

**POLICIES
of the
IRVING PUBLIC LIBRARY**

City of Irving, Texas

October 2019

Table of Contents

[Introduction](#)

[Americans with Disabilities Act](#)

[Animals in the Library](#)

[Archives Acquisition and Collection Development](#)

[Circulation](#)

[Collection Development](#)

[Computer and Internet Access](#)

[Confidentiality of Customer Records](#)

[Cooperation with Other Libraries, Agencies and Organizations](#)

[Copyright Compliance](#)

[Customer Conduct](#)

[Exhibits and Displays](#)

-Library Exhibit Space Application

-Exhibit Loan Agreement

[Gifts, Memorials and Donations](#)

[Interlibrary Loan \(ILL\)](#)

[Library Service](#)

[Meeting Facilities](#)

[Mission Statement and Service Responses](#)

[Nondiscrimination](#)

-Nondiscrimination/Equal Opportunity Form

[Petitions and Solicitations](#)

[Programs](#)

[Public Notices and Non-Library Materials](#)

[Public Service Hours](#)

[Reconsideration of Materials](#)

-Recommendation for Reconsideration of Materials

-Recommendation for Reconsideration of Materials (Spanish)

[Refunds](#)

[Safe Child](#)

[Service Fees](#)

[Social Media](#)

[Sponsorships](#)

[Volunteers](#)

[Appendix](#)

Introduction

The Irving Public Library acquires, organizes, and provides relevant library materials; ensures access to other collections and information sources throughout the nation and the world; serves the public with professional and caring assistance; and strives to reach out to all members of the community. In order to accomplish these goals certain policies and procedures have been established.

These documents constitute the public policies of the Irving Public Library. These policies explain the philosophical organizational and legal foundation upon which library service is provided by the City of Irving through the Department of Libraries. Further, they describe the relationship between the library and other agencies and organizations, the nature and scope of services, and most importantly, the Library's relationship with the public it serves. The Library Director is responsible for establishing administrative procedures to carry out these policies.

These policies contain legal documents of the City of Irving as well as federal and state documents and national and state standards from the American Library Association and the Texas Library Association. Their inclusion acknowledges that the Irving Public Library endorses these standards as fundamental to its operations and services.

Approved by the Library Board on January 28, 2013, Amendments approved by the Library Board on November 24, 2014

ESTABLISHMENT AND ORGANIZATION

A. City Charter Provision

The Irving Public Library is established by the City of Irving under the authority of Article III, Section 31 of the Charter of the City of Irving:

SECTION 31 PUBLIC LIBRARY. The City of Irving shall have the power to provide for a public library system and its maintenance. (Ord. No. 5567, Sec. 3, 1-23-89)

B. City Ordinance Provision

The Irving Public Library System is operated under the provisions set forth in Chapter 20, Sections 1-2, of the *City of Irving Code of Civil and Criminal Ordinances*

As the Department of Libraries of the City of Irving, the Library functions under the administration of the City Manager in accordance with all applicable City charter provisions, City policies and City administrative rules. Library staff members are employees of the City of Irving and are subject to all personnel rules and policies.

C. Irving Public Library Board

The Irving Public Library Board is established under the provisions of Chapter 20, Sections 3-5, of the "City of Irving Code of Civil and Criminal Ordinances"

The Board acts in an advisory capacity to the City Council and the Library Director in all matters pertaining to the operation and safety of the library. Board members interpret the policies and functions of the library to the public. The Board cooperates with other civic groups to advance library services. The Library Board operates under rules and policies established by the City of Irving for all Boards and Commissions. In addition, the Board functions under its own by-laws.

D. Friends of the Irving Public Library

The Friends of the Irving Public Library was chartered by the State of Texas in 1975. This organization's membership is open to all, and its services are recognized by the City of Irving as an auxiliary support of the Irving Public Library. This organization's services and activities are necessary to the operation of the Library.

[See Also in the Appendix](#)

Code of Ordinances

Americans with Disabilities Act

The Irving Public Library complies with United States Americans with Disabilities Act (the "ADA"). The Library also complies with Texas state laws regarding ADA and supports the American Library Association policy regarding services to people with disabilities.

Accordingly, the Library will take appropriate steps to ensure that library communications with customers with disabilities are as effective as communications with others; make reasonable accommodations in library policies, practices and procedures when necessary to avoid discrimination on the basis of disability, unless a fundamental alteration in a library program would result; and operate its services, programs and activities so that, when viewed in their entirety, they are readily accessible to and usable by individuals with disabilities.

1. The Library Director, or designee, is the library's ADA Compliance Officer. The ADA Compliance Officer's telephone number is 971-721-2628.
2. Implementing this policy is the responsibility of all library staff.
3. A copy of this policy shall be included with the library's other policies and shall also be posted on the Library's website.
4. If a person with visual impairment or other disability inquires about this policy or about the library's ADA services, staff shall offer to read the policy and to provide appropriate ADA services.
5. The following notice will be posted on the library's website:
Any person needing an accommodation for a disability in accordance with the Americans with Disabilities Act in order to access library meetings, services, programs, or activities should contact a member of the library staff by telephone 972-721-2606 or in writing five working days prior to the event.
6. All library staff are available to provide ADA assistance and to assist a customer in the communication of an ADA request, if needed. Staff will assist a customer with a disability in any reasonable way needed, including opening doors, carrying or retrieving library materials, completing library forms, etc.
7. Despite the library's best efforts, not all library materials may be available in accessible formats, not all areas of the library are available to individuals with disabilities, and not every library program, service and activity can be made accessible to every disabled person without fundamentally altering the nature of the service, activity or program. However, the library does make every reasonable effort to provide assistance to individuals with disabilities upon request.
8. Groups using the program room and presenters are required to meet the requirements of the Americans with Disabilities Act. The library offers the facility as a service to community groups, but has no responsibility for the groups using the room.

Grievance Procedure

Persons who believe they have been discriminated against based on their disability should file a complaint with the Library Director. An ADA complaint should be submitted to the Library Director in writing and should contain information about the alleged discrimination, including the name, address and telephone number of the individual filing the claim, and also the location, date and description of the problem. The ADA complaint should be submitted to the Library Director as soon as possible, but not later than 60 calendar days after the alleged ADA violation.

Within 15 calendar days after receipt of the complaint, the Library Director or designee will meet with the individual to discuss the complaint and possible resolutions; and within 15 days after such meeting, the Library Director or designee will respond in writing, and where appropriate, in a format accessible to the individual, such as large print, Braille, or audiotape. The response will explain the position of the library and offer options for possible resolution of the complaint.

Individuals may also file an administrative complaint with the U.S. Equal Opportunities Commission (EEOC) within 180 days of the date of the alleged discrimination or may file a lawsuit for injunctive relief and damages.

Any or all of these methods may be pursued at the same time.

Individuals are protected from retaliation or coercion when pursuing their rights or responsibilities under the ADA.

For Further Information

In accordance with Section 35.106 of the ADA's Title II Regulations, all applicants, participants, beneficiaries, and other interested persons are advised that further information may be obtained from the Library Director and also from the Office on the Americans with Disabilities Act, Civil Rights Division, U.S. Department of Justice, Washington, DC 20035-6118. Telephone: (202) 514-0301 (Voice) or (202) 514-0381 (TDD).

[See Also in the Appendix](#)

Americans with Disabilities Act-Texas

Library Services for People with Disabilities Policy 2001

Interpretation of Services to Persons with Disabilities 2009

U.S. Department of Justice Civil Rights Americans with Disabilities Act

U.S. Department of Justice Civil Rights –Service Animals

Commonly Asked Questions about Service Animals in Places of Business

Animals in the Library

Policy

It is the policy of the Irving Public Library to prohibit all animals from entering Library facilities, with the exception of assistance/service animals, assistance animal trainees, and animals featured in programs sponsored by the Library.

Definitions

Service animal means any dog that is individually trained to do work or perform tasks for the benefit of an individual with a disability, including a physical, sensory, psychiatric, intellectual, or other mental disability. Other species of animals, whether wild or domestic, trained or untrained, are not service animals for the purposes of this definition. The work or tasks performed by a service animal must be directly related to the handler's disability. Examples of work or tasks include, but are not limited to, assisting individuals who are blind or have low vision with navigation and other tasks, alerting individuals who are deaf or hard of hearing to the presence of people or sounds, providing non-violent protection or rescue work, pulling a wheelchair, assisting an individual during a seizure, alerting individuals to the presence of allergens, retrieving items such as medicine or the telephone, providing physical support and assistance with balance and stability to individuals with mobility disabilities, and helping persons with psychiatric and neurological disabilities by preventing or interrupting impulsive or destructive behaviors. The crime deterrent effects of an animal's presence and the provision of emotional support, well-being, comfort, or companionship do not constitute work or tasks for the purposes of this definition.

Beginning on March 15, 2011, only dogs are recognized as service animals under titles II and III of the ADA.

Assistance animals - a newer term being proposed to replace the term "service animals." It is similar to a service animal but instead of limiting the animal to assisting one person with a disability, an assistance animal works either with a specific person with a disability or a group of people with disabilities under the guidance of a trainer or owner. The animal's training is similar to that given service animals.

Companion animals - pets are not allowed in the Irving Public Library.

Social/therapy animals - usually service animals that did not complete training and have become the pet of a person with a disability. Other therapy animals are the personal pets of their handlers and work with their handlers to provide services to others, such as patients in nursing homes. Therapy animals might or might not meet the definition of service animals. Federal laws do not legally define therapy animals. In addition, Federal laws have no provisions for people to be accompanied by therapy animals in places of public accommodation that have "no pets" policies.

Under the Americans with Disabilities Act (ADA), organizations that serve the public, like the Irving Public Library, must allow people with disabilities to bring their assistance/service animals into all areas of the facility where customers are normally allowed to go.

The ADA provides greater protection for individuals with disabilities and so it takes priority over local and state laws and regulations.

Library employees may ask if an animal is an assistance/service animal, or ask what tasks the animal has been trained to perform. They cannot require special ID cards for animals or ask about person's disabilities, e.g. "Are you blind?" or "Are you under a physician's care for this?"

People with disabilities who use assistance/service animals cannot be isolated from other customers or employees or treated less favorably than other customers or employees.

A person with a disability cannot be asked to remove his or her assistance/service animal from the premises unless:

1. The animal is out of control and the animal's owner does not take effective action to control it (for example, a dog barks repeatedly) or
2. The animal poses a direct threat to the health or safety of others.

Allergies or fear of animals are generally not valid reasons for denying access to the Library facility or refusing Library service to people with assistance/service animals.

Any assistance/service animal that displays vicious behavior towards customers may be excluded. Employees may not make assumptions, however, about how a particular animal is likely to behave based on past experiences with other animals. Each animal must be considered individually. In these cases, the Library should offer to give the person with the disability the option to obtain materials and services without having the animal on the premises.

The Library is not required to provide care or food for an assistance/service animal or provide a special location for it to relieve itself.

The only persons permitted to bring assistance/service animals or assistance animal trainees into Library facilities are persons who require the assistance of such an animal and of assistance animal trainers. All assistance/service animals must remain under a responsible person's control and on a leash at all times.

Liability

Violators of the ADA can be required to pay monetary damages and penalties.

If the Library normally charges customers for damage they have caused, a customer with a disability may be charged for damage caused by his or her assistance/service animal.

A person utilizing an assistance/service animal or a service animal trainer may be liable for all injury and damage caused by his or her animal while within the Library.

[See Also in the Appendix](#)

U.S. Department of Justice Civil Rights Americans with Disabilities Act

U.S. Department of Justice Civil Rights—Service Animals

Commonly Asked Questions About Service Animals in Places of Business

Americans with Disabilities Act-Texas

Texas Disability Law-Service Dogs

Archives Acquisition and Collection Development

Executive Summary

The Irving Archives department of the Irving Public Library collects historical records relating to Irving, houses them in closed stacks, and provides them to customers in a supervised reading room.

Function

The Irving Archives' primary function is to collect historical records relating to the history of Irving, its residents, and its predecessor communities in order to preserve them and make them available to customers.

Collecting Scope and Objectives

1. Collecting Scope

The Irving Archives collects information in all media and all formats relating to the history of Irving, its residents, and its predecessor communities. This includes records and publications of historical value produced by and received by the City of Irving and other government entities in Irving and/or relating to Irving, and records and papers of historical value produced by and received by private individuals and groups.

2. Collecting Objectives

The archives collects these materials in order to:

- a. preserve the items themselves, in the case of original or rare items;
- b. preserve a record copy, or permanent official copy, of certain series of City of Irving records;
- c. preserve the information in items by copying or securing copies of originals;
- d. document the history of Irving, its residents, and its predecessor communities;
- e. provide this information to both external and internal customers; and
- f. produce exhibits, web pages, programs, and publications.

Types of Collections

A. Archives, Manuscripts, and Irving-Related Published Materials

1. City of Irving Records

The Archives serves as the repository of city publications and of office records deemed to be of historical significance.

a. City of Irving Documents Collection

The archives collects publications of the Irving City Council, city boards and commissions, and City of Irving departments. The archives seeks to collect and permanently maintain complete runs of these items.

b. City of Irving Office Records

The archives collects and maintains original minutes, ordinances, and resolutions; selected correspondence and financial records, and other types of materials of historical value.

2. Area Local Governments Documents Collection

The archives collects documents and publications produced by other government agencies in the area, such as the Irving Independent School District. The archives seeks to collect and permanently maintain complete runs of their serials.

3. Private Papers

The archives collects papers and publications from individuals and from groups such as businesses, places of worship, families, clubs, and other organizations. Many of these items are unique and unpublished. These include correspondence, financial records, minutes, diaries, abstracts, photographs, and many other types of materials.

4. Irving Newspaper Collection

The archives collects newspapers published in Irving. The archives receives current and non-current newspapers from donors, including the library.

5. Books and Other Media Relating to Irving and Works of Irving Authors

The archives collects books about Irving's history, geography, etc.; biographies of Irving residents and former residents; and the works of Irving authors. These are generally purchased, although a small number are donated. The archives retains all of these permanently.

6. Vertical File Material About Irving

The archives clips newspaper articles pertaining to various Irving subjects and files them by subject. The archives receives some vertical file material by donation.

B. Reference Materials

1. Professional Collection

The archives subscribes to professional journals through memberships in professional archival, historical, and records management associations and purchases books and other reference materials on archival administration, oral history, preservation and conservation, records management, public history, and legal issues. The archives sometimes receive donations of these materials.

2. Ready Reference Collection

The archives collects atlases, maps, dictionaries, grammar guides, and almanacs to research the Irving area, Texas, and the United States, to put Irving's history in context, and to use in writing articles, letters, etc.

Circulation

Policy

Borrowing materials from the Irving Public Library is a service and a privilege extended by the City of Irving to facilitate the use of its library books and other materials.

The purpose of these circulation policies is to insure that the use of the materials outside the library is handled fairly and equitably, providing reasonable protection and inventory control for the items.

The Director of Libraries is authorized to promulgate and enforce such rules, procedures, and limitations as may be necessary for the protection of this City's library property, as well as for the widest and best use of the materials. This includes limiting by type, subject, format, quantity, and time the materials may be circulated. The Library is also authorized to establish rules, procedures, and parameters for the provision of borrower registration privileges, library card use, and the renewal of privileges.

The Library is authorized to develop and provide alternative circulation services (e.g. for homebound/disabled and corporate/business usage). The Library is further authorized to develop such rules and procedures as may be necessary to implement these alternative services.

Registration and Borrower Cards

- Borrowing privileges are obtained through registration and receipt of a valid library card at the Irving Public Library.
- Borrowing privileges are available to all persons residing within the geographical service area designated by the Irving Public Library.
- Privileges may also be made available to those who reside outside the designated geographical service area.
- Qualified individuals may register for a library card by presenting positive identification, verification of current address, and a permanent address in the case of a temporary resident. The individual must be present at the time of registration (unless rules for alternative services apply). Use of fraudulent information in registering for a library card for the purpose of defrauding the Library will result in a denial of Library privileges and prosecution under Section 20.8 of the City Code (Appendix A).
- By registering for a library card and the associated privileges, the individual agrees to abide by all policies and rules of the library and acknowledges responsibility for all items checked out on the card including reasonable care and protection from damage. By use of the library card the customer agrees to pay for any lost or damaged materials checked out on the card, as well as any fees assessed on the account. The customer also agrees to promptly notify the library if the card is lost or stolen.
- Individuals who have attained the age of sixteen (16) are considered by the City to be adult as to Library usage and may, therefore, assume the responsibilities that accompany the obtaining of a library card. (This does not relieve the parent/guardian of any obligations incurred by their minor child, as defined by and under the laws of the State of Texas.)
- Individuals younger than sixteen (16) must be present and accompanied by a parent or legal guardian to register for a library card. The parent or legal guardian must present the required positive identification and verification of address set by the library and qualifies as a borrower in good standing with the library. The parent accepts legal responsibility for the child's use of the

library and all materials checked out on the child's card, including charges for lost or damaged materials or any library fees assessed on the account.

- Library cards are issued for a designated period of time and may be renewed for successive periods upon confirmation of current address, phone number, and other information as required by the library. The Library reserves the right to verify identity and confirm customer information at any time.
- Replacements for lost or stolen cards may be obtained upon verification of identification and upon payment of the current card replacement fee.
- The borrower's card remains the property of the City of Irving and borrowing privileges may be suspended or revoked if the borrower flagrantly or habitually violates the Library rules and policies.

Circulation of Materials

- The Director of Libraries or designated staff is authorized to determine what materials are available for circulation outside the library facilities, as well as various restrictions including, but not limited to, the length of loan periods and quantities that each type of material may circulate.
- Borrowers holding a valid card must present their own card at the time they wish to check out materials; however, a family member or designated individual is permitted to check out materials on another member's card if they have possession of that card. Positive identification may be requested for verification purposes.
- Borrowers in good standing regarding overdue items and whose accounts are clear of monetary charges or other restrictions will be permitted to check out materials for the time specified for those materials. The Library reserves the right to recall materials from the borrower at any time as necessary to protect City library property or fulfill the widest and best use of the materials.

Overdue or Delinquent Materials

- It is in the interest of all users of the library that borrowers return materials within the time limits set by the library. The Library will make reasonable effort and utilize the available legal measures to insure that materials are returned to the library in a timely fashion so that other users may have access to them.
- The Library will utilize phone calls, e-mail, standard postal notices or other means to inform borrowers of overdue materials. The Library will use the services of a collection agency for purposes of recovering the materials or their replacement value and associated fees. It will also utilize Section 20-6 of City Ordinance No. 5628 - Failure to return borrowed materials. (Appendix A).
- Borrowers with overdue materials, fees, or charges on their cards will not be considered to be in good standing as regards borrowing privileges and other library privileges offered by the library.

Hold and Renewal Requests

- The Library permits borrowers to place hold requests on certain designated types of materials if the item is unavailable at the desired time and location. The Library will attempt to notify the borrower when the item becomes available, allowing a designated number of days for pick up of the item. The Library will strive to insure that the process of hold requests is administered fairly and equitably.
- The Library permits borrowers to renew the checkout of items for a limited number of times to extend the due date for additional use of the material. In order to renew an item the borrower's account must be in good standing regarding overdue materials and must have no

outstanding fees, charges, or other restrictions. Renewal is not allowed for an item which has an associated hold request.

Replacement of Lost and Damaged Materials

- Materials lost while checked out to borrowers must be paid for, along with the current processing fee, in order for borrowing privileges to remain valid. On a case by case basis, the Library will consider accepting an exact replacement copy or a substitute item of similar substance and value in lieu of payment for a lost or damaged item; however, processing fees still apply. The Library has final authority to determine the acceptability of the replacement or substitute item.
- Library materials that are returned in a damaged condition are evaluated according to current library guidelines. Minor damage may be repaired so that the material may continue to be used. Heavily damaged materials may be withdrawn from the collection.
- Fees for such damaged or lost materials are assessed by the library in accordance with the agreement associated with registration for a library card. The Library's current fee schedule is utilized in determining charge amounts for lost or damaged materials. In addition, the borrower may be charged the current processing fee per item.
- Refunds may be requested for lost materials which are found and returned in good condition along with the original payment receipt within sixty (60) days of payment. Processing fees are non-refundable. There will be no refunds for requests made after sixty days of payment. No refunds are issued without the original receipt.

Prohibition from Selling Damaged Library Materials

The Irving Public Library cannot allow customers to retain damaged materials for which payment has been made. These items must remain City property until being disposed of in accordance with the provisions of the Code of Civil and Criminal Ordinance for the City of Irving. The Library may dispose of damaged materials in the following manner:

Section 16-14 (C) Sale of obsolete, excess or damaged library materials

- Upon determination by the Director of Libraries with the concurrence of the City Manager or the designee of the City Manager, that certain library materials are obsolete, excess, or damaged said materials may be transferred to an organization selected by the City Council for the purpose of selling said materials to raise funds which proceeds shall be expended solely on behalf of the Irving Public Library System enhancements including special library projects. For the purposes of this subsection, materials or library materials shall mean printed works, audio-visual and electronic recordings, puzzles and games, and other materials included in the library's collection.
- The Irving City Council has designated the Friends of the Irving Public Library as the ONLY recipient of discarded library materials. The Friends of the Library hold book sales throughout the year to raise funds for the library.
- Therefore, by Council directive, the library may not sell library materials to individuals. The fee paid as a result of damage to an item is meant to help purchase a replacement item. The fee is not payment to purchase the damaged item.
- Should library books prove to be inappropriate for the Friends book sales due to damage or other reason, the only other method of disposal is covered by the following provision of the same city ordinance:

Section 16-15 (A) Sale of Personal Property

- All sales of personal property which has become obsolete and unusable shall, except as specifically provided in this article, be based whenever possible on competitive bids and sold to the highest responsible bidder after due notice inviting proposals.
- In this section, personal property refers to all City property other than buildings and real estate. This includes all library materials: books, recordings, videos, etc.
- The City implements this ordinance by holding auctions three to four times per year. Prior to each auction, the City places an official notice in the local newspaper. Additional information may be obtained from the City of Irving Purchasing Department.
- The Library is authorized to establish such rules and procedures as are needed to carry out this policy.

Regulations: Disclaimer on Unauthorized Materials and Information

The Library will make reasonable effort to insure that unauthorized materials and information are not left on Library property or inserted into books, periodicals, and recordings. However, the Library will not be held liable or responsible should such instances occur.

Collection Development

Policy

The collection development policy of the Irving Public Library is based on the following principles:

- The freedom to read, along with the freedom to hear and to view, is protected by the First Amendment to the Constitution. These freedoms are held to be essential to our democracy and will be upheld, supported, and defended in the selection and the provision of accessibility to all library materials.
- Access to library materials will not be restricted, prejudiced, denied, or abridged by the Library because of a customer's origin, race, age, abilities, gender, background, or views.
- Library materials will be logically organized and maintained according to subject, format, type, user level or other category to achieve their most effective utilization by the public and by library staff. Access will be assured through the application of rules recognized as National or International standards and guided by other professional tools, rule interpretations and local procedures.
- Freedom of choice in selecting materials is a necessary safeguard to the freedom to read, to hear, and to view.
- It is the essence of democracy that citizens shall have the right of free inquiry and the equally important right of forming their own opinions. In a free society, each individual is free to determine for him/herself what he/she wishes to read, to hear, or to view.
- Selection of materials and their inclusion in the collection do not constitute or imply agreement with or approval of the content, viewpoint, implications, or means of expression of the materials.
- As budgetary constraints limit the procurement of materials to a small portion of what is available, selections will be made in furtherance of the principles stated in this policy while attempting to maintain diversity, quality and responsiveness to customers' interest patterns.
- The Library keeps the collection vital and useful by retaining or replacing essential materials, and by removing, on a systematic and continuous basis, those works that are worn, outdated, of little historical significance, or no longer in demand.
- Final responsibility and authority for materials selection rests with the Director of the Irving Public Library who will operate within a framework of policies and principles adopted by the City Council of Irving. The staff of the library will operate under the Director's delegated authority.
- The Library is authorized to develop such selection procedures and guidelines as may be necessary to carry out these Collection Development Principles.
- The Library and its associated authorities do not serve in loco parentis. Only the parents or legal guardians may restrict their children, and only their own children, from access to library materials. Selection will not be inhibited by the possibility that materials may inadvertently come into the possession of children.
- The Library will provide materials for all members of the community the library serves without exclusion. Diversity will be pursued by providing materials for all ages and educational levels, in as many subject fields as possible, including alternative and/or opposing viewpoints, and by providing a variety of materials reflective of the diversity existing in our culture and society.
- The Library recognizes that citizen input is a vital component in materials selection. This is important both for considering acquisition of new materials and for considering retention of materials already in the collection.

- The Library will strive to provide access to a collection that balances perspective across a broad range of opinion and subject matter in formats suitable to furthering civic, educational and recreational interests in the community and for library customers of all ages.
- Quality will be pursued by the application of the professional discretion and standards established by the library profession and through the use of appropriate selection aids, such as reviews in professionally recognized periodicals, standard bibliographies, booklists, and recommendations by recognized authorities.
- Responsiveness to the interest patterns of the community served will be pursued by careful consideration of requests for purchase, patterns of utilization of existing materials, patterns of purchases of similar materials from retailers, and any other source of information indicative of community interest patterns. An attempt will be made to meet, to the degree possible, the interests of all in the community, while acknowledging and recognizing that this is an ideal to be pursued rather than an achievable objective. Responsiveness to the interest of one individual or group will not be restricted on the basis of the dislike or disinterest of another individual or group.
- Excessive duplication will not occur in the selection of materials. Materials may not be selected if the field is already adequately covered by the existing collection.
- Materials which do not conform to or lend themselves to library use or format will usually be excluded.
- Selections will be made within budgetary constraints and with regard to the overall pattern of the existing compliance with all policies and principles.
- Gifts and unsolicited materials will be evaluated according to these policies and principles as per any other selection.
- Requests for the purchase of materials will be evaluated according to these policies and principles as per any other selection.
- Restriction will be avoided by allowing all customers access to all materials and by allowing all library card holders to check out any library materials (subject to library card use restrictions) regardless of origin, race, age, gender, ability, background, or views.
- The Library's collections are organized through the application of National/International standards in the field of library science, including standard classification schemes and professional cataloging practices. The Library uses the Dewey decimal classification as its primary organizational scheme.
- Materials will not be labeled other than to provide classification (e.g. Dewey Decimal System), directional aids, and major categorization of interest patterns.
- The distinction between the children and youth versus the adult section will be made on assumed differential interest patterns. Appropriateness of the materials for minors is the sole responsibility of the parent/legal guardian.

See Also

Gifts, Memorials and Donations

Recommendation for Reconsideration of Materials

[See Also in the Appendix](#)

Access for Children and Young Adults to Non-Print Materials 2004

Access to Electronic Information Services and Networks 2005

Access to Library Resources and Services Regardless of Sex, Gender Identity or Sexual Orientation 2008

Diversity in Collection Development 2008
Evaluating Library Collections 2008
Expurgation of Library Materials 2008
Freedom to Read
Intellectual Freedom Handbook
Labeling and Rating Systems 2009
Library Bill of Rights
Restricted Access to Library Materials 2009

Computer and Internet Access

In keeping with its mission and with advances in information technology, the Irving Public Library provides the community with access to the Internet to enhance the Library's existing collection in size and depth and to provide access to information available only on the Internet.

The Internet is a worldwide network of information. Its content reflects the diversity of human experience and thought. This content is continually expanding. It changes frequently and its sources are limitless. Just as the Library does not vouch for or endorse the content or viewpoints in its collections, it is unable to vouch for the accuracy of information or endorse the various viewpoints accessed through the Internet.

A. Library Expectations of Customers

The Library offers computer workstations as a service to the community it serves. Along with the privilege of using the Library's computer workstations comes responsibility for considerate, ethical and legal use. It is important for the customer to understand that some computer features may not be available at the Library. The customer has chosen to use a public computer in a public place, and with this choice certain limitations are inevitable.

- Customers may be required to have a Library card to access information through computer workstations or wireless internet connections.
- The Library's computer workstations may be used for legal purposes only.
- Customers may not damage, destroy or steal data, equipment or software belonging to the Library or to others.
- The Library's computer workstations may only be used to operate legally licensed software owned by the City. The installation of software applications by the customer is considered a violation of this policy.
- Library customers are expected to show courtesy to others; they may not engage in activities that are hostile, intimidating.
- Customers are expected to represent themselves truthfully; they are in violation of this policy if they represent themselves as another person.
- Library customers are expected to honor the privacy of others.
- Customers may display, print or view non-offensive graphical images; they may not display, print or view explicit graphical images in violation of ***Texas Law PC 43.24 -- Sale, Distribution, or Display of Harmful Material to Minors.***
- Customers may access the Internet through the Library's wireless connection using devices that are compatible with the wireless connection; when access is available at that Library location; and when there is enough capacity through the wireless connection to accommodate their access. Customers are advised that the wireless Internet connection is unblocked and unfiltered in accordance with federal law.
- The customer understands that he/she accesses the wireless internet connection at his/her own risk, and that the Library shall in no way be held liable for any injury to any person, or injury to any property, received or sustained by any person or persons or property arising out of, or occasioned by, the customer's use of wireless internet access.
- Library personnel are not trained to, nor obligated to provide any technical assistance to customers regarding the customer's computer equipment.
- Customers are expected to use Library computer workstations as they are currently set up; they may not add, alter or delete files on workstations, hard drives, networks or other equipment. They are not to attempt to bypass network security functions, obtain passwords, or alter the configuration of

Library computer workstations in any way.

- Customers may access, edit, print or attach personal documents from an electronic storage device; the Library may restrict the downloading, uploading, installing, setting up, running or executing of any program or software on Library workstations or systems.
- Customers are expected to honor U. S. Copyright law. **U. S. Copyright Law (Title 17, U. S. Code)** prohibits unauthorized reproduction or distribution of copyrighted materials except as permitted by principles of "fair use." Responsibility for copyright infringement lies solely with the customer.
- Customers are expected to honor all Federal and State laws. They are not to violate **Federal Law 18 USC 1030, VTCA** or **Texas Law PC 33.01** regarding computer crimes.
- Customers are expected to honor the Library's **Computer and Internet Policy**. Violations will be dealt with in an appropriate and serious manner. Illegal acts involving electronic resources provided by the Library may be subject to prosecution by local, state, or federal authorities.

B. Conditions of Use

In order to achieve the Library's goal to provide access to its electronic resources to all customers in a fair and equitable manner, the following conditions apply.

- Computer workstations are available during the Library's normal hours of operation until approximately ten (10) minutes prior to closing.
- The Library reserves the right to limit or restrict use of its computers and electronic resources.
- Access to the Library's wireless Internet connection shall be available during the Library's normal hours of operation until approximately ten (10) minutes prior to closing.
- Customers accessing the wireless Internet connection using personal computer equipment are still subject to **Texas Penal Code 43.24** regarding **Sale, Distribution, or Display of Harmful Material to Minors**.
- The Library reserves the right to charge for printing. Although there is no limitation on how many pages a customer may print, customers are asked to conserve Library resources. Customers may print on Library-supplied paper only. The Library cannot accommodate special printing requests such as printing on both sides, labels, legal-sized or resume quality papers.
- When saving information to an electronic storage device, the customer is cautioned regarding computer viruses, "adware", and "spyware". The Library is not responsible for damage or loss of data to the customer's electronic storage device or computer from the use of electronic resources provided by the Library.
- Customers are personally responsible for charges incurred for goods or services purchased via the Internet; the Library accepts no responsibility whatsoever. Purchases made via the Internet are at the customer's own risk.
- No more than two (2) persons may concurrently use a given Library computer workstation.
- Only Library staff may restart computers or log into the Library's network.
- At some locations, age restrictions apply to the use of the Library's computers.
- The Library reserves the right to monitor customer computer use to maintain the security and usability of electronic resources provided by the Library.
- In accordance with the federal **Child Internet Protection Act (CIPA)**, all of the Library's computer workstations are equipped with blocking and filtering software which is enabled. Upon request, Library staff will readily disable the software for adult customers. Customers who are minors, that is, persons under the age of eighteen (18), may request that the software be disabled, but only to the extent that the disabling does not violate CIPA or state statute.

C. Personal Information

The Irving Public Library acknowledges that online security and privacy are important concerns. For that reason, the Library does not ask for personal information unless it is needed to access a Library record or to reserve a PC.

D. Children and the Internet

A minor's access to or use of electronic resources is the responsibility of the minor's parents or legal guardians. The Library encourages parents and legal guardians to be aware of what the child is viewing.

E. Sanctions

Library staff may terminate computer sessions of customers, remove customers from the Library, or revoke the privileges of customers who violate or refuse to comply with any of the Library's policies.

F. Computer Availability

To achieve the Library's goal of providing access to electronic resources to all customers in a fair and equitable manner, the Library reserves the right to designate time limits on computers.

- Each Library may designate computers for the public catalog, children, or electronic databases.
- To use a PC, a customer is required to have a valid Irving Public Library card in good-standing with the Library.
- Computers located in PC labs are not available for customer use when classes are in session.
- The Library reserves the right to limit total daily computer usage per customer.

G. Staff Assistance

The Library provides computers and wireless access as a resource to the community, and expects customers to use them independently. Library staff does not provide one-on-one training on how to use the computers. Library staff does not provide technical services for gaining access to the wireless network.

H. Disclaimer

Although the Library provides access to electronic information, this does not imply sponsorship or endorsement. It is the responsibility of the customer to determine the accuracy, appropriateness, and usefulness of information accessed through electronic resources.

Restriction of a minor's access to — or use of — electronic resources is the responsibility of the minor's parents or legal guardians.

The Library is not responsible for the content of electronic resources to which its customers link, or for the content of sources accessed through secondary links.

Customers should expect no privacy when using electronic resources provided by the Library whether accessed from an external site or internally. These are public computers used in a public place.

Neither the City of Irving nor the Department of Libraries can be held responsible for losses or liabilities, direct or indirect, incurred through use of electronic resources provided by the Library.

The Library does not guarantee the availability of electronic resources.

See Also

Customer Conduct

[See Also in the Appendix](#)

Children's Internet Protection Act

Children's Online Privacy Protection

Sale, Distribution, or Display of Harmful Material to Minor

Computer Crimes

Confidentiality of Customer Records

Policy

Residents, visitors, and businesses have the right to seek information without threat of disclosure.

The Irving Public Library supports intellectual freedom for everyone and has established these regulations in order to protect personal identifiable information contained in library records or accessible in the Library or through its computer systems.

1. Customer records are regarded as confidential by Library employees. Library staff will not discuss contents with other customers.
2. Library staff accesses customer records to conduct Library business only.
3. Library staff will seek counsel from the City Attorney's office before responding to any request by a third party for personally identifiable information about any user. Such information includes database search records, reference interviews, electronic requests for information, circulation records, Interlibrary Loan records, and other personally identifiable uses of library materials, facilities, or services.
4. A person who presents a library card belonging to another individual for any purpose is not granted access to the confidential records associated with the library card, unless that person is the parent or guardian of the card owner who is a minor. Exceptions for cases involving extreme circumstances may be authorized only by the Library Director.
5. Library employees face disciplinary action, up to and including dismissal, if they violate any portion of this policy.

[See Also in the Appendix](#)

Code of Ethics 2008

ElCodigo de Etica de la Asociacion de Bibliotecas de los Estados Unidos

Privacy 2002

U.S.A. Patriot Act

Age of Majority

Confidentiality of Library Records

Cooperation with Other Libraries, Agencies and Organizations

Policy

The Irving Public Library actively promotes cooperation with other libraries to ensure its users access to the information they need.

- The library supports planning for and participation in networks of cooperating libraries to share resources, technology, and information. The library also makes available materials from other libraries through existing state and regional interlibrary loan systems.
- Cooperating with other libraries and agencies is a strategy used by the Irving Public Library to fulfill the mission of the Library.
- Cooperation may take place at all levels—local, state, regional, national, and international.
- The Library supports and cooperates with the Friends of the Library. The City of Irving and the Irving Public Library may enter into formal agreements with the Friends of the Library for the purpose of furthering their mutual goals.
- Library staff will actively seek out and cooperate with like-minded community agencies and organizations for the purpose of enhancing the capabilities of the Library in serving the community.

See Also

Mission Statement and Service Responses

Copyright Compliance

Compliance with federal copyright law is expected of all Library customers and staff at the Irving Public Library. "Copyright" is legal protection for creative intellectual works, which is broadly interpreted to cover just about any expression of an idea. Text (including email and web information), graphics, art, photographs, music, movies, videos and software are examples of types of work protected by copyright. The creator of the work, or sometimes the person who hired the creator, is the initial copyright owner. You may "use" all or part of a copyrighted work only if:

- you have the copyright owner's permission, or
- you qualify for a legal exception (the most common exception is called "fair use").

"Use" of a work is defined for copyright purposes as copying, distributing, making derivative works, publicly displaying, or publicly performing the work.

Copying, distributing, downloading, and uploading information on the Internet may infringe the copyright for that information. Even an innocent, unintentional infringement violates the law.

Responsibility for any possible copyright infringement lies solely with the user; the Library disclaims any responsibility or liability resulting thereof.

This copyright compliance policy will be posted near each photocopy machine.

Customer Conduct

Policy

Library customers expect a safe, orderly, and comfortable atmosphere in which to access library resources. The Library promotes an environment that encourages all customers to use the Library in a safe and respectful manner. This policy supports staff members' actions when customer behaviors or activities are unreasonably interfering with others' enjoyment of the library.

In consideration of other customers and Library staff, customers must behave in an appropriate manner and follow staff instructions. Prohibited behaviors while on Library property include but are not limited to the following:

- Smoke or use of any tobacco, including electronic cigarettes, personal vaporizers or electronic nicotine delivery systems or any battery powered devices which simulate tobacco smoking, in any building. Smokers must move at least 25 feet away from all entrances.
- Use or possess alcoholic beverages or illegal drugs; exhibit symptoms of being under the influence of alcohol or illegal drugs.
- Recline, sleep, lie down, loiter; place feet/shoes on furniture/walls.
- Enter the Library barefoot or without appropriate clothing; remove one's footwear or clothing while in the Library; or be otherwise attired so as to be disruptive to the Library environment.
- Solicit, panhandle, or otherwise accost or harass customers or staff on Library property.
- Bathe, shave, wash clothes, or otherwise misuse facilities.
- Expose customers and staff to feces or urine through lack of hygiene, leaky diapers, or clothing that contains feces or urine.
- Use opposite gender restrooms; young children are excepted when accompanying a parent/caregiver.
- Bring bicycles, skateboards, skates, scooters into the Library without the express permission of Library staff.
- Drink or eat, except in areas designated by the Library.
- Interfere with the staff's performance of its duties. This includes, but is not limited to, engaging in inappropriate conversation or behavior, sexual advances, physical or verbal threats, or harassment.
- Use electronic devices, with or without headphones, at a volume level audible to others. Devices include, but are not limited to, radios, sound recording players (mp3 players, iPods, CD or cassette tape players, etc.), TV's, videogames (Play Stations or similar devices, games on public PCs, etc.), and laptops or notebooks.
- Engage in voyeurism/peeping.
- Conduct extended conversations, with other persons or on a phone, inside the Library.
- Conduct oneself in a disorderly manner which includes, but is not limited to shouting, screaming, loud verbal outbursts, belching, flatulence, extended crying, spitting, littering, running, rowdiness, pestering other customers, playing on the stairwells or in the elevators, causing disarray of the collections, or climbing or banging on Library furniture, shelving, or security gates.
- Carry into the Library sleeping bags, bedrolls, large bags, bed blankets, large boxes/bags or containers, or other items that may impede traffic or pose a hazard to others.
- Bring animals inside buildings, except for special service animals.

- Leave young children unattended anywhere in the library, including the children's areas. A parent, guardian, or other responsible adult must accompany any children under the age of 10.
- Camp in library facilities or on library grounds. "Camping" refers to the use of library property for living or accommodation purposes.
- Sit or stand on display or work surfaces, such as tables, end tables, counters, stair railings, desks, etc.
- Exhibit personal hygiene that does not meet community standards. Persons whose bodily hygiene causes other customers to complain may be asked to leave.
- Use rude gestures, abuse physically or verbally, or assault Library staff or customers.
- Act in any way that violates the laws of the State of Texas or *Irving City Ordinances*.

Exhibits and Displays

Policy

In keeping with its role within the community and its mission statement, the Irving Public Library believes in serving the community as a source and focal point for reading and providing education in a variety of forms, to both children and adults. Such information may be in the form of displays or exhibits.

Materials considered for exhibition are subject to the following guidelines:

- Library exhibit spaces are available to the public on an equitable basis, regardless of the beliefs or affiliations of individuals or groups requesting their use but must fall within the guidelines of the Library's mission statement.
- Exhibitors wishing to use display space are required to submit a completed "Exhibit Display Application".
- Designated, limited exhibit space is available to organizations and individuals engaged in educational, cultural, intellectual or charitable activities.
- Exhibits cannot in any way disrupt the normal routine of the library.
- All exhibits must be approved by the Library. It is at the sole discretion of the Library to approve or disapprove the "Exhibit Display Application." The Library may request to view samples of the exhibit prior to approving or disapproving the request. Contact person(s) will be notified by email or telephone to confirm request upon approval. The Library reserves the right to deny an organization's or an individual's request if it is deemed inappropriate for general audiences. The Library facilities are public spaces which are used and viewed by community members of all ages. This factor will be a prime consideration in the approval or rejection of a display request.
- The Library reserves the right to make a final decision on the content and arrangement of all exhibits. The Library reserves the right to reject any part of any exhibit or to change the manner of the display if deemed necessary.
- Materials displayed or distributed in the Library reflect the views of the exhibitor. Provision of exhibit space does not constitute an endorsement by the Library.
- There is no charge for the use of exhibit space and no fees may be charged to view library exhibits or displays.
- The advertisement of prices in Library exhibit space is prohibited.
- No sales of exhibit work may be made on the Library premises. The displayer at their discretion may leave business cards with Library staff.
- The scheduling of Irving Public Library exhibits will take priority over scheduling of exhibits for other individuals or groups.
- The Library cannot assume responsibility for loss or damage of any items exhibited or for insurance liability for items on display. The contact person must sign a release before any item is placed in the library. Individuals, groups or organizations must provide their own insurance coverage.
- Applications for the use of exhibit space will be honored on a first-come first-served basis. The length and number of exhibits in one calendar year may be limited for each organization or individual depending on demand.
- The Library is responsible for scheduling setup and removal dates. If the exhibitor does not bring the display to the Library within three days following the agreed upon setup date, the Library may cancel the exhibit.

- The setup and removal of exhibits is the responsibility of the exhibitor.
- The Library will not provide storage space and reserves the right to dispose of exhibits left after the conclusion of the exhibit period.

See Also

Mission Statement and Service Responses

[See Also in the Appendix](#)

Exhibit Spaces and Bulletin Boards 2004

Library Exhibit Space Application

Name of exhibit _____

Proposed dates of exhibit _____

Library location for exhibit _____

Applicant’s name _____

Applicant’s email _____

Applicant’s phone number _____

Applicant’s address _____

Organization name if applicable _____

Exhibit description: list artist(s) name and media; number of pieces; artwork dimensions and any other special requirements.

Purpose of the exhibit and how it fits the mission of the Irving Public Library:

Please include photos of artwork or photo CDs, artist statements, history of the organization and/or biographies of artists. All proposals will be reviewed by Library staff to determine if space is available and whether the exhibit fits within the mission of the Library. All applicants will be notified of the outcome of the review.

Exhibit Loan Agreement

Title of Exhibit / Artwork: _____

Name of Entity/Individual Loaning the Items: _____

Location of Exhibit / Artwork: _____

Dates of Exhibit: _____ Period of Loan: _____

I, _____, agree to loan the item(s) listed on the attached document (*Attachment A*) to the City of Irving, Texas, for the purpose of exhibiting said item(s). I understand that all reasonable care will be used in the display and security of said item(s). I also agree that I am loaning this item/these items at my own risk and that the City of Irving, Texas, assumes no responsibility and bears no liability for any loaned item(s) after delivery of said item(s) has been made to the authorized representative of the Library.

Signature of owner/representative: _____

Printed name: _____

Name of Organization: _____

Address: _____

Telephone Number: _____ Date: _____

I, _____, hereby acknowledge the receipt of the item(s) listed on the attached document (*Attachment A*) and agree to ensure that all reasonable care will be taken to safeguard the said item(s) during the loan period. I agree that the item(s) will not be altered in any way during the preparation, installation, and dismantling of the exhibit without the written consent of the owner/representative. I agree that the item(s) will be returned by a mutually acceptable method by the date specified above.

Signature of Authorized Library Staff: _____

Address: _____

Telephone Number: _____ Date: _____

I acknowledge that all loaned items have been returned safely to my custody.

Signature of owner/representative: _____

Date: _____

ATTACHMENT A

<u>No. of Items</u>	<u>Physical Description</u>	<u>Estimated Value</u>

Gifts, Memorials and Donations

Policy

The Irving Public Library appreciates and encourages gifts and donations from groups, individuals, foundations, corporations, etc. These contributions are vital to the future of the Library and its services. The Library is prepared to receive material, money, and other types of gifts and donations.

- Major gifts to the Library may be accepted by the City Council upon recommendation of the Library Board and the Library Director. Major gifts may include but are not limited to land, buildings, art objects, and substantial collections of books or other materials that have a significant monetary, historical, or literary value.
- Special collections of materials will be accepted if they meet the Library's Collection Development policy. The Library reserves the right to determine such issues as classification, arrangement, and shelving of gift materials. The Library will not accept special collections of materials with any donor's stipulations.
- Memorials and tributes are accepted in the form of monetary donations to a special fund administered by the Irving Public Library. The Library will make every effort to honor the donor's wishes regarding the selection to be purchased. However, the final decision rests with the Library in accordance with its needs and selection criteria.
- In those instances where an individual wishes to donate a memorial book from his personal library, the decision to accept the gift will be based on the principles described in the Collection Development policy.
- The Library accepts donations of books and other items with the understanding that the donated items become the property of the Irving Public Library and that the Library may distribute the donated items as it deems best.
- Upon receipt of gift materials and upon the request of the donor, a receipt is given to the donor acknowledging the gift items.
- Due to Internal Revenue Service regulations, the Library is prohibited from providing an estimate of monetary value of the donation.
- The Library actively encourages monetary donations. Monetary gifts are administered by the Friends of the Irving Public Library on behalf of the Library. Determination as to the expenditure of such gifts remains with the Library after consultation with the donor.
- Individual Library staff cannot accept valuable gifts or any form of currency for the services they provide as library staff. Appreciative customers are encouraged to make contributions to the library as a whole, or provide a gift that all staff can enjoy equally.
- This policy is to ensure that staff will treat all members of the public equally, and that no preferential treatment is shown or expected.

Interlibrary Loan (ILL)

Interlibrary loan is a service that has developed among libraries through coordinated systems, reciprocal agreements, and regional and national code standards to provide a wider range of reading and research materials than can be purchased by an individual library. Interlibrary loan allows the Library to borrow library materials from other libraries throughout the United States. The Irving Public Library participates in this system and subscribes to its rules, codes, and procedures.

Irving Public Library is a signatory to and abides by the current *Interlibrary Loan Code for the United States*, the *AMIGOS Resource Sharing Agreement*, and the *TexShare Interlibrary Loan Protocol*. Irving Public Library abides by and applies *U. S. Copyright Law Title 17, U.S. Code* in both borrowing and loaning materials. The Library may also promulgate such rules, guidelines, and procedures as may be necessary to insure fair and equitable interlibrary service within the constraints of budget and staffing.

- Irving Public Library shall establish rules, guidelines, and procedures for the number of items and types of materials that may be borrowed and loaned through the Interlibrary Loan system.
- Interlibrary Loan service is available to approved customers with a record of good standing with the Irving Public Library.
- The decision whether to request interlibrary loan materials for customers shall rest with the Library staff.
- Borrowing is subject to the rules of the library loaning the material.
- Customers shall abide by the interlibrary loan rules established by the lending library and Irving Public Library, including prompt return by the date due and payment of any assessed charges or fees. Failure to comply may result in suspension or forfeiture of interlibrary loan privileges.
- Customers shall handle borrowed materials with care and return them in good condition.
- The customer is responsible for any and all loss of, or damage to materials borrowed from other libraries.
- The customer is responsible for payment of all charges, fines and fees imposed by the lending library.
- The Irving Public Library reserves the right to charge fees to loan or borrow materials from other Libraries, subject to restrictions of signed resource sharing agreements.

[See Also in the Appendix](#)

Copyright Law

Interlibrary Loan Code for the United States

Amigos Resource Sharing Agreement

Library Service

This policy is intended to provide guidelines so that information services can be delivered and maximized based on available resources. Library staff treats all questions with respect. Appropriate assistance is provided courteously and impartially to all, regardless of age, background, disability, origin or views.

A. Customer Service

The library endorses high standards of customer service and supports it through a plan of employee training, leadership development and opportunities for customer input.

During interactions with library staff, customers can expect to:

- Be acknowledged appropriately
- Be treated courteously and respectfully
- Be valued for their input
- Receive the same high standard of service regardless of age, sexual orientation, race, color, ethnicity, nationality, creed, religion, political belief, gender, educational background, physical limitations, or any other criteria
- Receive prompt and timely service
- Receive knowledgeable service and professionalism from all staff
- Have open access to traditional and innovative resources
- Have their privacy and confidentiality respected, and
- Receive responsive, community-oriented service

B. Reference Service

Staff provides information based on accurate and authoritative print or online sources, or learned from a reliable authority. The source for an answer will be provided. Each query is treated individually. Some questions may be answered quickly and others may require the customer's participation in the information search, with staff providing guidance and advice.

Due to the specialized nature of some reference questions, staff is limited in the amount of service they are able to provide on the following topics:

- Antiques, Art Work and Collectibles: Staff will not appraise or evaluate antiques, art and/or collectibles.
- Medical and Legal Questions: Staff will not give legal or medical advice or interpretation.
- Mathematical and Technical calculations: Staff will provide formulas or equations needed to do a computation if found from an authoritative source.
- Genealogy: Staff will show customers where different types of materials are located, how basic reference tools are used, and how to use equipment. Beginners interested in learning about genealogy research will be referred to introductory books on researching family history in the circulating collection.
- Tax Information: Staff will not give tax advice. Customers will be referred to a volunteer tax assistance program or the IRS.
- School assignments: Staff will assist customers in finding resources to complete assignments, but staff members do not help in completing the actual assignments.
- Patent/Copyright - Customers are directed to resources on copyright and patent procedures. Patent searches are not provided.

- Computer Assistance: Staff will provide limited assistance to customers using the library computers. Those customers who need more in-depth instruction are encouraged to attend a computer class or to consult instructional materials owned by the Library.

1. Liability

- The Library does not guarantee the accuracy of information contained in any materials owned or obtained by the Library.
- The Library is not liable for any consequences or damages the user of materials owned or obtained by the Library may suffer based on actions taken or decisions made using information from the Library.

2. Confidentiality

- All reference questions are confidential.
- The nature of reference questions asked and the identity of the customer shall not be divulged to any agency outside without a properly executed order from a court of law.

[See also in the Appendix:](#)

Libraries: An American Value

Meeting Facilities

The meetings rooms of the Irving Public Library System are *primarily* intended to support the goals of the Irving Public Library: to improve the community's quality of life by providing access to information for lifelong learning and to provide space for ongoing activities of the Library. The Library's meeting rooms are *secondarily* available to organizations and groups for the purpose of providing a meeting space for public use for a nominal fee.

The meeting rooms may be used by educational, civic, and cultural groups, as well as businesses and residents. No private parties, showers, recitals by students of for-profit teachers or meetings for the purpose of personal or business profits are allowed.

Permission to use the rooms shall not, in any way, constitute an endorsement of the group, its policies or activities, by the Library or by the City of Irving. The library does not produce publicity materials for groups using the facilities. Meetings of outside groups are not included in the Library publicity materials unless they are co-sponsored by the Library. In the event publicity concerning the meeting is circulated which lists the Library as the location, this disclaimer must be included: "**This event is not sponsored by the Irving Public Library.**"

Fundraising within the Library is prohibited unless it is to directly benefit the Library. **No** fees, payments for items sold or donations may be collected from those attending the meeting.

The Irving Public Library reserves the right to have a staff member present at any meeting held in a Library facility.

The library has the right to limit the number of people attending so as not to exceed occupancy levels.

The library has the right to limit the number of hours an organization can use library facilities.

No group shall assign its space or reservation to another group.

Groups using Library meeting rooms are responsible for any possible copyright infringement; the Library disclaims any responsibility or liability resulting thereof.

Food may be served in the meetings rooms. All food must be prepared by a licensed food service establishment. The Library does not furnish dishes or kitchen equipment.

Using/consuming alcoholic beverages, drugs, or other controlled substances in Library facilities or on Library property is strictly prohibited.

Smoking in Library facilities or on Library property is strictly prohibited.

The Irving Public Library reserves the right to cancel or change a reservation due to events sponsored or co-sponsored by the City or Library. In such cases, fees will be refunded.

Mission Statement and Service Responses

Mission

The mission of the Irving Public Library is to improve the community's quality of life by providing access to information for lifelong learning and by promoting the enjoyment of reading.

Methodology

The Library is a constantly evolving service. The Library acquires, organizes, and provides relevant library materials; ensures access to other collections and information sources throughout the nation and the world; serves the public with professional and caring assistance; and strives to reach out to all members of the community.

Service Responses

The following basic service responses have been selected for emphasis in carrying out the mission of the Irving Public Library.

- **Be an Informed citizen** -- Local, national, and world affairs. Residents will have the information they need to support and promote democracy, to fulfill their civic responsibilities at the local, state, and national levels, and to fully participate in community decision-making.
- **Celebrate Diversity** – Cultural Awareness – Residents will have programs and services that promote appreciation and understanding of their personal heritage and the heritage of others in the community.
- **Connect to the Online World** – Public Internet Access – Residents will have high-speed access to the digital world with no unnecessary restrictions or fees to ensure that everyone can take advantage of the ever-growing resources and services available through the Internet.
- **Create Young Readers** – Early Literacy – Children from birth to age five will have programs and services designed to ensure that they will enter school ready to learn to read, write, and listen.
- **Know your Community** – Community resources and services. Residents will have a central source for information about the wide variety of programs, services, and activities provided by community agencies and organizations.
- **Satisfy Curiosity** – Lifelong Learning – Residents will have the resources they need to explore topics of personal interest and continue to learn throughout their lives.
- **Stimulate Imagination** – Reading, Viewing, and Listening for Pleasure – Residents who want materials to enhance their leisure time will have a wide variety of options in a number of formats and will have the help they need to make choices from among the options.

[See Also in the Appendix](#)

2007 Public Library Association's *Public Library Service Responses*

Nondiscrimination

Policy

The Irving Public Library provides equal access to its services, resources, and facilities to all persons regardless of affiliation, disability, gender, sexual orientation, age, national origin, race, or religion. This policy will prevail in all matters concerning staff members, the public and individuals with whom the library does business.

Any person who feels unlawfully discriminated against by an agent or employee of the library or who knows of such discrimination against another person should file a complaint with the Library Director.

The library is committed to investigating each complaint and to taking appropriate action on all confirmed violations of policy. The Library Director shall investigate and document complaints filed pursuant to this policy as soon as reasonable. In investigating the complaint, the Library Director will maintain confidentiality to the extent reasonably possible.

See Also

Nondiscrimination/Equal Opportunity Form

[See Also in the Appendix](#)

Library Bill of Rights

Free Access to Libraries for Minors 2008

Economic Barriers to Information Access 1993

Nondiscrimination/Equal Opportunity Form

(To be filed with the Library Director)

Please print:

Name _____ Date _____

Address _____

Telephone _____ Cell Phone _____

E-mail Address _____

I wish to complain against: Name of person, program or activity

At this address: _____

Specify your complaint by stating the problem as you see it. Describe the incident, the participants, the background to the incident and any attempts you have made to solve the problem. Be sure to note relevant dates, times and places.

Date of the action against which you are complaining: _____

If there is anyone who could provide more information regarding this, please list name(s), address(es) and contact information.

Name	Address	Email/Phone Number
_____	_____	_____
_____	_____	_____
_____	_____	_____

The projected solution:

Indicate what you think can and should be done to solve the problem. Be as specific as possible.

I certify that this information is correct to the best of my knowledge.

Signature of Complainant Date

Petitions and Solicitations

Public solicitation of signatures for the purposes of a petition, distribution of literature or leaflets by individuals or organizations, canvassing, surveying and similar types of direct appeals by members of the public is only permitted in the foyer area of the Library, under the guidelines listed below. Such activities should not interfere with customers or staff accessing the Library entrances or services. The Library seeks to balance the constitutional rights of citizens and organizations with the rights of Library customers and staff when using public space.

To create fair usage, the following regulations have been instituted:

- Anyone wishing to solicit signatures for a petition or leaflet should inform the Library Administrative office during normal business hours (8:00 a.m. to 5:00 p.m. Monday through Friday) of their desire and intent to solicit signature for a petition.
- The Library shall supply the petitioner with a table and chair, and designate the area of the lobby where petitioning may take place. The Library can only accommodate one petitioner's table at a time. This petitioner shall not block, hinder or otherwise impede customers and staff wishing to exit or enter the building, nor seek to intimidate persons entering or exiting the building into signing a petition or accepting a leaflet.
- In the event that more than one person wishes to use the Library in this way at the same time, the table will be assigned by Library Administration on a first-come, first served basis. If these activities are to take place on more than one day, the Library will require that petitioners take turns.
- No leafleting or distribution of literature, or solicitation is permitted for the purposes of selling items, renting apartments or other for-profit activities, or for not-for-profit fund raising activities.

Any person who does not abide by the conditions stated above or creates a nuisance such that the regular business of the Library is disrupted shall be required to immediately cease all activities relating to solicitation for a petition or leafleting and to leave the Library premises immediately.

See Also

Customer Conduct

Programs

Policy

The Irving Public Library offers Library initiated information in the form of programs. This policy reflects the Library's philosophy regarding free and open access to information and ideas.

- The Library may co-sponsor programs with other agencies, individuals or community organizations. When a community group or individual approaches the Library with a programming idea or request, the Library staff will examine the request to determine if the program supports the mission of the Library and if the resources needed to accomplish program goals are available.
- The Library provides space for programs that are not Library initiated or co-sponsored.
- Membership or residency requirements may be set in place for program attendance when demand exceeds resources.
- If a person wishing to attend a Library program has special needs, he/she should notify Library Administration (972-721-2639) at least two (2) weeks in advance of the program.
- If a child under the age of ten (10) is participating in a program, a parent/adult caregiver must remain in the Library facility during the program.
- In some instances, a parent may be required to attend a program with a child. Examples include but are not limited to *Mother Goose Storytime* and *Toddler Storytime*.
- Registration or tickets may be required for some programs.
- Strollers or other large objects may be excluded from the auditorium or program rooms.
- The Library reserves the right to restrict attendance to any program based on age appropriateness, behavior, request of a performer, content of the program, safety, quality control, system program requirements, or available resources including space, staff, and funding.
- The Library has the right to cancel a program due to unforeseen events and without notice. Examples include, but are not limited to weather, safety, mechanical failure, and nonappearance of a performer.
- The Library will list any restrictions/requirements in Library-created publicity. The Library is not responsible for misrepresentations of Library programs and activities that appear in magazines/newspapers/documents that are not created by the Library.
- Library programs shall not exclude topics because these might be controversial. Topics shall be viewpoint neutral; that is, more than one view will be presented, whenever practicable.
- Library sponsorship of a program does not constitute an endorsement of the content of the program or the views expressed by the participants.

See Also

Meeting Facilities

Mission Statement and Service Responses

[See Also in the Appendix](#)

Library Bill of Rights

Library-Initiated Programs as a Resource 2000

Meeting Rooms 1991

Interpretation of Services to Persons with Disabilities 2009

Free Access to Libraries for Minors 2008

Public Notices and Non-Library Materials

Policy

As a source of information for the community, the Library may allow organizations engaged in educational, cultural, intellectual, or charitable activities to display printed materials of local interest or benefit to Irving residents in designated areas of the Library as space allows.

The following regulations will be followed by Library staff to allow fair and equitable handling of requests for displaying, distributing, or posting materials.

- Permission to display, distribute or post materials inside or outside the Library must be granted by the Branch/Division Manager or his/her designee. Materials left without this approval will be discarded without notification.
- The Library reserves the right to refuse to display, distribute, or post any material, and the decision of the Library in this regard is final.
- Postings about Library services, events, and activities and displays of Library materials are given priority over non-library materials.
- Notices/posters that display charges or fees for an event may be accepted if sponsored by an organization which can prove a non-profit, tax-exempt status.
- The Library is not responsible for loss of or damage to materials left for distribution or posting.
- Postings or notices promoting an event will be displayed no earlier than 30 days prior to the event and will be removed and discarded immediately after the date of the event. No attempt will be made to contact the sponsoring organization.
- Permission from the Library to display, distribute, or post materials does not imply advocacy, endorsement, or co-sponsorship by the Irving Public Library or the City of Irving.
- Materials the Library will consider for display, distribution, or posting must be printed and legible.

Materials the Library will **not** display, distribute or post include, but are not limited to:

- Materials of a commercial nature
- Materials of a personal nature
- Petitions
- Solicitations of funds for any purpose except for the direct benefit of the Library or the Friends of the Library.
- Materials advocating the election or defeat of a candidate for public office.
- Materials advocating a vote for or against any proposition, political or otherwise.

[See Also in the Appendix](#)

Exhibit Spaces and Bulletin Boards 2004

Public Service Hours

Policy

The Library's hours of operation are intended to serve the needs of the greater community. Hours of operation of each Library facility will be set by the Director of Libraries with approval of the City Manager. Hours of operation are dependent upon budget, staffing levels, and usage patterns. Hours may be modified, reduced, or extended depending upon these factors.

Situations do occur when the library must close. The following regulations have been established to regulate such closings.

- Library facilities may be closed when deemed necessary by the Director of Libraries with the approval of the City Manager or his designee.
- The Library holiday schedule is set by the Director of Libraries with the approval of the City Manager or his designee.
- The Library will close a minimum of one day per year to provide staff training.
- The Library may be closed by the Director of Libraries, the City Manager or his designee during emergencies to provide for the safety of Library customers and staff.
- On rare occasions, it may be necessary to close the Library due to mechanical failures that last for an extended period of time, generally more than two hours. These include, but are not limited to, loss of electricity, loss of heating/air conditioning, or loss of water/sewer facilities.

Reconsideration of Materials

Policy

The Irving Public Library believes that censorship is a purely individual matter and declares that, while any person is free to reject for himself or herself materials of which he or she does not approve, he or she cannot exercise this right of censorship to restrict the freedom of others to read, view, listen, or inquire. The Irving Public Library subscribes to the American Library Association's Bill of Rights and has set these regulations in place to assist in fulfilling the Library's mission to serve all the residents of Irving.

- Any customer who is a resident of the City of Irving and holds a borrower's card in good standing from the Irving Public Library is encouraged to speak with Library staff if they have questions on the Library's collection development policies.
- If a resident's concern is not satisfied through discussion with Library staff, the resident may complete and submit a formal, written *Recommendation for Reconsideration of Materials*. Copies of this request form may be obtained from any library service desk or by fax or mail from the Library.
- For a *Recommendation for Reconsideration of Materials* to be considered by the Library Administration, it must meet the following criteria:
 - The current recommendation form must be completed in full.
 - The customer must be a resident of the City of Irving and hold a borrower's card in good standing from the Irving Public Library.
 - The recommendation form must be submitted to the Library Director.
- The Director will respond directly to the customer or refer the recommendation to an Ad Hoc staff review committee.
- The Ad Hoc staff review committee will review the recommendation and prepare a report to the Director. This report will determine whether the materials in question continue to meet the selection criteria of the Library, and the Director will utilize this report in providing a response to the customer.
- The review process will be completed within thirty (30) days from the date the *Recommendation for Reconsideration of Materials* form is received by the Library Director.
- If the customer is unsatisfied with the Director's response, the customer may further pursue the *Recommendation for Reconsideration of Materials* by asking in writing that it be referred to a Reconsideration Review Committee which is composed of three (3) members of the Library Board appointed by the President of the Board, the Library Director, and three (3) professional librarians from the staff chosen by the Library Director.
- The customer will be notified of the Reconsideration Review Committee meeting(s) at which the *Recommendation for Reconsideration of Materials* is to be considered and is invited to attend these meetings.
- The decision of the Reconsideration Review Committee is final.

[See Also in the Appendix](#)

Access to Library Resources and Services Regardless of Sex, Gender Identity or Sexual Orientation 2008
Challenged Materials 2009

Diversity in Collection Development 2008

Expurgation of Library Materials 2008

Free Access to Libraries for Minors 2008
Labeling and Rating Systems 2009
Restricted Access to Library Materials 2009
Texas Library Association Freedom to Read
Universal right to Free Expression 1991

**IRVING PUBLIC LIBRARY SYSTEM
RECOMMENDATION FOR RECONSIDERATION OF MATERIALS**

Name _____ Date _____

Address _____ Card number _____

City _____ State _____ Zip _____ Telephone _____

1. Resource on which you are commenting:

Book Audiovisual material

Magazine or newspaper Content of Library program

Display Other

Title _____

Author/Producer _____

Publisher (if known) _____

2. Are you representing an organization? Yes No

Name of organization: _____

3. What brought this title to your attention? _____

4. What is your objection to the material? Please be specific; cite pages. If additional space is required, use back. _____

5. What do you feel might be the result of reading or using this material? Why?

6. Did you read the entire book or examine the material thoroughly? Yes No

If not, what parts did you read or examine? _____

7. In your judgment, is the material of any value? Why do you feel this way?

Are you aware of the judgment of this material by literary critics? Yes No

8. What do you believe is the theme or purpose of this material? _____

9. In its place, what material of equal literary quality would you recommend that would convey as valuable a picture of or perspective on the subject? _____

10. What are you suggesting the library do with this item? _____

Customer's signature

Received by _____ Date _____

SISTEMA DE BIBLIOTECAS PÚBLICAS DE IRVING
RECOMENDACIÓN PARA RECONSIDERACIÓN DE MATERIALES

Nombre _____ Fecha _____

Dirección _____ Núm. de tarjeta _____

Ciudad _____ Estado _____ Código postal _____ Teléfono _____

1. Tipo de material en cuestión:

Libro Material audiovisual

Revista o periódico Un programa de la biblioteca

Exhibición Otro

Título _____

Autor o productor _____

Casa publicadora _____

2. ¿Representa usted alguna organización? Si No

Nombre de la organización: _____

3. ¿Qué le llamó la atención de este material? _____

4. ¿Cuál es su recomendación o queja sobre este material? Sea específico, cite las páginas. Si necesita espacio adicional, continúe al dorso de la forma. _____

5. ¿Cuál cree usted sería el resultado de leer o utilizar este material? ¿Por qué?

6. ¿Leyó o revisó usted el material completamente? Si No

Si no, ¿qué partes examinó? _____

7. En su opinión, ¿tiene algún valor este material? Por favor explique:

8. ¿Está usted familiarizado con alguna reseña de este material hecha por algún crítico literario? Si No

9. ¿Cuál cree usted es el tema o el propósito de este material? _____

10. En su lugar, ¿qué material de igual valor literario recomendaría usted que presente una perspectiva similar sobre el tema? _____

11. ¿Qué sugiere usted debería hacer la biblioteca con este material? _____

Firma del cliente

Received by _____ Date _____

Refunds

Policy

The Irving Public Library provides vending machines, copiers, bill-changers, and pay-for-print machines for customer and staff needs.

- The Library advises everyone to use provided machines at their own risk. The Library does not give refunds for money that is lost in a vending machine, copier, bill-changer or pay-for-print machines.
- All machines within the Library are labeled with this policy.
- Contact information for vending machines is attached to the vending machines for customer and staff complaints.

Safe Child

Policy

The Irving Public Library is dedicated to providing a warm, welcoming, exciting and safe environment for people of all ages. It is for the safety of each child that the Library has adopted this Safe Child Policy.

The safety of children left alone in the Library is a serious concern of the Library staff. The staff, however, has many duties to perform in order to serve all the residents in Irving. Library staff cannot monitor the behavior and safety of children using the Library. That responsibility rests with the parent/caregiver and not with the Library staff.

Children under the age of 10 must be supervised at all times by a responsible adult (18 years or older). If a child under the age of 10 is attending a Library program, a parent/caregiver must be in the building and aware of the location and behavior of his/her child.

Children ages 10 - 17 may use the library on their own provided that they comply with all Library rules and the Customer Conduct Policy. Parents/caregivers are still, however, responsible for the behavior of their children. If children do not comply with Library rules and the Customer Conduct Policy, Library staff may ask them to leave the Library and the police may be contacted. If a child of this age group is not able to leave the Library without an adult, he/she should not be in the Library alone. Children must also have the phone number of a parent/caregiver who may be contacted in an emergency.

Anyone over the age of 17 who is a registered sex offender may use the Irving Public Library. Registered sex offenders may not enter any area of the Library that is labeled or designed for use by children and teens.

Unattended Children after Closing Time

The Library is not responsible for children without a ride home at closing. Library staff will exercise appropriate procedures to ensure the safety of unattended children when the Library is closing.

Parents/caregivers are responsible for being aware of the Library's hours of operation.

Parents/caregivers must also keep in mind that the Library may close unexpectedly for reasons out of the control of staff, such as a power outage, loss of heat, inclement weather, etc. Children should know what to do should this occur.

Library staff cannot give rides to any child.

If no ride has arrived within 10 minutes after closing time the staff will call the Irving Police Department. Two library staff members will wait for the Police with the child.

Violation of the Safe Child Policy may result in suspension of Library privileges for the child.

[See Also in the Appendix](#)

Access for Children and Young Adults to Non-Print Materials 2004

Free Access to Libraries for Minors 2008

Minors and Internet Interactivity 2009

Service Fees

Policy

Library services are supported, in part, by local tax funds. The Library seeks additional funding from such sources as donations and grants. At times, the Library may seek to establish fees for services. Examples include but are not limited to services to non-residents, meeting room usage, Inter-Library Loan.

- Any fees for Library service shall be established by the City Council upon the recommendation of the Library Board and the Library Director.
- Fees may be established when the service is not clearly within the mission of the Library.
- Any fees for services will be assigned based on a full or partial cost recovery formula that will include such factors as staff time, consumables, and utility costs. Such services will be defined by the Library.
- Fees may be established when an enhanced service is provided such as Interlibrary Loan.
- Fees may be established when the service clearly benefits one user to the exclusion of others or prevents re-use of the information provided.
- Fees for delinquent accounts submitted to the Library's collection agency will be charged to the user's library card account.

See Also

Meeting Facilities

Interlibrary Loan (ILL)

Circulation

Social Media

Policy

The Irving Public Library may choose to use social media to engage library customers in discussions of books, materials and programs.

Social media is defined as any web application, site or account created and/or maintained by the Library which facilitates an environment for library staff and users to share opinions and information about library related subjects or issues.

The Library reserves the right to monitor content before it is posted on all their social media web sites and accounts, and to modify or remove any messages or postings that it deems, in its sole discretion, to be abusive, defamatory, in violation of the copyright, trademark right, or other intellectual property right of any third party, or otherwise inappropriate for the service. The Library also reserves the right to edit or modify any submissions in response to requests for feedback or other commentary.

Notwithstanding the foregoing, the Library is not obligated to take any such actions, and will not be responsible or liable for content posted by any subscriber in any forum, message board, or other area within the service.

The standards represented in the Library's Customer Conduct Policy apply to the Library's online spaces and social media use. By designating our social media spaces as limited designated public forums, we require that our users stay on topic and abide by the law. The following list (not exhaustive) is grounds for not posting a comment to the Library's social media space:

The following are deemed to be inappropriate and will be removed before publishing:

- Libelous comments about a private citizen (not a public figure)
- Obscene, discriminatory, or harassing posts
- Personal attacks, insults or threatening language
- Contains copyrighted material
- Private, personal information published without consent
- Comments totally unrelated to the topic of the forum
- Duplicated posts from the same individual
- Commercial promotions or spam
- Hyperlinks to material that is not directly related to the discussion
- Images

Posted comments are the opinion of the author only and publication of a comment does not imply endorsement or agreement by the Library Director or the Irving Public Library. Your submission of a comment constitutes your acceptance of this policy.

By posting content, the user agrees to indemnify the Irving Public Library and its officers and employees from and against all liabilities, judgments, damages and costs (including attorney's fees) incurred by any of them which arise out of or are related to the content that you post. Forums and messaging may not be used for commercial purposes or for organized political activity.

See Also

Customer Conduct

Computer and Internet Access Policy

[See Also in the Appendix](#)

Minors and Internet Interactivity 2009

Sponsorships

Policy

The Irving Public Library seeks sponsors that support the Library's mission.

- Library customers and residents must benefit from sponsorships.
- The Library Director may refuse sponsorships.
- Sponsor recognition will be commensurate with the level of received support.

See Also

Mission Statement and Service Responses

Volunteers

Policy

The Irving Public Library utilizes community volunteers to enhance Library services. The Library recognizes that volunteering benefits the community, the Library, and those who volunteer. Valuable skills and talents are brought to the Library by volunteers and volunteering serves to strengthen community relationships.

Types of Volunteers

Docents — community members who volunteer to serve their community out of a love for the library, and for personal fulfillment.

Student Service Learning Volunteers — students who seek to fulfill the requirements of a school program (public, private or collegiate).

In order to provide the best possible experience for volunteers and the community, the Library has established these procedures.

- The Library Services Volunteer Coordinator is responsible for oversight of the Library Volunteer Program and is the final authority on volunteer assignments and performance issues.
- Volunteers must be at least 15 years of age, with a preference for older high school students and adults. Parental permission is required for those under 18.
- All applicants must complete a volunteer application, go through a screening process with the Library Volunteer Services Coordinator or his/her designee, and sign a release form prior to doing volunteer work.
- The Library Services Volunteer Coordinator or his/her designee schedules all work assignments on an "as needed/as available" basis, according to the needs of the Library.
- Volunteering takes place during regular Library operating hours or at special after-hours programs.
- Volunteers must comply with Library policies and established volunteer procedures and guidelines.
- Volunteers will receive appropriate orientation and training, including basic safety training, as well as a copy of the City of Irving Volunteer Handbook.

Appendix

American Library Association Documents

Library Bill of Rights

<http://www.ala.org/ala/issuesadvocacy/intfreedom/librarybill/lbor.pdf>

Interlibrary Loan Code for the United States

<http://www.ala.org/rusa/resources/guidelines/interlibrary>

Access for Children and Young Adults to Non-Print Materials 2004

<http://www.ala.org/ala/issuesadvocacy/intfreedom/librarybill/interpretations/accesschildren.cfm>

Access to Electronic Information Services and Networks 2005

<http://www.ala.org/ala/issuesadvocacy/intfreedom/librarybill/interpretations/accessdigital.cfm>

Questions and Answers: Access to Electronic Information Services and Networks

<http://www.ala.org/ala/issuesadvocacy/intfreedom/librarybill/interpretations/Q%26Aaccessdigital.pdf>

Access to Library Resources and Services Regardless of Sex, Gender Identity or Sexual Orientation 2008

<http://www.ala.org/ala/issuesadvocacy/intfreedom/librarybill/interpretations/accesslibrary.cfm>

Challenged Materials 2009

<http://www.ala.org/ala/issuesadvocacy/intfreedom/librarybill/interpretations/challengedmaterials.cfm>

Code of Ethics 2008

<http://www.ifmanual.org/codeethics>

El Codigo de Etica de la Asociacion de Bibliotecas de los Estados Unidos

<http://www.ala.org/advocacy/sites/ala.org.advocacy/files/content/proethics/codeofethics/coespanishversion/codigodeetica.pdf>

Diversity in Collection Development 2008

<http://www.ala.org/ala/issuesadvocacy/intfreedom/librarybill/interpretations/diversitycollection.cfm>

Economic Barriers to Information Access 1993

<http://www.ala.org/ala/issuesadvocacy/intfreedom/librarybill/interpretations/economicbarriers.cfm>

Evaluating Library Collections 2008

<http://www.ala.org/ala/issuesadvocacy/intfreedom/librarybill/interpretations/evaluatinglibrary.cfm>

Exhibit Spaces and Bulletin Boards 2004

<http://www.ala.org/ala/issuesadvocacy/intfreedom/librarybill/interpretations/exhibitspaces.cfm>

Expurgation of Library Materials 2008

<http://www.ala.org/ala/issuesadvocacy/intfreedom/librarybill/interpretations/expurgationlibrary.cfm>

Free Access to Libraries for Minors 2008

<http://www.ala.org/ala/issuesadvocacy/intfreedom/librarybill/interpretations/freeaccesslibraries.cfm>

Freedom to Read

<http://www.ala.org/offices/oif/statementspols/ftstatement/freedomreadstatement>

Labeling and Rating Systems 2009

<http://www.ala.org/ala/issuesadvocacy/intfreedom/librarybill/interpretations/labelingrating.cfm>

Questions and Answers on Labeling and Rating Systems 2006

<http://www.ala.org/advocacy/sites/ala.org.advocacy/files/content/intfreedom/librarybill/interpretations/qandalabelratingsystems.pdf>

Libraries: An American Value

<http://www.ala.org/offices/oif/statementspols/americanvalue/librariesamerican>

Library-Initiated Programs as a Resource 2000

<http://www.ala.org/ala/issuesadvocacy/intfreedom/librarybill/interpretations/libraryinitiated.cfm>

Library Services for People with Disabilities Policy 2001

<http://www.ala.org/ala/mgrps/divs/ascla/asclaisues/libraryservices.cfm>

- Interpretation of Services to Persons with Disabilities 2009_
<http://www.ala.org/ala/issuesadvocacy/intfreedom/librarybill/interpretations/servicespeopledisabilities.cfm>

Meeting Rooms 1991

<http://www.ala.org/ala/issuesadvocacy/intfreedom/librarybill/interpretations/meetingrooms.cfm>

Minors and Internet Interactivity 2009

<http://www.ala.org/ala/issuesadvocacy/intfreedom/librarybill/interpretations/minorsinternetinteractivity.cfm>

Privacy 2002

<http://www.ala.org/ala/issuesadvocacy/intfreedom/librarybill/interpretations/privacy.cfm>

- Confidentiality and Coping with Law Enforcement Inquiries: Guidelines for the Library and its Staff 2010 <http://www.ala.org/ala/aboutala/offices/oif/ifissues/confidentiality.cfm>
- RFID in Libraries: Privacy and Confidentiality Guidelines 2006_
<http://www.ala.org/ala/aboutala/offices/oif/statementspols/otherpolicies/rfidguidelines.cfm>

Restricted Access to Library Materials 2009

<http://www.ala.org/ala/issuesadvocacy/intfreedom/librarybill/interpretations/restrictedaccess.cfm>

2007 Public Library Association's Service Responses

<http://www.ci.belton.tx.us/DocumentView.aspx?DID=518>

Universal Right to Free Expression 1991

<http://www.ala.org/ala/issuesadvocacy/intfreedom/librarybill/interpretations/universalright.cfm>

City of Irving Documents

Code of Ordinances

<http://library.municode.com/index.aspx?clientId=14637&stateId=43&stateName=Texas>

Texas Library Association Documents

Texas Library Association Freedom to Read

<http://www.txla.org/intellectual-freedom>

Intellectual Freedom Handbook

<http://www.txla.org/IF-Handbook>

Amigos Resource Sharing Agreement

<http://www.amigos.org/node/266>

State of Texas Documents

Americans with Disabilities Act-Texas

<http://www.statutes.legis.state.tx.us/Docs/HR/htm/HR.121.htm#121.003>

Texas Disability Law – Service Dogs

http://governor.state.tx.us/disabilities/resources/assistance_animals/

Sec. 129.001. Age of Majority

<http://www.statutes.legis.state.tx.us/Docs/CP/htm/CP.129.htm#129.001>

Confidentiality of Library Records

<http://www.statutes.legis.state.tx.us/Docs/GV/htm/GV.552.htm#552.124>

Sale, Distribution, of Display of Harmful Material to Minor

<http://law.onecle.com/texas/penal/43.24.00.html>

Computer Crimes

<http://law.onecle.com/texas/penal/33.01.00.html>

Federal Documents

Copyright Law

<http://www.copyright.gov/title17/>

U.S. Department of Justice Civil Rights Americans with Disabilities Act

<Http://www.ada.gov>

U.S. Department of Justice Civil Rights – Service Animals

http://www.ada.gov/service_animals_2010.htm

Children’s Internet Protection Act

<http://www.fcc.gov/guides/childrens-internet-protection-act>

Children's Online Privacy Protection

<http://www.ftc.gov/ogc/coppa1.pdf>

U.S.A. Patriot Act (link only)

http://frwebgate.access.gpo.gov/cgi-bin/getdoc.cgi?dbname=107_cong_public_laws&docid=f:publ056.107.pdf

Commonly Asked Questions about Service Animals in Places of Business

<http://www.ada.gov/qasrvc.htm>

Computer Crimes

<http://codes.lp.findlaw.com/uscode/18/l/47/1030>