



# **The Waller County Library System Policies and Procedures**

Revised June 2021

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## Who We Are

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The Library preserves and provides access to a rich, diverse and enduring source of knowledge to inform, inspire and engage you in your intellectual and creative endeavors. The Waller County Public Library system currently has two branches:

Hempstead Library	Brookshire Pattison Library
2331 11 <sup>th</sup> Street Hempstead, TX 77445	3815 6 <sup>th</sup> Street Brookshire, Tx 77423
<u>Phone Number:</u> 979-826-7658 <u>Fax Number:</u> 979-826-7659	<u>Phone Number:</u> 281-375-5550 <u>Fax Number:</u> 281-934-3516
<u>Email:</u> wallercountylibrary@gmail.com	<u>Email:</u> brookshirepattison@gmail.com

The Waller County Library System provides free services to all residents living within the Waller County boundaries.

The library system holds over 60,000 items which include books, DVDs, books on CD, magazines, and E-books. We also offer the TexShare Database that includes thousands of full-text magazines and newspapers, Science and Literature databases, online encyclopedias, etc.

Our friendly and professional staff is eager to serve you.

**WELCOME TO YOUR WALLER COUNTY PUBLIC LIBRARY!**



<https://hempstead.ploud.net/>

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## Borrowing Policy for Library Patrons

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### Registration

All borrowers must be registered and have a valid Waller County Library Systems card to borrow library materials. In order to qualify for a library card, you must be a resident of Waller County, own property in Waller County or be employed in Waller County. Photo identification and proof of address is required.

#### Acceptable forms of ID:

- Texas driver's license
- Student ID
- Consulate ID
- Military ID
- Passport

#### Acceptable forms as proof of address:

- Utility bill
- Rent/ lease agreement
- Bank statement
- Voter registration card
- Auto insurance
- Additional forms as proof of address will be approved on case by case basis.

Patrons must fill out an application form to register for a new library card. By signing the application, the patron is indicating that they will be responsible for all materials checked out with their library card. Patrons will receive the library's borrowing policy and the Internet policy upon receiving their card.

Applicants under 18 years of age must have a parent or guardian give their consent on the application form before a new card can be issued. By signing the child's application, the parent or guardian is indicating that they will be responsible for all materials checked out on the child's library card. Please note that children can only borrow library books.

All library cards expire after 2 years. In order to renew a library card, patrons must produce identification, all outstanding fines/bills must be cleared, and update all contact information.

### Lost or forgotten cards

If a patron loses their library card, they should notify the library as soon as possible and request a replacement. There is a \$2.00 fee for a replacement card.

All adults are expected to bring their library card or their photo ID with them if they intend to check out items or use the computer. All children are expected to bring their library card or have parent or guardian present library card or ID to check out items.

## Borrowing Limits

- The first checkout will be one book per child card and 1 book and one DVD per adult card. When all items are returned on time and in good condition, then children may check out six (6) books per child's card, and an adult may checkout eight (8) books and five (5) DVD per adult card.
- Kids under the age of 18 are not able to check out movies.
- Adult cardholders must be present to check out items on their personal card. All adults must have their library card/photo ID with them if they intend to check out items.
- All children are expected to bring their library card or have a parent or guardian present their library card or ID to check out items.

## Placing Holds and Renewing Your Borrowed Items

ITEMS	LOAN PERIOD	HOLDS	RENEWAL POLICY	ACCOUNT
BOOKS	14 days	2 days after Patron is notified	Twice if not on hold	Children: 6 Adult: 8
BOOKS ON CD	14 days	2 days after Patron is notified	Twice if not on hold	Children: 6 Adult: 8
DVD	7 days	2 days after Patron is notified	Once if not on hold	Children: 0 Adult: 5
REFERENCE BOOKS	In Library Use only	none	none	none

Books that have been renewed twice or movies that have been renewed once over the phone must be brought into the library before it can be renewed again.

**ITEMS ON HOLD WILL NOT BE RENEWED.**

## Library Fines

ITEMS	LATE FEE
BOOKS	.10c per day
BOOKS ON CD	.10c per day
DVD	.50c per day

**When fines exceed \$3.00 per cardholder, Patron privileges are suspended.**

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## Notice to Library Patrons

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### Fines and Overdue Items

When fines exceed \$3.00 per cardholder, a DVD is 7 business days late or a book is 14 business days late, **ALL** patron privileges are suspended. The suspension includes the checkout of books, DVD's, **AND** computers. Patron is suspended until fines are paid and material is returned in good condition or paid for.

### Reserving Materials

No items will be reserved or held without a valid phone number, with any overdue items or with any fines.

### Renewing Items

No item, that is checked out to a patron may be renewed for that patron if it is on hold for someone else.

Books that have been renewed twice or movies that have been renewed once over the phone, call or text, must be brought into the library before it can be renewed again as long as it is not on hold.

### DVD Policy

Due to the increase of DVD's coming back scratched and dirty, the patron checking out DVDs will be held responsible for the condition in which they are returned. The Library staff will open and check all DVD's coming in. If the library staff feels that the patron has misused the DVDs the library has the right to suspend the patron from checking out any DVDs or video materials.

### Staff Help

The library staff are not allowed to offer in depth personal instruction once patron has logged into the computer. They are not allowed to assist with personal questions or software applications upon usage. The library staff may assist with finding the appropriate website, finding information on web pages, and give basic instruction for navigating the internet to the patron. Library staff are not allowed to assist or personally fill out forms for patrons. Library staff may provide some technical assistance.

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## Interlibrary Loan Rules for Cardholders

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Our Interlibrary Loan (ILL) extends library services beyond local boundaries by borrowing materials from other libraries for our patrons. We also loan material from our collection to other libraries around the state and the country.

### Placing Requests

Requests may be placed by phone or in person at the circulation desk. Patrons may have two active interlibrary loan requests at one time, including items checked out and in process.

### Who May Borrow

Qualified cardholders include all who have a Waller County Library Systems card. Only WCLS patrons registered for 30 days in good standing (no overdue or lost books, and no library fines) may get a TexShare card from Waller County Library Systems.

### Loan Period

The length of the loan is set by the lending library and will vary accordingly. The due date is noted on each item.

### Renewals

Renewals are not standard procedure for Interlibrary Loan. Borrowers must contact us before the due date and we then contact the lending library for a renewal date. When we hear back from the lending library we will inform the Patron if the loan was extended.

### Costs

Patrons will be held responsible for total postage if the material requested is not picked up. Patron's privileges will be suspended after three requests are not picked up.

### Materials Not Available Through Interlibrary Loan

Some types of materials are not generally loaned between libraries. Examples include:

- AV materials (audio- or videotapes)
- books classified as reference use only
- issues of magazines or newspapers
- rare or valuable books
- genealogy source

**In addition, we do not request from other libraries books which we own or have on order.**

### Late or Lost Items

Our library is responsible for materials borrowed from other libraries and any fines or fees for late or lost items will be the sole responsibility of the patron. We may suspend Interlibrary Loan privileges of any patron who does not return the ILL materials or for any damage to the items.



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## Acceptable Computer and Internet Usage

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### Computer Usage Policy

These computers are available on a first- come, first- served basis. The computers are available to both members of the library and visitors. The staff at the customer service desk will also be able to assist patrons with sign in procedures. In order for a visitor to have access to the computers, they must provide the staff with a valid photo ID. Once they have done so, they will be given a guest pass. Parents are advised to supervise their children's Internet sessions.

Each patron is allowed a maximum of 2 hours per day on the computer. If there are people waiting to utilize the computer; patrons are only allowed 1 hour. If a patron has been removed from the computer after a one-hour period they will be allowed to log back in and continue use of the computer until the two hours have been utilized. Extra time is granted solely at the discretion of the librarian on duty. All computers automatically shut down 15 minutes prior to closing time, so be sure to save all of your work. The library will not be held accountable for anything that gets deleted on the computer.

Black and white printing is available on letter sized paper for 10¢ per page; per side (i.e. a 2-sided copy will cost 20¢). It is your responsibility to pay for all prints, even those printed accidentally. Patrons are encouraged to ask for help from the library staff before printing to avoid wasting paper and money.

Faxing and scanning services are also available to the public. Personal Flash drives and other storage media can be used on the computers. As a courtesy to other library users, patrons are required to wear headphones for websites or software that utilizes audio. Patrons are also welcomed to bring in their personal headphones.

- Flash drives are also available to purchase at the front desk for \$7.00.
- Headphones are available to purchase for \$2.00 at the customer service desk.

Attempting to evade or bypass computer lab time limits by using multiple library cards, or by requesting guest passes when your allotted time has been used, may result in the loss of computer use privileges.

Library staff reserves the right to ask you to leave the library and revoke computer privileges if rules are not abided by.

### Acceptable Internet Use Policy

The Library Computers are provided as a privilege for patron and visitors to access information far beyond the Library's own collections. The Internet is a gateway to information of great diversity in many countries and cultures around the world. Because of its international character, however, there is no external monitoring of the Internet.

While most of the information accessed can be valuable and enlightening, the user may also find materials that are unreliable, personally offensive, or illegal under U.S. law. The Library Page 9 cannot police a global network and each individual user must take responsibility for his or her own activities on the Internet and for the activities of his or her children.

All Internet resources accessible through the Library are provided equally to all Library customers. It is the responsibility of each user to be guided by the following principles:

- Respect for the privacy and sensibilities of other users.
- Attention to the legal protection provided by copyright and license to programs and data.
- Consideration for the integrity of computing systems. For example, users must not intentionally develop programs to harass other users or to infiltrate a computer or computing system, or develop programs that may damage or alter the software components of this or other computing systems.
- Damaging or destroying equipment, software, or data belonging to the Library or to other users, including adding, altering, or deleting files on Library workstation hard drives or other Library computer equipment.
- Violating computer system or network integrity, including attempts to bypass network security functions, obtain passwords, or alter the configuration of Library workstations in any way or “hacking”
- Harassing, attempting to interfere with or disrupt other users
- Wasting finite resources (including printing without paying)
- Damaging or destroying equipment, software or data belonging to the library or to other users
- Violating software license agreements
- Violation of copyrighted material. (i.e.: Unauthorized copying of copyrighted material.)
- Using the internet for any illegal activity
- attempting to evade security measures
- invading the privacy of other users
- attracting the attention of others to sexually explicit images depicted on the screen or in copies made on Library printers;
- sending harassing, threatening or libelous messages or material
- Accessing peer to peer (P2P), torrent, or other file sharing sites are not allowed.
- Installation of programs or new software onto the computers is strictly prohibited.

## **Wi-Fi Access**

The Waller County Library offers wireless (Wi-Fi) Internet access free of charge, with no guarantee or warranty. This service is available during the hours the library is open.

Patrons will need to provide their own equipment which includes a laptop or suitable PDA equipped with an IEEE 802.11b or 802.11g wireless network card. Newer laptops have wireless cards built-in. For most others, a compatible card can be purchased at computer

stores. Patrons will need to enter a password which will be given to patron from Staff at the customer service desk.

Communications over a wireless network are less secure than through a hard-wired network. Information sent from or to a laptop can be captured by anyone with a wireless device and appropriate software within approximately three hundred feet. It is recommended that patrons do not use such a network to transmit personal, financial, legal or other sensitive information. The wireless service is used entirely at the risk of the owner.

Laptops, PDAs, phones, personal belonging should NOT be left unattended. The Waller County Library assumes no responsibility for any laptop or other belonging left unattended.

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

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

For more information, see the complete text of Sections 43.22 and 43.24 of the Texas Penal Code.

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## **Cell Phone Policy**

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- All cell phones must be placed on silent, vibrate, or turned to the lowest noise level when entering the library.
- If you need to place or receive a call please go to the lobby or outside the building.
- If you are on the computer and you are receiving assistance through the cell phone, please notify the front desk and be considerate of those around you.
- Please make the call as brief and quiet as possible so that other patrons are not disturbed.
- Any patron abusing this policy will be asked to leave the library.

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## Disruptive Behaviors Policy

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Everyone has a right to expect and receive quality library service at the Waller County Library System from a friendly and helpful staff. Each person has a right to receive that service in an atmosphere that is calm, quiet, safe, and without disturbances from other patrons. The staff has a right to provide services without fear of abuse or threatening behavior from library patrons.

**Disruptive behavior is unacceptable in the library.** Disruptive patrons will be asked to leave or will be removed. Library privileges of repeat offenders will be suspended. Police will be called if any illegal behavior occurs, or if staff feels threatened in any way.

Library staff will do their best to apply the same standards of conduct to all people using the library.

**Behavior that is unacceptable in the Library includes, but is not limited to:**

- Running or chasing, screaming, yelling, or shouting
- Pushing, hitting, fighting, or biting
- Prolonged crying or temper tantrums
- Bullying or bothering other people
- Foul or rude language
- Poor hygiene (excessive dirt or odor)
- Threatening or abusive language or actions
- Abnormal or erratic behavior that hinders normal library use by staff or others
- Talking or laughing in a repeated pattern of loud outburst
- Unwelcome sexual advances
- Unnecessary, constant, loud talking, laughing, or using audio equipment or cell phones that disturbs or could disturb other patrons.
- Littering, graffiti, vandalism, or destruction of library property
- Entry into restricted areas (staff rooms, restrooms of the opposite sex, climbing onto the roof, etc.)
- Any behavior that endangers the safety or health of others
- Use of skateboards, roller blades, skate shoes, or scooters inside the library or on library property
- Inappropriate dress, such as bathing suits and wet clothing or not wearing a shirt or shoes in the library
- Monopolizing library resources or staff time
- Sleeping at computer, sitting areas, or anywhere else in the library
- Threat of violence to oneself or others

- Disrespectful attitudes or language, goading, teasing, or other types of harassment of library patrons or staff
- Use of the library telephone for personal business, unless in an emergency or a request for transportation
- Soliciting, petitioning, or distributing or posting material/literature without approval.
- Staring, stalking, harassment, or other behavior that reasonably can be expected to disturb others. This includes photography without Library approval.
- Bringing in any animals, except animals assisting persons with disabilities.

### **Disruptive Adults**

- Adults will be warned that their behavior is unacceptable according to the Library's Policy and advised that if it continues they will be asked to leave.
- If the disruptive behavior continues, the person will be asked to leave.
- If the person refuses to cooperate, the authorities will be contacted.

### **Illegal Behavior**

Any illegal behavior will not be tolerated in the Library and police will be called immediately. Any illegal behavior includes but is not limited to:

- vandalism of library materials or facilities
- removal of library materials from the library without checking them out
- smoking, use of other forms of tobacco, or e-cigarettes
- assault (verbal, physical, or sexual)
- use of illegal drugs or alcohol

Anyone known to have violated any of the above rules may be asked to leave the Library as a matter of administrative policy or arrested, as permitted by law. Severe offenses may result in exclusion from all Library facilities, resources and services.

### **Unattended Items**

- Leaving bags, backpacks, purse or any personal items of any type unattended. We are not responsible for lost or stolen items.

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## Disruptive Children

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Your children are important to us and we want them to have a rewarding library experience. Please be advised of our library policy, which states that children under the age of thirteen may not be left unattended at any time. If a child under the age of thirteen is with an older sibling, they must stay together at all times. If the child is found unattended, the staff will attempt to locate the parent or other caregiver. **The library is not equipped to serve as a daycare facility and cannot provide supervision for unattended children.** If you leave your children at the library to do homework, attend a program or check out books, please be aware that proper behavior is important.

Children are not allowed to:

- run, become loud and disruptive
- use vulgar and inappropriate language
- damage library property
- become insulting to library staff or interfere with the use of the library

Should this happen, we have the right to ask you and your child to leave the building. If the child is here unattended we will call you. If we are unable to reach you, appropriate law enforcement or child protective authorities will be notified to take custody of the child. In accordance with our policy, children aged 14 or older may be asked to leave the building without prior notification to you.

If at any time, Library staff feels threatened we have the right to contact law enforcement to assist.

You can help us by explaining good behavior to your children and that it is expected from your children. Make sure your child knows how to reach you and give them an emergency number as well. Children are our future and we want them to grow to be responsible adults. You play a key role and we need your support. Together, we will make sure that your child's library experience is a positive one with many good memories.

We would appreciate your help with your child's good behavior and what is expected of them in the Library, as well as through life. Rules are enforced in the Library and we want your child to experience the best the Library can offer by following those rules.

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## Book Donation Guidelines

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The library receives thousands of donations of books and other library materials each year. Donated items that fill a need in the library collection are added, but most donations go directly to the book sale. We have learned from long experience what sells and what doesn't. We have to be selective because of storage limitations and the labor involved in sorting so many items.

We only take donations during opening hours. Do not put them in the drop box.

### The library accepts books:

- Published in the last 10 years in good to excellent condition.
- There should be no writing in the books
- They should not be musty or dirty
- Hardcover – should have dust jackets
- Paperbacks – must not be yellowed or have cracked spines
- CDs and DVDs – must be in original packaging – **We no longer accept VHS Tapes**
- NO TEXTBOOKS
- No reference books older than 2 years old

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## Fax policy

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- There is no charge for using the cover sheet we provide.
- All faxes are .50¢ per page to send or receive
- Library staff will send all faxes and give a confirmation page to the patron.
- It's the responsibility of the patron to pick up incoming faxes.
- The library is not responsible for contacting patrons regarding incoming faxes.
- All faxes received will be held for seven days. After 7 days any unclaimed fax will be shredded. Charges may apply.
- All faxes sent and received will be logged. An **ACKNOWLEDGEMENT OF RECEIPT OF FAXING POLICY** must be filed for library records as proof.

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## Food and Drink Policy

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- Food and drinks of any kind is prohibited throughout the library, unless provided by the library for a library program or function. For these events, food and drinks will be restricted to designated areas of the library.
- Patrons violating this policy will be asked to remove their drinks or food from the library.



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## Reserving the Meeting Room

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The Waller County Library System is dedicated to quality service and making your next event a memorable and successful one. The Waller County Library System has adopted the following Rental Rules and Regulations concerning the rental of the meeting room to an organization for an Event as described in the Meeting Room Application.

The Waller County Library System does not discriminate on the basis of race, color, religion, gender, age, sexual orientation, marital status, disability, national origin, or other status. Allowing any individual or group to use the meeting room does not imply endorsement of the individual's or group's view or ideology by the County of Waller.

### How to Schedule an Event

The Waller County Library System recommends that reservations are made at least two weeks prior to the date of the event to secure the desired date. We can not reserve the meeting room for same day use, so we recommend calling 24 hours prior.

Hempstead Branch	Brookshire Pattison Branch
(979)826-7658	(281)375-5550
Email: wallercountylibrary@gmail.com	Email: brookshirepattison@gmail.com

To reserve the facility, the organization must contact the library and submit a Meeting Room Application which may be obtained at the library or online at <https://hempstead.ploud.net/about-us/library-policies> . Applications will be accepted during regular business hours only. The organization is not allowed to rent the facilities on a continuous basis (i.e. daily, weekly, or monthly) without consent. The Waller County Library System reserves the right to restrict the number of dates an individual or group may reserve. This is to ensure that one organization does not dominate use of a particular space and/or schedule. A reservation will only be complete when a completed application is turned in. The organization will deposit the money (**CASH ONLY**) and will be given a receipt to show proof of payment. No dates will be reserved without completed materials being turned in.

### Organization Responsibilities

- Renter may only use the space as identified and approved on Meeting Room Application.
- The Organization may not sublet the facility, nor may the Meeting Room Application be transferred.
- The Organization may not charge a parking or entrance fee.
- The Organization must comply with all applicable federal, State, and local laws, ordinances, rules, and regulations, as well as the Rules and Regulations contained

herein. The Waller County Library System has the right to immediately terminate use of the facility during any Event if the organization violates any applicable federal, state, or local law, ordinance, rule, or regulation, or the Rules and Regulations contained herein. Security Deposits shall be forfeited when an Event is terminated for this reason.

### **Key**

The Organization will be responsible to pick up a key the day before or day of “event” if the facility is being used during afterhours.

### **Security Deposit**

A Security Deposit of \$100.00 (one hundred dollars) will be required under the Meeting Room Agreement, as determined by the Waller County Library System. If a Security Deposit is required, the Security Deposit will be held until after the end of the Rental Term and returned to the Renter within 21 days after the end of the Rental Term. The Library may withhold a portion or all of the Security Deposit to cover the cost of clean-up, repairs, replacement, or other damages. Any violation of the Meeting Room Agreement or Rules and Regulations may result in partial or complete forfeiture of the Security Deposit. The amount of the Security Deposit does not limit the liability of the organization for any damage or loss suffered by the County.

### **Personal Property**

The Waller County Library System shall not be liable or responsible for any damage to or loss of personal property belonging to the organization or organization’s guests, invitees, participants, members, spectators, agents, volunteers, vendors, contractors, employees, representatives, or servants.

The organization shall indemnify, defend, and hold harmless the County for any loss or damage to personal property suffered by the organization or its guests, invitees, participants, members, spectators, agents, volunteers, vendors, contractors, employees, representatives, or servants.

### **Decorations and Room Alterations**

The organization shall not make any alterations to the facility. Alterations include, but are not limited to, any items that are hung, glued, taped, or in any other way affixed to the walls, ceiling, floor, windows, or light fixtures. The organization should, under no circumstances, use any sort of adhesive to adhere any items to the wall, ceiling, floor, windows, or light fixtures. Confetti, glitter, and rice are strictly prohibited.

The organization may provide their own tables and chairs but the Library can provide the tables and chair but will not set up the room for event.

### **Food/ Beverage Policy**

The organization may provide their own food and non-alcoholic beverages. The kitchen is not stocked with food preparation supplies or utensils, but you may, however, prepare food on site. Renters are responsible for bringing all supplies and cleaning up after an event.

NO ALCOHOL IS ALLOWED AT THE WALLER COUNTY LIBRARY BUILDING. "Bring Your Own Bottle (B.Y.O.B.)" functions are strictly prohibited.

### **Damages, Accidents, or Injuries**

Any accident or injury occurring on the premises, and any damage to the property or premises, must be immediately reported to the Waller County Library System.

### **Smoking**

Smoking in the library is prohibited at all times.

### **Access and hours of operation**

All Events must be limited to the specific Rental Term set forth in the Meeting Room Application.

Only the area or facilities designated in the Meeting Room Application may be used by the organization or its guests, invitees, contractors, servants, vendors, member, spectators, and participants. All other areas in the library are off limits.

All parking at the library is free.