

Carl and Mary Welhausen Library Policies and Procedures

1) Mission

The mission of the Carl and Mary Welhausen Library is to enrich the lives of those residing in and around Yoakum by empowering them to strive for personal, educational, and professional growth, while inspiring a love of reading, advancing human knowledge, and strengthening the community.

2) Goals

1. Maintain and strengthen the collection in all areas with variety to meet the evolving educational and recreational needs of this diverse community;
2. Expand on current programs and consider new opportunities for the community so they may have a foundation to grow and become successful in life.
3. Grow in partnerships with area school districts, teachers, child care facilities, media outlets, businesses, and other community organizations to create opportunities for exchanging ideas, promoting the library, and obtaining funds so that we may maximize the impact the library has on the lives of those in Yoakum and the areas served.
4. Maintain and upgrade facility (inside and out) in order to create a more vibrant, welcoming, and safe environment for our community and staff.
5. Enhance current technology and seek out new methods for offering content and software to assist patrons in meeting their informational, educational, and recreational needs. Upgrade staff technology so they may better serve the needs of the visitors.
6. Maintain an efficient number of employees (both full-time and part-time) to effectively service the patrons and community; and ensure these employees and volunteers are provided the necessary tools and training to stay abreast of emerging technologies, services, and resources.
7. Ensure the patrons and community are receiving the best service possible, and that all of their needs are being met effectively and efficiently as possible.

3) Intellectual Freedom and Access Statements

The Carl and Mary Welhausen Library subscribes to the philosophy expressed in the USA PATRIOT ACT, THE AMERICAN WITH DISABILITIES ACT, LIBRARY BILL OF RIGHTS, THE FREEDOM TO READ STATEMENT OF THE AMERICAN LIBRARY ASSOCIATION, THE FREEDOM TO VIEW STATEMENT OF THE AMERICAN LIBRARY ASSOCIATION, and the INTERPRETATION OF THE LIBRARY BILL OF RIGHTS FREE ACCESS FOR MINORS.

The Library herein incorporates the philosophies as a part of the library's service and selection policies. All services including electronic information provided directly or indirectly by the library shall be equally and readily accessible to all users of the library. Any non-compliance with such Acts, Statements, and Laws should be filed in accordance with the Complaints and Grievance Procedures (see Section 11).

4) Collection Development Policy

Responsibility for materials selection rests with the Librarian/Library Director operating within the framework of the policies adopted by the City of Yoakum and adhering to generally accepted professional practices.

The Library will organize its collections for easy access. Children's books are all on the first level. The adult section is located on the second level.

In deciding on the purchase of materials, consideration should be given to the following:

- The needs of the community,
- Improving the existing collection,
- Best sellers and high-rated material,
- Equal attention given to adult and juvenile materials, and
- Recommendations of professionally trained librarians and peers.

Genealogy materials are selected to provide the patron with basic information in the following order:

- Local
- Neighboring counties
- State of Texas
- Other states

Gifts of books or other materials are accepted with the understanding that ownership passes to the Library. These items are subject to the same selection and withdrawal criteria as purchased materials. The placement of these materials will be determined by the Librarian/Library Director based on their suitability to the library's purposes and needs.

Use or disposal of all library materials will be decided by the Librarian/Library Director in accordance with the established policy.

Monetary gifts to the library are welcome and may be designated as a memorial. Memorial funds are deposited in the designated library fund. The library keeps a record of all memorial gifts and sends notification to the family of the person in whose memory the gift was made. In due time, books are purchased and a book label is placed in the books to acknowledge the donors and the ones to be remembered.

The library staff does not appraise the value of donated books or other materials. If requested by the donor, the library will verify the number of donated materials. The verification must be made at the time of the donation.

5) Service Policy

The Carl and Mary Welhausen Library serves all residents of Yoakum and non-residents in the outlying areas (DeWitt and Lavaca Counties) of Yoakum. All cards and services are free of charge, and may be issued to anyone residing in these counties. For a fee, out of county residents may also obtain a library card. The Library will provide all services during regular hours of operation, with the exception of seasonal, periodic, or special services. Service will not be denied or abridged because of religion, race, gender, age, marital status, genetic information, sexual orientation, national origin, economic or political status, or other non-merit factors.

Use of the library may be denied for due cause. Such causes may be failure to return library materials or to pay fines/fees, destruction of library property, disturbance of other patrons, or any other illegal, disruptive, or objectionable conduct on library premises.

The library staff will periodically review library services to determine whether available resources and/or the needs of the community indicate the discontinuance or addition of services.

Issuance of Library Cards:

A library card is required for the checkout of any material. This includes, but is not limited to, books, audiobooks, e-books, DVDs, Blu-ray, headphones, computers, games, kits, and educational resources.

Anyone wishing to use the materials and resources of the library MUST acquire an appropriate library card by showing valid identification, proof of residency/address, and completing the necessary forms for this purpose. Types of cards that may be obtained include:

- *Adult Library Card* – issued to an individual that is age 18 and older, and allows one to borrow materials, request items through the Interlibrary Loan Program, use library computers and access the cataloging system.
- *Children’s Library Card* – children (age 17 years or younger) that are listed on a parent/guardian’s account will be issued a “Children’s Library Card”. This card may be used to borrow materials, request items through the Interlibrary Loan Program, use the library’s computers, and access the cataloging system, as authorized by their parent or legal guardian on the “Patron Application & Agreement”. Children will not be allowed to use services under a grandparent’s account unless that grandparent is their legal guardian. A parent or legal guardian must be present to sign the application and meet the requirements as outlined. The parent or guardian assumes full responsibility of the items being checked out.

At the age of 18, a child may separate their name from their parent/guardian’s account and open their own, provided the account is cleared of all fines and fees, and proper identification requirements are met.

A copy of the policies is provided to all patrons upon request and is available for viewing by asking any library staff member. The rules must be read, understood, and signed at the time of registration and renewal. A library card will expire 3 years from the date of issuance. At this time, patrons will be required to complete the necessary forms to renew their card. If there are any changes prior to this time, *it is the patron’s responsibility to update their contact information as it changes.*

Any agreements and forms used to obtain patron information will be scanned in and linked to their patron account. These documents will be retained according to Library Policies and the City of Yoakum Records Management Plan.

TexShare:

A cooperative program designed to improve service to library users in Texas, that includes access to homework help, genealogy resources, journals, job and career development, GED assistance, legal help, recreational resources, and more. Through this program, we are able to offer broader services to our patrons. Patrons are able to gain access by requesting the login information from library staff.

Exam Proctoring:

Is available upon request provided it is during the Library’s normal operating hours and staff is available.

6) Membership Requirements

Only one library card number will be issued per family living in the same household. Out of county residents may apply for a library card for a fee. Proof of CURRENT residence/address must be furnished with at least one primary document/identification (*if there is no primary document, TWO documents, as proof of address MUST be presented*) – ***NOTE: the document/ID MUST include the applicant’s current address:***

Primary Document/Identification:

- A VALID Texas Driver License
- A VALID Texas Department of Public Safety Identification Card
- Military ID
- Government Issued Passport

- Mexican Matricula Consular
- Permanent Resident Card
- Concealed Handgun License

Proof of Address:

The following items will be accepted (as deemed appropriate by library director/staff) as proof of address and MUST be CURRENT – NOTE: the document MUST include the applicant’s current address:

- Utility Bill
- Gas Bill
- Telephone Bill
- Cable Bill
- Bank Statement/Record
- Lease Agreement
- Pay Stub
- Car Insurance or Car License Renewal
- School Record (i.e. transcript, report card)

Additional documentation may be requested if deemed necessary by library staff.

7) Library Rules and Procedures

Hours of Operation (subject to change without notice):

Monday – Friday 9:00 AM to 6:00 PM

Closed on Saturday and Sunday

Closed on City Observed Holidays

Item limits:

First time checking items out:

A maximum of two books/audiobooks may be checked out per person listed on account. In addition, one movie may be checked out on that same account.

Second and following checkouts:

A total of three (3) books per individual listed on the account may be checked out, plus three (3) movies, total for the account OR a total of ten (10) items total (whichever is more).

Loan periods (take-home checkout):

Books 2 weeks

Audiobooks 2 weeks

E-books Determined through Overdrive

Movies 2 days

Educational Resources 2 weeks (some resources are marked for IN-HOUSE CHECKOUT ONLY)

Special loan periods may be provided to good standing patrons based on certain circumstances (they live out of town, a teacher needs item for a project, etc.). The Library Director/Staff must approve this.

Time limitations for in-house checkout material such as iPads, Osmos, Maker/STEM kits, and Educational Resources, etc. will apply and are outlined in other sections.

Renewals:

May be made by calling the library or logging into their patron account online. Renewals are not permitted if the patron wishing to renew the book has an expired account, any unpaid fines/fees and/or overdue items.

Renewals on items are not permitted if they are on reserve for another patron. At which time, it must be returned to the library immediately.

New books and audiobooks (3 months or less from date of cataloging) may only be renewed one time.

To assure that all students have access to assigned material (summer reading), books/audiobooks shall only be renewed one (1) time (unless on reserve, then no renewal will be given) – NO EXCEPTIONS! Please be respectful of other students trying to complete assignments.

Books and audiobooks may be renewed a maximum of three (3) times.

Movies may only be renewed one (1) time regardless of how new they are.

Individuals with continually overdue items run the risk of having their privileges limited and/or suspended.

Lost or Forgotten Library Cards

A library card shall be used for all services at the library; however, it is recognized that at times it may be forgotten. In these instances, a driver license or id may be used. Replacement library cards are subject to a fee.

Returns:

The book drop is located at the front entrance of the library building and open during non-operating hours. Items must be brought in for check in during hours of operation, and any fines associated with items are to be paid at that time. If material is returned later than 6:00 p.m., it is considered late and will accrue late fees.

Copying/Printing/Scanning: The Library provides services for copying, printing, and scanning; however, services may be limited to paper type, size and availability of ink/toner.

Restricted Areas:

Employees ONLY are allowed behind the front desk area. Volunteers and other individuals are permitted if approved by the Librarian/Library Director (see volunteer policy). For safety reasons, no child under the age of 12 is permitted on the second floor or on the elevator. Special permission may be given with the approval of the Library Director/Staff.

Personal Belongings:

Items such as purses, backpacks, briefcases, bookcases, etc. are allowed in the library; however, they are subject to staff inspection.

Food/Drinks:

Light snacks (pretzels, crackers, etc.) and water with a lid or in a bottle is permitted while sitting at tables only. No snacks, leaving colored and/or greasy fingerprints (i.e. Cheetos or French fries) is allowed. NO food or drinks is allowed at the computer stations. Abuse of these privileges may be REVOKED at any time.

8) **Computer/Internet Usage Policy**

The Carl and Mary Welhausen Library provides to all authorized library patrons, access to computers and internet services. The Library encourages the educational and appropriate access of information. It is expected that those who exercise this privilege will do so responsibly. All persons wishing to use a computer, must have an *adult or children's library card*, and have an account that has NO unpaid fines/fees (all fines/fees must be paid prior to computer use). Individuals that do not intend to visit regularly (typically these individuals are from out of town) must check in at the front desk; provide the necessary information asked of them, and complete a computer/internet usage agreement.

Wireless (Wi-Fi) service is also available for patrons to use with their personal laptops, PDAs, phones, and other mobile devices.

Because of the very nature of the internet, some material may be considered inaccurate, controversial, offensive, disturbing, and/or illegal. The Library has no control over the quality, authenticity, or subject matter found on the internet, and thus not held responsible or liable for any information that a patron accesses. Filters are not placed on any of the public access computers; therefore, more mature information is accessible to minors.

Children who are twelve (12) years of age and younger **MUST** have a parent supervising their computer usage at all times; **NO EXCEPTIONS**. Children over the age of 12 may use the computer/internet resources without being accompanied by a parent as long as the "Parent/Guardian of Minor Child Agreement" is signed and on file with the Library. Parent/Guardian then assumes full responsibility for their children's use of the library's internet and computer service.

FOR PATRONS TO HAVE A POSITIVE EXPERIENCE, THE FOLLOWING GUIDELINES ARE ESTABLISHED:

- **NUMBER OF USERS PER ACCOUNT:** a maximum of two users per patron account will be allowed to utilize the public access computers at a time; library staff may waive this if there are no other patrons wishing to utilize the computer. Once the one-hour limit is over, the computer may be checked out to another user on that patron's account.
- **NUMBER OF USERS PER COMPUTER STATION:** only the user shall occupy a computer station, unless that user is 12 years of age or younger, which requires parental supervision; or the individual needs assistance from someone else.
- **ONE-HOUR LIMIT:** Patron usage is on a first-come, first-serve basis. Users must present their appropriate library card, or if a temporary user, check in at the circulation desk prior to computer usage each time they wish to utilize the computer services. The Library reserves the right to end any computer or internet session at any time for any reason. If there is no one waiting to use a computer, the length of time may be extended at the discretion of Library staff. If the individual is using the computer for educational purposes (e.g. college courses), exceptions may be made.
- **HOURS OF USAGE:** The public access computers may be used from 9:00 a.m. to 5:45 p.m.
- **CHECK-IN:** All patrons and temporary users must check in at the front desk using their assigned library card number prior to computer usage. A computer will be checked out to each patron.
- **HEADPHONES:** Headphones may be checked out at the front desk if a computer user needs them. It is the borrower's responsibility to ensure they are checked in at the front desk prior to leaving the library; if they are not, the individual will be responsible for the replacement cost.
- **SWITCHING OF COMPUTERS:** Users will **NOT** be allowed to switch to another computer without the approval of Library staff.

- E-MAIL: Sending and receiving e-mail is permitted. Large mailings, large print jobs, batch programs, junk mail, any harassment, obscene/profane language, or downloads with the possibility of a virus are prohibited. The library does NOT provide a public email service.
- PRINTING: Any pages printed from a computer MUST be paid for whether printed intentionally or not. Printing of profane, pornographic, or obscene images/text is PROHIBITED.
- SAVING INFORMATION: Saving/storing information to the hard drive on the computer(s) is prohibited. Individuals wishing to save information must do so by using a flash drive or other portable device that they provide. The City of Yoakum/Carl and Mary Welhausen Library is not responsible for any information stored/accessed on computer(s) by patron(s).
- HARDWARE/SOFTWARE: Damaging, tampering with, or altering computer hardware and/or software components of any network or database is prohibited. Only software installed on computers by Library staff is available for public use. No other software may be downloaded, used, copied, or installed.
- VIRUSES: Transmitting, downloading, or distributing any material or information which contains a computer virus or other code, files or programs intended or having the effect of disrupting or otherwise adversely affecting the operation of the Library is prohibited.
- WIRELESS NETWORK (Wi-Fi): Use of this service must be used in a legal and responsible manner consistent with the educational, informational, and recreational purposes for which it is provided. Anti-virus, security, and privacy protection of the device(s) is the responsibility of the individual who owns the device. The Library is not responsible for any theft, damage, or misuse of the patron's mobile device or laptop. If the Wi-Fi Network is not working for any reason, the router will NOT be reset if there are individuals using the desktop computers.
- REFRAIN FROM singing aloud and dancing at the computer stations (and in the Library).
- REFRAIN FROM ILLEGAL USAGE: Use of any sites, which are illegal in Texas or any other state, is prohibited.
- REFRAIN FROM PROFANE, PORNOGRAPHIC OR OBSCENE SITES.
- REFRAIN FROM COMMERCIAL USAGE: Commercial activity is prohibited.
- REFRAIN FROM CHAT ROOMS.

LOSS OF PRIVILEGES: Any incidents of non-compliance with the above policy guidelines may result in the loss of computer and internet usage, and/or all library privileges.

REPORTS OF POLICY ABUSE should be reported to the Librarian/Library Director.

COMPUTER/INTERNET USAGE AGREEMENT: All patrons utilizing Library computers must have a signed Computer/Internet Usage Agreement-on file at the Carl and Mary Welhausen Library.

9) Telephone Use Policy

Library telephones are for library related business to better assist patrons that have questions about the library and its programs. They are not to be used by patrons to conduct their personal business or social calls. Should an emergency arise (defined by library staff and not the patrons), the staff may permit a call to be made on a phone at the front desk, with the call dialed by the staff. **NO LONG-DISTANCE CALLS ARE PERMITTED.** If calls become disruptive, they will be ended by staff immediately.

10) Maker Kit & iPad Policy

The Library offers "MAKER KITS" for patrons to **borrow "IN-HOUSE"**. These kits are designed to promote the components of STEAM (science, technology, engineering, arts and mathematics) and encourage learning through hands on activities. Individuals may work alone or as a group creating DIY projects, new projects, and sharing ideas.

To create a better understanding between the library and those checking these kits out, the following guidelines are established:

1. These kits may only be used “**IN-HOUSE**”, which means they shall only be used inside the library in an area designated by the library director or staff. Individuals will NOT be allowed to take them outside the library or off of the premises.
2. The person checking the kit out **MUST** have a library card. If there are fines, overdue items, lost/damaged items, the kit may NOT be checked out.
3. Children under the age of 8 must be supervised by a parent while using the kits.
4. Some of these kits may include small pieces or parts that pose a choking hazard. Parents are responsible for monitoring their child’s usage and ensuring their safety.
5. There is a one (1) hour limit for usage per kit. No two kits of the same may be checked out under the same family card at the same time. If there is no one else waiting on the kit, it may be renewed only once.
6. The user’s hands **MUST** be clean (using soap and water) prior to usage.
7. **NO** food or drinks are allowed during usage.
8. The person checking the kit out is responsible for returning all pieces to the container and ensuring it is turned in at the front desk **to library staff**. Please do not simply place it on the counter.
9. The person checking the kit out is responsible for any damage sustained during their use of the material. The kits will be inspected upon return. If any damage is noted, the patron assumes full responsibility and will be expected to pay any cost involved. The working condition of the kit (and iPad if applicable) will be inspected prior to and after use. It is highly recommended that the user **NOT** leave the kit unattended for others to gain access.
10. Some kits may not be available if not charged at the time requested. For example, if someone previously came in and used a kit and it was just placed on a charging port to re-charge.
11. iPads are a part of some of the kits and carry these additional guidelines:
 - i. carry/hold with two hands,
 - ii. do not place the iPad on the floor,
 - iii. remain only on the apps associated with the kit,
 - iv. the camera is only to be used if required as part of the maker kit,
 - v. headphones must be used if audio is being used – the library has headphones available for checkout,
 - vi. do not delete any apps installed on the iPad,
 - vii. **DO NOT REMOVE THE PROTECTIVE CASE**,
 - viii. if used, the cord and/or adapter must be returned with the iPad – charges will be assessed if either is missing,
 - ix. **NO** personal data, apps, files, or documents are to be saved to the iPad (the library is **NOT** responsible for any information placed on the iPad by the user),

- x. access to personal emails or other accounts is NOT allowed (the library is NOT responsible for unauthorized access to account information because an individual violated the rules and did not sign out),
 - xi. do not attempt to fix a technical issue yourself – please bring to a staff member at the circulation desk to address.
12. If a kit (and/or iPad) has been checked out an hour prior to closing, the user MUST return it to the front desk (to library staff) no later than 15 minutes (i.e. 5:45 p.m.) before the library closes.
13. Abuse of any of the guidelines as stated within, could result in the inability to be able to utilize any or all of these kits. Any and/or all library privileges could be revoked/suspended.

DISCLAIMER: The library disclaims all liability for loss of confidential information or damages resulting from that loss, and accepts no responsibility for breach of privacy. The iPads are to be used in conjunction with maker kits and no other purpose. We highly recommend that no personal information be entered at any time while using a library iPad.

11) Board/Card Game Policy

A variety of board/card games are available to borrow from the library. Each game is for “IN-HOUSE” use only; they may not be taken outside of the library or off of library premises.

1. Borrowers must have a valid library card.
2. Games will not be checked out if the library account in which the individual is listed is not in good standing. The account must be current and free of any fees/fines.
3. Each game is housed in its own box with a label listing the contents with a barcode label on it. All pieces MUST be returned to the front desk to a staff member. Upon return, the contents will be inspected to insure they are in the same condition as when lent out and that all pieces are included. **THE ACCOUNT HOLDER/PERSON CHECKING OUT THE GAME IS RESPONSIBLE FOR ANY REPLACEMENT COSTS INVOLVED IF PIECES ARE MISSING OR ANY DAMAGE THAT HAS OCCURRED.**
4. Board games may be checked out for a period of one (1) hour. They may be re-checked one (1) time for a period of one (1) hour unless someone is waiting to check it out.
5. Detailed instructions are in the box/container. Library staff is not available for instruction as this is a loan program only.
6. It is encouraged to invite others to join in on the fun, but remember the borrower is the one responsible for any damage/loss.
7. Recommended age of use is listed on each box. Those falling within that age will be allowed to borrow the games if their parent/guardian has authorized them on their library account.
8. Some of these games may include small pieces or parts that pose a choking hazard. Parents are responsible for monitoring their child’s usage and ensuring their safety.
9. Gambling (playing for money or any other form of “prize”) is NOT ALLOWED and WILL NOT BE TOLERATED. These games are provided for recreational purposes only and should be treated as that.

10. Disruptive behavior of any sort will NOT BE TOLERATED. If a person(s) become disruptive to staff and/or any visitors, library staff reserves the right to stop any and all “game playing”.

Failure to comply with any of the policies as stated within could result in temporary or permanent loss of game privileges and/or all library use.

12) Educational Resources

It is necessary that all children, whether homeschooled or attending public or private school, be provided the same opportunities for the best education possible. Therefore, various educational resources are available to library card holders for in-house library use and/or take-home checkouts. The following guidelines apply:

1. Borrowers must have a valid library card.
2. Material may not be checked out if account has fines/fees or listed individuals has a history of abusing library material and/or policies.
2. ONLY three (3) resources may be checked out on an account, at the same time.
3. Material that is for “IN-HOUSE USE ONLY” has a label on the exterior of the box/container indicating this. These items shall NOT be removed from the library, and must be used in an area designated by Library staff.
4. Other resources may be checked out for a two-week period of time. NO renewals are allowed so that others may take advantage of these resources. Library staff may consider an extension on a case-by-case basis.
5. Once items are returned, the same material may not be checked out under the same family account, for a period of 4 weeks from the return date. Again, to allow others the opportunity to utilize the resources.
6. All items are expected to be returned in the same condition they were checked out in. Library staff will ensure all pieces are enclosed in a kit when it is checked out and again when checked in. Missing pieces, torn boxes, damaged parts, etc. will be the financial responsibility of the account holder. Payment is expected at the time the item is returned. Please note that if one piece is missing, it is likely no one else can use the material; therefore, the entire resource will need to be replaced.
7. Some of the kits may require introducing liquids or other material to fully utilize the resource. Please do NOT put any of the pieces back into the bags/box until all items have been thoroughly cleaned with hot, soapy water and are COMPLETELY DRY! If not clean and dry, this may cause molding/mildew and the resource will no longer be safe to checkout. FEES WILL APPLY to all items returned in such condition whether the item can still be used or not. It is not staff's responsibility to ensure the items are taken care of when in someone else's possession.
8. DO NOT return any of the resources in the drop box or place on the counter/table – WHEN RETURNED, THEY MUST BE GIVEN DIRECTLY TO LIBRARY STAFF. Charges will apply if policies are not adhered to and/or someone picks up the material and chooses to walk off with it.
9. Some of these kits/resources may include small pieces or parts that pose a choking hazard. Parents are responsible for monitoring their child's usage and ensuring their safety.

10. Batteries are included for all items needing them. Staff will ensure items are working properly when checked out. If they need to be replaced; staff will do so at the time of checkout.

11. Library privileges may be restricted or terminated for failure to follow any these guidelines.

13) Confidentiality and Privacy Policy

All Carl and Mary Welhausen Library personnel will respect the patron's right to privacy. All employees have been counseled to respect every right of privacy. **THERE ARE NO EXCEPTIONS.**

The Texas Public Information Act prohibits the disclosure of library records that identify a person who requests, obtains, or uses library materials unless:

1. The records are released to the person to whom the information relates, or to that person's authorized representative, or
2. Disclosure is reasonably necessary to the operation of the library, and the records are not confidential under other state or federal law, or
3. A law enforcement agency or prosecutor that obtains and presents a valid court order or subpoena for the records.

The Carl and Mary Welhausen Library keeps the minimum number of records necessary to maintain operations. Information collected on patrons includes:

1. Your name, address, email address, phone numbers, next of kin, names of authorized users on your account, driver license or identification number as required on the new patron application and agreement. This agreement is scanned in and linked to your patron account and kept in accordance with Library Policies and the City of Yoakum Records Management Plan;
2. An account history, including items you have checked out, any fines/fees associated with the account, items returned and/or renewed; items on reserve; list of overdue/lost/damaged items; etc.; and
3. Internet searches, cookies, IP address of computers used, and history of visited sites may be stored on any of the public access computers.

We are committed to protecting the privacy of our patrons, donors, and other contacts. Your information is protected and kept confidential in the following ways:

1. Only information that is necessary to deliver library services to our patrons, is maintained;
2. Confidential information is kept inaccessible to the public;
3. Any document with confidential information contained in it is shredded accordingly;
4. Account information is only released and verified by the account holder or authorized users;
5. We do not share, sell, or lease your personal information to any commercial or nonprofit entity that is not affiliated with the library;
6. The computer settings are configured to delete search history, cached fields, and other computer and Internet use history on a regular basis. Saving/storing information to the hard drive on the computer(s) by patron(s) is prohibited. Individuals wishing to save information must do so by using a flash drive or other portable device that they provide. The City of Yoakum/Carl and Mary Welhausen Library is not responsible for any information stored/accessed on computer(s) by patron(s);
7. We do not share nor discuss with third parties or private or public agencies any information about library users, the materials checked out, the information sought, or the services used, unless required to do so under the provisions of the Texas Government Code or the USA Patriot Act;

8. If staff notifies a patron of an existing hold by telephone via an answering machine or second party, the message must not refer to the title by subject matter, only that the hold is ready. If the patron requesting the item personally answers the phone then all the information may be given;
9. Patrons utilizing the public computers will be asked to check in at the front desk using their appropriate library card.
10. Information regarding the presence or attendance of specific patrons will not be released to the public. Guardians of minor children will be asked to verify the relationship prior to receiving information or speaking to the child on the library's telephone. Verification shall be in the form of the patron's library card number or the last four digits of their telephone number. NO ONE other than the child's guardian may receive any information from Library staff.
11. Library Policies, the City of Yoakum Records Management Plan, consultation with the City's Records Management Officer or City Attorney, and/or opinions of the Texas Attorney General are sought before any information is retained, destroyed, or released.

14) Complaint and Grievance Procedures

The Carl and Mary Welhausen Library takes pride in providing excellent customer service to all patrons and visitors. Staff is well trained in providing information and answering questions to the best of their ability. For complaints concerning Library services, the following procedures should be taken:

1. Express your complaint to the library staff responsible for providing the service;
2. If you are not satisfied with the response or suggested action to resolve your complaint, then the complaint should be addressed by the Librarian/Library Director;
3. If the Librarian/Library Director is unable to resolve the issue, a written complaint shall be forwarded to the Department Head;
4. If the Department Head is unable to resolve the issue, the written complaint will be forwarded to the City Manager. The decision of the City Manager will be final.

15) Reference Limitation Policy

Staff will provide guidance for people to obtain the information they seek. Staff is not be expected to assist with general and/or computer reference questions for which they have no knowledge (completing employment applications, educational courses, tax questions, legal questions, personal matters, etc.).

All requests for information are considered confidential. The patron's name will not be revealed to outside sources unless due legal process has been completed.

Limitations to provide reference information is as follows:

- Staff does not provide personal critical analyses, interpretations or judgments.
- A request for genealogical information is generally referred to staff. In depth research and/or projects (determined by library staff) will not be performed by library staff/volunteers; this is the responsibility of the individual requesting the information.
- Staff may not do mathematical equations or calculations for patrons.
- Staff shall not read any personal information or interpret any type of medical, legal, or statistical information, including tables, charts, equations, conversion formulas, laws, or taxation information – Library users must interpret the information they are given.
- Staff does not perform patent and copyright searches, nor do they attempt to ascertain whether a published work is in the public domain.

As staffing and schedules permit, the library offers tours, children's programs, and other events. All programs, events, and tours are free of charge.

16) Posting of Notices

The director must approve all postings and may prohibit those that do not meet library/city standards. Items of commercial, fundraising of any sort (unless library related), and/or are religious or political in nature, will not be posted.

17) Displays and Exhibits

As an educational and cultural institution, the Carl and Mary Welhausen Library welcomes exhibits and displays of interest, information and enlightenment to the community. The director shall accept or reject material offered for display. The Library assumes no responsibility for the preservation or protection, and no liability for possible damage or theft of any item displayed or exhibited. All items placed in the library are at the owner's risk.

18) Copyright Policy

Copying, displaying and/or distributing copyrighted works may infringe upon the owner's copyright protected under the law (Title 17, US Code). Any use of computer printing, photocopying, or reproductions that infringes use of copyrighted works is subject to civil remedies and criminal penalties provided under the Federal Law. The person using library equipment is liable for any infringement.

19) Witte Conference Room Policy

The purpose of the Witte Conference Room is primarily for library use, related to its cultural and educational services – children's programs, educational, recreational, and cultural exhibits, etc. Library sponsored programs and training receive first priority, and City or Library needs preempt any scheduled event. If changes or cancellations are necessary, the Library will make every effort to give as much notice as possible to those who have scheduled an event.

As a secondary purpose, community organizations and non-profit local clubs of a cultural or educational nature may be granted approval to use the Witte Room for meetings under the following conditions:

- The use of the room is restricted to library service hours, and the library for its use may make no admission charges.
- Individuals/Organizations wishing to use the Witte Room must first complete a Reservation Form. The Librarian/Library Director will review the form and ensure the individual/organization meets the requirements as stated within this policy. Upon approval, the person will then be contacted with a decision and further arrangements made.
- While a small kitchen is available for use, only light refreshments are permissible. Light refreshments generally being coffee, soft drinks, cookies, cakes, sandwiches, etc.
- The kitchen and Witte Room must be left cleaned and, if necessary, vacuumed after use.
- Users of the Witte Room may not attach anything to the walls, doors, etc.
- A television, DVD/Blu-ray player, and whiteboard are available for use. Potential users must request permission prior to operating the equipment.
- Witte Room users must accept full responsibility for any damages to the room, furniture, equipment, etc.....and hereby agree to make restitution.
- The Witte Room will be reserved on a "first-come, first-serve" basis. All reservations are subject to cancellation if the room is required by the City or the Library.
- The Witte Room may not be used for social events or private parties such as wedding receptions, showers, birthday parties, religious or political activities, for profit events/parties (i.e. Scentsy, Thirty-One, Pampered Chef), or any entity which advocates, promotes, or discusses any illegal activity.
- Use of tobacco products (including smoking) is NOT allowed in this room, in any part of the library, or within twelve (12) feet of any entrance into the library.

- No alcoholic beverages of any sort are allowed unless associated with a library function and approved by the City Manager.
- Illegal drugs are NOT permitted in this room or on Library/City property.
- Permission for a group or organization to meet in the library in no way constitutes endorsement, support, or sponsorship by the library, City of Yoakum, Library Board, or Friends of the Library. Publicity notices for events/meetings held in the conference room must include a disclaimer indicating that the program is not sponsored or endorsed by any of the entities listed in the previous statement.
- No posting of signs, advertisements, petitions, solicitations, or recruiting will be allowed on library and/or City property.

20) Weeding Policy

Weeding is the process of removing worn or outdated materials with misleading information or material irrelevant to the interests and needs of the community. Proper weeding requires that each item be evaluated individually.

Primary responsibility for weeding shall be handled by staff members who can review the library from the long-range perspective. The Librarian/Library Director shall never delegate the weeding evaluation to a volunteer.

The Texas State Library and Archive's Commission Crew Manual: A Weeding Manual for Modern Libraries for collection evaluation and weeding for small and medium sized libraries shall be followed in accordance with any special rules made by the Library Board.

Discarded books are disposed of as follows:

- Retail to the public or a used book dealer;
- Donation to a hospital, nursing home, correctional facility, charitable institution, Indian reservation, or school district;
- Exchange with another library;
- Recycle;
- Destruction; or
- Free to the public.

21) Weeding of Donated Items

The Carl and Mary Welhausen Library is pleased to accept gifts and/or donations from patrons. Gifts are gratefully and willingly accepted as long as no restriction is placed upon their use and disposition. Acceptance of gifts (gently used or new books and other material) will be determined by the Librarian/Library Director on the basis of their suitability to the Library's purposes and needs in accordance with the library's stated materials selection policy. Use of all gift materials will be determined by the Librarian/Library Director or a designated agent. The Library has the right to discard any gifts that are in poor physical condition (e.g. brittle paper; water, mildew, mold, or insect damage, and/or torn or missing pages), or that have not been checked out over a period of time as dictated by the Texas State Library and Archive's Commission Crew Manual. The Librarian/Library Director will attempt to inform those who have given memorial book donations that library staff is in the process of weeding and will be discarding said books from the collection, giving the donator the opportunity to claim the item(s). This will be a written notification advising said individual(s) that the memorial books will be held for a period of two (2) weeks after the date of the letter. If said materials are not picked up by the end of the two (2) week period, the Librarian/Library Director may discard the books at her discretion. Values will not be placed on donated items for income tax purposes, but receipts will be provided for items in good or better condition at the donator's request.

22) Material Reconsideration Policy

In a pluralistic society, tastes and opinions differ; therefore, some materials the library acquires may be offensive to some patrons. In a democracy, which incorporates the right of free press and speech into its basic system of law, the minority does not have the prerogative to curtail the free access to published materials by the majority. Just as important, the majority does not have the right to curtail free access to published materials by minority. If, however, a patron objects to material held by the library, they may request and submit a Carl and Mary Welhausen Library Request for Reconsideration of Materials Form to the Librarian/Library Director. In no instance will the material be removed on demand. All considerations of requests to remove materials will be reviewed using the principles of this Selection Policy Statement as a guide. Anonymous requests will not be considered.

After the completed form is received, the Librarian/Library Director will review the reasons for the request and material in question, and attempt to answer at best the complaint to the patron's satisfaction.

If the individual making the request is not satisfied with the decision of the Librarian/Library Director, they may appeal their request to the Library Board in writing.

23) Safety/Security (Child Safety) Policy

The safety of our patrons is of utmost importance. The Library is committed to providing excellent service to the families and children of our community. To make the Library an enjoyable place to visit and to encourage the love of books, reading, and learning, we have the following Safety/Security (Child Safety) Policy.

Parents/Caregivers are responsible for their children's behavior while in the library and for ensuring that their children follow the rules set forth. Library staff is not expected to assume responsibility for the care of unsupervised children in the library. Therefore, it is library policy that all children under the age of 13 be accompanied by a parent/guardian while in the library. If the young child is attending a library program, we require the parent/responsible person to remain in the library throughout the program. Certain exceptions may apply. Parents may be asked to remove disruptive children out of the library.

Children of all ages are encouraged to use the library for homework, recreational purposes, and program attendance. The library staff realizes that the library will be noisier at busy times and that children by nature can cause more commotion. However, children (whether with parents or not) who are being continually disruptive will be given a warning that he/she must settle down or will be asked to leave the library. If after a second warning the child continues to be disruptive, he/she will be asked to leave the library. If the child needs to contact a parent, they may do so and wait with a staff member.

With concern for the safety of small children, the Library does not permit anyone under the age of twelve (12) years on the second floor or on the elevator. It is not permitted even if an adult accompanies the child. Special permission may be given with the approval of the Librarian/Library Director.

A children's section is provided on the first floor to amuse small children while their parents or guardians are upstairs browsing material. However, if the parent/guardian is reluctant to leave the child, they may ask Library staff to select the materials for them.

Upon closing time or in the event of an emergency closing, if an unattended child is left at the library without transportation home, Library staff will encourage and assist the child in calling a parent or guardian to pick them up. If a child is unable to contact their parent, Library staff will remain with the child for a

period not to exceed 10 minutes. At that time, the Yoakum Police Department will be contacted and the child will be placed in their care.

Security matters at the library will be handled by the Yoakum Police Department. All questions about security should be directed to the Chief of Police.

24) Library Fees

a) Late/Overdue Fines:

- Books - \$0.05 per day per book
- Audio Books - \$0.05 per day per book
- Movies (DVDs, Blu-ray) - \$0.50 per day per video (maximum charge of \$5.00 per movie)

b) Other Fees:

Individuals are responsible for paying for ALL material printed whether done intentionally (of use) or not

- Copies - \$0.10 per page (Black & White) (plus tax if applicable)
\$1.00 per page (Color) (plus tax if applicable)
- Computer Print Jobs - \$0.10 per page plus tax (Black & White) (plus tax if applicable)
\$1.00 per page plus tax (Colored) (plus tax if applicable)
- Items for Sale – Price as marked (plus tax if applicable)

c) Lost and Damaged Material Charges

If an item has been lost (unreturned) and/or damaged, the patron assumes full responsibility and is expected to pay all replacement costs, processing fees, and applicable taxes. This includes, but is not limited to books, movies, games, educational resources, maker kits, iPads, Osmos, Robots, 3D pens, headphones, computer hardware, etc.

NO refunds will be issued once payment has been processed. When payment is made, the property becomes that of the account holder (personal responsible). Staff will offer the option of them keeping the book or disposing of it.

d) Witte Conference Room

There is no charge for the use of the Witte Conference Room. However, parties occupying this room are responsible for any damages that may occur during such occupancy.

25) Safeguarding Library Material and Local History Policy

It is the policy of the Carl and Mary Welhausen Library to safeguard all library materials including both circulating and non-circulating collections. This objective will be accomplished by taking all reasonable care of materials in the Library's collections. Reasonable care includes, but is not necessarily limited to, covering the dust jackets of new books with clear protective covers, repairing and recovering damaged books, restricting access to archival materials, and placing books of unusual value in non-circulating status. Books and other information about local history will generally have restricted access and non-circulating status.

In addition, library staff will develop and follow procedures to attempt to secure the return of materials that have been checked out and not returned within two (2) weeks of their due date. Fines/Fees for overdue, lost, and/or damaged materials, as set out elsewhere in these policies, will be collected from patrons who keep materials out past the due date, have lost the material(s), or return material(s) in a damaged condition.

Patrons not returning materials after reasonable attempts by Library staff to notify them of a delinquency will be referred to the Yoakum Police Department and charges will be filed.

26) Library Theft

A person commits the offense of library theft when he or she does any of the following acts:

- a. Knowingly and intentionally removes any materials or property that belongs to the Carl and Mary Welhausen Library/City of Yoakum including, but not limited to books, audiobooks, DVDs, Blu-ray, magazines, papers, audio-visual items, newspapers, technology, games, pens, pencils, toys, craft supplies, any material that is designated for in house use, or equipment from the premises of the library or on loan to, or otherwise in the custody of the City's library, without authority to do so;
- b. Knowingly and intentionally conceals any library material upon his or her person or among his or her belongings, while still in the library or on library premises and in such a manner that the library material is not visible through ordinary observation, and removes such library material beyond the last point in or on the premises of the library for the borrowing of materials;
- c. With the intent to deceive borrows or attempts to borrow any library material from the library by use of a library card issued to another without the other's consent, or use of a library card knowing that it is revoked, canceled or expired, or use of library card knowing that it is falsely made, counterfeit or materially altered;
- d. Borrows library material and knowingly and willfully fails to return such library material after a number of reasonable attempts to retrieve items by library staff;
- e. Borrows library material and knowingly has damaged the item(s) and fails to return/report such damage and make arrangements to pay for such material.

Any person, firm or corporation violating any portion of this policy shall be deemed guilty of a misdemeanor and, upon conviction, shall be subject to applicable punishment including fines and restitution.

27) Conduct Code

By maintaining the following principles, the Carl and Mary Welhausen Library will strive to provide an atmosphere that is conducive to study and a pleasant environment for all its patrons. Library staff may ask an individual to leave the library and contact the Police Department if individual(s) is uncooperative in correcting the behavior.

- Only quiet conversations are permitted.
- Cell Phones - Phone calls received shall be taken outside, unless the call is to complete a project on the computer (e.g. difficulty logging in, technical assistance with project, etc.). Calls taken in this sort should be done so in a manner that does not interfere with patron usage or staff operation. If one is using their cell phone for audio, they must have their own ear buds/phones to use. In the event complaints are received or the call becomes disruptive the individual will be asked to end the call or leave the library.
- Smoking is not permitted in any area of the library or within twelve (12) feet of the entrances into the library (City Ordinance No. 1922).
- No littering – all litter is to be placed in the trash receptacles.
- No soliciting or loitering is permitted.

- Patrons must wear attire deemed proper to a public setting. Individuals without a shirt, pants, and/or shoes will be asked to leave.
- Body odor, perfumes, or chemicals that interfere with Library use by other patrons or staff operation is not allowed.
- No running, jumping, climbing, or disruptive behavior inside or outside the library is allowed.
- No laying on or propping feet on furniture is allowed.
- Any physical abuse, harassment, assaults on other patrons or staff, or the use of abusive or threatening language shall be cause for removal from the premises. Unacceptable behavior also includes touching, staring, following, or stalking individuals – these violators will be asked to leave, and may be banned from the Library.
- Anyone who appears to be under the influence of narcotics, alcohol, or guilty of disorderly conduct shall be requested to leave the library premises, and may be banned from the Library. Drug use, of any kind, is not allowed in any area of the library or on library premises.
- Restrooms are not to be used as bathing facilities.
- Individuals exhibiting suspicious/mischievous behavior will be asked to leave.
- Vandalism of any kind will not be tolerated; those who wish to engage in any act(s) of vandalism will be banned from the Library.
- Only service animals assisting people with disabilities will be allowed in the library.

28) INTERLIBRARY LOAN POLICY (ILL)

In accordance with the South Texas Library System Interlibrary Loan Program, the City of Yoakum hereby adopts the following policy. The Carl and Mary Welhausen Library shall participate in the Interlibrary Loan Program in order to provide materials to our library patrons that are not found in our collection.

a) Borrowing:

- Individuals who have been Library patrons for a period of 3 months and are in good standing may request books through the Interlibrary Loan Program.
- Patrons may request a total of three (3) books on tape or compact disc, videos, and DVDs at a time. Photocopies of magazines, newspapers, and journal articles may be requested if the patron has the complete citation.
- To request an interlibrary loan, the patron completes an Interlibrary Loan Request Card, which may be obtained at the Library. The card may be submitted in person, by fax, or by mail. Patrons may email (librarian@cityofyoakum.org) or phone (361) 293-5001 in an ILL request; the staff member taking the request will verify the patron's identity and complete an Interlibrary Loan Request Card.
- Patrons will be notified by telephone or email when the item either arrives at the library or is cancelled by the interlibrary loan office (the office by which ILLs are requested). Patrons are expected to pick up the requested item within fourteen (14) days or less depending upon the loan period for the item. Items not picked up within that period will be returned to the lending library without notification to the patron.
- There is no charge for borrowing items for a current member of the Friends of the Carl and Mary Welhausen Library; however, a fee will be charged if materials are returned damaged or are lost. Patrons who are not members of the Friends are required to pay a processing fee prior to ordering the item.
- Items may be checked out according to the lending library's policies.
- Library policy will be followed on items not returned by the due date.

b) Lending:

- The Carl and Mary Welhausen Library will lend any item of which it has multiple copies with the exception of the following items:

- ◆ New books that have been in the collection less than six (6) months;
 - ◆ Reference Material(s);
 - ◆ Genealogy Material(s);
 - ◆ Microfilm;
 - ◆ Rare or valuable material;
 - ◆ Periodicals; and
 - ◆ DVD, Blu-ray
 - ◆ Card/Board Games
 - ◆ Maker Kits
 - ◆ Osmos, iPads, Robots, 3D Pens
 - ◆ Educational Resources
 - ◆ Launchpads
- The Library does not charge other institutions for borrowing materials; however, the borrowing institutions will be charged the replacement cost of any lost or damaged material.
 - Items will be loaned for a period of thirty days, with a renewal period of fifteen days.
 - The Carl and Mary Welhausen Library reserves the right to deny a request based on the availability and local use of the requested material.
 - The Library does not loan to out of country libraries, correctional facilities, or to libraries not in good standing (excessively overdue items and/or lost or damaged items.)

29) Personnel/Volunteer Policy

The personnel policies of the Carl and Mary Welhausen Library shall follow the guidelines established by the City of Yoakum Personnel Manual.

The Librarian/Library Director is a full-time employee who works 40 hours per week or as otherwise scheduled. This person is responsible for the administration of services and activities.

Library Assistants who work under the supervision of the Librarian/Library Director, may be part-time or full-time employees.

To supplement the efforts of paid library staff in meeting demands for quality service, we encourage and welcome volunteers. A volunteer is defined as one who performs a service of his or her own free will, who contributes time, energy, and talents directly for the Library and is not paid by the library or City of Yoakum funds. Those participating in off-site library related activities requiring the driving of a vehicle are subject to the City of Yoakum's Personnel Manual driving requirements.

Volunteer assistance will not be to replace the work done by paid library staff. If duties are available, and assistance is needed, a volunteer may be contacted. Volunteers will not be allowed to operate the circulation computer nor make money transactions unless authorized by the Librarian/Library Director. The Friends of the Library and Library Board are considered standing volunteers and will not be required to complete the application process; however, all are expected to follow the same rules/policies.

Individuals asked by the Librarian to assist with certain projects on an irregular basis (e.g. reading to the public for various programs or decorating on a once a year basis) will not be required to complete the application process.

The Carl and Mary Welhausen Library receives many applications from potential volunteers. Not every applicant will be selected. There may or may not be a standard schedule for each volunteer to follow – this will be determined as a specific need arises. Each volunteer must be trained and supervised by a staff member; therefore, only a limited number may be selected. Some volunteers may be called upon for seasonal/periodic programs or activities only, while others may be on a more consistent basis. The individual **MUST** have the drive and ability to commit, be responsible, respectful, accept direction, work well with others, and possess a positive attitude overall. Participation in or affiliation with criminal activity, possession of drugs, alcohol, and/or firearms and/or conviction of a misdemeanor and/or felony **WILL NOT BE TOLERATED!** The City/Library Director reserves the right to terminate a volunteer at any time, and for any reason. Volunteers are expected to represent themselves, the library, the city, and the community in an ethical and positive manner.

Types of duties a volunteer may be responsible for, include: 1) cleaning (restrooms, vacuuming, dusting, sweeping, mopping, sanitizing, taking the trash out, etc. 2) putting away material on the shelves 3) straightening the shelves 4) assisting staff with program preparations and cleanup 5) outdoor “yard” work (sweeping, pulling weeds, trimming bushes, etc.) 6) reading to children 7) working at specific events/programs 8) other duties as assigned.

To apply, individuals:

- Must complete a volunteer application form and submit to Library staff;
- Applicants under the age of 18 must have written consent of a parent or legal guardian submitted with the application (the parent must agree to them becoming a volunteer and the hours they are wishing to work);
- Must have a library account in good standing (no unpaid fines/fees, history of unreturned items, etc.); and
- Must comply with the same rules of conduct, ethical standards, confidentiality requirements, City of Yoakum Personnel Manual, and Library Policies as paid personnel.

Applications will be reviewed for possible matches with available volunteer opportunities; not all applicants will be accepted. Applicants will be required to provide references and agree to a background check. If the Librarian/Library Director and Department Supervisor decide to accept an application for a volunteer position, then the volunteer may be contacted for a meeting prior to beginning work. All volunteers will work under the Librarian/Library Director’s supervision.

Volunteers are NOT allowed behind the front counter/circulation desk nor in the Library Director’s office due to the personal information that is accessible by staff. At times, permission may be granted to complete a specific task/project. Volunteers should not assume because they have been granted permission before, that it is a standing invitation to gain access to these restricted areas at any time. If supplies are needed from these areas, volunteers are expected to ask staff to retrieve those items.

30) GENEALOGY DEPARTMENT POLICY

The genealogy department is primarily funded by the Friends of the Library Organization. In order to form a more cohesive understanding of the relationship between the Friends of the Library and the City of Yoakum/Carl and Mary Welhausen Library, the following guidelines and policies shall be set forth and adhered to by both organizations.

1. It is understood that the Friends of the Library Organization is a civic group formed to assist and support the Library;
2. Donations received by the Friends of the Library referencing genealogy support, shall be given directly to the Treasurer or President of the Organization for deposit;

3. Donations received by the City of Yoakum/Carl and Mary Welhausen Library referencing genealogy support, shall be deposited into the Library's budget and utilized accordingly;
4. The City of Yoakum has designated an area within the Library for the Genealogy Department; however, it is understood that all items within this section are deemed the property of the City of Yoakum/Carl and Mary Welhausen Library;
5. All requests for genealogical information shall be directed to library staff; in depth research and/or projects (determined by library staff) will not be performed by library staff/volunteers; this is the responsibility of the individuals requesting the information.
6. All materials located within this department are for public use at all times. All material within this section is considered REFERENCE ONLY and may not be removed from the library. Special circumstances may apply and will be determined by library staff (not a volunteer);
7. All genealogy volunteers are subject to the Library's Policies and the City of Yoakum personnel manual adopted by the City Council, which indicates that volunteers are under the direct supervision of the Librarian/Library Director;
8. The Genealogy Department shall be kept in a neat and orderly condition at all times as determined by the Librarian/Library Director. All work surfaces (tops of desks, tables, chairs, cabinets, and shelves) shall be kept clean and free of any work materials at the end of each workday. The accumulation of personal items and/or work material is unattractive to the patrons and visitors of the Library, and creates crowding of the limited workspace.

31) Emergency Preparedness Policy

For library purposes, disaster preparedness shall be under the control and follow the guidelines of the National Incident Management System presently in use by the City of Yoakum.

All questions about this Plan should be directed to the Fire Chief/EMS Director, who is the designated Emergency Management Plan Coordinator.

Drills shall be conducted by library staff to ensure everyone knows and follows proper procedures.

In any case of emergency with the Library, the Librarian/Library Director should be notified. If the Librarian/Director is not available, the Department Head and/or City Manager should be notified. Upon notification of emergency to the Librarian/Library Director, and depending on the emergency, the Librarian/Director will then notify proper management.

As an employee of the City of Yoakum, staff is subject to 24-hour recall. Staff shall not leave the site unless approved by the Librarian/Director, or as directed by the Fire/EMS OR Police Department.

IN CASES OF AN EMERGENCY (OF ANY SORT) CALL 9-1-1 IMMEDIATELY!

1. MEDICAL emergency:

- a. Call 9-1-1.
- b. Under no circumstances should an untrained employee attempt to offer medical advice, attention, or medication.
- c. Any employee trained in first aid is authorized, but not required, to provide first aid to anyone in need.

2. FIRST AID KIT

The first aid kit is located in the Librarian/Library Director's office for minor cuts, scrapes, burns, etc. It contains various bandages and ointments.

3. FIRE:

- a. Call out ***“Fire, Fire – Please proceed to the nearest exit”*** so that everyone within the Library is able to hear you;
- b. Library staff will then begin to evacuate patrons to the nearest exit; those upstairs will come down and exit the back door unless there is fire obstructing this exit. If the rear exit is obstructed, individuals will exit through front door. **THE ELEVATOR WILL NOT BE USED FOR EVACUATION PURPOSES**, unless a physical handicap prevents an individual from exiting by means of the stairs and it is safe to do so. Patrons should be directed to the open grassy area across Front Street;
- c. The Librarian/Library Director will call 9-1-1 or give instruction to a staff member to do so;
- d. If it is a small fire (e.g. trashcan), use the nearest fire extinguisher. Fire extinguishers are located on the main floor opposite the bottom of the stairs and on the second floor at the top of the stairs mounted on the wall to the left;
- e. If possible, the Librarian/Library Director should try to close the door to the burning area so as to confine the fire and minimize the spread of smoke;
- f. The Librarian/Library Director should make every effort to ensure that everyone has evacuated the building;
- g. No person shall re-enter the building for any reason until the fire has been extinguished and the Fire Department has given approval.

4. WATER LEAK:

- a. Sinks: Stop the flow of water by turning off the faucets and/or water valves;
- b. Toilets: Stop the flow of water by turning the valve off at the wall;
- c. If necessary, patrons are to be asked to exit the premises until water is cleaned up;
- d. Staff will mop/clean up water as necessary;
- e. If necessary, the City’s disaster cleanup contractor will be contacted to assess the damage, and take action as approved.

5. TORNADO WATCH/WARNING:

A tornado WATCH is declared when conditions are favorable for tornadoes but none has been sighted.

A tornado WARNING is declared when a tornado has been sighted in the area.

- a. The Fire/EMS Department will activate a siren in the event there is a tornado WARNING;
- b. When the siren sounds, the Librarian/Library Director or designated staff member will notify patrons in the Library of the warning and ask that they move toward the hallway (if there are numerous patrons, the kitchen may be used as an alternate site);
- c. The Librarian/Library Director will take the flashlight (flashlights are kept underneath the circulation desk and in the closet in the Librarian/Library Director’s office) in case of power outage;
- d. The Librarian/Library Director will close the hall door;
- e. All staff and patrons will remain in the hall area and/or kitchen until we receive a clear signal.

6. HURRICANE PREPAREDNESS:

Knowing what to do during and after an emergency increases personal safety and can help avoid catastrophic loss of collections by enabling a response that is timely, calm, and effective.

1. Minimize the realization of risks:

- a. The City of Yoakum will board up all windows including the top windows prior to the hurricane reaching land at the City Manager’s direction.

- b. The Library staff will cover the area at risk on the top floor with plastic and/or move the materials to a safe place.
- c. The Library staff will unplug and cover and/or move the computers to a safe place.
- d. The Library staff will cover the area at risk on the lower floor with plastic and/or move the materials to a safe place.
- e. The Library will be closed at the same time the City Hall is told to go home and the City of Yoakum will secure and cover the doors.
- f. When all is safe and the hurricane has passed the City of Yoakum will remove the boards and cleanup will begin.

2. Preparedness:

- a. Keep a current list of emergency contact numbers
- b. Identify specific responsibilities
- c. Keep basic emergency supplies ready
- d. Maintain a contact number for disaster services

Remaining calm to think clearly is the most critical asset in an emergency. The guidelines below focus on what to do when things get wet, as water exposure is arguably the most common problem. These guidelines are based on good practice in libraries and other collections-holding institutions.

Response: Response describes the immediate (within 48 hours) actions taken to *stabilize* affected collections. The objective is to prevent further damage and, in situations with water, to prevent mold growth.

Recovery: A complete response means collections have been stabilized and all active threats (e.g., fire, wetness, growing mold) have been eliminated. Now there is time for recovery: to consider addressing the damages, if necessary or desirable.

7. BOMB THREAT or THREATS OF LIKE NATURE:

- a. These threats shall be taken seriously;
- b. STOP ALL cell phone use;
- c. If a threat is received, try to keep the caller on the phone as long as possible. If possible, signal another employee to immediately notify the Police Department and wait for further instruction;
- d. As soon as the call is disconnected, pick up the same line, get a dial tone and hit *57 on the phone; this will trap the phone number on the line to aid police in tracing the call;
- e. Report as much information as possible, including any suspicious looking devices to law enforcement;
- f. Do not evacuate the building until the police direct you to do so;
- g. If evacuation is called for, staff will evacuate patrons to the vacant grassy lot across Front Street (or other location as directed by law enforcement);
- h. After evacuation, no member of the staff or a patron is to re-enter the building until given the clear by law enforcement.

8. HOSTAGE SITUATIONS:

The primary concern is for the safety of staff and patrons. It is very important to keep the situation from worsening.

- a. Staff and hostages shall NOT challenge the miscreant(s), rather they should try to remain calm and cooperate with them (this includes offering and providing them access to the telephone);
- b. Staff should work with the individuals in order to evacuate as many people as possible from the building;
- c. As evacuation takes place, all individuals shall have their hands visible when approaching law enforcement;
- d. If possible, call 9-1-1 from outside the library, advise law enforcement of situation, and proceed as advised;
- e. If you are unable to call 9-1-1 then press the panic alarm under the front desk area or under the Librarian/Library Director's desk (this will notify law enforcement of an emergency);
- f. Do not re-enter the building for any reason;
- g. Evacuated individuals should be prepared to assist law enforcement with any information they request (number of hostages, names, descriptions, location in the building, etc.).

9. ACTIVE SHOOTER:

An active shooter is an individual who actively engages in killing or attempting to kill people in a confined and populated area, typically with firearms. The active shooter incident will be a dynamic situation that evolves rapidly and demands immediate response from law enforcement to terminate the life-threatening situation. The immediate response of the first police officer on the scene is to take aggressive action to find and stop the shooter(s). Rescue efforts are generally delayed until the danger can either be mitigated or eliminated.

In preference and priority order, there are three options or responses when an active shooter confronts one:

- a. **PRESS THE PANIC ALARM BUTTON UNDER THE FRONT DESK OR LIBRARIAN'S DESK** (this will notify law enforcement of an emergency)
- b. **RUN**
 - i. Have an escape route and plan in mind;
 - ii. Leave your belongings behind; and
 - iii. Keep your hands visible.
- c. **HIDE**
 - i. Hide in an area out of the shooter's view (front desk and library personnel will navigate into the librarian's office);
 - ii. Block entry to your hiding place and lock the doors (once in the librarian's office, shut the door and lock it; then proceed to the trap door area under the stairs; shut the door; break the window and exit the building – patrons should either follow suit or hide where they feel is feasible);
 - iii. Hide behind furniture if possible; and
 - iv. Silence your cell phone.
- d. **FIGHT**
 - i. If confronted directly and as a last resort when your life is in imminent danger - fight;
 - ii. Attempt to incapacitate the shooter;
 - iii. Act with physical aggression, throw items at the shooter, yell loudly and commit to the effort. A fire extinguisher may be sprayed in the person's face and eyes or used to hit

them. Cell phones, staplers, hole punches, shoes, keys, books, and furniture can be thrown at them; and

- iv. Move around as much as possible (moving people are harder to shoot).

e. CALL 9-1-1 AS SOON AS POSSIBLE

- i. Provide your location, location of the shooter, number of shooters, physical description of shooters, number and type of weapons held by shooters, and the number of potential victims at the location to the dispatcher;
- ii. Given the nature of an active shooter incident, employees may or may not use designated assembly location (such as the grassy area across Front street);
- iii. The Librarian should attempt a quick accounting of workers and building visitors as soon as feasible and a more detailed accounting toward or at the end of the incident;
- iv. When law enforcement arrives remain calm and follow instructions, put down any items in your hands, raise hands and spread fingers, keep hands visible at all times, avoid quick movements toward officers such as holding on to them for safety, avoid pointing, screaming or yelling; and
- v. Do not stop to ask officers for help or direction when evacuating.

f. LOCKDOWN PROCEDURES

- i. Upon notification of a threat in the area (loaded gunman walking the street, robbery, manhunt, etc.) from a law enforcement agency, the emergency management coordinator, or City official, the library staff taking the call shall notify the Librarian/Library Director immediately;
- ii. All library operation shall STOP;
- iii. ALL doors entering/exiting the building SHALL BE LOCKED IMMEDIATELY to prevent anyone from entering or exiting the building;
- iv. The Librarian/Library Director (if not present, other staff member) shall make an announcement of the threat to all patrons/visitors. All individuals inside the building will move to a safer location within the library (this will depend on where the threat is located);
- v. Identify secondary exit points and improvised weapons in the room and be prepared to direct others on evacuation and how to fight;
- vi. If the attempt to keep the intruder out is failing then proceed to another part of the library where you can break and exit through a window;
- vii. Do not respond to anyone at the door until the “clear” has been announced by law enforcement; and
- viii. Once all has been cleared by law enforcement, parents of any minor children present at the library shall be contacted at the child ONLY released to them.

10. Computer Back-up & Security

- a. Atrium (the Library’s circulation and cataloging system) is hosted by Booksystems Inc. All information is stored in a cloud-based system apart from any other client data. Patron data is only accessible by Booksystems No. 2 and 3 Techs. Booksystems has a secure socket layer (SSL/HTTPS) and up-to-date web security protocols. All information is backed up automatically overnight;
- b. Internally, the Library has AVG Anti-Virus installed on all staff and public access computers;
- c. Weekly document backups are performed on staff computers and stored on a flash drive. This drive is kept off-site by the Librarian/Library Director.

11. EPIDEMIC/PANDEMIC

An epidemic or pandemic is an outbreak of a disease that occurs over a wide geographic area and affects an exceptionally large portion of the population. It is recommended that person to person contact be limited and social distancing be practiced. It is necessary that the Carl and Mary Welhausen Library/City of Yoakum make every effort to protect the health and well-being of all staff and patrons. Should it be found that certain procedures are not meeting the needs necessary, the guidelines as set forth may change with or without notice.

Staff will make every effort to notify the community of changes as they arise. This may be accomplished by means of the local newspaper, social media, and/or the City of Yoakum website.

The Library may temporarily close and/or limit services because of such a public health emergency. Certain guidelines such as the wearing of masks, social distancing, and limited use of facilities may also be in place. This decision will be at the direction of any or all of the following agencies/entities:

- a. The City of Yoakum at the direction of the City Manager and/or Mayor;
- b. Office of the Texas Governor;
- c. The President of the United States;
- d. Recommendation from the Centers for Disease Control (CDC);
- e. The World Health Organization;
- f. The DeWitt and/or Lavaca County Emergency Management Offices

The Carl and Mary Welhausen Library may also temporarily close, reduce its operating hours, and/or limit services in the event there is insufficient staff to maintain service levels or to reduce the possible spread of the contagion.

The drop box (next to the front entrance) may be closed or kept open and cleared periodically based on quarantine recommendations. In the event of such closure, overdue fines will be suspended. Fines for lost or damaged items will remain the responsibility of the patron.