

Tyler Public Library
POLICY

TITLE: BULLETIN BOARD POLICY

EFFECTIVE DATE: 2013-10-01

AUTHORIZED BY: Tyler Public Library Board

The Tyler Public Library (TPL) provides limited space on its bulletin board for notices to inform the community of events and resources that are civic, educational, cultural, recreational or service oriented. Priority is given to TPL and to City of Tyler-supported events. Display of any item does not imply the advocacy or endorsement by TPL or the City of Tyler. In keeping with the American Library Association Library Bill of Rights, notices will not be excluded because of the origin, background or views of those contributing to their creation, nor will notices be removed because of partisan or doctrinal disapproval.

Approval for all materials for display or distribution must be obtained from the City Librarian or designee. Materials must be printed and legible. Most items posted should not be larger than 8 ½ x11 inches. Only space designated by TPL may be used. Space is available on a first-come basis. TPL staff will post and remove materials from the bulletin board. Materials will be removed when outdated or as needed by TPL staff.

Permission to post or distribute will not be granted for commercial endeavors, political campaigns, personal notices (such as lost and found notices), notices of sales, or for materials containing vulgar, obscene, or pornographic language or depictions. Only materials pertinent to TPL operations will be posted on TPL doors or windows. Unauthorized materials will be removed and discarded without notice.

Disclaimer on the bulletin board:

This bulletin board may be used for announcements of the following:

- . Public service programs
- . Community events
- . Government information
- . Projects of non-profit organizations

Items to be posted must first be approved by supervisory staff.

Tyler Public Library
POLICY

TITLE: **CIRCULATION POLICY**

EFFECTIVE DATE: 2013-10-01

AUTHORIZED BY: Tyler Public Library Board

- I. Purpose
- II. Eligible Card Holders
- III. Limitations on Borrowing
- IV. Loan Periods
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- VIII. Replacement for Lost, Damaged or Stolen Library Cards
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Purpose

(A) One of the primary purposes of the public library is to bring people together with the information they need. In keeping with this mission, the Tyler Public Library strives to maintain the most liberal lending policy possible without allowing some borrowers to abuse their borrowing rights to the detriment of others.

(B) This policy applies not only to the general public, but also to staff, board members, Friends of the Tyler Public Library and library volunteers.

Only materials ready for circulation and properly checked out may be taken from the library.

(C) This policy is also designed to ensure that all users have equitable access to the services and materials of the Tyler Public Library regardless of race, color, sex, national origin, age, religion or disability.

(D) The library patron is the most important person in the library. Service to patrons is not an interruption of work, but rather the purpose of it.

Eligible Card Holders

(A) The library issues library cards to individuals or organizations. Library cards are issued to City of Tyler residents for a three-year period. Library cards may be issued to non-residents of the City of Tyler for up to a one-year period for a membership fee. All borrowers must be registered and must have a valid library card to borrow library materials.

(B) The library also issues eCards to residents of the City of Tyler. Electronic cards can be used to gain immediate access to digital resources. These cards must be upgraded in house to check out physical items.

(C) Any individual who pays property tax to the City of Tyler is classified as a resident and is eligible to receive a free Tyler Public Library card. Renters who reside inside the city limits are also granted resident privileges. Proper identification is required. Patrons must apply in person and fill out an application form to register for a new library card. All adult applicants must present a photo ID and acceptable name and current address identification at the time of application for a library card or for replacement of a lost card. Such identification includes a valid Texas driver's license, Texas State ID card, military ID, valid United States passport, or official mail (i.e., utility bill, lease agreement, etc.) postmarked within 30 days. A library card application is appended to this policy.

(D) Non-residents who live within the boundaries of Smith County or elsewhere in Texas may also apply with proper ID. Non-residents may

purchase a yearly membership for \$90.00, a six month membership for \$50.00, monthly membership for \$10.

- a Veterans and Seniors (65+) who live outside of city limits may get a card for half the price of a normal membership. \$45 for a year, \$25 for six months, and \$5 for a month.
- (E) Individuals residing at the Salvation Army who request a library card will be classified as Salvation Army. Any other individual residing at the Salvation Army must present a letter from the Salvation Army stating that he or she is staying there, along with a valid Texas state ID card, Texas driver's license, United States passport, or Gateway to Hope ID for photo verification.
- (F) Registered library users are responsible for informing the library of any name, address or status changes.
- (G) Renewals of library cards are possible so long as patrons remain eligible. A patron not using his card within one year of the expiration date may have his registration purged and will have to reapply.

To renew a library card, patrons must produce identification as described in this Section, and must clear all outstanding fines and bills. The use of the library may be denied for due cause. Such cause may be failure to return library materials or to pay penalties, destruction of library property, and disturbance of other patrons or any other illegal, disruptive or objectionable conduct on library premises.

- (H) Only one card will be issued to each individual.
- (I) Cards will not be issued to individuals having overdue materials or fines.
- (J) Cards may be issued to children at any age. Applicants under 18 years of age are required to have their parent or legal guardian's signature on the card application. The parent or guardian must be present and show proper identification with current name and address. Cards for minors will not be issued if the guardian owes \$25 or more in fines and fees.

Parents or guardians applying for cards for pre-schoolers must have each child present to be issued cards. A child residing in two households will be issued a card based on the address of the child's primary residence,

unless proof of joint custody is produced in which case the parent or legal guardian accompanying the child can choose which address to attach to the child's library card.

- (K) City of Tyler community organizations, city departments and local businesses may be issued organizational borrower's cards for use by authorized individuals when the organization needs to borrow library materials for organizational purposes. The head of the organization must sign the application form and supply acceptable identification for the organization and a list of authorized individuals. These individuals will then be issued separate cards. The organization, city department or business assumes responsibility for any library materials checked out on the card(s). Organizational cardholders will assume all rights and responsibilities held by individual cardholders. These cards will be issued for one year. Renewals are possible as long as organizations remain in business. Organizations outside the City of Tyler should apply directly to their home libraries. It is the responsibility of the head of the organization to inform the library of staff changes. Non-resident City of Tyler employees may register without charge.
- (L) Temporary residents: Any individual residing in Tyler on a temporary or part-year basis may be issued a card upon providing local address verification. A suitable expiration date will be determined. Permanent address identification must be presented and the information entered into the patron record. These cards are free as well.

Limitations on Borrowing

- (A) In order for all users to receive efficient and accurate service, borrowers are required to present their library cards each time they check out or renew materials. A one-time check-out will be allowed if the patron presents a valid form of photo identification, such as valid Texas driver's license, Texas State ID card, military ID, valid United States passport, or Gateway to Hope ID.
- (B) Any borrower with materials, fines or fees due may not check out library materials until the matter is resolved. It is left to the Circulation Supervisor's discretion to set up a payment plan with the patron.
- (C) Reference materials, reserve items, all newspapers and the current issues of magazines are non-circulating and may not be checked out.

(D) Users without their library cards or identification may request that selected items be held for them for three days. Materials found on the shelf in the library in response to telephone requests may also be held for three days for pickup.

(E) It is the policy of the library that responsibility for the use of library materials by children rests with their parents or legal guardians. Therefore, no borrowing restrictions are placed on children once they have obtained their parent's signature on the library application. Parents wishing to restrict their children's borrowing of library materials may ask that a note restricting access be placed on their child's record.

(F) The library does place some limitations on the number of items that may be checked out on one library card at one time:

- (1) Music CDs – six items
- (2) DVDs – six items
- (3) Audiobooks – six items
- (4) Games – three items
- (5) Books – fifty items
- (6) Language kits – one item
- (7) American Girl Dolls – one item
- (8) E-Readers/Kindles – one item
- (9) Tablets & Hotspots – one item
- (10) Early Literacy Kits – one item
- (11) STEAM Kits – one item
- (12) Playaway – five items
- (13) Playaway Views – five items
- (14) Overdrive titles – five

(15) Seeds – ten items

(G) The maximum number of items that a patron may have on his account is 50. A limit of two items will be placed on individuals residing at a temporary address i.e. Salvation Army.

(H) Circulation services conclude at closing. The only exception is that patrons with materials in hand may check out.

Loan Periods

(A) Books, audiobooks, literacy kits, music CDs, and games have a loan period for up to 21 days.

(B) DVDs and magazines (non-current) have a loan period for up to seven days.

(C) Language kits have a loan period for up to 6 weeks and renewal is not allowed.

(D) A renewal period of the same length as the initial loan period is granted for any item except language kits, kindles, literacy kits, and games unless it has been placed on hold for another patron. Items may be renewed twice. Renewal items do not have to be in-hand to be renewed.

(E) Patrons must be able to supply their barcode numbers when renewing items.

(F) The loan periods and renewal rules for interlibrary loan material are determined by the lending institutions.

(G) The Tyler Public Library lends its materials to all qualified libraries. Requests for materials or photocopies from individuals or libraries outside of reciprocal borrowing agreements need the approval of the City Librarian.

Return of Library Materials

(A) Tyler Public Library material may be returned to the book drop or remote book drop locations. All materials returned to the book drop will be backdated to the previous pickup day.

(B) Requests for immediate check-in will not be honored unless the items in question have fines or fees.

(C) Receipts for returned items will not be given.

Overdue Materials/Fines

(A) Materials are considered overdue if not received by the date due. Materials returned in the book drop when the library is not open are considered to have been returned on the last open day of the library.

(B) The library charges fines of 25 cents (\$.25) a day per book, magazine and audiobook overdue. A \$1 fine per day is charged for overdue DVDs, Literacy Kits, Tablets & Hotspots, and Games. A \$5 late fine per day is charged for overdue Kindles. There is a \$10 limit per item for overdue material. A fine of any amount will result in loss of library privileges until the fine is paid or a payment plan is agreed upon with the Circulation Supervisor. If fines are accrued, they may be paid out by paying 10% or \$1, whichever is greater, at each checkout period. If total fines due exceed \$100, half of the total due must be paid before checkout is allowed, and payments of 10% may continue for following checkouts. If additional fines are accrued while paying out a previous fine, the library account will be barred from checking out until all fines are paid in full.

(C) An overdue notice will be sent when items are 1, 7, 14 and 41 days overdue. Patrons must provide a valid email address to receive these notices.

(D) If items are not returned before six weeks overdue, a final billing notice will be sent for the replacement cost of the overdue materials plus a \$5 per item service charge for processing, cataloging and postage. Patrons who have overdue items will be notified that they are in violation of City Code Section 9-1 b. 2. Borrowing privileges will be denied to patrons with overdue materials until those materials are returned or paid for if lost or damaged. If warranted, a collection agency will be engaged.

(E) If a patron believes that the material for which he has been suspended has been returned or should not be his responsibility, he may file a written intent to appeal no later than two months from the date due. Borrowing privileges are reinstated until the appeal is heard. At least five weeks must elapse between the date the appeal is filed and the date it is heard.

At the appeal hearing, the patron will be required to meet with the City Librarian and present his case. Failure to reschedule the appeal on or before the appeal hearing date or to appear at the appointed time revokes the right to further appeal. The decision of the City Librarian may be appealed to the Library Board.

(F) At any time a patron may pay for material which he believes is irretrievably lost. If lost material is subsequently found and returned within one month from the date of payment, a refund for the cost of items valued at \$5 or more will be made minus a \$5 processing fee with the original receipt. Refunds will be made by check from the City of Tyler and issued and mailed to the patron according to the city's check writing schedule.

(G) The Tyler Public Library's overdue policies also apply to interlibrary loan materials loaned to the Tyler Public Library for local borrowers; however, borrowers will be held responsible for all special assessments placed by lending institutions.

Lost or Damaged Materials

(A) A patron is responsible for all materials and equipment checked out on his library card. A patron is required to pay for material and equipment that is irretrievably lost or has been damaged while checked out. The prices charged for material which is lost or damaged beyond use are as follows:

(1) The current list price for all items plus a \$5 processing fee per item, which covers materials and work required to circulate the item, will be charged.

(2) An average replacement cost for that type of material plus a \$5 processing fee per item will be charged when current list prices are unavailable. Average replacement costs are determined by the Resource Services Librarian for each type of material the library owns. Circulation staff should refer to the replacement cost list to assess the cost of an item. This schedule of charges shall be reviewed annually by the City Librarian to reflect changes in the average cost of library materials and supplies.

(B) In addition, at the Resource Services Librarian's discretion, the library assesses charges for material or equipment damaged beyond normal wear.

(C) Patrons may supply a replacement copy of lost or damaged materials if the ISBN matches and the item is in excellent condition. A \$5 processing fee will still be assessed.

Replacement for Lost, Damaged or Stolen Library Cards

(A) Cards which are lost or damaged beyond use will be replaced at a charge of \$1. Patrons will be required to purchase a new card after reporting a lost card.

Holds

(A) Requests for materials to be held may be accepted from registered patrons. Requests may be made in person, by phone, by email or through the online catalog. Callers must provide library card barcode numbers to request holds.

(B) There is a limit of five holds per person per day that may be requested. There is a limit of three telephone requests per person per day.

(C) Hold notices indicate a date after which materials will be returned to the shelves.

(D) Patrons who fail to check out holds before the expiration date may have their names added to the bottom of the hold list. Patrons may request that their name be moved to the bottom of the waiting list of holds if they make the request before the hold is available.

(E) Holds and equipment will only be given to the patron requesting them or to persons authorized by the individual. If patrons wish for their materials to be picked up by a family member, they may have a note added to their card expressing permission. If family members are linked, they may pick up items for each other provided they have that family member's card.

Privileges for Users

Patrons may access information about their library records, including holds and overdue materials, through their online account.

Confidentiality of Library Records

(A) As specified in the Texas Public Information Act at Texas Government Code, Section 552.124, any public library record that identifies or serves to identify a person who requested, obtained, or used a library material or service is excepted from disclosure and is confidential unless the record is disclosed:

1. Because the library or library system determines that disclosure is reasonably necessary for the operation of the library or system and the record is not confidential under other state or federal law;
2. Under Section 552.023 which requires access to a person or a person's authorized representative to information that relates to the person and that is otherwise protected from public disclosure; or
3. To a law enforcement agency or a prosecutor under a court order or subpoena obtained after a showing to a district court that:
 - a. Disclosure of the record is necessary to protect the public safety; or
 - b. the record is evidence of an offense or constitutes evidence that a particular person committed an offense. The Tyler Public Library strictly adheres to all sections of this Statute regarding the protection of the confidentiality of its users.

(B) Information concerning overdue materials or materials placed on hold may be given out only to persons authorized by the individual cardholder who provides the barcode number from the card in question. Individuals may be asked to present identification in person to receive this information.

Library Theft Law

See also Texas Penal Code and 31.03 (regarding theft)

Whoever intentionally takes and carries away, transfers, conceals or retains possession of any library material without the consent of a library official, agent or employee and with intent to deprive the library of possession of the material may be penalized.

The concealment of library material beyond the last station for borrowing library material in the library is evidence of intent to deprive the library of possession of the material. The discovery of library material which has not been borrowed in accordance with the library's procedures or taken without consent of a library official, agent or employee and which is concealed upon the person or among the belongings of the person or concealed by a person upon the person or among the belongings of another is evidence of intentional concealment on the part of the person so concealing the material.

An official or adult employee or agent of the library who has probable cause for believing that a person is attempting to steal library materials, in his or her presence, shall immediately contact law enforcement and may attempt to detain without the use of force for a reasonable length of time to deliver the person to a peace officer, or to the person's parent or guardian in the case of a minor. The detained person shall be promptly informed of the purpose for the detention and be permitted to make phone calls, but shall not be interrogated or searched against his or her will before the arrival of a peace officer who may conduct a lawful interrogation of the accused person.

Procedure when the gate alarm sounds:

Ask the patron to return to the circulation desk.

Explain that something must have been missed during scanning and ask him to give you his receipt and stack of items.

Compare the receipt to the library items.

Scan and carry the items through the gate.

Ask the patron to come through the gate. If he sets the alarm off again and is carrying a bag, ask him if he has something he failed to check out. If theft is suspected, inform him he will have to wait for the police. Staff members may use their judgment; if it is suspected that he is setting it off with his keys or a metal plate, he can be allowed to go. If he is carrying a big bag or backpack and theft is suspected, tell him to wait.

If he refuses, write his name down along with a brief physical description and call a police officer.

All policies will be reviewed annually by staff, and significant changes will be brought to the Library Board.

Library Card Barcode: _____



Tyler Public Library

It is the responsibility of the library card holder to return all books and materials on time and in good condition. I will abide by all library policies, and I understand that if I do not keep a clear account my name may be handed over to a collection agency. This is a free service of your public library for everyone who lives within the city limits.

Cardholder: _____

 Print Full Name (as it appears on your ID)

If under 12, name of parent or guardian:

Print Name

REQUIRED: Signature of cardholder

(or parent or guardian if under

12): _____

I agree to abide by the Library's rules and regulations.

If cardholder is under age 18, do you want to restrict checkout privileges by obtaining a restricted account? Yes ___ No ___

Home/Physical Address (Not P.O. Box)

 City _____ State _____ Zip Code _____

Mailing Address (if not the same as above)

City _____ State _____ Zip Code _____

Telephone _____ **Date of Birth** _____ **Sex** _____ **Race** _____

e-Mail Address

(We only use your e-mail for sending notices about items you place on hold, overdue items, and mailing lists you opt into)

Would you like to receive the Library e-Newsletter (e-mail required) Yes ___
No ___

Would you like to be added to the Friends of the Tyler Public Library email and mailing list?

E-mail: Yes ___ No ___ Mailing: Yes ___ No ___

Where did you hear about us? (Circle One): Social Media Internet Friend or Relative Other _____

Are there any other adults who will be authorized to use this account? If so, please list their full names:

FOR LIBRARY USE ONLY	
_____	Driver's License Number

_____	Utility Bill

_____	Other

Staff Initials: _____	Date: _____

**Tyler Public Library
POLICY**

TITLE:	COLLECTION DEVELOPMENT POLICY
EFFECTIVE DATE:	2018-08-08
AUTHORIZED BY:	Tyler Public Library Board

I. Mission Statement/Purpose of Policy

II. Factors Affecting Collection Development

III. Responsibilities for Collection Development

IV. Selection of Library Materials/Criteria for Evaluation

V. Materials for Specific Audiences

VI. Maintenance of Library Materials

VII. Withdrawal of Library Materials

VIII. Request for Reconsideration of Library Materials

IX. Annual Policy Review

X. Appendices

I. Mission Statement/Purpose of Policy

(A) The mission statement of the Tyler Public Library is to meet our patrons' needs for information, education, and recreation through access to library resources. We seek to serve and enrich the people of Tyler.

(B) The mission statement sets forth the following philosophy of service: The purpose of the Tyler Public Library is to provide all area residents ready access to a broad collection of materials in a variety of formats that detail our knowledge, ideas, and culture; to offer encouragement and guidance in their use; and to provide the community with access to reliable and easily available sources of information.

(C) Because of the volume of publishing as well as the limitations of budget and space, the library must have a collection development policy with which to meet community interests and needs if it is to fulfill its objectives.

(D) This policy is used by library staff to select, maintain and weed materials and also to serve to acquaint the general public with the principles of collection development. The policy will be reviewed on a regular basis by the City Librarian and the Library Board to ensure that the policy remains current, pertinent and an accurate reflection of the changing needs of the community, the library and its collection development objectives.

II. Factors Affecting Collection Development

(A) The library has served the recreational, educational, and informational needs of Tyler since 1899. During its history, the library has grown with the community, adding services and materials in response to user needs and modifying its course of development in order to provide the best possible library service.

III. Responsibilities for Collection Development

(A) The ultimate responsibility for collection development, as with all library activities, rests with the City Librarian, who operates within the framework of library policy.

(B) This responsibility is shared with other members of the library staff. The Collection Development Associate and various professional staff are responsible for juvenile, young adult, reference, adult, and audiovisual collections, and other subject areas as necessary.

(C) Because the City Librarian must be able to answer to the Library Board and the general public for actual selections made by staff, he or she has the authority to reject or select any item contrary to the recommendations of the staff.

IV. Selection of Library Materials/Criteria for Evaluation

(A) General criteria. The Tyler Public Library's materials selection policy must be flexible and broad. The library will not duplicate specialized materials already available in local institutions, purchase textbooks used in the schools nor supply titles in quantity proportionate to extensive demand. The selection of library materials involves the following factors and considerations:

1. The experience and knowledge of staff selectors;
2. Familiarity with the community, its needs and interests;

3. Holdings and availability of other area library resources; and
4. The library's existing collection and its materials budget

(B) Criteria for judging materials:

1. Materials are judged on the basis of the work as a whole, not on a part taken out of context.
2. Reviews in professional journals (*Booklist*, *Kirkus Reviews*, *Library Journal* and popular periodicals) are used in the selection process and are sought whenever possible.
3. Opinions on selected works may also be solicited from area authorities or from electronic discussion groups.
4. The lack of a review or an unfavorable review is not sufficient reason to reject a title for which there is demand.

(C) Criteria for the selection of adult nonfiction books for circulation:

1. Reliability of information and qualification of the author in the subject field;
2. Timeliness and permanent value;
3. Literary style;
4. Popular interest;
5. Reputation of the publisher;
6. Illustrations;
7. Relationship to the existing collection;
8. Physical format (binding, typography, design, etc.); and
9. Price.

(D) Criteria for selecting adult and young adult fiction books:

1. Popularity of the author (patron requests);
2. Appeal to the general-interest reader;

3. Relationship to the collection;
4. Quality of the writing;
5. Characterization (constructive, realistic portrait);
6. Literary merit;
7. Reputation of the publisher; and
8. Price.

(E) Other guidelines for selection:

1. Best-selling fiction: Books that appear on the best-seller lists of the *New York Times* and *Publishers Weekly* are not automatically purchased and may be selected without the benefit of a positive review. The library will purchase two or more copies of a title only when the author is especially popular with our library users.
2. Genre fiction: The most important criterion for the selection of mystery/detective, science fiction and fantasy, romance, and western titles is the popularity of the author.
3. Retrospective purchases: As much as possible, the fiction collection should contain the best and most enduring of all the novels and short stories that have been published in the English language. Using standard bibliographies, the library will add or replace historically significant titles to its collection on a regular basis.
4. Works by first-time authors: The library feels an obligation to purchase the works of promising new authors. Using the standard review tools, selectors will purchase the best new fiction published each year.
5. Purely pornographic works, as defined by local, state and federal law, will not be purchased; however, serious fiction, poetry, drama and other nonfiction works will not be excluded simply because of coarse language or frankness of treatment.

(F) The Reference Collection

1. In general, reference materials are selected with the goal of satisfying the majority of information needs within the community. Questions which fall beyond the scope of the collection are referred to other agencies.

2. Materials are evaluated by using the following criteria:

- (a) Authority of the publisher, editorial staff and contributors;
- (b) Arrangement of the information (including the use of indexes, bibliographies and tables of contents);
- (c) Accuracy;
- (d) Objectivity;
- (e) Timeliness;
- (f) Scope;
- (g) Relationship to the existing collection;
- (h) Illustrations;
- (i) Physical format;
- (j) Special features; and
- (k) Price.

(G) The Periodical Collection

1. A collection of magazines and newspapers is maintained for browsing purposes and as a supplement to the book collection. Requests for periodicals which fall outside the scope of the collection may be filled through the interlibrary loan network by means of printed copies. The collection is evaluated on an annual basis.

2. Selection of periodicals is based on the following criteria:

- (a) Appeal to the general-interest reader;
- (b) Accessibility of a title's contents through indexes;
- (c) Accuracy and objectivity of the editors and contributors;
- (d) Patron requests; and
- (e) Preservation of a balanced viewpoint within the collection.

(H) Audiovisual Materials: Audio Recordings

1. The library recognizes sound recording as a major form of publication. Because of the cost and diversity of titles available, the aim of this collection is to represent a cross section of available material.
2. Recordings are selected on the basis of reviews in professional and general publications and the popularity of artists or authors whose works appear in this format. Patrons' requests are also taken into consideration.
3. Dramatic and documentary recordings, such as books on tape, are selected on the basis of literary merit, content interest and quality of the production.

(I) Audiovisual Materials: Video Recordings

1. The library's video collection is intended to serve the informational, educational and recreational needs of the community. The collection strives to complement, rather than to compete with, streaming services by offering a different collection focus. The collection is designed to be general in nature and does not contain specialized materials for the exclusive use of one particular group.
2. Generally speaking, selections are popular titles. VHS videocassettes are no longer purchased. DVD titles are chosen based on a combination of the following: a score of 60 or higher on www.metacritic.com; 3 stars on www.allmovie.com; minimum score of 6.7 on www.imdb.com, or professionally reviewed sources and the discretion of the Library staff or Collections Development Associate.
3. Because of the great diversity of materials available, no single set of criteria can be applied to all items. Titles may be evaluated using one or more of the following specific criteria:
 - (a) Relationship of the item to the existing collection and to other materials available on the subject;
 - (b) Recognition by prizes, awards, etc., given by critical organizations or institutes;
 - (c) Provision of a presentation most effectively or appropriately delivered by the video format; and
 - (d) Provision of information that is unique to or available only in this format.

(J) Gift Materials

1. Materials donated to the library are not automatically added to the collection. These items are reviewed according to the selection criteria set forth in this section. Gifts are considered with the explicit understanding that such factors as duplication, lack of community interest, processing costs or inadequate shelf space may prevent their addition to the collection or permanent retention on the shelves.
2. Gift materials not added to the collection will be disposed of according to section VII (D) of this policy.

(K) Electronic Materials

1. Electronic materials include online, CD-ROM resources, e-books and e-audio. Titles or services are intended to supplement and, in some cases, replace print materials. E-books and e-audio are currently purchased and shared through OverDrive's Northeast Texas Digital Library Consortium ("Consortium") with some content ("Advantage") exclusive to Tyler patrons. The library does not have control over the selections made by other libraries in the Consortium.

The library also selects and purchases streaming audiobooks through RB Digital. Access to e-books and e-audio is also available through EBSCO on TexShare. The library does not have control over selections for the EBSCO content. Titles purchased are "licensed" copies.

2. Selection of electronic products and services is based on the same criteria for print materials. Due to limited funds and the nature of electronic materials, the following additional criteria may apply:

- (a) Accessibility (equipment and space to utilize product effectively);
- (b) Ease of use (product marketed for the general public);
- (c) Timeliness;
- (d) Relationship to the existing collection;
- (e) Community interest;
- (f) Cost;
- (g) Availability (not all titles are available in digital form);

(h) Bestselling authors and high interest fiction titles and series will take priority;

(i) Multiple copies will not be purchased, excepting the addition of Advantage titles which allow for quicker access to high demand titles; and

(j) Content that does not require repurchasing after a set time period or number of checkouts will be given lower priority in Advantage Purchases.

(L) Local and Family History Materials

Through the Local and Family History Room, located on the third floor, the library seeks to provide information on Tyler and its history, as well as provide resources for basic research in genealogy. Published materials on Tyler and Smith County will be exhaustively collected and materials for the beginning and accomplished genealogist will be acquired as funds and space permit.

The library selects materials emphasizing local interest. The library may accept special collections of papers and documents that relate to local families or history; however, the library will not accept responsibility for maintaining the privacy of any personal or group records. No restrictions will be placed on duplicating such materials except in cases where the process will harm the original document.

(M) Local Authors

Local authors are defined as authors and creators who live within Smith County. Local authors may donate one copy of their material for possible inclusion in the library's collection.

Tyler Public Library will review donated materials, but does not guarantee their inclusion in the collection. Once donated, items become the property of the Library and will not be returned. Items not included will be added to the book sale.

Guidelines:

- The library will accept one copy of each title. Authors may donate up to three titles per year.
- Materials must be bound and formatted in a way that enables circulation, ease of use, and durability. The library will only accept physical formats, i.e. books, CDs, and DVDs. Items must be in new condition.

- Items added into the collection may be withdrawn, at a future date, in accordance with the terms of the Library retention policy.
- The library reserves the right to include or exclude any title from the collection for any reason. Materials provided to the Library may be removed for any reason, at any time.
- Items added will be interfiled into the general collection and identified with a “local” label. Items will be identified in the catalog under a subject heading “Local Author”.
- All donated materials become the property of Tyler Public Library and cannot be returned to the donor for any reason.
- The library cannot acknowledge receipt of author’s work, nor can we notify authors of our final decision. The Library cannot meet with individuals to discuss their work.
- The library will not provide professional reviews, promotion, or marketing of an author’s work, whether the materials are included or excluded.
- If an author’s work is chosen for inclusion in the library’s collection, the library staff is under no obligation to purchase additional copies for the collection. If the library staff chooses to buy additional copies, they may not be directly purchased from the author but from a preapproved library vendor.

Materials received through mail must have the local author submission form attached. Materials will not be returned. There is no guarantee the materials will be added to the collection.

(M) Requests to Buy

The library maintains a balanced and varied collection to interest all patrons. Budgetary constraints prohibit purchasing every request. The library welcomes requests from patrons and places a high priority on patron needs and wants. All requests will be evaluated according to selection guidelines. Patrons are limited to two requests per month and to requesting titles that have already been published. Highest consideration will be given to requests for materials that are:

1. Bestsellers;
2. Prize winners;
3. Items of local interest; and

4. Items less than three years old.

V. Materials for Specific Audiences

(A) Materials for Children

1. In selecting materials for children, the library's goal is to make available a collection that satisfies their informational and recreational needs.
2. Materials are selected which meet the general needs of the majority of children. Materials whose qualities make them valuable to children with special needs, talents, problems or interests are also considered.
3. Criteria for materials selection are the same as for adult and young adult materials with the addition of vocabulary suitable to the age of the intended audience and quality of the illustrations in children's fiction.

(B) Materials for the visually impaired, such as large-print books, are acquired according to patron demand. The library also encourages patrons with special needs to use the resources of the National Library Service for the Blind and Physically Handicapped.

VI. Maintenance of Library Materials

(A) Most library materials are processed in such a way as to ensure their maximum use under normal circumstances. Inexpensive paperbacks may be an exception to this policy.

(B) All materials returned to the library are inspected for damage.

(C) Damaged but still usable materials are mended according to an established set of procedures.

(D) Patrons are charged a replacement cost for materials they check out that are irretrievably lost or damaged beyond repair. (See Circulation Policy, section VII, for details.)

VII. Withdrawal of Library Materials

(A) Weeding is necessary to maintain a vital, useful and up-to-date collection. This task takes skill, care, time and knowledge of the materials to do a competent job.

(B) Selection of materials for weeding is based on the following criteria:

1. Materials worn out through use;
2. Ephemeral materials, which are no longer timely;
3. Materials no longer considered accurate or factual;
4. Materials which have had little recent use and are of questionable value; and
5. Excess copies of a title no longer in demand.

(C) Replacement of materials that are withdrawn is not automatic. The need for replacement is based on the following criteria:

1. Number of duplicate copies;
2. Existence of adequate coverage of the subject; and
3. Demand for the specific title or for material in that subject area.

(D) The City Librarian will approve all materials for disposal. Disposal of materials weeded from the collection is accomplished according to the following priorities:

1. Materials which are of no interest to other libraries or other tax-supported institutions, but which are judged by the City Librarian to have possible resale value are kept for the Book Nook and the library book sale, where they are offered on a first-come, first-served basis.
2. Materials unsuitable for transfer or sale are discarded.
3. Materials that can be used by another tax-supported institution, not a library, are made available to that institution with all responsibility for transfer by the receiving institution.

(E) The library will not accept requests to hold weeded materials for individuals.

VIII. Request for Reconsideration of Library Materials

Individuals may request reconsideration of a selection decision of library material. To receive consideration by the library, all requests must be made in writing using the library's request for reconsideration form (see page 21). Requests for reconsideration about a particular item will not be considered by the Library more than once within a 12-month period.

Within 30 business days of the filing of the written request for reconsideration, the City Librarian will send a written response to complainants notifying the complainant of the Librarian's decision. The response will also inform complainants that the Librarian's decision may be appealed in accordance with [Chapter 1, Article IV, Sec. 1-33](#) of the Tyler City Code

IX. ANNUAL POLICY REVIEW

All policies will be reviewed annually by staff, and significant changes will be brought to the Library Board.

X. Appendices

Library Bill of Rights

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

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

Adopted June 18, 1948.
Amended February 2, 1961, and January 23, 1980,
inclusion of "age" reaffirmed January 23, 1996,
by the ALA Council.

The Freedom to Read Statement

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

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

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

Such pressure toward conformity is perhaps natural to a time of accelerated change. And yet suppression is never more dangerous than in such a time of social tension. Freedom has given the United States the elasticity to endure strain. Freedom keeps open the path of novel and creative solutions, and enables change to come by choice. Every silencing of a heresy, every enforcement of an orthodoxy, diminishes the toughness and resilience of our society and leaves it the less able to deal with controversy and difference.

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

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

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

We therefore affirm these propositions:

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

Creative thought is by definition new, and what is new is different. The bearer of every new thought is a rebel until that idea is refined and tested. Totalitarian systems attempt to maintain themselves in power by the ruthless suppression of any concept that challenges the established orthodoxy. The power of a democratic system to adapt to change is vastly strengthened by the freedom of its citizens to choose widely from among conflicting opinions offered freely to them. To stifle every nonconformist idea at birth would mark the end of the democratic process. Furthermore, only through the constant activity of weighing and selecting can the democratic mind attain the strength demanded by times like these. We need to know not only what we believe but why we believe it.

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

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

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

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

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

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

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

The ideal of labeling presupposes the existence of individuals or groups with wisdom to determine by authority what is good or bad for others. It presupposes that individuals must be directed in making up their minds about the ideas they examine. But Americans do not need others to do their thinking for them.

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

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

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

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

growth. The defense of the freedom to read requires of all publishers and librarians the utmost of their faculties, and deserves of all Americans the fullest of their support.

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

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

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

A Joint Statement by:
American Library Association
Association of American Publishers

Texas Library Association Intellectual Freedom Statement

A. Preamble

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

B. Areas of Concern

1. **LEGISLATION.** The Texas Library Association is concerned with legislation at the federal, state, local and school district level which tends to strengthen the position of libraries and other media of communication as instruments of knowledge and culture in a free society. The Association is also concerned with monitoring proposed legislation at the federal, state, local and school district level which might restrict, prejudice or otherwise interfere with the selection, acquisition, or other professional activities of libraries, as expressed in the American Library Association's LIBRARY BILL OF RIGHTS and the Freedom to Read Statement.

The Intellectual Freedom Committee works with the Legislative Committee to watch proposed legislation, at the various levels, which would restrict or interfere with the selection, acquisition, or other professional activities of libraries.

2. **INTERFERENCE.** The Association is concerned with the proposed or actual restrictions imposed by individuals, voluntary committees, or administrative authority on library materials or on the selection judgment, or on the procedures or practices of librarians.

The Intellectual Freedom Committee attempts to eliminate restrictions which are imposed on the use or selection of library materials or selection judgment or on the procedures or practices of librarians; receives requests for advice and assistance where freedom has been threatened or curtailed; and recommends action to the Executive Board where it appears necessary.

3. **MATERIALS SELECTION POLICY.** The Texas Library Association believes that every library, in order to strengthen its own selection process, and to provide an objective basis for evaluation of that process, should develop a written official statement of policy for the selection of library materials.

The Intellectual Freedom Committee encourages all libraries to develop a written statement of policy for the selection of library materials which includes an endorsement of the LIBRARY BILL OF RIGHTS.

4. EDUCATION. The Texas Library Association is concerned with the continuing education of librarians and the general public in understanding and implementing the philosophy inherent in the LIBRARY BILL OF RIGHTS and the ALA Freedom to Read Statement

The Intellectual Freedom Committee supports an active education program for librarians, trustees, and the general public.

5. LIAISON WITH OTHER ORGANIZATIONS. The Texas Library Association, in order to encourage a united front in defending the rights to read, shall cooperate with other organizations concerned with intellectual freedom.

The Intellectual Freedom Committee advises on TLA positions and cooperates with other organizations.

Adopted September 15, 1972
by the TLA Council

Reaffirmed April 7, 1995
by the TLA Council

Letter of Donation



Date:

Name: _____

Address: _____

City, State Zip: _____

Thank you for your donation of the following items to the Tyler Public Library. The library benefits greatly from gifts that are useful to the needs of the collection. Donors agree, however, that those items which in the library staff's opinion would not be an appropriate addition will be forwarded to other libraries, non-profit agencies and charitable book sales or placed in the library's sales.

_____ Hardbound books

_____ Paperbound books

_____ Periodicals

_____ Audio Cassettes

_____ Video Cassettes

_____ Compact Discs

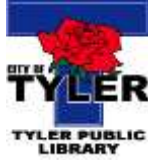
_____ DVDs

_____ Other

No goods or services were provided in consideration for this gift. Donor is responsible for determining the value of this gift.

Sincerely,

Librarian



Tyler Public Library
Citizen's Request for Reconsideration of Material

Thank you for bringing an item to our attention that you feel may not have merit. The City of Tyler Public Library has established a Collection Development Policy and procedure for gathering input about particular items. Completion of this form is the first step in that procedure. As part of the review process, the Librarian may utilize the Library's Collection Development Committee ~~with~~ to provide a critical and objective evaluation of the item within the scope of the Library's Collection Development Policy. The Library Collection Development Committee provides the Librarian with a non-binding recommendation. Please return this completed form to the library director. We hope you will continue to use and support the library in its efforts to bring a well-balanced and meaningful collection together for every citizen of Tyler.

Please complete the following form. You may use the back of the form if you require more space.

Author _____

Title _____

Publisher _____

Format: Hardcover ___ Paperback ___ Recording ___ Other _____

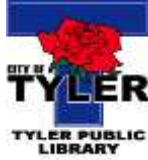
Request initiated by _____

- 1) To what in the item do you object? Please be specific, citing pages.
- 2) What do you feel might be the result of using this material?
- 3) For what age group would you recommend this material?
- 4) Can you recommend anything good about this material?
- 5) Did you read, view or listen to this item in its entirety?
- 6) Are you aware of the reviews received by this material? The reference librarian will be happy to help find them.

Signature of Complainant _____

Address _____

Phone _____



Tyler Public Library
Local Author Submission

Please complete the following form if you are donating a book as a local author. A digital submission form is also available on the library website.

Author _____

Title _____

Publisher _____

Format: Hardcover ___ Paperback ___ Recording ___ Other _____

Donor/Author Contact Information

Name _____

Phone Number: _____

Email: _____

Address: _____

Materials can be mailed to:

Tyler Public Library
Attention: Collection Development
201 S College Ave
Tyler, TX 75703

Tyler Public Library
POLICY

TITLE:	E-READER POLICY
EFFECTIVE DATE:	2013-10-01
AUTHORIZED BY:	Tyler Public Library Board

1. E-Reader checkout is limited to Tyler Public Library patrons with a current library card and photo ID.
2. The borrowing agreement must be completed and signed prior to use of the E-Reader.
3. The E-Reader will not be checked out to patrons owing money for lost, missing or damaged library materials.
4. The borrower is financially responsible for the E-Reader and all pieces thereof that are checked out. When a patron signs for the E-Reader, he acknowledges that it is fully functioning, undamaged and that all the parts are there. He is required to thoroughly inspect the E-Reader and report problems to library staff at the time of checkout. If the patron does not inspect the E-Reader at the time of checkout, he is responsible for all missing and damaged parts upon return.
5. The E-Reader may be checked out for a 21-day loan with no renewals. Failure to return the E-Reader on time will result in a \$5 fine per day.
6. No food or drinks are to be consumed around the E-Readers.
7. Do not leave the E-Reader unattended at any time.
8. The E-Reader must be returned to a library staff member at the Circulation Desk in the same condition in which it was received. Staff will inspect equipment carefully and call attention to any suspected damage or missing parts. The patron must be present when the E-Reader is being checked in. **The E-Reader may not be placed in the book drop.** Be certain that a staff member acknowledges the return of the equipment.
9. In the event of damaged equipment, library staff will determine if damage is the result of normal wear and tear. Do not attempt repairs, adjustments or alterations of any kind. **DO NOT ATTEMPT TO REMOVE THE E-READER FROM ITS COVER.**
10. It is the patron's responsibility to bring to the attention of a library staff member any loss or possible damage to the E-Reader that happens during the time it is checked out to him.
11. If the E-Reader is lost or damaged beyond repair, the patron will be responsible for all replacement fees.

All policies will be reviewed annually by staff, and significant changes will be brought to the Library Board.

E-Reader Borrowing Agreement

You are responsible for damage, loss or theft of the E-Reader while it is checked out to you. You will be responsible for the entire replacement cost of the E-Reader as well as any lost packaging, late fee and an additional processing fee of \$5.00.

Use of the E-Reader is restricted to the content installed. Downloading additional content or deleting content is not permitted.

Persons under the age of 18 may not directly borrow an E-Reader but may use a borrowed E-Reader if a parent or legal guardian takes responsibility by borrowing the E-Reader for use.

Statement of Understanding of E-Reader Use Policy:

I have read, understand and will comply with all of the E-Reader Use Policy. A copy of this policy has been given to me. I understand and assume complete financial responsibility for the E-Reader checked out to me.

Print name

Phone #

Signature

Date

Patron Barcode # _____

Tyler E-Reader # _____

Exhibits and Displays Policy

Purpose

The primary purpose of Library exhibits is to promote library services and materials and to inform patrons about subject areas related to these services. Examples include hobbies and leisure activities, health issues, and cultural awareness. No exhibit shall be of a purely commercial nature. Groups, rather than individuals must sponsor displays of works of art.

Scheduling

Exhibits shall be planned at least three months in advance of exhibit date, to provide ample time for planning and publicity. Library staff has priority use of all exhibit areas. Non-Library groups may request exhibit space following the above stated purpose. The City Librarian shall have final authority over all exhibits and displays scheduled. The Library reserves the right to locate and position exhibits and to change the arrangement in any way necessary.

Contact

The Reference Librarian is responsible for these exhibit cases. Fill out our Ask a Librarian form to reach the Reference Librarian.

Security

The library cannot furnish insurance on loaned exhibits. Exhibitor must sign a release of responsibility. Exhibit cases, however, will be locked and a motion-detection security system functions all times that the library is closed.

Promotion

Promotion and publicity, as well as printed exhibit brochures are the responsibilities of the exhibitor. The Library may promote the exhibit in the Friends of the Library newsletter and may assist with signage and/or media coverage. The exhibitor's representative should coordinate promotional efforts with Reference department staff.

Hedge Memorial and Museum Display Cases

Location

The Hedge Memorial display case is located on the second floor, south of the elevator. The Museum case is generally located on the first floor and is movable.

Description

The Hedge Memorial case is an island of four attached glass cases. Each case measures 70 inches high, 15 inches deep, and 42 inches wide, and has two adjustable glass shelves. The case is suitable for exhibiting books and collections of three-dimensional items. The Museum case is a flat, freestanding tabletop display with a glass top. It measures 57 inches long, 38 inches wide, and varies from 6.5 to 8.5 inches high. It is suitable for books and small three-dimensional items. The Museum case is currently only available for Library and City of Tyler Departmental displays.

Tyler Public Library
POLICY

TITLE: **PARENTAL RESPONSIBILITY POLICY**

EFFECTIVE DATE: 2013-10-01

AUTHORIZED BY: Tyler Public Library Board

PURPOSE

Tyler Public Library is designed to serve children and families with a wide range of educational and recreational collections, programs and services. Tyler Public Library supports parents and guardians in their efforts to guide their children's reading, viewing and listening choices. The purpose of this policy is to inform parents and legal guardians of their responsibilities regarding their children's use of the library.

STATEMENT OF POLICY

Parents and legal guardians are responsible for their children's behavior, safety and welfare while their children are in the library or on library grounds, which includes their children's access to library materials and electronic resources. The Tyler Public Library requires that a parent, legal guardian or other responsible party be present to supervise children ages 12 and younger. A child under the age of 8 must be in sight of a parent. Tyler Public Library staff is available to assist parents, legal guardians and their children in the use of the library; however, Tyler Public Library staff cannot act "in loco parentis" (in place of a parent) for children in the library. If a child or teen is acting in an unsafe manner, behaving inappropriately or appears to be in distress, staff will attempt to locate or contact the parent, legal guardian or other party responsible for the child or teen. If the parent, legal guardian or responsible party cannot be reached, staff will contact law enforcement for assistance, and the child or teen may be banned from the library.

LIBRARY CARDS

Children and teens may borrow or use any materials, resources or services in the library, except for E-Readers and American Girl Dolls which may only be borrowed by persons who are 18 or older. For example, the Tyler Public Library will not limit children to the use of books in the children's section of the library, as these materials may not meet the needs and interests of all children. In addition, library staff is not responsible for determining whether materials used by children and teens are "age appropriate." It is the responsibility of parents or guardians to monitor their children's and teens' use of library resources and to determine whether to place restrictions. The Tyler Public Library encourages parents or guardians to talk to their children and teens about the kinds of materials they think are suitable for borrowing or accessing. If a parent or guardian wishes to limit the number of items his child or teen can check out or restrict access to library materials, he should contact a staff member to have the child's or teen's library card note the restrictions. While children and teens may have their own library cards, the parents or legal guardians of youth under the age of 18 are financially

responsible for library materials and equipment their children or teens check out, including items that are lost, damaged or unreturned.

LIBRARY FURNITURE & EQUIPMENT

For the safety of young patrons, the Tyler Public Library strongly recommends that a parent, guardian or other responsible party be present to supervise children when they use library furniture and equipment (e.g. computers, copiers, book drops).

CLOSING TIME

Children ages 12 and under who do not have transportation at closing time will be asked how to contact a parent or legal guardian. If a child is unable to provide this information, staff members may use library records to help locate the parent or legal guardian. Staff will attempt to contact the parent or legal guardian by phone and ask that person to pick up the child within 15 minutes. If a parent or guardian cannot be reached, or if a child age 12 and under is not picked up within 15 minutes after closing time, library staff is required to contact law enforcement and report an “abandoned child.” Two staff members will wait with the child in the library or on library property until law enforcement arrives. Under no circumstances will staff provide transportation or accompany a child home.

All policies will be reviewed annually by staff, and significant changes will be brought to the Library Board.

3D Printing Policy

Getting Started

To submit a request for printing, complete a 3D printing application at the Information Desk on the first floor. An up-front fee of \$2 per item is collected at the time of the request.

Cost

Prints are 15¢ for every gram of plastic used. Payment will be determined after the print is done and will be due at the time of pickup. Refunds are not given for prints that do not print as the patron expected or desired. The patron is not charged for failed prints caused by staff error or hardware failure.

Designing Your 3D Print Project

Design Ideas

3D print designs are available on several sites, but we highly recommend Thingiverse. Designs are available to review in the 3D printing notebook at the library.

Color Options

Coloring availability varies, depending on the library stock. Prints cannot be done in multiple colors unless there are multiple parts.

Print Requirements

- Prints must comply with copyright and safety restrictions.
- Prints must be intended for lawful purposes and must not be prohibited by local, state, or federal law.
- Prints that are dangerous or pose a threat to the well-being of others will not be printed. No print that may function as a weapon or part of a weapon will be allowed.

Library staff reserves the right to refuse a print job.

Post-Processing

Patrons are responsible for desired post-processing for their print such as filing or removing support plastic. Library staff is unable to assemble a print that has multiple parts.

Processing Time

Turn-around time on prints cannot be guaranteed. Requests are printed in the order submitted and can take 1-2 weeks. Prints will be held for 14 days. After which time, they become library property. Staff cannot be held liable for damages once the print has been given to the patron.

Questions

To discuss your 3D print project with library staff, contact the library at (903) 593-7323 or send a message via the Ask a Librarian form.

Tyler Public Library
Policy

TITLE: **Reference Services Policy**

EFFECTIVE DATE: 2018-10-01

AUTHORIZED BY: Tyler Public Library Board

I. Goal Statement and Philosophy of Service

II. The Reference Collection

III. Guidelines and Responsibilities

IV. In-Person Reference Service

V. Telephone Reference Service

VI. Electronic Reference Service

VII. Mail (Postal) Reference Service

VIII. Special Approach Reference Question

IX. Other Public Service Responsibilities

I. Goal Statement and Philosophy of Service

(A) The primary goal of reference service is to ensure the optimum access to information resources through interaction with library users as follows:

1. Provision of personal assistance by Library staff;
2. Provision of formal and informal instruction in the use of library resources; and
3. Provision of access to a wide range of material through bibliographies, indexes, databases, and the use of an interlibrary loan network.

(B) The library patron is the most important person in the library. Service provided to patrons is not an interruption of work but is rather the purpose of it.

II. The Reference Collection

(A) Reference materials are purchased in order to provide assistance with general, rather than specialized, information needs.

(B) Emphasis in this area will be placed on the timeliness of the materials.

(C) Any item cataloged for the reference collection ("REF" or "REFDESK") do not circulate. Exceptions may be made at the discretion of the Reference Librarian. The library will purchase circulating copies of certain popular and affordable reference titles.

(D) Purchase of items will depend on reference budget and community need.

III. Guidelines and Responsibilities

(A) A reference service user is a library patron of any age or circumstance who chooses to make contact with a library staff member for the purpose of obtaining information.

(B) All inquiries will be handled courteously.

(C) Value judgments will not be made by any staff as to the importance of any question. Questions deemed inappropriate for the reference desk will be referred to the appropriate sources.

(D) Reference questions will be responded to in the order received. In the cases of conflicts or time restraints, priority service will be given to in-person requests. Telephone requests will be noted, and calls will be returned as promptly as possible.

(E) All answers given by staff shall be verified by legitimate documentation, and the sources used shall be noted to patrons.

(F) Staff is expected to do as much as possible with the available resources and within a reasonable time frame.

(G) If it is not possible to answer a request with the library's materials to the patron's satisfaction, the following actions may be taken:

1. Use interlibrary loan service.
2. Make phone calls to local sources of information.
3. Refer patrons to other resources outside the library.

4. Guide patrons to the "Suggest a Purchase" form on the Library's website.

(H) Confidentiality is to be maintained. Patrons and their questions will not be discussed beyond a professional context.

(I) Questions concerning library policy should be answered by referring to written policy statements. If this does not satisfy the patron, he or she should be referred to the City Librarian.

IV. In-Person Reference Service

(A) Staff will maintain an alert and visibly approachable attitude.

1. Any work done at the desk should not become a barrier to public service.

2. Staff should not appear too busy to be interrupted.

(B) An atmosphere that is conducive to an efficient reference interview should be maintained.

1. To the extent possible, privacy should be provided in order to encourage the patron to state specific information needs.

2. A low speaking voice is generally appropriate. If necessary, a reference interview may be moved to a more private area.

(C) Active assistance should be provided.

1. Staff should follow through with service to the patron.

2. Instruction in the use of resources should be provided as needed.

3. Whenever possible, patrons should be accompanied to the source of information rather than directed to it.

(D) Reference staff may help promote individual reading and independent learning interests by introducing materials that meet and develop topics suggested by patrons.

V. Telephone Reference Service

(A) Service is usually limited to supplying the kind of information that is readily available, does not require extensive searching and may be accurately imparted over the telephone.

(B) Ready reference service will be provided for questions that can be answered over the telephone within one minute while the patron waits.

(C) Callback service will be provided the same day for questions that require more than one minute to answer.

(D) Limitations on telephone reference service include:

1. When providing directory assistance, including criss-cross information, no more than three names, addresses and/or phone numbers will be given per call.

2. In providing criss-cross information, staff will give "nearby" names and phone numbers of individuals only in special or emergency situations.

VI. Electronic Reference Service

(A) Staff will utilize the Internet and other electronic information sources in the same way print sources are used to answer questions and to find information. The staff will both instruct patrons in the use of the Internet and other electronic resources, as well as refer to these sources as part of a complete reference search strategy. As with print sources, it is not possible for the staff to offer extensive searches, nor lengthy instruction. A limit of three searches will be allowed per day.

VII. Mail (Postal) Reference Service

(A) Mail reference service is not within the scope of the library's reference service program. Special exceptions can be made by the Reference Librarian on a case-by-case basis.

1. Genealogical requests will be referred to the Local History Room on the third floor. There is a two hour search limit for staff members assisting with genealogical research. This will be done by staff or volunteers. Anything further will be referred to the East Texas Genealogical Society. A research request may be submitted for staff to assist with a search.

(B) Requests that require photocopying must be accompanied by payment of ten cents per page.

VIII. Special Approach Reference Questions

(A) Contest questions

1. Such questions may be deemed low priority. Staff may evaluate each request and determine if the library has the time or resources to assist with these questions.
2. Reference for patrons participating in prize contests that involve more than simple answers will be limited to supplying the materials and explaining how to locate the information.

(B) School assignments

1. Such questions involving in-person reference shall be handled in the same manner as any other question.
2. Generally, it is not library policy to answer school-related questions over the telephone. The following exceptions are noted:
 - (a) When the question falls under the guidelines of Section V: Telephone Reference Service
 - (b) When the question is a small part of a much larger task
 - (c) When the question involves checking a bibliographic citation
 - (d) When the question involves whether or not the library has enough material available to make a visit worthwhile

(C) Evaluations and ratings

1. Assistance is provided to patrons in locating the appropriate sources of information and, if necessary, directions on how to use them.
2. For telephone requests, staff may read a summary evaluation of a specific product, citing the source of the information. Staff may give brand names and model numbers of products and may quote car prices.

3. Personal opinions are not appropriate in this area.

(D) Values of art works, coins, stamps and other collectibles

1. Undocumented appraisals of the values of such items are not given.
2. Staff will refer patrons to standard antique and collectible price guides, when appropriate.

(E) Critical analyses

1. Personal critical analysis, interpretations or judgments of the merit of literary works are to be supplemented with published critiques whenever possible.
2. All personal evaluations should be identified as such.

(F) Medical, legal, statistical and technical information

1. Material of any type related to these fields (including tables, charts, equations, laws, regulatory or tax information, legal and medical definitions) is not to be interpreted by staff.
2. In the case of telephone requests, information may be read over the phone, including the citation of the source, but patrons must interpret the information. Patrons should be advised to read the material for themselves.
3. Staff should feel free to state that they do not have the specialized knowledge to interpret material for conclusive answers. Staff should refer patrons to the Smith County Law Library or the UT Health Medical Library for further assistance in law or medical questions.
4. Appropriate requests will be referred to the State Reference and Loan Library.

(G) Compilations and literature searches: Staff does not prepare extensive compilations, bibliographies, lists and the like for patrons, nor are exhaustive literature searches undertaken.

(H) Translations: Staff does not supply translations for patrons. Per the American's with Disabilities Act (ADA,) on request, the Library will coordinate making a sign language interpreter available to assist a patron who is deaf or hard of hearing. If a sign language interpreter is not

immediately available, then the library will make arrangements to have one available at a certain date and time and will communicate same to the patron.

(I) Tax forms

1. The library makes available online reproducible tax forms provided by the federal Internal Revenue Service and the state Department of Revenue.
2. The library staff is not qualified to offer assistance in tax form preparation or to interpret tax laws. Appropriate referrals to other agencies may be suggested.
3. Staff may print forms for patrons at 25 cents per page.

IX. Other Responsibilities of Reference Department Staff

- (A) Photocopier: Reference desk staff will be primarily responsible for offering assistance.
- a. Reference desk staff will send off faxes that are requested. If a staff member should feel uncomfortable with a fax being sent, they can contact their supervisor.

(B) Quiet study areas

1. Staff may request that fewer people work together in one area if the situation warrants.
2. In general, four people or fewer at one table is optimum. The librarian in charge may make exceptions for group study.

(C) Proctoring

1. The full-time library staff may serve as proctors for students in accredited extended degree programs, according to availability.
2. Students must schedule exams in advance.
3. Students are responsible for ensuring that exams are mailed to the library in a timely fashion. Students may also email Reference desk staff their tests as needed.

4. Library staff are not responsible for any issues that may arise with the test.

All policies will be reviewed annually by staff, and significant changes will be brought to the Library Board.

Social Software Policy

This policy is in conjunction with all policies provided by the City of Tyler.

Purpose

Social software provides a valuable and timely way for the Tyler Public Library to disseminate information about and promote library news, events, projects, and services. It also serves to inspire conversation and expand the Library's connection with the community. The Tyler Public Library regards social software as equally important as any other venue for the dissemination of library information.

Definition of Social Software

Social software is defined as any web application, site, or account created and maintained by the Tyler Public Library.

Usage Rules

The Tyler Public Library welcomes the comments, posts, and messages of the community and recognizes and respects differences in opinion. However, all comments, posts, and messages will be periodically reviewed and the Tyler Public Library reserves the right but is not required, to remove any comment, post, or message that it deems inappropriate or off topic. The Tyler Public Library is not responsible for or liable for any content posted by any participant in a Library social software forum who is not a member of the Library's staff. Users should have no expectation of privacy in postings on Library sponsored social software sites; by using such sites, you consent to the Library's right to access, monitor, and read any postings on those sites. Users must understand that social software is permanent, retrievable, and public. Messages can potentially be read by anyone once posted, regardless of status on Friends, Follower, or Subscriber List. The Library recommends that users do not post their personal information or contact information on social software sites.

The Library reserves the right to reproduce comments, posts, and messages in other public venues; such reproduction may be edited for space or content while retaining the original intent of the post.

Content containing any of the following may be removed immediately from any Tyler Public Library social software forum:

- Obscene content or hate speech
- Personal attacks, insults, or threatening language

- Private or personal information, including phone numbers and addresses, or requests for personal information
- Copyright violations
- Potentially libelous statements
- Falsification of identity
- Comments, links, or information unrelated to the purpose of the forum
- Spam, or other commercial, political, or proselytizing messages unrelated to the Library or its social software postings
- Solicitation of funds
- Any images, links, or other content that falls into the above categories

The Library reserves the right to ban or block users who have posted in violation of this policy.

In addition, users are expected to abide by the terms and conditions set by third-party social software platforms as well as follow appropriate Federal and State Law.

The Library asks that individual user complaints be addressed directly to the Library Administration so they can be addressed quickly and specifically. Social Software is not the mechanism used by the Library to document or address Library user problems and concerns, or influence Library policy, procedures, or programs.

Outside Organizations

The Library curates resources on the website based on the library's mission and vision. The Library does not add additional resources by request. The Library's website includes selected links to outside sites. Those sites may have different privacy statements and the Library's notice does not apply. The Library is not responsible for protecting personal information gathered by outside websites. The Library does not post anything for outside organizations. The Library has the right to share posts from outside organizations that meet the library's mission and vision. Library staff will not share social software posts based on requests.

Acceptance of Terms

By using the Library's social software, you signify your acceptance of this policy. If you do not agree to this policy, please do not use our social software. Your continued use of any

Library social software following the posting of changes to these terms will indicate your acceptance of those changes.

Tyler Public Library
POLICY

TITLE: **TABLET & HOTSPOT POLICY**

EFFECTIVE DATE: 2019-05-10

AUTHORIZED BY: Tyler Public Library Board

The Tyler Public Library has established a Wi-Fi hotspot and tablet lending program to provide patrons in our community with high-speed internet access.

1. Wi-Fi hotspots or Tablets may be borrowed by Tyler Public Library cardholders ages 16 and above with library cards in good standing for six months before checkout (i.e., your library card is not blocked due to unpaid fines or lost material). Anyone under the age of 18 must have a parent signature to check out the device.
2. A tablet or hotspot borrowing agreement must be signed before use of the device.
3. The tablets and hotspots may be checked out for a 14-day loan with no renewals. Failure to return the device on time will result in a \$1 fine per day.
4. To checkout a tablet or a hotspot, the device must be placed on hold by the patron. The hold allows staff to prepare the device for checkout. The library will contact you when the device is ready. The device can be picked up at the Library circulation desk.
5. Due to the limited number of devices, there is a limit of one device per family at a time.
6. No food or drinks are to be consumed around the tablets or hotspots.
7. Do not leave the device unattended at any time.
8. The device must be returned to a library staff member at the Circulation Desk in the same condition in which it was received. Staff will inspect the equipment carefully and call attention to any suspected damage or missing parts. The patron must be present when the device is being checked in. **The device may not be placed in the book drop.** Be certain that a staff member acknowledges the return of the equipment.
9. It is the patron's responsibility to bring to the attention of a library staff member any loss or possible damage to the device that happens during the time it is checked out to them.
10. If the device is lost or damaged beyond repair, the patron will be responsible for all replacement fees.
11. Any data saved on a library device may be erased when the device has been returned to the public service desk, and the library is not responsible for any information left on a device by the user. Users using their own 3rd party app vendor accounts are responsible for any costs associated with downloading and should not expect anything downloaded to remain on the library device.
12. Tyler Public Library is not responsible for any content viewed. By checking out a device, the patron agrees they will not engage in illegal activities and are

responsible for any misuse or damages made to the device. The library is not responsible for loss or damage to a patron's data for any reason while the patron uses a library device.

13. Three (3) late returns for any device checkout will result in being permanently banned from borrowing all devices.

All policies will be reviewed annually by staff, and significant changes will be brought to the Library Board.

Tablet or Hotspot Borrowing Agreement

You are responsible for damage, loss or theft of the device while it is checked out to you. You will be responsible for the entire replacement cost of the device as well as any lost packaging, late fee and an additional processing fee of \$5.00.

Use of the tablet is restricted to the apps installed. Downloading additional apps or deleting apps is not permitted.

Persons under the age of 16 may not directly borrow a tablet but may use a borrowed device if a parent or legal guardian takes responsibility by borrowing the tablet for use. Parent signature is required for anyone under 18.

Statement of Understanding of Tablet Use Policy:

I have read, understand and will comply with all of the Tablet & Hotspot Use Policy. A copy of this policy has been given to me. I understand and assume complete financial responsibility for the device checked out to me.

Print name

Phone #

Signature

Date

Parent's Signature (if patron is under 18)

Date

Patron Barcode # _____

Device # _____

Circle type of device:

Tablet

Hotspot

Taylor Auditorium Use Policy

When not needed for library purposes or official city business, the Taylor Auditorium at the Tyler Public Library is available for rent.

Location: 201 S. College Ave, accessible from the first-floor lobby of the Tyler Public Library with an additional external entrance to an outdoor patio.

Max Capacity:	Standing room only	228 persons
	Chair seating only	162 persons
	Tables and chairs	76 persons

Admission and Sales Fees: No admission fees may be charged for any programs presented in the Taylor Auditorium. The sale of items during the event is permissible; however, the event's primary purpose should not be a sales meeting. For example, permissible sales include but are not limited to, raffle tickets for a fundraiser, promotional materials such as t-shirts, and book signings. For further clarification, please contact the library staff.

Available Equipment: A projector, podium, 6-foot tables, 5-foot tables, 3-foot round tables, 3-foot round bistro tables, chairs, and microphones with a stand are available for use. Wi-Fi is available in the Taylor Auditorium (COT Guest). Groups must provide their own laptops and HDMI cords to connect to the room's projector. Groups must inform staff before leaving to ensure all equipment is turned off and/or returned to its proper place. Equipment needed should be requested at the time of registration to ensure availability and good working order. Other items are available for a fee and should be requested at the time of registration:

Equipment for Rent	Cost per event
Rectangle or Round Tablecloth	\$5 per tablecloth
Cotton Candy Machine	\$50
Popcorn Machine	\$50

Hours: Available for reservation Monday – Thursday between 9:00 a.m. and 7:00 p.m., Friday 9:00 a.m. – 6:00 p.m.; and Saturday 9:00 a.m. – 5:00 p.m. These hours must include set-up and clean-up time.

Reservations: The Taylor Auditorium will be booked on a first-come, first-served basis at least two weeks but no more than eight weeks in advance. In any case, library or city needs will take precedence over all reservations. Anyone reserving the room must submit a reservation form and have the form approved in advance. A group may not reserve use of the room more than twice per month.

All rentals require a 2-hour minimum and must be paid in full at least 14 business days before the event.

Rental Costs: Two hours minimum; booked hours must include time for set-up and clean-up. Staff assistance with setup and cleanup may be requested at the time of registration for an added fee of \$30. Per Tyler City Code Sec. 9-1, the rental fees for the Taylor Auditorium are set out below:

Renter	Price per hour (2-hour min)
Non-Profit 501C3 or Education	\$50
Business or Private	\$100

Note: Fees may be paid in cash, by check, or with a credit card. Refunds for cancellations can only be processed by the City’s Finance Department and will come in the form of a check mailed directly to the person who rented the room.

Cancellations: Cancellations must be made at least 72 hours prior to the scheduled event. If the cancellation notice is received within this timeframe, a full refund will be issued. Cancellations made less than 72 hours before the event will result in a forfeiture of the deposit. All cancellations must be submitted in writing via email or formal letter. No refunds will be provided for no-shows or failure to provide proper notice.

Agreement: Completion of a reservation requires submission of a standard reservation form by an individual who is 18 years of age or older and full payment of the deposit via cash, credit card, or check. A fee of \$25 will be charged for any checks returned due to insufficient funds. Upon submission of the rental agreement, the renter acknowledges and accepts full responsibility for any damages to the Taylor Auditorium and/or its contents and/or equipment. The renter will be charged for any repairs or replacements based on the actual costs incurred.

Setup and Cleaning: Each group booking the Taylor Auditorium is responsible for their own setup of tables and chairs and for leaving the Taylor Auditorium as clean as possible after use. Nothing may be fastened or adhered to the doors or any surface inside the auditorium other than the tack wall panels at the back of the room. Thumbtacks (not nails) and tape may be used on the tack wall panels of the Auditorium. Setup and cleanup time must included in the time requested. ***Setup and cleanup time must be included in the time requested. Staff setup and/or breakdown assistance may be requested with an added fee of \$30 and must be requested when booking.***

Refreshments and Use of Kitchen: Only nonalcoholic beverages and light refreshments such as cookies and finger foods may be served in the auditorium. A refrigerator, microwave, sink, and dishwasher are available for use. The library does allow for the use of library serving utensils, platters, pitchers, metal cutlery, measuring spoons, and bowls. All library disposable plates, cups, napkins, plastic cutlery, and straws may **not** be used and must be provided by the reserving group. The reserving group is responsible for leaving the kitchen clean after use, including removing food from the fridge. If there is a lot of trash, the group must inform the Library staff.

Smoking: All groups using the Taylor Auditorium must enforce the city's non-smoking ordinance covering the library. See City Code Ch. 4, Article II. Smoking is not permitted in the Taylor Auditorium, restrooms, or anywhere in the building and must be confined to the outdoor smoking area at the east end of the building only.

Promotion: The Library does not promote outside organizations on its social media or website. The reserving group may refer to the Tyler Public Library’s Bulletin Board Policy to have flyers posted on the Library community boards. In the event publicity concerning the booked event is circulated, which lists the Library address, the following disclaimer must be included: **“THIS EVENT IS NOT SPONSORED BY THE TYLER PUBLIC LIBRARY.”**

Use Restrictions: The City of Tyler reserves the right to terminate a reservation during the activity if conditions so warrant. The renter is responsible for the behavior of all participants (adults and children). The City of Tyler reserves the right to request participants to leave immediately or to terminate a rental when participants act inappropriately (fighting, abusive, destructive, etc.) or refuse to abide by City and Library policy. The City of Tyler reserves the right to terminate a reservation if it is believed that the event may cause undue or unusual damage to the facilities or that may violate local, state, or federal laws, rules, or regulations. Library and City staff reserve the right to refuse, modify, or terminate any individual or group the privilege of using the facilities due to abuse of any facility policy, including but not limited to:

- a) Past violations of the facility rental contract and/or policies at this or similar facilities.
- b) Past disregard for persons or property while using the facility or similar facilities.
- c) Past conduct in violation of local, state, or federal law, rules, or regulations.
- d) Failure to make full payment for any and all charges connected with renter’s use of facility or similar facilities.

Users shall conform to all laws, ordinances, regulations, and Library rules, including the Library Code of Conduct. Groups/individuals failing to do so may be subject to removal from Library premises.

If the City of Tyler terminates the reservation due to a refusal to abide by the rental agreement rules, all payments made will be forfeited, and no refund will be issued.

**Tyler Public Library
POLICY**

TITLE: TEST PROCTORING POLICY

EFFECTIVE DATE: 2013-10-01

AUTHORIZED BY: Tyler Public Library Board

The Tyler Public Library offers test-proctoring services to the public, by appointment only, for a \$10 fee per test. Students must verify that the following conditions are acceptable to the institution giving the test before having an exam sent to the Tyler Public Library. If this policy does not meet the student's needs, the student should contact the educational institution that is administering the test for other proctor recommendations.

- Test proctoring requests can be submitted digitally to be scheduled with Reference desk staff.
- The library will proctor written, e-mailed or on-line exams. Tests sent via fax machine will not be accepted, nor will tests be returned via fax. Any costs for printing will be charged at the current rate per page.
- Hours available for proctoring in the local history room vary. Proctoring service is not available on weekends.
- If the exam is written, it will be the student's responsibility to obtain needed signatures and arrange for the exam to be delivered to the library. The proctor will contact the student when the test has arrived. However, it is ultimately the student's responsibility to verify receipt of the test. Reference desk staff will schedule the date and time for the student to take the exam only after the test arrives at the library.
- The student will allow sufficient time to take the examination before the deadline that has been established by the institution or association. Tests must be completed 15 minutes before the library closes.
- The student will be required to present a picture ID before taking the exam and provide a copy of the ID if required by the institution or association. Students are expected to come prepared with the necessary or required supplies to take the examination.
- Proctors will not monitor a student continuously during an exam but may check on the student periodically. The library cannot provide a locked or secure place for the test, nor a quiet study room. Proctors will enforce any time limits that are placed on the exam as

well as other rules set forth in the examination materials. Using cell phones or visiting with others is prohibited.

- At the conclusion of a written exam, the exam will be returned directly to the testing institution via the U.S. Postal Service at the next regularly scheduled postal pickup from the library. The student is responsible for postage costs. Exams will not be returned via UPS or FedEx.
- The library will hold tests for sixty days or the test's stated deadline. If the student does not pick up the test by that time, the test will be destroyed. Library staff will not copy finished exams nor hold exams past the date they are taken.
- The test proctor will not sign a proctoring verification that attests to more than he or she has been able to do.
- The Tyler Public Library will not be responsible for any delayed tests nor for any completed tests once they leave the library's possession and have been mailed back to the educational institution or association.

All policies will be reviewed annually by staff, and significant changes will be brought to the Library Board.