

Richardson Public Library

Policy Manual



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L I B R A R Y

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100. MISSION STATEMENT

The mission of the Richardson Public Library is to make readily available to the community materials and services that will promote excellence in informational, recreational, and educational pursuits. The Library seeks to encourage activities and ideas that will stimulate, enrich, and expand interests of patrons of all ages.

101. INTERNET ACCESS POLICIES AND GUIDELINES

Internet Access Policies

In response to advances in technology and the changing needs of the community, the Library endeavors to develop collections, resources, and services that meet the cultural, informational, recreational, and educational needs of Richardson's diverse, multicultural community. It is within this context that the Library offers access to the Internet.

The Library does not monitor and has no control over the information accessed through the Internet and cannot be held responsible for its content. The Internet is a global entity with a highly diverse user population, and Library patrons use it at their own risk.

All Internet resources accessible through the Library are provided equally to Library users. Parents or guardians, not the Library or its staff, are responsible for the Internet information selected and/or accessed by their children. Parents are strongly advised to supervise their children's Internet sessions.

To be more specific:

- Richardson Public Library does not protect patrons from information that they may find offensive. The internet contains sexually explicit materials and other information resources that patrons may personally find controversial or inappropriate.
- Not all sources on the Internet provide accurate, complete, or current information. Patrons need to be good information consumers, questioning the validity of the information they find.
- The Library reserves the right to terminate a patron's online session and deny Internet service for six months if given cause to believe that the patron has viewed unlawful information or visited illegal sites or inappropriate sites which, by local community standards, would be deemed obscene, offensive or threatening.
- Library staff cannot provide in-depth or on-the-spot training on personal computer use. Staff offers searching suggestions and can answer basic questions about using the Library's public computers.

Misuse of the computers or Internet access will result in the loss of computer privileges and possible criminal charges. Suspected criminal activity will be immediately reported to law enforcement personnel.

Guidelines

- The Library is not an Internet service provider. Some features on websites may not function on Library computers because of constraints against downloading, storing

cookies, etc. that are deemed necessary to secure these computers for public use (in contrast to being set up for one specific person's use).

- A valid Richardson Public Library card is required in order to use the Library's computers.
- Visitors from outside the Library service area may request an Internet-only card for access.
- Internet access will have daily limits based on type of Library card.
- Users may not use their own software programs on the Library's computers.
- Users may not download executable programs to the Library's computers.
- Library accounts must be in good standing to use computers.
- Printing (black and white or color) is available for a fee. Personal paper cannot be used in Library printers and copiers.
- Users may not use the Library resources to originate communications that harass or threaten any other person or that are legally prohibited.

Warning: Although the Library uses a virus checker on public computers, this will not completely protect users from the chance of getting a virus. Software downloaded from the Internet may contain a virus, and patrons need to have virus checking software on their personal computer. The Library is not responsible for damage to a patron's flash drive or personal computer, or for any loss of data, damage, or liability that may occur from patron use of the Library's computers.

102. C-TECH GUIDELINES

Richardson Public Library offers dedicated spaces for tinkering, learning, interacting, and creating with programming, web design, 3D printing, digital photography and art, electronics, and more. Richardson Public Library cardholders in good standing with no blocks are able to use this technology to learn new skills, expand their creativity and technological literacy, and to explore areas for innovation. Internet-only and TexShare cards are not acceptable.

C-TECH is open to patrons ages thirteen and up. Children under 13 must be accompanied by a parent or guardian. Some equipment in C-TECH uses extreme heat, low electrical voltage, and other slight risks. Patrons assume all responsibility for any risks associated with use of the technology within the C-TECH area.

Willful misuse of C-TECH equipment will result in loss of use privileges for the individual and charges for damages.

The 3D printer cannot be used for creating:

- Items in violation of local, state, or federal law.
- Functioning weapons or parts of weapons.
- Offensive or obscene objects. Objects must be appropriate for display in a public library setting.

The Library reserves the right to refuse to print any object. There will be a charge for printed items based on the finished weight of the object. Only Library staff or designated volunteers are allowed to operate the 3D printer.

105. LIBRARY CONFIDENTIALITY

Introduction

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

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

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

This Library policy is pursuant to the Texas Government Code, Chapter 552, referred herein as the Texas Public Information Act, relating to making confidential library records that identify the reading habits of borrowers or reveal the identity of a Library patron in connection with the object of his/her attention.

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

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 for under the provisions of the Texas Public Information Act.

110. LIBRARY ACCESSIBILITY (ADA COMPLIANCE)

The Richardson Public Library is committed to providing equal access to Library materials, services, and resources for all patrons. Library services are provided in a manner that respects the dignity and independence of persons with disabilities. The Library strives to make its services relevant, inclusive, and responsive to community needs.

The Library is an ADA-compliant facility. There are designated parking spaces for the exclusive use of people with disabilities and ramps at the entrances that provide access for patrons with mobility issues and for patrons who use assistive devices. There are automatic doors and elevators, wheelchair accessible drinking fountains, tables, and catalog/computer workstations. The Library shelves allow mobile access for patrons in wheelchairs. ADA-compliant stalls and handrails are in restrooms on every floor. Service

animals (as defined by the ADA) are permitted in all areas of the Library where patrons are allowed.

The Library signage is clearly readable and incorporates high contrast and large print.

Services and materials that the Library provides to people with disabilities include:

- Mail delivery of Library materials to residents who are homebound due to illness or disability.
- Rotating satellite collections of large print and audiobooks at senior living facilities as well as the Richardson Senior Center.
- InterLibrary Loans.
- Reference assistance by phone, email, and in person.
- One-on-one appointments with librarian (Book a Librarian).
- Large print books and audiobooks.
- DVDs with closed captioning.
- Downloadable e-books, audiobooks, and magazines.
- Online access to personal Library account information.
- Assistive machines for patrons with impaired vision.
- Adjustable tables for patrons in wheelchairs.
- Device to read printed materials aloud for patrons with impaired vision.
- Sign language interpretive services for Library programs if requested at least 48 hours in advance.

The City of Richardson will make all reasonable modifications to policies and programs to ensure that people with disabilities have an equal opportunity to enjoy all City programs and services. Patrons desiring an accommodation for a Library program should contact the City's ADA Coordinator at least 48 hours prior to the program at 972-744-0908 or ADACoordinator@cor.gov.

200. COLLECTION DEVELOPMENT POLICY (SEE SEPARATE DOCUMENT)

201. LIBRARY CARD POLICY

Most Richardson Public Library services are free for anyone residing in Dallas, Collin, and Rockwall Counties and in some communities in Denton County. The complete list of zip codes in our service area is available at the Circulation desk. Some services are limited to Richardson residents.

A nonresident card fee will be charged to residents of cities in our service area that charge Richardson residents a nonresident card fee. This fee will be equal to that charged by the other city. The nonresident fee will be waived for a child, ages 4-17 who attends schools within Richardson Independent School District (RISD) boundaries or whose guardian lives within RISD boundaries. (Code 1966, § 18-4; Ord. No. 3760, § 1, 9-14-09; Ord. No. 4202 , § 7, 2-27-17)

The fee also will be waived for classroom teachers at schools within the City of Richardson, RISD boundaries, and City of Richardson employees. TexShare cards issued by libraries in Texas will be accepted.

Application

Before a Library card is issued, a valid form of identification must be presented verifying name and photo. The following will be acceptable:

- Driver's license.
- Texas ID card.
- Other state or government ID card.
- School photo ID.
- Passport.

Address will be verified by:

- Texas driver's license.
- Texas ID card.
- Printed check.
- Lease or mortgage.
- Car insurance.
- Utility or other bill.
- Other legal document.

A patron may use a P.O. Box as a mailing address, but the home address will be required and noted in the patron database.

Applicants under 18 years of age without a driver's license, must have the responsibility statement at the bottom of the application signed by the parent/legal guardian who presents identification as specified above.

The Library card must be signed. If the applicant is under 18 years of age with no driver's license, the parent/legal guardian will sign the card and the applicant will sign if able.

Parents/guardians with blocks or fees on their patron account must clear those charges before signing as the responsible parent for a minor's borrower card. By signing, the borrower agrees to the conditions listed on the back of the card.

A patron's Library card may be deleted from the patron database upon request by the patron or due to inactivity for three years or eight years' inactivity if patron has fees. Library cards are subject to expiration and renewal.

Corporate Cards

A company, organization, or school located in the Library's service area may be issued a library card upon presentation of a completed application form and a letter of request on its letterhead. The financially responsible agent of the company or organization, or the principal of the school should sign the application and letter. The letter may list up to three names of authorized users of the agency's library card. The card must be presented when items are checked out.

The agency/company named on the card will be financially responsible for all materials checked out on the account.

Holds and InterLibrary Loans will be available only to agencies/companies located within the Richardson city limits.

Nonresident Taxpayer Cards

A nonresident taxpayer is defined as one who owns property in Richardson but does not reside in the city. The person's name must be listed on the Collin County Appraisal District or Dallas Central Appraisal District record for the property.

Those individuals paying property taxes but not living in Richardson will have the same privileges as resident card holders.

People working, but not residing, in Richardson are not residents.

Internet-Only Cards

Internet-only cards can be issued to applicants 16 years of age or older including:

- Visitors residing outside of Dallas, Collin, Rockwall, and Denton counties (such as Fort Worth, Arlington, Houston, out of state, etc.).
- Visitors who would otherwise have to pay a nonresident fee or obtain a TexShare card (Dallas, Irving, Frisco, etc.).
- Visitors residing in our service area who cannot provide proof of their current address or ID.

The card is valid for computer use only for a period of 90 days from the date of registration. The card may be renewed.

NO materials may be borrowed.

If the patron later presents an updated ID or a document showing their current address in our service area, presents a TexShare card from a participating library, or pays our nonresident fee, their card can be renewed, and the borrower type can be changed to allow borrowing.

TexShare Cards

Richardson Public Library participates in the state TexShare card program.

TexShare cards from other libraries are accepted as follows:

- Borrowing limitations are three items checked out at any one time.
- TexShare cards do not offer access to eBooks or other digital materials.
- The potential patron will need a photo ID and proof of address as well as the TexShare card from their hometown/county library.

Richardson Public Library will issue TexShare cards to adult Richardson residents. Cards will expire after one year. The cards may be renewed.

Eligibility:

- Richardson Public Library cardholder for a minimum of six months
- Account must be in good standing
- Must be 16 years of age or older
- Demonstrated compliance with Library borrowing policies (more than 0 checkouts).

Online

Residents and nonresidents within the Library's service area, ages 18 and over, can apply for a Library card online to get limited automatic access to popular online resources. This card is good for 60 days. After 60 days, patrons must visit the Library to receive a full privilege card. Reciprocal borrowing agreements apply to receive the full privilege card.

205. LOAN PERIODS

Checkout period for all items is 21 days, except InterLibrary Loan and BOOKbabble to Go Book Club Kits. InterLibrary Loan checkouts are set by the lending library and BOOKbabble to Go Book Club Kits checkout for 6 weeks.

206. LATE FEES AND OVERDUE ITEMS

ITEM	LATE FEE
InterLibrary Loans	\$1.00 per day per item

Items are considered overdue 1 day past due date. Patrons are blocked from:

- Checking out materials, physical or digital, until the overdue item is returned or paid for.
- Placing items on hold, physical or digital, until the overdue item is returned or paid for.
- Using Library computers until the overdue items are returned or paid for.

Items are considered lost 10 days after due date. Patron accounts are assessed the cost of the item plus a processing fee. If items are returned, fees will be automatically removed.

If the patron pays for a lost item, it will go to a missing status. If the patron then returns the item in good condition within 60 days after payment, they are eligible for a full refund minus the processing fee.

Library Director has the discretion to override fees based on individual circumstances.

207. LOST OR DAMAGED MATERIALS

The Richardson Public Library is not responsible for any damage to a patron's equipment, i.e., computer, DVD, CD player, etc. from use of Library materials.

When Library materials are lost or damaged, the following apply:

- If the material is damaged so that it cannot be salvaged, the patron will be assessed the value of the material plus a processing fee.
- If the material is lost, the patron will be assessed the value of the material plus a processing fee.
- The loss or damage of packaging such as the following may result in a fee: vinyl media bag, CD case, DVD case, CD supplement to a book, barcodes, jacket, etc.
- No replacement items are accepted.

210. MATERIALS RENEWAL

Library materials may be renewed up to three times by phone, in person, online, or through the Library's automatic renewal system (occurring automatically at the end of each loan period without patron action). InterLibrary Loans and materials that have holds cannot be renewed.

Patrons can opt out of autorenewal and continue to renew their own materials. Manual renewals renew from the date patrons/staff renew the item.

Autorenewals, items renew based on the due date. An item renews the night it is due. After three automatic renewals have been used, the item must be returned. Digital items must be renewed manually by the patron.

To receive notice of autorenewal, patrons must request and use email notification. The email notification generated by the autorenewal will list what did and did not renew. Patrons who use phone notification will not receive autorenewal notifications.

Patrons are responsible for checking their Library accounts regularly for items that were and were not auto-renewed.

Eligible materials may be renewed even though lost fees have been assessed, and/or if the patron card has other overdue items.

215. HOLDS AND SAVED MATERIALS

Holds

The Richardson Public Library “holds” materials for Richardson residents only. A hold is placement on a waiting list for an item that is currently checked out or on the shelves.

A hold may be picked up by the requestor or a person presenting the requestor’s card or by another person in the same household using their own card.

Saves

Richardson Public Library will set aside currently available materials to be saved for 5 days for cardholders.

220. INTERLIBRARY LOANS (ILLs)

Materials not available in the Richardson Public Library may be obtained from other sources through the InterLibrary Loan networks. InterLibrary Loans will be available to Richardson residents, nonresident taxpayers, and Richardson corporate accounts. The service is free of charge unless the lending institution imposes a fee.

Guidelines for ILLs:

- New items: New materials and books on bestsellers lists cannot be borrowed from another library. Materials must be at least 6 months old as defined by the publication date in Amazon.
- Reference books: Standard reference books are usually noncirculating and cannot be borrowed from another library. On rare occasions, a lending institution may send a reference book with the provision that it is not to be checked out but used in the Richardson Public Library Reference area.
- Duplicates: Titles that the Library owns but which are checked out may not be requested.
- Genealogy subject requests: Genealogy subject requests may not be submitted.

- Checking out and returning InterLibrary Loan materials: ILLs will be treated like regular holds (See **Hold Policy** above). ILL material may be checked out when the Library card being used is clear of all fees and blocks. The due date of the InterLibrary Loan item is determined by the lending library or institution. Patrons may return ILL items in the book drop unless specifically noted that the item needs to be returned directly to a Circulation clerk. ILLs are not eligible for renewals, and overdue fees are \$1.00 per day.
- Patron responsibility: Patrons are financially responsible for lost or damaged borrowed items based on the requirements of the lending institution.

225. LOCAL HISTORY COLLECTION

Many items of local historical interest are available in the Reference Department during regular Library hours. Photocopies are at the discretion of the Local History Librarian.

Local History items cannot be checked out except for selected photographs and/or negatives from the photograph collection. Arrangements for the checkout of photographs must be made through the Local History Librarian.

230. REQUEST FOR RECONSIDERATION OF MATERIAL

The Richardson Public Library strives to provide the best possible collection to serve its diverse community, which includes a wide spectrum of views and reading tastes. To this end, the Library supports the American Library Association (ALA) Library Bill of Rights as well as ALA Freedom to Read Statement (See Appendices B and C).

The Richardson Public Library recognizes that individuals may take issue with certain Library materials. The librarians are available to discuss concerns with the patron and explain the Library's policies regarding the collection.

If the patron's concern is not satisfied through discussion with the Library staff, the individual may complete and submit a formal *Request for Reconsideration of Library Material* form. A sample of this request form is contained in Appendix A.

305. BULLETIN BOARDS AND DISTRIBUTION OF FREE MATERIALS

As a service to the community, the Library provides limited space for announcements of cultural, educational, civic, or recreational events sponsored by nonprofit organizations and for the distribution of free magazines containing significant information about local news and cultural events. Priority is given to Library and City of Richardson supported events. The display of any item does not imply advocacy or endorsement by the Library or the City of Richardson. Religious tracts and partisan political literature will not be distributed at the Library.

Announcements and/or advertisements of a commercial or personal nature, such as want ads, lost and found notices, garage sales, or business opportunities will not be approved.

- The Director must approve all items for display or distribution. Items posted without approval will be removed and discarded by Library staff.
- Items may be displayed as space allows until the date of the event or for a maximum of 30 days, whichever comes first. When items are removed, they will be discarded by Library staff.
- Posters and free materials not produced by the Library or City may be located in a specific area.

306. PUBLIC FORUM

Richardson Public Library is not a public forum. Therefore, community groups or individuals are not allowed inside the Library to solicit memberships, petition signatures, other types of signups, or distribute information. City of Richardson departments are exempt from this exclusion.

310. EXHIBITS

All exhibits and displays must be coordinated through a librarian assigned to this responsibility. The Library exhibits are limited to those created by the Library, other City departments, or the Richardson Civic Arts Society (RCAS).

Richardson Civic Art Society Exhibits

The Library serves a population diverse in age, philosophy, and culture. Sensitivity to this diversity requires that the Library employ different standards than one would expect of an art gallery or museum for artworks on display.

These are the guidelines for RCAS exhibits:

- Artwork must be displayed for the duration of the show.
- Acceptance and pick up of artwork will be the responsibility of the RCAS.
- Artwork depicting nudes may not be accepted.

- RCAS reserves the right to refuse any entry.
- RCAS provides complete eligibility criteria and other requirements for each show.

Entries shall imply the artist's acceptance of the above display policy.

The greatest possible care will be taken in handling artworks, but RCAS and/or Richardson Public Library will not be responsible for any loss or damage.

It is **the** responsibility of RCAS to notify the artist if the artwork is rejected for Library display.

Decisions made regarding public displays, as for all Library activities, rest with the Director who operates under the direction of the City Manager.

405. PROGRAMS (GENERAL GUIDELINES)

The Richardson Public Library strives to provide programs of widespread community interest and a consistent level of quality. The programs are designed to inform, educate, explore various aspects of culture, and serve as a recreational outlet.

The Library presents both sponsored and co-sponsored programming. If the Library staff is involved in development and presentation of the program, it is a Library sponsored program. If the only staff involvement is in making the arrangements, providing space, and advertising the program, it is a co-sponsored program. Co-sponsoring groups are those that the Library has an ongoing relationship with, such as the Richardson Civic Art Society and the Writers Guild of Texas.

- The meeting rooms at the Richardson Public Library are exclusively for Library/City of Richardson sponsored or co-sponsored groups and programs.
- Any program held in the Library must be free, open to the public, and noncommercial in nature.
- The selection of programs to be held at the Library will be determined by the Library staff based on the evaluation of the program's content and appropriateness and the qualifications of the presenter. A program proposal must be completed to be considered.
- Storytimes are designed to increase pre-literacy skills, and Library staff is specifically trained to provide that service. Guest readers will not be permitted.
- All programs must be scheduled at least two months in advance.
- The Library is responsible for publicity. Library staff must approve the material if the presenter wishes to issue any additional publicity.
- Presenters may not solicit business during a program. The company name and logo may be used as part of the presenter's credentials.
- Some programs may require advance registration, and attendance may be limited. Some programs may be limited to Richardson residents.
- Some children's programs require a parent or guardian to be in attendance – to be specified in programming publicity and/or at registration. Otherwise, the parent/caregiver must arrange to meet children immediately after children's programs.
- School, daycare, and groups of 10 or more, will not be registered for public programs. Librarian-led group tours can be scheduled for such groups (see **Library Group Tours**).

407. OUTREACH PROGRAMMING

The Richardson Public Library welcomes opportunities to participate in festivals and community events and will speak about Library materials and services to groups within

the City of Richardson and Richardson Independent School District. In addition, the Library offers these focused outreach services:

Book Match:

Book Match is an online reader’s advisory service providing reading recommendations for Richardson Public Library patrons.

BOOKbabble to Go Book Club Kits:

BOOKbabble to Go Book Club Kits support community book clubs by providing multiple copies of the same title and a discussion leader’s guide in kit form for checkout to Richardson Public Library cardholders.

Books by Mail:

The Library’s Books by Mail service is offered free of charge to Richardson residents who cannot come to the Library due to short-term or long-term disabilities.

Loan Star Collection:

The Loan Star program is a series of large-print book collections that are rotated through senior independent living and assisted living facilities in Richardson, as well as the Richardson Senior Center.

415. ADULT LITERACY INSTRUCTION

The Library will serve as a tutoring and classroom site for the Richardson Adult Literacy Center. Library staff will coordinate with RALC staff to schedule classroom space and resources.

420. LIBRARY GROUP TOURS

The Richardson Public Library welcomes the opportunity to acquaint groups of all age levels with Library services and resources. Tours are offered by advance reservation to Richardson groups only.

430. PROGRAM AND STUDY ROOMS

Program Rooms

The program rooms at the Richardson Public Library are reserved exclusively for Library sponsored or co-sponsored programs. Co-sponsored programs are approved and arranged through the Library programming staff (See Sec. 405 Programs (General Guidelines)).

Study Rooms

- Study rooms are designed for study or quiet meetings. Voices must be kept at a conversational level. Patrons in violation of the Code of Conduct will be asked to vacate the study rooms/building.
- Advance bookings for study rooms are not accepted.
- Room maximum occupancy is determined by the size of the room.

- There is no time limit on use of a study room as long as the room is occupied. If study rooms are unoccupied for longer than 15 minutes, Library staff may remove materials from the room so that others can use the room. The Library assumes no responsibility for missing or damaged items.

435. NOTARY SERVICE

Notary services are available at the Richardson Public Library by appointment. It is not guaranteed that a notary will always be present in the building during Library operating hours or that immediate service can be provided. When warranted, notaries reserve the right to decline requests for service.

440. GIFTS

For the Library to make the best use of gifts, the following guidelines apply:

- Monetary donations and donated books or media are generally accepted and are considered outright and unrestricted gifts to be used in the best interest of the Library.
- The same criteria applied to materials selected and purchased by the Library will apply to gifts (see Collection Development Policy). The sole exception is books that are authored by Richardson residents. Such gifts must be of a type and/or genre generally collected by public libraries. Donations by Richardson authors are subject to the same weeding guidelines as the general collection if seldom checked out.
- Donated items that are not added to the Library's collection will be given to the Friends of the Library for resale.
- Bequests and memorials are welcome. When the Library receives a monetary gift for the purchase of a memorial or tribute, the Library, in consultation with the donor, will make the selection. A bookplate or appropriate acknowledgement will be placed on the item.
- The Library does not determine the fair market value of donated materials.
- Special gifts that are designated for the Library collection should be referred to the Director.

500. CODE OF CONDUCT

The goal of the Library's policy is to maintain a safe and healthy environment conducive to the productive and enjoyable use of the Library.

- The Library expects users to attend to personal belongings. The Library is not responsible for personal belongings left unattended in the building.
- Designated areas of the Library are quiet areas.
- The Library reserves the right to limit the size and number of items brought into the building.
- Drinks with lids are allowed in the Library. Food is allowed in designated areas.
- Shirts, pants, and shoes must be worn at all times in the Library.

The following behaviors are prohibited in the Library:

- Harassing, stalking, or annoying others or behaving in a manner that reasonably can be expected to disturb other patrons.
- Using threatening or abusive language directed toward other patrons or Library staff.
- Smoking/tobacco products, including nicotine delivery and vaping devices, inside the Library or within 25 feet of any entrance doors of the Library.
- Disturbing other Library users, including the use of cell phones in designated quiet areas.
- Practicing poor body hygiene to the point of disruption to the Library environment.
- Leaving children under the age of 10 unattended and/or neglecting to provide supervision of children.
- Bringing animals, other than service animals (as defined by the ADA), into the building without prior approval of the Director.
- Soliciting or distributing materials without prior approval from the Director.
- Monopolizing/obstructing space, seating, tables, or equipment to the exclusion of others.
- Moving furniture.
- Sleeping.
- Defacing or damaging any Library materials, equipment, furniture; or interfering with the operation of Library equipment.
- Commercial photography or commercial filming unless by prior approval of the City's Director of Communications.
- Misusing restrooms. Examples of misuse include (but are not limited to) smoking, bathing, hair-washing, and doing laundry.

- Bringing bicycles, scooters, or commercial shopping carts inside the building. Skateboards or skates must be carried if brought into the Library.

Refusing to comply with requests by members of the Library staff to abide by Library policies may result in revocation of Library privileges, expulsion from the Library, or criminal prosecution. Any person banned from the Library by action of the staff may request a hearing on the propriety of that ban before the Library Board at its next regularly scheduled meeting.

502. SMOKING

The following policy is specifically applicable to the Richardson Public Library and has been established in conjunction with the City of Richardson Smoking Ordinance #3710 (Ord. No. 3710, § 1, 5-12-08)

No-Smoking Policy (Interior)

Smoking/tobacco products or use of nicotine delivery devices of any kind are strictly prohibited within any area of the Richardson Public Library. This includes all public areas and workspaces, private offices, conference rooms, program rooms, reception and kitchen areas, storage areas or closets, restrooms, stairwells, hallways, elevators, or any other spaces not specifically noted here that are within the facility.

This policy applies to all employees, contractors, volunteers, program providers, and patrons who work at or visit the Richardson Public Library.

No-Smoking Policy (Exterior)

Smoking/tobacco products, including nicotine delivery devices, will not be permitted, or used within 25 feet of any entrance doors of the Richardson Public Library.

505. YOUTH SERVICES AREA, UNATTENDED CHILDREN AND DISRUPTIVE BEHAVIOR

The Richardson Public Library welcomes youth of all ages. The Library is a busy public facility, and public places may present hazards for unsupervised children. The responsibility for the safety and behavior of children and teens in the Library rests with the parent/caregiver. Library employees cannot be responsible for unattended children. Unless otherwise indicated for programs and events, the following policy is upheld:

- Children up to age 6 must have a parent/caregiver in the immediate vicinity of and in visual contact with the child.
- Children ages 7 to 10, must be supervised by a caregiver at least 12 years old who is responsible for attending to the younger child's safety. They must ensure appropriate behavior.
- Patrons of any age who require special supervision shall be accompanied by a parent/caregiver at all times.

The Youth Services area is for children and teens through 18 years of age. For the safety of all children, adults not accompanied by a child, will be asked to use the Youth Services area only to retrieve materials.

The Teen area is for teens ages 13 to 18 years old only. For the safety of teens, and to encourage use of this space by teens, adults older than 18 or children younger than 13 are not allowed in the room unless retrieving materials for checkout or to use elsewhere in the Library.

The Library assumes no responsibility for unattended children on the Library premises. The Library reserves the right to contact parents, guardians or the proper authorities if children are unattended and require supervision.

510. City of Richardson Interdepartmental Policy and Procedures: Code of Ethics [source: COR Human Resources Department, 2011]

POLICY: This policy is intended to provide guidelines for the conduct of all City of Richardson employees to assess whether their actions are proper and will contribute to creating a positive image for both the individual and the organization. For the purpose of this Policy, employee shall mean any person employed by the City, including those individuals on a part-time or internship basis. However, the term does not include independent contractors.

All City employees shall maintain the highest standards of personal integrity, truthfulness, and fairness in carrying out their duties, avoiding real or perceived improprieties in their roles as employees of the City of Richardson, and never using their City positions or powers for improper personal or professional gain. All employees at all levels of the organization are expected to conduct business in a manner that earns and maintains public trust. It is the intent of the City of Richardson to conduct its business in accordance with the highest standards of ethical conduct.

RESTRICTION REGARDING OUTSIDE COMPENSATION FOR SERVICES: No reward, gift, or other form of remuneration in addition to regular compensation shall be received from any source by employees for the performance of their official duties. If a reward, gift, or other form of remuneration is made available to any employee, it shall be credited to a designated employee fund with the approval of the City Manager.

PERSONAL FINANCIAL INTEREST: No employee of the City shall have a financial interest, direct or indirect, in any contract with the city, or be financially interested, directly or indirectly, in the sale to the City of any land, materials, supplies or services, except on behalf of the City and any officer or employee guilty thereof shall there by forfeit such persons' office or position.

STANDARDS OF CONDUCT:

No employee of the City or a relative thereof shall:

- (a) Accept any gift from any person that might reasonably tend to influence such employee in the discharge of such person's duties. The prohibition against gifts shall not apply to:

- (1) Complimentary copies of trade publications and other related materials.
 - (2) Attendance at hospitality functions at local, regional, state, or national association meetings and/or conferences.
 - (3) Any gift which would have been offered or given to the person if such person were not an employee of the City.
 - (4) An occasional item with a value less than fifty dollars (\$50.00).
 - (5) Tee shirts, caps, and other similar promotional material.
 - (6) Meals, transportation and lodging in connection with a seminar or conference at which the employee is providing services.
 - (7) No reward, gift, or other form of remuneration in addition to regular compensation shall be received from any source by employees for the performance of their official duties. If a reward, gift, or other form of remuneration is made available to any employee, it shall be credited to a designated employee fund with the approval of the City Manager.
 - (8) Complimentary attendance at political or charitable fund-raising events; and
 - (9) Meals, lodging, transportation, or entertainment furnished in connection with public events, appearances or ceremonies related to official City business, if furnished by the sponsor of such public events.
- (b) Use such person's official position to secure special privileges for such person or others.
 - (c) Disclose confidential information.
 - (d) Engage in any outside activities which will conflict with or will be incompatible with such person's official position or duties as an employee of the City.
 - (e) Use City supplies, personnel, property, equipment, or facilities (whether tangible or intangible) for any purpose other than the conduct of official City business, unless otherwise provided for by law, ordinance, or City policy.

Complaints against employees:

- (a) All complaints or allegations of a violation of this Ethics Policy and Procedure against an employee shall be made in writing and submitted to the Director of Human Resources or the Assistant Director of Human Resources. Such complaint shall describe in detail the act or acts complained of and the specific section(s) of this Code of Ethics alleged to have been violated. A general complaint lacking in detail shall not be

sufficient to invoke the investigation procedures contained herein; and anonymous complaints shall not be considered. The Director of Human Resources or Assistant Director of Human Resources shall provide a copy of the complaint to the affected employee, the Department Head, and the City Manager. The complaint will be investigated, and the findings directed to the City Manager or his designee as soon as possible. The employee against whom the complaint is made shall be kept apprised of the progress of the investigation.

- (b) If it is determined that the facts as alleged could constitute a violation of this Code of Ethics, the City Manager or his designee may determine the level of penalty up to and including termination.
- (c) All complaints or allegations alleging a violation of this Ethics Policy made against the City Manager shall be directed to the Mayor and City Council for consideration.

APPENDIX A: REQUEST FOR RECONSIDERATION FORM & PROCEDURE

Request For Reconsideration of Library Material Form

Title: _____

Author: _____

1. Resource on which you are commenting:

- Book DVD Display Magazine
- Library Program Audio Recording Newspaper eBook

2. What brought this resource to your attention?

3. Have you examined the entire resource?

4. What concerns you about the resource? (use other side or additional pages if necessary)

5. Are there resource(s) you suggest to provide additional information and/or other viewpoints on this topic?

Contact Information

Name: _____

Library Card#: _____

Address: _____

City: _____

Phone: _____

email: _____

Staff accepting form _____ Date _____

Request for Reconsideration of Library Material Procedure

- All questions from Richardson residents concerning the Library collection are referred to Supervisors.
- Supervisor's interview will cover what, in particular, is inappropriate about the item, what they would like to see done, can they give us time to review the item, etc.
- Supervisor will explain the process: committee will review the items and get back to the patron in a few weeks. Time is needed so multiple staff members can review the item. Collect the patron's contact information.
- If the patron asks for it, the formal Request for Reconsideration (RFR) will be provided for them to fill out and return.
- Supervisor will inform Director of complaint and whether the RFR was provided to the patron.
- Director will select committee to review item(s), to include Director, Assistant Director, two Supervisors, and one Librarian from department of the item being reviewed.
- Supervisor of department will research professional reviews, awards, and local library holdings and submit this information to the Director.
- Each member of the committee will review the item in its entirety.
- Each member will submit a written recommendation to the Director – special attention is given to what the patron is requesting. See form below.
- Director or their designee will sign a decision letter to send to the patron.
- If patron has not already been given the RFR form, they will be sent the form and offered an opportunity to speak to the Library Board.
- The Library Board will make a recommendation to the Library Director who will report the recommendation to the individual.
- The final decision rests with the Library Director.

Item Review

Title: _____

Author: _____

ISBN or other #: _____

Format/Collection: _____

Patron's request: _____

Short review of item: _____

Is this item appropriate for library collection?

Is it in the correct location in the library?

What is your recommendation based on the patron's request?

APPENDIX B: AMERICAN LIBRARY ASSOCIATION (ALA) LIBRARY BILL OF RIGHTS

The American Library Association affirms that all libraries are forums for information and ideas, and that the following basic policies should guide their services.

- I. Books and other library resources should be provided for the interest, information, and enlightenment of all people of the community the library serves. Materials should not be excluded because of the origin, background, or views of those contributing to their creation.
- II. Libraries should provide materials and information presenting all points of view on current and historical issues. Materials should not be proscribed or removed because of partisan or doctrinal disapproval.
- III. Libraries should challenge censorship in the fulfillment of their responsibility to provide information and enlightenment.
- IV. Libraries should cooperate with all persons and groups concerned with resisting abridgment of free expression and free access to ideas.
- V. A person's right to use a library should not be denied or abridged because of origin, age, background, or views.
- VI. Libraries that make exhibit spaces and meeting rooms available to the public they serve should make such facilities available on an equitable basis, regardless of the beliefs or affiliations of individuals or groups requesting their use.

Adopted June 19, 1939, by the ALA Council; amended October 14, 1944; June 18, 1948; February 2, 1961; June 27, 1967; January 23, 1980; inclusion of "age" reaffirmed January 23, 1996.

APPENDIX C: AMERICAN LIBRARY ASSOCIATION (ALA) FREEDOM TO READ

[ALA Intellectual Freedom Manual]

The freedom to read is essential to our democracy. It is continuously under attack. Private groups and public authorities in various parts of the country are working to remove or limit access to reading materials, to censor content in schools, to label “controversial” views, to distribute lists of “objectionable” books or authors, and to purge libraries. These actions apparently rise from a view that our national tradition of free expression is no longer valid; that censorship and suppression are needed to counter threats to safety or national security, as well as to avoid the subversion of politics and the corruption of morals. We, as individuals devoted to reading and as librarians and publishers responsible for disseminating ideas, wish to assert the public interest in the preservation of the freedom to read.

Most attempts at suppression rest on a denial of the fundamental premise of democracy: that the ordinary individual, by exercising critical judgment, will select the good and reject the bad. We trust Americans to recognize propaganda and misinformation, and to make their own decisions about what they read and believe. We do not believe they are prepared to sacrifice their heritage of a free press in order to be “protected” against what others think may be bad for them. We believe they still favor free enterprise in ideas and expression.

These efforts at suppression are related to a larger pattern of pressures being brought against education, the press, art and images, films, broadcast media, and the Internet. The problem is not only one of actual censorship. The shadow of fear cast by these pressures leads, we suspect, to an even larger voluntary curtailment of expression by those who seek to avoid controversy or unwelcome scrutiny by government officials.

Such pressure toward conformity is perhaps natural to a time of accelerated change. And yet suppression is never more dangerous than in such a time of

social tension. Freedom has given the United States the elasticity to endure strain. Freedom keeps open the path of novel and creative solutions and enables change to come by choice. Every silencing of a heresy, every enforcement of an orthodoxy, diminishes the toughness and resilience of our society and leaves it the less able to deal with controversy and difference.

Now as always in our history, reading is among our greatest freedoms. The freedom to read and write is almost the only means for making generally available ideas or manners of expression that can initially command only a small audience. The written word is the natural medium for the new idea and the untried voice from which come the original contributions to social growth. It is essential to the extended discussion that serious thought requires, and to the accumulation of knowledge and ideas into organized collections.

We believe that free communication is essential to the preservation of a free society and a creative culture. We believe that these pressures toward conformity present the danger of limiting the range and variety of inquiry and expression on which our democracy and our culture depend. We believe that every American community must jealously guard the freedom to publish and to circulate, in order to preserve its own freedom to read. We believe that publishers and librarians have a profound responsibility to give validity to that freedom to read by making it possible for the readers to choose freely from a variety of offerings.

The freedom to read is guaranteed by the Constitution. Those with faith in free people will stand firm on these constitutional guarantees of essential rights and will exercise the responsibilities that accompany these rights.

We, therefore, affirm these propositions:

1. *It is in the public interest for publishers and librarians to make available the widest diversity of views and expressions, including those that are unorthodox, unpopular, or considered dangerous by the majority.*

Creative thought is by definition new, and what is new is different. The bearer of every new thought is a rebel until that idea is refined and tested. Totalitarian systems attempt to maintain themselves in power by the ruthless suppression of any concept that challenges the established orthodoxy. The power of a democratic system to adapt to change is vastly strengthened by the freedom of its citizens to choose widely from among conflicting opinions offered freely to them. To stifle every nonconformist idea at birth would mark the end of the democratic process. Furthermore, only through the constant activity of weighing and selecting can the democratic

mind attain the strength demanded by times like these. We need to know not only what we believe but why we believe it.

2. *Publishers, librarians, and booksellers do not need to endorse every idea or presentation they make available. It would conflict with the public interest for them to establish their own political, moral, or aesthetic views as a standard for determining what should be published or circulated.*

Publishers and librarians serve the educational process by helping to make available knowledge and ideas required for the growth of the mind and the increase of learning. They do not foster education by imposing as mentors the patterns of their own thought. The people should have the freedom to read and consider a broader range of ideas than those that may be held by any single librarian or publisher or government or church. It is wrong that what one can read should be confined to what another thinks proper.

3. *It is contrary to the public interest for publishers or librarians to bar access to writings on the basis of the personal history or political affiliations of the author.*

No art or literature can flourish if it is to be measured by the political views or private lives of its creators. No society of free people can flourish that draws up lists of writers to whom it will not listen, whatever they may have to say.

4. *There is no place in our society for efforts to coerce the taste of others, to confine adults to the reading matter deemed suitable for adolescents, or to inhibit the efforts of writers to achieve artistic expression.*

To some, much of modern expression is shocking. But is not much of life itself shocking? We cut off literature at the source if we prevent writers from dealing with the stuff of life. Parents and teachers have a responsibility to prepare the young to meet the diversity of experiences in life to which they will be exposed, as they have a responsibility to help them learn to think critically for themselves. These are affirmative responsibilities, not to be discharged simply by preventing them from reading works for which they are not yet prepared. In these matters, values differ, and values cannot be legislated; nor can machinery be devised that will suit the demands of one group without limiting the freedom of others.

5. *It is not in the public interest to force a reader to accept the prejudgment of a label characterizing any expression or its author as subversive or dangerous.*

The ideal of labeling presupposes the existence of individuals or groups with wisdom to determine by authority what is good or bad for others. It presupposes those individuals must be directed in making up their minds

about the ideas they examine. But Americans do not need others to do their thinking for them.

6. *It is the responsibility of publishers and librarians, as guardians of the people's freedom to read, to contest encroachments upon that freedom by individuals or groups seeking to impose their own standards or tastes upon the community at large; and by the government whenever it seeks to reduce or deny public access to public information.*

It is inevitable in the give and take of the democratic process that the political, the moral, or the aesthetic concepts of an individual or group will occasionally collide with those of another individual or group. In a free society, individuals are free to determine for themselves what they wish to read, and each group is free to determine what it will recommend to its freely associated members. But no group has the right to take the law into its own hands, and to impose its own concept of politics or morality upon other members of a democratic society. Freedom is no freedom if it is accorded only to the accepted and the inoffensive. Further, democratic societies are more safe, free, and creative when the free flow of public information is not restricted by governmental prerogative or self-censorship.

7. *It is the responsibility of publishers and librarians to give full meaning to the freedom to read by providing books that enrich the quality and diversity of thought and expression. By the exercise of this affirmative responsibility, they can demonstrate that the answer to a "bad" book is a good one, the answer to a "bad" idea is a good one.*

The freedom to read is of little consequence when the reader cannot obtain matter fit for that reader's purpose. What is needed is not only the absence of restraint, but the positive provision of opportunity for the people to read the best that has been thought and said. Books are the major channel by which the intellectual inheritance is handed down, and the principal means of its testing and growth. The defense of the freedom to read requires of all publishers and librarians the utmost of their faculties and deserves of all Americans the fullest of their support.

We state these propositions neither lightly nor as easy generalizations. We here stake out a lofty claim for the value of the written word. We do so because we believe that it is possessed of enormous variety and usefulness, worthy of cherishing and keeping free. We realize that the application of these propositions may mean the dissemination of ideas and manners of expression that are repugnant to many persons. We do not state these propositions in the comfortable belief that what people read is unimportant. We believe rather that what people read is deeply important; that ideas can be dangerous; but that the

suppression of ideas is fatal to a democratic society. Freedom itself is a dangerous way of life, but it is ours.

This statement was originally issued in May of 1953 by the Westchester Conference of the American Library Association and the American Book Publishers Council, which in 1970 consolidated with the American Educational Publishers Institute to become the Association of American Publishers.

Adopted June 25, 1953, by the ALA Council and the AAP Freedom to Read Committee; revised January 28, 1972; January 16, 1991; July 12, 2000; and June 30, 2004.

A Joint Statement by:

[American Library Association](#)
[Association of American Publishers](#)

Subsequently endorsed by:

[American Booksellers Foundation for Free Expression](#)
[The Association of American University Presses](#)
[The Children's Book Council](#)
[Freedom to Read Foundation](#)
[National Association of College Stores](#)
[National Coalition Against Censorship](#)
[National Council of Teachers of English](#)
[The Thomas Jefferson Center for the Protection of Free Expression](#)

APPENDIX D: TEXAS LIBRARY ASSOCIATION'S INTELLECTUAL FREEDOM STATEMENT

TLA Intellectual Freedom

Handbook 5th Edition (1996)

PREAMBLE

The Texas Library Association holds that the freedom to read is a corollary of the constitutional guarantee of freedom of the press. Freedom of choice in selecting materials is a necessary safeguard to the freedom to read, and shall be protected against extra-legal, irresponsible attempts by self-appointed censors to abridge it. The Association believes that citizens shall have the right of free inquiry and the equally important right of forming their own opinions, and that it is of the utmost importance to the continued existence of democracy that freedom of the press in all forms of public communication be defended and preserved. The Texas Library Association subscribes in full to the principles set forth in the LIBRARY BILL OF RIGHTS of the American Library Association, Freedom to Read Statement, and interpretative statements adopted thereto.