or educational events by nonprofit groups. Permission to post notices will be granted by the library director or branch manager.

SUBJECT: Patron Guidelines
Privacy and Confidentiality

PUBLIC SERVICE 100.13

PURPOSE: To inform Library patrons of confidentiality guidelines followed by Corpus Christi Public Libraries.

POLICY: Confidentiality of Library Records

Confidentiality of library records is directly related to the ability of citizens to use library materials and pursue information without fear of intimidation. Texas Government Code Title 5 Section 552.124, Public Information, prohibits the disclosure of library records that identify a person who requests, obtains, or uses library materials or services unless:

- a) The records are released to the person to whom the information relates to, or to that person's authorized representative, or
- b) Disclosure is reasonably necessary for the operation of the library, and the records are not confidential under other state or federal law, or
- c) A law enforcement agency or prosecutor obtains a court order or subpoena for the records by claiming that the records are necessary to protect the public safety or that the records are evidence of an offense or that they constitute evidence that a particular person committed an offense.

Examples of Information the Library Collects About You

- a) Your name and residential address. This information is required before a library card can be issued.
- b) Records of the items you currently have checked out and the items you have on hold.
- c) Records of items you have overdue and items you have returned late or damaged.
- d) Records of any fines and fees you owe.
- e) Records of people and organizations who use the library meeting room facilities.

How the Library Protects Your Confidentiality

- a) Retains only that personal information necessary to deliver library services and maintain control of library property.
- b) Eliminates confidential information from public access and verifies your identity during telephone transactions.
- c) Purges electronically or manually shreds data in accordance with the state retention schedules.
- d) Releases account information only to the account holder or to that person's authorized representative, including the adult responsible for a child's card.
- e) Does not share, sell, or lease your personal information to any commercial or nonprofit entity that is not affiliated with the library.
- f) Ensures that its third-party contractors and service providers adhere to its confidentiality policies.
- g) Regularly removes Web history, cached files, and other computer and Internet use records.
- h) Does not share with third parties or private or public agencies any information about library users, the materials they check out, the information they seek, or the services they use, unless required to do so under the provisions of the Texas Government Code or the U.S.A. Patriot Act.
- i) Denies all requests from third parties for records containing personal information and refers such questions to the Director when necessary.
- j) The Director consults with the City Attorney before determining the proper response to any request for records.

What You Can Do to Help Protect Your Privacy

- a) Protect your account number, library card, and PIN (Personal Identification Number).
- b) Use care when allowing others to use your library card. Use care in the use of your child's card.
- c) Return materials on time.
- d) Notify us immediately if your library card is lost or stolen.
- e) Use care when accessing or inputting any kind of personal information on the library's computers.
- f) Be sure to log out of any secure sites you have visited.
- g) You are entitled to review your personal information and are responsible for keeping it up to date. Inform the library if your name, address, or contact information changes.
- h) Questions or concerns about your privacy and confidentiality rights may be filed in writing with the Library Director.

Corpus Christi Public Libraries support the principles of intellectual freedom described by the American Library Association's Library Bill of Rights and Freedom to READ.

SUBJECT: Patron Guidelines
Volunteers

PUBLIC SERVICE 100.14

PURPOSE: To provide volunteer opportunities to the community

POLICY: Library volunteers must comply with City policies and must complete all required placement forms. Volunteers over the age of 18 must be willing to submit to a background check and commit to at least a six-month period. Individuals volunteering for one-time special events are not required to submit to a background check. Court appointed volunteer service is not available . Minors 14 and over are eligible to participate in the volunteer program with guardian signature and approval.

Upon approval volunteers will be required to attend a library orientation session. For more information, please contact the volunteer liaison at any local library or visit us online.

SUBJECT: Patron Guidelines
Patron Comments and Request for Reconsideration of Material

PUBLIC SERVICE 100.15

PURPOSE: To provide patrons a means for submitting comments and requests for reconsideration of library materials.

POLICY: A complaint made by a library patron concerning library facilities, services, materials or exhibits will be treated courteously and professionally. Staff will treat a complaint as a legitimate expression of dissatisfaction and respond appropriately while complying with all library policies. A patron may submit a written complaint/comment using the *Customer Comment Form*.

Patrons may challenge the inclusion of any book, periodical, or electronic media in the library's collection. The patron must complete a *Request for Reconsideration* form. The Library Director will respond in writing. The patron may ask the Library Board for its opinion if not satisfied with the Library Director's decision. A final challenge can be made to the City Manager or his designee if the patron is not satisfied with the Board's opinion. Note that the Library Board is advisory, and its opinion is not binding but a collective opinion.

SUBJECT: Patron Guidelines
Patron Conduct

PUBLIC SERVICE 100.16

PURPOSE: To provide patron with guidelines on appropriate behavior in the Library.

POLICY: To protect the rights of individuals who are in the library to use materials or services, to assist staff members in conducting library business efficiently, and to preserve library materials and facilities. The library is open to any who choose to use it. Care is taken to create and maintain an atmosphere that is comfortable, safe, and enjoyable for all library users. The library has a policy of zero tolerance for threats, harassment and/or acts of violence. Library staff will intervene in situations that: are perceived dangerous to persons or library property, interferes with the rights of others, creates unhealthy or unsanitary conditions, constitutes disturbing or inappropriate uses of the Library and/or that involve the commission of illegal acts. Individuals not complying with the guidelines listed below will be asked to leave the Library; if necessary Corpus Christi Police will be called for assistance. **Refusal to comply may result in banning from Library premises.**

Actions prohibited on library premises include, but are not limited to:

- Bathing, shaving and/or washing clothes. Sleeping or napping on library premises.
- Blocking of aisles with personal items or leaving such items unattended on library premises. Such items left unattended on library premises will be discarded.
- Bringing bedrolls, oversized backpacks, duffle bags, suitcases, large bulky items or items inappropriate in a library environment. See below for exceptions. Such items left on library premises will be discarded.
- Bringing in blankets, sheets, towels or other items not appropriate in a library environment. This includes the wearing of such items inside the library in lieu of sweaters, jackets, coats or other clothing apparel. Such items left unattended anywhere on library premises will be discarded.
- Bringing in outside food or drinks. See exception below.
- No food or drinks are allowed in Local History/Genealogy room, NO EXCEPTIONS.
- Bringing animals into the library, unless they are service animals.
- Defacement of library material, property or building.
- Inappropriate use of library computers or Internet, including viewing of pornography: see 100.06.
- Leaving children unattended.
- Loud, disruptive conversations whether face to face or while on a cell phone.
- Loud or disruptive noise.
- Monopolizing/obstructing space, seating, tables or equipment to the exclusion of others. Hovering over individuals.
- Moving or rearranging of furniture without the consent of the library staff.
- Offensive or pervasive odor that constitutes a nuisance to others.
- Possessing, selling, distributing, consuming or being under the influence of alcohol or a controlled substance.
- Removing Library material from the Library without checking them out.
- Skating, roller blading or bike riding on library property. Bikes must be secured on bike rack. See exception below.
- Smoking in or within 120 feet from Library building (electronic cigarettes included).
- Stalking, following or propositioning patrons or staff.
- Sexual misconduct such as exposure, inappropriate touching, or any excessive public display of affection.

- Taking library material into restrooms.
- Using profane, obscene, or abusive language; racial and ethnic epithets.
- Using furniture or equipment in any manner other than that for which it is meant for or in manner that may cause damage. This includes but is not limited to the placing of items, feet or legs on furniture or equipment.
 - Adults may enter the children and teen areas to look for books and other material but may not stay in the children or teen area without a child or teen present under their care.
 - Use of Local History\Genealogy room is for research purposes only. Individuals must be conducting research in one of these areas: Corpus Christi history, Texas history or Genealogy. The Library reserves the right to ask individuals who are not actively conducting research in one of these areas to leave the room. Internet and public seating are available on the first floor. No food or drinks allowed in the Local History/Genealogy room, no exceptions.

The following is allowed:

- Assistive devices are permitted on library premises; however, guidelines regarding prohibited actions and items still apply. For example, multiple grocery bags, blankets, oversized backpacks or other items will not be permitted, non-compliance will result in patrons being asked to leave premises.
- Patrons may bring in one student size backpack (17 x 12 x 8), one grocery bag. Multiple items are not acceptable.
- Patrons may have water or non-alcoholic beverages, in closed containers in designated areas, as long as the person uses caution to prevent spills.
- Patrons may eat or drink vending machine items at locations which have vending machines in place. Food and drink items for infants and toddlers are allowed. Areas should be kept clean, and trash disposed of properly.
- Patrons may eat or drink, non-alcoholic beverages, in approved meetings or functions. Areas must be kept clean.
- Patrons may bring skateboards, used as transportation, into the building as long as items are placed out of the way in order to prevent accidents.

The Library does not accept or assume responsibility for personal belongings.

The Library does not accept or assume responsibility for unattended children. Police may be notified of unattended children at closing. (See Policy 100.17)

The library reserves the right to dispose of items being used for shelter on library premises. The library reserves the right to dispose of items in lost and found not collected within two weeks. The library reserves the right to inspect all backpacks, bags, briefcases, and purses for library materials. The library reserves the right to request that a patron leave the library if they are dressed inappropriately. Shirts/blouse/pants and footwear must be worn at all times.

SUBJECT: Patron Guidelines
Unattended Children and Adults with Functional Needs

PUBLIC SERVICE 100.17

PURPOSE: To define process when patrons are unattended/unsupervised at the library.

POLICY: Children and adults with functional needs should not be left unsupervised and must be accompanied by a responsible person. The Corpus Christi Public Library strives to provide a warm, welcoming and safe environment conducive to lifelong learning for patrons of all ages. Sharing this environment with other people requires that everyone follow the Patron Behavior Guidelines established by library.

The Library encourages everyone to use its facilities and services. While the library is concerned for the safety of all children and adults with functional needs in and around library facilities, the library does not act in *loco parentis* (in place of parents). A parent, legal guardian, teacher, custodian or caregiver is responsible for monitoring the activities and managing the behavior of children and adults with functional needs during their library visits. Parents/legal guardians are responsible for their children/adults with functional needs safety and behavior while in the library or on library property and will be held responsible for damage to library property caused by children/adults with functional needs. Library employees have many duties and do not serve as a substitute for daycare or babysitting.

The library does not provide the degree of supervision that young children need.

As supported by Texas Penal Code 22.041, the Corpus Christi Police department may be called if a child below age 15 is not accompanied by an adult or older sibling. Situations of neglectful supervision as described in Texas Family Code 261.001 will be reported to Texas Department of Family and Protective Services.

SUBJECT: Library Use Privileges

CIRCULATION 200.00

PURPOSE: To facilitate the use of the library.

POLICY: In-house use of library services is available to anyone who complies with appropriate standards of public behavior. A library card is required to borrow materials, use library computers, interlibrary loan services, and to access e-content from a remote non-library location, such as home or office. A guest pass for computer use will be issued to individuals visiting the city.

SUBJECT: Library Card Registration

CIRCULATION 200.01

PURPOSE: To encourage the use of library materials through library card registration.

POLICY: Anyone may register for a library card by presenting valid identification that includes a residential address.

Patrons 18 years of age and older must provide photo identification to verify identity. Patrons 18 and older must agree to take a photo which will be placed in their patron record. Resident library cards must be renewed every two years

Patrons 17 and under may register for a library card. Parent or legal guardian must provide proof of identity, residency, and one of the following for the child: birth certificate, immunization record, insurance card, current year school enrollment (report card) or school identification, Ident-A-Kid, military ID provided to family members, or social security card (number will not be recorded). Any other documents require library director or designee approval.

A Limited Use card is available to local residents who cannot provide proof of residency. Limited use status can be converted to regular use status when required documents are provided.

A patron with a Limited Use card will be entitled to check out one book, use library computers, and will have access to e- resources. No audiovisual materials will be checked out on a Limited Use card.

A Limited Use card may be available under specific requirements to residents 17 and under. A parent/guardian must sign the application and is responsible for a minor's Limited Use card.

PURPOSE: To identify categories of authorized library borrowers.

POLICY: All library patrons must present a library card or photo ID to borrow library materials. A library card is also required to use library computers. A library user, who does not have their library card with them, may obtain their card number if they provide proper photo identification. If patron does not provide proper photo identification, staff may verify patron with photo on library record. A guest pass for computer use will be issued to individuals visiting the city.

Should adult patrons allow other individuals (including minors) to use their library card to check out library materials, an authorization form must be on file. (See Policy 200.22)

Patron designations are as follows:

Corpus Christi Resident

Non-Resident (annual fee of \$25 or simi-annual fee of \$12.50)

Limited Use Resident

Minor Resident

Minor Non-Resident (annual fee of \$25 or simi-annual fee of \$12.50)

Institutional Borrower Staff

SUBJECT: Patron Designations
Corpus Christi Texas Resident

CIRCULATION 200.03

PURPOSE: To facilitate library use privileges for Corpus Christi residents.

POLICY: Any Corpus Christi resident may register for and receive a free library card by completing a library card application and presenting identification that includes a local residential address. Patrons 18 or older must agree to take a photo that will be placed in their patron record.

Identification must be a current, government ID or a current student photo ID issued by a school within Corpus Christi. If the photo ID does not include a current address any one of the following may be used to establish residency along with the photo ID (exception: Corpus Christi school IDs do not need to show proof of residency):

Texas Department of Public Safety Identification or Driver's License

Military identification

Verifiable long-term lease (6 weeks or more)

Rental or condominium complex

Trailer Park

Leasing agent or landlord

Telephone, cell phone, cable, water, electric, or gas bill

Voter's Registration card

Educational College or University within Corpus Christi

Automobile insurance card

Medicaid/Medicare letter, Veterans Administration (VA) card, or health insurance card with patron's local address

U.S. resident card for resident alien with current mailing address

Tax appraisal letter or verification on Nueces County Appraisal District website

Others as approved by Director or designee

A resident is defined as anyone who resides within the city limits or is included in any of the following categories:

- (1) Members of the armed forces (and their dependents) stationed
 - i. within the City limits
 - ii. Coast Guard Station, Port Aransas, Texas.
- (2) Temporary residents residing within the City limits for six (6) weeks or more.
- (3) Students currently enrolled at
 - i. Texas A&M University-Corpus Christi
 - ii. Del Mar College; and
- (4) Non-residents who own real property within the city limits.

Residency established by Ordinance no. 029161 adopted 7/26/2011

SUBJECT: Patron Designations
Minor Resident

CIRCULATION 200.03.1

PURPOSE: To facilitate library use, privileges for minors and establishing parent or legal guardian responsibility. Minor is defined as anyone under the age of eighteen (18).

POLICY: A library card is available to all minors through age 17. A Parent or legal guardian must sign and assume full responsibility for the library card. Signatures indicate an acceptance of responsibility for:

- i. The minors use of all library resources, including access to the Internet.
- ii. Supervision of the minor's choice of materials.
- iii. Return of all materials when due.
- iv. All losses and damages to materials borrowed.
- v. Fees or fines incurred

Parent or legal guardian must provide their current government photo ID with proof of residency, or their current student photo ID issued by a school or educational institute within Corpus Christi. The parent or legal guardian must also provide one of the following that has the minor's name: birth certificate, immunization record, insurance card, current year school enrollment (report card) or school identification, Ident-A-Kid, military ID provided to family members, or social security card (number will not be recorded). *If the documentation provided for the minor is a student photo ID or school enrollment for a school within Corpus Christi, the parent or legal guardian does not also have to provide proof of residency for the minor card.* Any other documents require library director or designee approval.

A Limited Use card may be issued through school visit or school "signup drive" based on the *School Outreach & Class Tour Public Library Limited Youth Card Applications* completed and signed by parent or legal guardian and verified by the school.

A minor with a Limited Use card will be entitled to check out one book, use library computers, and will have access to e-resources. No audiovisual materials will be checked out on a Limited Use card. Limited use status can be converted to regular use status when required documents are provided.

Emancipated minors must provide court order documentation. If unable to provide such documentation a Limited Use card can be issued to them and their dependents, upon approval of Library Director or Designee.

Only the parent or legal guardian who signed the application and is listed as the responsible party for a library card is permitted to access account information. Guarantors will need to present their photo ID, and if available, the youth library card to check out materials or access youth account information at the circulation desk.

Two parents or legal guardians living in the same household can be placed on the same minor card as the responsible guarantor. If one parent or legal guardian has already accepted responsibility for a minor's card, the responsible parent or guardian is required to give permission to add the second parent or legal guardian to the same card. Each parent or legal guardian accepting responsibility will be required to provide the necessary documents. A parent or legal guardian sharing responsibility for a minor card may choose to remove their name from the account if it is clear from fines, fees, and material. They may fill out a new application to create a minor card as a separate responsible guarantor.

A minor may have a separate account for each responsible parent or legal guardian living in separate households. Each parent or legal guardian accepting responsibility will be required to provide the necessary documents.

(Updated 11/07/2024)

SUBJECT: Patron Designations
Limited Use Corpus Christi Resident

CIRCULATION 200.04

PURPOSE: To authorize limited use privileges for anyone using the library.

POLICY: The library will permit any city resident to register for a Limited Use card that cannot provide proof of local residency. Patrons 18 or older must agree to take a photo that will be attached to their patron record.

A patron with a Limited Use card will be entitled to check out one book, use library computers and will have access to e-resources. No audio-visual materials will be checked out on a Limited Use card.

Limited Use status can be converted to regular use status when proof of local residency is provided. A patron 18 or older must sign the library card application in the presence of staff.

SUBJECT: Patron Designations
Non-resident

CIRCULATION 200.05

PURPOSE: To facilitate library use privileges for non-residents.

POLICY: For an annual fee of \$25 (semi-annual fee of \$12.50), non-residents may obtain a library card with the same privileges as residents. Nonresidents temporarily residing in the city six weeks or more are regarded as residents with the same privileges as residents and are not required to pay nonresident fee.

Must provide government-issued photo identification showing current address.

[Patrons paying property taxes in Corpus Christi **are not required to pay non-resident** fee. Patron must provide tax appraisal letter as proof or staff can verify information in Nueces County Appraisal District website. See Policy 200.03 for Corpus Christi Resident Cards]

PURPOSE: To facilitate library use privileges for Non-resident minors and establishing parent or legal guardian responsibility. Non-resident minor is defined as anyone under the age of eighteen (18). For an annual fee, non-residents may obtain a library card with the same privileges as residents.

POLICY: A library card is available to all non-resident minors through age 17. A Parent or legal guardian must sign and assume full responsibility for the library card. Signatures indicate an acceptance of responsibility for:

- i. The minors use of all library resources, including access to the Internet.
- ii. Supervision of the minor's choice of materials.
- iii. Return of all materials when due.
- iv. All losses and damages to materials borrowed.
- v. Fees or fines incurred

One of the following documents must be provided for non-resident patrons 17 years of age and under: birth certificate, immunization record, insurance card, current year school enrollment (report card) or school identification, Ident-a-Kid card, military ID provided to family members, social security card (number will not be recorded). Any other documents require library director or designee approval.

Only the parent or legal guardian who signed the application and is listed as the responsible party for a library card is permitted to access account information. Guarantors will need to present their photo ID, and if available, the youth library card to check out materials or access youth account information at the circulation desk.

Two parents or legal guardians living in the same household can be placed on the same minor card as the responsible guarantor. If one parent or legal guardian has already accepted responsibility for a minor's card, the responsible parent or guardian is required to give permission to add the second parent or legal guardian to the same card. Each parent or legal guardian accepting responsibility will be required to provide the necessary documents. A parent or legal guardian sharing responsibility for a minor card may choose to remove their name from the account if it is clear from fines, fees, and material. They may fill out a new application to create a minor card as a separate responsible guarantor.

A minor may have a separate account for each responsible parent or legal guardian living in separate households. Each parent or legal guardian accepting responsibility will be required to provide the necessary documents.

SUBJECT: Patron Designations
Institutional Borrower

CIRCULATION 200.06

PURPOSE: To facilitate the use of library circulating materials, through the authorization of institutional borrowing privileges.

POLICY: The principal administrator of a business, corporation, school, daycare, or residential/long-term care facility may register for an institutional borrower's card. Registration is activated by completing an institutional borrower's application and returning it to library administration for library director approval.

When the library card is received, the applicant must sign library card application affirming the institution's agreement to "accept responsibility for all items borrowed on this card," including overdue fines, lost or damaged items, and any other applicable fees. The card must be renewed annually by submitting a letter to administration from the principal administrator of the institution.

SUBJECT: Patron Designations
Residential Institutional Borrower

CIRCULATION 200.06.1

PURPOSE: To facilitate the use of library circulating materials through the authorization of institutional borrowing privileges where the institution will provide residents with library card.

POLICY: An institution such as a state school or long-term care facility may be linked to their own residents' individual accounts.

Institution must have Institutional Borrower card and provide library with list of residents.

Institution is responsible for informing library of any change of status of cardholders.

Institution agrees to "accept responsibility for all items borrowed on this card," including overdue fines, and lost or damaged items, and any other applicable fees.

SUBJECT: Patron Designations
Staff

CIRCULATION 200.07

PURPOSE: To authorize library privileges for staff.

POLICY: Library staff must possess a library card to borrow and use library materials. Library staff accounts are designated as Resident, regardless of residential address. Checkout periods may be extended if material is used for work related purposes.

PURPOSE: To encourage use of library resources by authorizing limited use cards for students who are part of a class visit.

POLICY: A teacher who schedules a class visit to the library may facilitate a student's effort to acquire a Limited Use card. The teacher must pick up, distribute, collect, review for completion, and return *School Outreach & Class Tour Public Library Limited Youth Card Applications* to the library no later than two weeks prior to a class visit. Exceptions can be made at the youth librarians' discretion. A student with a Limited Use card will be entitled to check out one book, use library computers and will have access to e-resources. No audio-visual materials will be checked out on a Limited Use card. Limited Use cards can be converted to minor Resident cards when required documents are provided.

(See Policy 200.03.1)

(Updated 11/07/2024)

SUBJECT: Borrowing and Use Privileges
Good Standing

CIRCULATION 200.09

PURPOSE: To inform patrons how to remain in good standing to maintain borrowing and use privileges.

POLICY: A patron is considered in good standing when **NONE** of the following conditions exist:

Has outstanding fees or fines of \$5 or more.

Has overdue materials.

Has returned checks due to insufficient funds.

Has interlibrary loan claims.

Has had borrowing privileges suspended or revoked by Library Director.

SUBJECT: Borrowing and Use Privileges
Materials Check Out Limits

CIRCULATION 200.10

PURPOSE: To establish total number of items a borrower may check out.

POLICY: Check out limits for specified item types are listed below.

LIMITED USE BORROWER (e-resources accessible)

ITEM TYPE	NUMBER
Book	1
Media	0

RESIDENT BORROWER, NON-RESIDENT, INSTITUTIONAL BORROWER
(select e-services are accessible)

ITEM TYPE	NUMBER
New Books	25
Books	Unlimited
Books On CD	25
CDs	25
New DVDs/Blu-Ray	5
DVDs/Blu-Ray	Unlimited
Honor Books	Unlimited
CloudLibrary e-materials	Unlimited
e-Magazines	Unlimited

SUBJECT: Borrowing and Use Privileges
Loan Periods

CIRCULATION 200.11

PURPOSE: To establish loan periods for specified types of circulating materials.

POLICY: Materials that circulate have the following designated loan periods:

ITEM	LOAN PERIOD
Books	14 days
Books On CD	14 days
Music CDs	14 days
DVDs/Blu-ray	14 days
Honor Books	Unlimited
ILL Items	14 days
Cloud Library eMaterial	14 days
e-Magazines	Unlimited

SUBJECT: Borrowing and Use Privileges
Renewals

CIRCULATION 200.12

PURPOSE: To extend the loan period of borrowed materials.

POLICY: Items on library accounts in good standing will automatically renew on their due date up to a maximum of four (4), 14-day periods. The following items are exempted from automatic renewals:

- Items on hold
- Interlibrary Loan items
- Items owned by Flour Bluff ISD

Items on hold for another patron must be returned by their due date. ILL renewals can be requested over the phone or in person. Flour Bluff ISD items must be brought into the Harte Library/Flour Bluff High School Library in person for renewal. Library card numbers and other personal identifying information are required when renewing by telephone. Patrons who want to continue to borrow items after they passed four renewals must bring their items and library card into the library to return and recheck their items.

Please see Library hours for each library location.

Renewals by email or voice mail will not be accepted.

Patrons can check the status of their material by visiting <https://corpustx.bywatersolutions.com/> and logging in with their library card number and password. Setting a secure password is strongly recommended.

Revised 08/14/2024

SUBJECT: Borrowing and Use Privileges
 Holds

CIRCULATION 200.13

PURPOSE: To establish a method for reserving an item that is not immediately available to a patron for check out.

POLICY: A patron may have up to 15 items on Hold at the same time. A Hold can be placed on any item with one of the following statuses:

- In
- Checked out
- Item being held
- In transit

A Hold **cannot** be placed on an item with a status of:

- Bindery
- Lost
- Damaged
- On librarian desk
- Mending
- Missing

Patron will be notified when the item is available by email or text.

SUBJECT: Borrowing and Use Privileges
Interlibrary Loan materials

CIRCULATION 200.14

PURPOSE: To provide access to library materials that are unavailable at Corpus Christi Public Libraries.

POLICY: Patron must possess a library card and be in good standing to request items. All formats except entire issues of periodicals may be requested. Resident and non-resident library cardholders must pay a fee of \$2.75 per item before material is ordered from a lending library.

Interlibrary loan requests from out of state borrowers will be required to pay a fee of \$15 fee per item, before material is ordered from the Corpus Christi Public Libraries.

Interlibrary Loan fee established by Ordinance no. 028695 adopted 12/13/2011

SUBJECT: Equipment
Public Use Typewriters

CIRCULATION 200.15

PURPOSE: To regulate the use of public typewriters.

POLICY: Public typewriters are available at the La Retama Central Library only. Patron must provide own supplies with exception of typewriter ribbon.

SUBJECT: Library Charges
Forms of Payment

CIRCULATION 200.16

PURPOSE: To establish forms of payment for library charges.

POLICY: Corpus Christi Public Libraries accept the following forms of payment:

Cash

Check (for exact amount only)

Credit or Debit Card (VISA, MasterCard, Discover, American Express)

Apple Pay and Google Pay

Online Payments

SUBJECT: Library Charges
Damaged Material

CIRCULATION 200.17

PURPOSE: To define financial responsibility for damaged material.

POLICY: An item will be declared damaged if it or any part of it is unusable. Patron is responsible for cost of item and any applicable fees. A patron returning an item that has been damaged will be billed for the cost on record. If there is no cost on record or indicated on the item, patron will be charged according to the default cost.

DAMAGED ITEMS

Materials cost or default cost (A processing fee of \$5 will be added to the price of items that are damaged beyond repair)

DEFAULT COST

Adult Hardback	\$20.00	Juvenile hardback	\$15.00	DVDs/Blu-Ray	\$20.00
Adult Paperback	\$10.00	Juvenile Paperback	\$ 7.00	Juv DVD/BR	\$15.00
Book On CD	\$30.00	Juv Book On CD	\$20.00		
Book with CD	\$20.00	Juv Book with CD	\$15.00		
Music CD	\$15.00	Reference Materials	\$30.00	Reading Club	\$10.00
Juvenile Music CD	\$10.00				
Theme Packets	\$25.00				

REPLACEMENT OF DAMAGED ITEM:

With approval of Library Director or designee, a patron may replace a damaged item in lieu of paying replacement charges if the following criteria are met:

1. The item is the same or preferably newer edition.
2. The item is the same format (hardback, paperback, etc.).
3. The item is in "like new" condition.

PURPOSE: To identify conditions for determining *lost* status and set guidelines for recovering cost for lost materials.

POLICY: An item with the status of “*Overdue*” will be converted to “Lost” after 37 days from the date it became “*Overdue*.” A patron whose record shows a “Lost” item or items must remit payment, along with any applicable fees for each item. If there is no cost on record or indicated on the item, patron will be charged according to the default cost.

The acceptance of items in “lost” status is up to the discretion of the librarian. No items will be accepted after one year from “Lost” status.

The Library Director, or designee, may waive all or part of fines or fees under extenuating circumstances. (See Waive Policy 200.25)

LOST ITEMS

Materials cost or default cost (A processing fee of \$5 will be added to the price of item.)

DEFAULT COST:

Adult Hardback	\$20.00	Juvenile Hardback	\$15.00	DVDs/Blu-Ray	\$20.00
Adult Paperback	\$10.00	Juvenile Paperback	\$ 7.00	Juv DVD/BR	\$15.00
Book On CD	\$30.00	Juv. Book On CD	\$20.00		
Book with CD	\$20.00	Juv Book with CD	\$15.00		
Music CD	\$15.00	Reference Materials	\$30.00		
Juvenile Music CD	\$10.00				
Theme Packets	\$25.00				

REPLACEMENT OF LOST ITEM:

With approval by Library Director or designee, a patron may replace a *Lost* item in lieu of paying replacement charges if the following criteria are met:

1. The item is the same or preferably newer edition.
2. The item is the same format (hardback, paperback, etc.).
3. The item is in “like new” condition.

SUBJECT: Library Charges
Fines

CIRCULATION 200.19

PURPOSE: To establish fines for items.

POLICY: Overdue fines will be calculated automatically from first day item becomes overdue and will include holidays and closed days. Items returned in book drops during a closed period will be checked in as of the last day the library was open. (*Book drops are maintained as a convenience for the patron and the patron remains liable for all materials deposited in book drops until such items are checked in by library staff. The library cannot guarantee the security of items deposited in book drops and will not waive charges on items claimed to have been stolen from book drops.*)

The maximum fine for an overdue item (*that has not gone to LOST status*) will not exceed actual replacement cost or original cost of the item, whichever is greater.

Library Director, or designee, may waive fines under extenuating circumstances (See Waive Policy 200.25). If there is no cost on record or indicated on the item, patron will be charged according to the default cost below.

Fines accrue as follows:

<u>OVERDUE ITEMS</u>	<u>AMOUNT</u>	<u>TIME</u>
All A/V materials/Kits	\$ 1.00	Per Day
Non A/V materials	\$.25	Per Day

Fines established by Ordinance no. 026907 adopted 7/25/2006

DEFAULT COST

Adult Hardback	\$20.00	Juvenile hardback	\$15.00	DVDs/Blu-Ray	\$20.00
Adult Paperback	\$10.00	Juvenile Paperback	\$ 7.00	Juv DVD/BR	\$15.00
Book On CD	\$30.00	Juv Book On CD	\$20.00		
Book with CD	\$20.00	Juv Book with CD	\$15.00		
Music CD	\$15.00	Reference Materials	\$30.00	Reading Club	\$10.00
Juvenile Music CD	\$10.00				
Theme Packets	\$25.00				

SUBJECT: Library Charges
Fees

CIRCULATION 200.20

PURPOSE: To establish a fee schedule for transactions other than fines.

POLICY: The following fees will be charged:

FEE TYPE	COST	Ordinance no.
Processing Fee for Lost/damaged items	\$5.00 per item	028695 adopted 7/20/2010
Overdue	25¢ per day/per item	029579 adopted 7/31/2012
Overdue Media	\$1.00 per day/per item	029579 adopted 7/31/2012
Copies	30¢ per page	15690 adopted 8/13/1980
Computer Printouts	30¢ per page	15690 adopted 8/13/1980
Replacement Card	\$2.00	029579 adopted 7/31/2012
Non-resident Fee	\$25.00 per year (\$12.50 per 6 months)	029161 adopted 7/26/2011
Interlibrary Loan	\$2.75	029328 adopted 12/13/2011

SUBJECT: Library Charges
Refunds

CIRCULATION 200.21

Date: 11/2016

PURPOSE: To identify conditions entitling patron to partial refund.

POLICY: A library patron is responsible for all materials checked out. The Library will accept a Lost item if the item is returned within a year from being declared Lost. The returned item will be treated as an overdue.

To receive a partial refund for a Lost item which was paid for, the item must be in good condition and returned within 60 days from date item was paid for. The \$5 processing fee will also be reimbursed. Overdue fees will be assessed up to half the cost of the item.

Receipts are required for all refunds, no exceptions. Refunds are not immediate as they will need to be processed through the City of Corpus Christi Central Cashiering.

SUBJECT: Library Procedures
Library Card Photo Policy and Authorization Policy

CIRCULATION 200.22

PURPOSE: A photo of patrons 18 years and older will be attached to patron's library account. This will reduce the ability of unauthorized individuals to use a patron's library card.

POLICY: Effective January 23, 2012 patrons 18 years of age and older will be required to have a photo in their library patron record. Anyone refusing to have their photo taken will be unable to check out library materials or use library computers.

Individuals wanting others to check out on their library account must complete an Authorization form. Authorization form must be approved by Branch Manager. Authorized users must present the ID that is on record and the library card of cardholder at checkout. Authorization is valid for one year and must be renewed each year. Parents or legal guardians wanting their minor children to use their library card must also fill out an Authorization form.

SUBJECT: Library Charges
Overdue Notices

CIRCULATION 200.23

PURPOSE: To encourage return of library material that is overdue and is accumulating fines.

POLICY: At checkout, staff will provide an itemized receipt of materials checked out with due date. As a courtesy an email notice or text will be sent to the card holder notifying them when items are past due if patron has provided an email address or phone number. **Fines will not be waived or reduced for patrons who claim not to have received a notice.** Patrons can check the status of their accounts online or by calling any location and providing their library card number. Patrons must keep contact information up to date on their account.

SUBJECT: Library Procedures
Integrated Library System (ILS) goes offline

CIRCULATION 200.24

PURPOSE: To continue basic library services when Integrated Library System (ILS) goes offline.

POLICY: The following circulation services and functions will be performed manually when the ILS goes offline.

- Check out (only with library card) will be limited to five items.
- Library cards will be issued with appropriate identification (See Policy 200.03) until the system is restored. New patrons will be permitted to checkout only one item.

Fines will not be collected until the system is operative. Overdue fines will be adjusted accordingly.
Manual records will be maintained for 30 days.

SUBJECT: Library Procedures
Waives

CIRCULATION 200.25

PURPOSE: Establish procedure for waives of fines and/or fees and who is authorized to approve a waive of fines and/or fees.

POLICY: Library fines and/or fees may be waived under extenuating circumstances. Staff will complete a waiver request form and submit it to their branch manager or designee, who will make a determination. If needed, the branch manager will send the request to the Waive committee, as established by the Library Director, for final decision. Patron will then be notified of the decision. No other staff member, other than those identified herein, is authorized to waive fines and/or fees.in

SUBJECT: Library Procedures
Claim Returns

CIRCULATION 200.26

PURPOSE: To establish a procedure for Claim Returns. Claim returns are items the patron claims to have returned but library has not cleared from record.

POLICY: When a patron claims to have returned an item still shown on their account, staff will follow procedure to check for item at each branch for one month from claim date. Staff will remind patron of agreement to “accept responsibility for all items borrowed on this card,” including overdue fines, and lost or damaged items, and any other applicable fees.

If item is found at any location by library staff, item will be checked in and any related fines cleared from patron’s account. If item is found by patron, patron is responsible for any overdue fines. If item is not located, item will go to Lost status and patron is responsible for all charges (See Policy 200.18)

SUBJECT: Local History
Archive Collection

LOCAL HISTORY 300.01

PURPOSE: Corpus Christi Public Libraries will collect, preserve and make available material that documents the history of Corpus Christi, Nueces County and immediate surrounding communities, not collected by other institutions.

POLICY: Material in the archives, some dating back to the late 1800s, was primarily acquired in the early 1900s through donations from area families. The collections consist of photographs, manuscripts, ledgers, diaries, business and personal correspondence, scrapbooks and minutes. Although the library does not actively seek to acquire collections it will accept donations if the material meets the following criteria. Material adds to our knowledge of the history and development of the area because of:

- a) The collector or owner of the material
- b) The subject
- c) The date
- d) Images over fifty years old will be accepted whether or not identified if it can reasonably be assumed that the subject pertains to Nueces County.
- e) Images less than fifty years old will be added based on the uniqueness and significance of the person, thing, place or event in the photograph, quality of the image and/or the significance of the photographer.

A Deed of Gift Form, which describes the material being donated, must be signed by the donor. The agreement serves to transfer any rights to the Library. Donors must understand that the material becomes the permanent property of the Library. Staff members are not authorized to appraise or otherwise place a monetary value on donations. Donors wishing to take income tax deductions must obtain an independent appraisal.

Collections consisting of artifacts, realia or other 3-dimensional objects, best suited to a museum, will not be accepted unless they are a small part of the overall collection. Also not accepted is material which is in poor physical condition, for example badly torn, moldy or water damaged material that is beyond repair. Donated material will be isolated until the collection is inspected for possible contaminants.

Preservation methods include but are not limited to scanning and digitizing material. The library does not have a trained archivist on staff; however, staff seeks expert advice on preservation methods and archival standards. Collections will be inventoried and housed in archival approved enclosures. Information on the collections is accessible through the library's online digital archives and the special collections inventory database.

The archive collections are non-circulating and can only be accessed by library staff. Material from the collections is available for private study, scholarship or research. Permission, from the library, is required when using material for publication. Archive material cannot be removed from the area designated by staff. Material must be handled with care and making markings of any kind is prohibited. Library staff may refuse to allow photocopying or handling of rare or fragile materials.

Reproductions from the Archive collection must be credited with the standard credit line: Courtesy of Corpus Christi Public Libraries. In authorizing the reproduction of works within its collection the Corpus Christi Public Libraries does not surrender its own right to publish or grant permission to others to do so.

Corpus Christi Public Libraries does not claim to control the copyright for material in its archives. The Library is not responsible for the improper or illegal use of any copies of materials from its archive collections. It is the

responsibility of the user to comply with the copyright law of the United States (Title 17, U.S. Code).

The archive collections are organized in the following categories:

General Photograph Collection:

The General Photograph Collection contains over 7,000 photographs, covering the development of Corpus Christi beginning in the late nineteenth century and continuing well into the twentieth century. With over twenty subject categories the photographs range from street scenes to the destruction left behind by hurricanes such as the 1919 hurricane and Celia which hit Corpus Christi in 1970.

Doc McGregor Collection

In 1929 Dr. John Frederick "Doc" McGregor (1893-1986) arrived in Corpus Christi with his family. Although a practicing chiropractor the need to supplement his income during the depression and his love of photography led him to open a small photography business in his home at 1015 N. Chaparral. As a photographer for the Caller and Times newspapers he documented the daily news and events of the city. The collection consists of more than 3,000 photographs documenting the history of Corpus Christi during the 1930s and 1940s. An agreement form must be signed when using photographs from this collection and the following credit line must be used: Photo by Doc McGregor, Corpus Christi Public Libraries.

Louis de Planque Collection

It is believed that photographer Louis De Planque, a native of Prussia, came to Mexico with Maximilian's army and eventually set up studios in Matamoros and Brownsville. He arrived in Corpus Christi in 1868 where he established his home and studio. Louis De Planque traveled throughout the South Texas region photographing people, places and events.

Individual and Family Collections

There are over eighty Individual and Family collections. Documents in these collections include, but are not limited to maps, photographs, correspondence, newspaper clippings, brief biographies, minutes, invitations, journals, diaries, scrapbooks, notes, postcards, church papers and family group sheets. .

These documents have proven an invaluable source for researching early Corpus Christi residents.

Postcard Collection

This collection consists of over 300 postcards documenting the history of Corpus Christi and Nueces County.

City and County Records

The Cities and Counties Collection contains over 3,000 records in 51 collections. Historical records for City departments, such as the Police and Fire department, events such as the 1919 Hurricane and organizations which have impacted the economy of the area such, as the Port of Corpus Christi, are collections found under this category. Documents include but are not limited to correspondence, business letters, programs, legal records, newspaper clippings, minutes, and photographs.

Clubs and Organizations

There are forty-nine collections in this category. The collections contain photographs, newsletters, clippings, programs, scrapbooks, minutes and correspondence related to Corpus Christi clubs and organizations.

DIGITAL ARCHIVES

The following criteria is used to identify the priority level of an item:

- a) Does the item have historical value pertaining to Corpus Christi, Nueces County or the South Texas Region?
- b) What is the condition of the item, if it is fragile is access to it at risk of being lost unless it is digitized?
- c) High use items should be digitized to provide greater access to researchers and minimize damage due to wear and tear.
- d) Priority will be given to items dated prior to 1950 and to rare and unique items.
- e) All photographs of scenes pertaining to the area will be digitized. Photographs of individuals, whether clearly identified or not, will be digitized.
- f) Rare books pertaining to local history and which are in the public domain will be digitized, whether they are made available online will be determined based on copyright. An example of book which will be digitized is "Education in Corpus Christi, Texas 1846-1900" by Gladys Gibbon, 1941.
- g) Only one copy of duplicate digital images will be inputted into the Digital Archives database; however, the record will indicate how many copies of the image exist in the collection.
- h) Sensitive material or material where copyright is in question may be digitized, for preservation purposes, but not placed online. An inventory record will be available through the Special Collections database.
- i) After selection process is complete item will be scanned at a 300-dpi resolution and saved as a JPEG/TIFF file. A Collection folder will be created and a copy of the file will be saved on an external hard drive and some images are also transferred to DVD/CDs. The digital image will be then be uploaded into Digital Archives.

Deed of Gift
Corpus Christi Public Libraries Archives
805 Comanche
Corpus Christi, Texas 78401
Transfer of ownership

I hereby donate the historical materials described below to the Corpus Christi Public Libraries for Local History Archives. I am the owner of these materials and now give and assign to the library, without restriction, the legal title, property rights, and all rights of copyright which I have in them, including the rights to reproduce, publish, and display the materials.

Provenance: History of ownership. Please write below who assembled, and how you came to be in possession of, this donation.

Disposition: Material in this donation which does not fit the Library's collection policy will be disposed of. Please indicate your preference below:

I wish to be notified of any materials that are not kept, and will retrieve these materials within three months of notification. Date donor is contacted _____.

I do not need to be notified before materials are disposed of.

Donor's name (please print) _____ Date _____

Address _____

Telephone Number _____ Email _____

Donation given on behalf of _____

Signature of Donor _____

Signature of Library Representative _____

Library Director

SUBJECT: Local History
Corpus Christi Reference

LOCAL HISTORY 300.02

PURPOSE: To acquire and make available material relating to Corpus Christi and Nueces County for research purposes.

POLICY: Corpus Christi Public Libraries will collect, preserve and make available material which documents the history of Corpus Christi, Nueces County and immediate surrounding communities, not collected by other institutions.

- A. The geographical area of concern is Corpus Christi and Nueces County. Material on other counties may be included because of boundary changes, migration and economic patterns and/or proximity.
- B. The Library will identify and acquire published and/or commercially available items which support the purpose of the collection.
- C. Other materials not available for purchase will be acquired through donation or copying with permission.
- D. Donated materials will be evaluated by the library staff to determine its value and appropriateness to the collection.
- E. There is no time limit on publication date of material; however, a greater selectivity is exercised on items published within the past fifty years because of the volume of material and the duplication of information.
- F. Subject content rather than standard selection criteria governs selection for this collection.
- G. Types of material added on a routine basis are:
 - 1) Published manuscripts. Includes most books published on local topics, general histories, biographies, histories of businesses, churches, schools, organizations.
 - 2) School yearbooks. Includes all school districts in Nueces County.
 - 3) Corpus Christi telephone and city directories.
 - 4) Corpus Christi Caller-Times. The primary newspaper in the county dating back to 1883, is maintained on microfilm. Newspaper clippings on subjects specific to Corpus Christi and Nueces County is maintained in a vertical file collection. A database of abstracts pertaining to births, deaths, marriage reports, divorces and early black history from 1883 to 1903 is accessible through an online database. The obituary index, which is also maintained online, currently dates back to the 1940s.
 - 5) Other newspapers may be added depending on:
 - i) Content. Must contain unique coverage of regional subjects. Unique coverage is defined as:
 - a) More extensive coverage of a limited subject or neighborhood (e.g. *Flour Bluff Sun*)
 - b) Coverage from a different point of view (e.g. *Corpus Christi Sun*)

- ii) Date. Coverage of regional subjects over a time period where *Caller-Times* or other local publications are lacking
 - iii) Other factors. The individual significance of the publisher, editor or purpose of publication will affect the decision to obtain or preserve a newspaper.
- 6) Maps
- a) Maps showing Nueces County in all or in part are acquired.
 - b) Street maps of Corpus Christi, showing land ownership, landmarks, and settlements which no longer exist and/or places which have changed names are important research tools.
- 7) Periodicals, advertising and other ephemera
Items will be examined and evaluated for historical significance and uniqueness of contents.
- 8) No fiction will be added unless the historical significance of the publication, content or author is such that inclusion will enhance the research integrity of the collection.

SUBJECT: Local History
Texas Reference

LOCAL HISTORY 300.03

PURPOSE: To acquire and make available research materials relating to Texas history, specifically South Texas.

POLICY: The collection will focus on the history and development of Texas with an emphasis on South Texas.

- A. The Texas Reference Collection primarily contains published manuscripts relating to the social and natural history of Texas.
- B. Published material on the history of South Texas and major reference works on Texas history in general are collected.
- C. Unpublished material will not be collected unless:
 - 1. Directly related to South Texas
 - 2. Of exceptional historical interest
 - 3. Contains information not available elsewhere
- D. Unpublished material will be retained in some form other than archival original such as photography, binding, microform, digital.
- E. Maps of the state before 1900 will be added. Others will be added only if they document the development of South Texas in a significant way.
- F. Microfilmed copies of nonlocal newspapers may be added on the basis of dates covered, the area of news coverage, and historical significance. Special consideration is given to newspapers which might document activity in the Corpus Christi area during periods not covered by the *Corpus Christi Caller-Times*.
- G. A collection of Texas County records is maintained on microfilm and microfiche.
- H. Free online resources will be evaluated and placed on the library's website. Subscriptions to online resources will be evaluated and obtained if funding permits.

SUBJECT: Local History
Genealogy Reference

LOCAL HISTORY 300.04

PURPOSE: To acquire and make available Genealogy resources and information for research purposes.

POLICY: The collection consists of national and international genealogical resources, with an emphasis on Texas and the South.

- A. Although there are no geographic limits to the general genealogy collection, emphasis is given to those areas of the world of highest interest to regional genealogist or those which are significant because of the ethnic heritage of the community.

Priorities for selection in rank order:

1. Major sources which cover a wide geographic area or subject of general interest to genealogists including indexes, how-to books, inventories, bibliographies, directories.
 2. Material relating to Texas.
 3. Materials on specific geographic areas important to regional researchers.
 4. Materials specific to geographic areas of lesser importance to local researchers.
 5. Published family histories if warranted by regional interest.
- B. The United States Federal Census on microfilm is available for select states, primarily Southern and Eastern, through 1920. The Census collection for Texas is complete through 1930, purchases for Texas will continue as funding permits. A link will be placed on the library's website to the US National Archives 1940s census.
- C. A very limited map collection is maintained. Maps other than atlases will be purchased only if they cover an area deemed important or fill a specific need such as showing areas which have changed boundaries or names, or which locate places of major interest as cemeteries or small communities.
- D. Genealogy periodicals are obtained on subscription basis. In addition, periodicals are obtained by gift subscription or by donation of individual issues. Most current issues are kept on periodical shelves. Noncurrent issues may be retained in bound and cataloged format if the content is of sufficient value; others are kept in boxes or binders if incomplete or of marginal value for a time period determined on a case by case basis.
- E. A significant percentage of the additions to the Genealogy collection are gifts and donations. Although the decision to add a donation is made on the basis of appropriateness and available space, the priorities for purchase will not be applied. Family histories and source records from any area may be added based on potential user interest and condition.
- F. A microfilm and microfiche collection of historical records is maintained for Texas Counties. The collection consists of birth, death, marriage and divorce records, tax rolls, probate minutes, deed and will records, cemetery records, district court criminal minutes, family histories, declaration of

intentions, naturalization records, passenger lists and newspapers.

- G. A microfilm and microfiche collection of historical records is maintained for select states. The collection consists of marriage and death records, deeds and will abstracts, state census, periodicals, family histories, Native American records, official records of the Union and Confederate armies, Civil War regimental histories.
- H. Free online resources will be evaluated and placed on the library's genealogy website. Subscription resources, identified as having significant value, will be obtained if funding is available.

SUBJECT: Local History
Hispanic Genealogy Collection

LOCAL HISTORY 300.05

PURPOSE: To acquire and make available resources and information for Hispanic genealogy research.

POLICY: A genealogy collection of resources, in Spanish or English, relating to Spanish and Mexican genealogy will be maintained. Both source material and general reference works will be collected relating to the following:

1. Pre-Republic Texas (before 1836)
2. Mexico, primarily the states of Tamaulipas, Nuevo Leon and Coahuila.
3. Spain, primarily relating to New World immigrants.
4. Genealogies of Hispanic families.

B. A microfilm collection of historical baptismal, birth, death and marriage civil and church records is maintained for Texas and Northern Mexico.

C. A collection of periodicals and newsletters, published by Hispanic genealogy organizations, is maintained.

D. Free online resources will be evaluated and placed on the library's Hispanic genealogy website. Subscription resources, identified as having significant value, will be obtained if funding is available.