



Farmers Branch Manske Library

Library Policies

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1.0 Library Card Account

Every resident of Farmers Branch is eligible for a free library card account, regardless of age.

Those who own property, own a business, work, attend school in Carrollton-Farmers Branch ISD, are a student taking courses at a College located in Farmers Branch, or are a resident of participating reciprocal cities are also eligible for a free library card.

If you already have valid membership at another Texas library, you may be eligible to receive a free Farmers Branch Manske Library (“Library”) card through the TexShare program. You must present your TexShare card to Library staff to receive borrowing privileges for up to 1 year. Some online resources, as well as Interlibrary Loan (ILL) and Special Collections, may not be available to TexShare patrons.

Non-Residents are eligible for a library card for an annual fee as outlined in the Farmers Branch [Code of Ordinances](#). Some online resources, as well as Interlibrary Loan (ILL), may not be available to non-resident borrowers.

An Innovation Zone Card is available to individuals aged 11 and older, who have a signed waiver allowing access to the machinery and equipment in the Innovation Zone. You do not need a Farmers Branch library card to apply for an Innovation Zone card.

1.1 Library Card Guidelines

The Library respects its patrons’ privacy by keeping the information you provide confidential. For more information on Patron Privacy see [Section 2.0](#).

1. Valid photo identification, including current address or valid photo identification and secondary proof of current physical/employment address (such as a utility bill, lease, or paystub) are required.
 - If applying for a card as someone working in Farmers Branch, Paystub or Work ID will be required as proof of employment.
2. Acceptable forms of identification include:
 - Driver’s license
 - Federal, state or local government ID card
 - Passport
 - Valid School ID card for current school year
 - U.S. Military card
 - Permanent Resident Card / Alien Registration Receipt Card
 - Consulate ID
3. Renewal. Patrons must present a current ID to obtain a library card, and accounts must be in good standing (i.e., not delinquent) before a card is renewed. Library Cards must be renewed every three years. Non-resident cards are renewed annually, and TexShare cards are renewed as determined by the issuing library.
4. Fees. Patrons may be charged a fee, as outlined in the Farmers Branch Code of Ordinances, in order to receive a replacement Library Card.

5. Cards for Children:

- There is no minimum age for obtaining a library card.
- The child must be present with their legal guardian to obtain a library card.
- Parent or legal guardian must present his/her photo identification and proof of current address for cards issued to children under the age of 18.
- Parents or legal guardians are responsible for items checked out by their minor children.
- If a parent or legal guardian has a library card, the card must be in good standing.

2.0 Privacy and Confidentiality of Library Records

In accordance with Texas Government Code Section 552.124 of the Public Information Act addressing Records of a library or Library System, the library protects the privacy of library patrons by prohibiting access to patron information by third parties. Information about library materials on loan, reserve, or used in the library, as well as personal information is restricted to the cardholder and will not be disclosed to a third party except:

- As reasonably necessary for the operation of the Library.
- To persons authorized in writing by an adult patron and in possession of that patron's library card; or
- To a law enforcement agency or a prosecutor under a district court order or subpoena in accordance with Texas Government Code Section 552.124.

Information gathered and retained about current library patrons/legal guardians includes the following:

- Patron and or parent/legal guardian name
- Telephone number
- Address [physical and mailing]
- Email address
- Listing of materials on reserve or on hold
- Listing of materials currently checked out
- Interlibrary Loan requests
- Charges owed including material title

By default, the library does not maintain prior reading lists on patron accounts. A patron may enable this feature on their account page on the library website.

The library will not collect or retain your private and personally identifiable information without your consent. If you consent to give us your personally identifiable information, we will keep it confidential and will not sell, license or disclose personal information to any third party, except an agent working under contract to the library, without your consent unless we are required by law to do so. We never use or share the personally identifiable information provided to us, in ways

unrelated to the ones described above, without also providing you an opportunity to prohibit such unrelated uses, unless we are required by law to do so.

2.1 User Access and Responsibility

You are entitled to view your personally identifiable information and are responsible for keeping your information accurate and up to date. The library will explain the process for accessing or updating your information on request.

2.2 Data Integrity and Security

We take reasonable steps to ensure data integrity. We protect personally identifiable information by electronically purging or manually shredding data once it is no longer needed for library business purposes. We have invested in appropriate technology to protect the security of any personally identifiable information while it is in the library's custody.

2.3 Parents and Children

We respect the privacy and confidentiality of all library users, no matter their age. Parents or guardians of a child, under age 18, who wish to access their child's library records will provide the child's library card or card number, show their ID, and the child must be present and give their verbal consent for their parent to access their records. This is in accordance with Texas law.

Information that can be provided to parents upon presentation of their child's library card, to an authorized person as stated above, or by telephone to patrons who provide the name and library card number:

- The number of items on loan and the due dates.
- Number of books on hold.
- Fines and fees due on the account.
- Due date information about specific items when the titles are provided by the requestor.

2.4 Staff Access to Personal Data

Library staff may access personal data stored in the library's computer system only for the purpose of performing their assigned library duties. Staff will not disclose any personal data we collect to any other party except where required by law or to fulfill service requests. The library does not sell, lease or give users' personal information to companies, governmental agencies or individuals except as required by law or with the user's authorization.

2.5 Illegal Activity Prohibited and Not Protected

Users may only conduct legal activity while using library resources and services. Nothing in this statement prevents the library from exercising its right to enforce its Rules of Conduct, protect its facilities and network and equipment from harm, or prevent the use of library facilities and equipment for illegal purposes. Public computers and external access to the library network can be electronically monitored, and the library reserves the

right to do so when a violation of law or library policy is suspected. Staff is authorized to take immediate action to protect the security of library users, staff, facilities, computers and the network. This includes contacting law enforcement authorities and providing information that may identify the individual(s) perpetrating a violation.

3.0 Library Rules of Conduct

The Library strives to provide a welcoming environment for all Library patrons. The following Rules of Conduct are meant to ensure that the Library is a safe and enjoyable place. Library staff shall have the right to contact the proper authorities and ask individuals to leave the Library when individuals are in violation of these rules. Violation of Library policies or any unlawful behavior may result in the loss of Library privileges.

The following are prohibited in Library facilities, and program spaces:

1. Damage, destruction, or theft of Library or personal property.
2. Abusive, obscene, threatening, or intimidating behavior or language.
3. Conduct that disturbs or endangers Library patrons, staff, or volunteers.
4. Conduct that hinders others from using Library space, equipment, or materials.
5. Interference with an employee's performance of his/her duties or a patron's use of the Library. Such behavior includes but is not limited to verbal abuse, intimidation, and harassment based on membership in a class protected by the U.S. Constitution (e.g., sex, race, religion) or in violation of other federal or Texas laws. Examples include sexual harassment and harassment or intimidation of individuals because of their group affiliation.
6. Sleeping.
7. Selling or solicitation, with the exception of certain Library-sponsored events.
8. Smoking, including e-cigarettes, or tobacco use in any form.
9. Open containers of alcoholic beverages.
10. Being under the influence of alcohol or illegal substances.
11. Consuming food or open drinks outside of designated areas. Covered drinks are allowed throughout the library; patrons must dispose of any trash and clean up any mess prior to leaving the library.
12. Leaving bags or personal items unattended.
13. Bikes, rollerblades, skateboards, skateshoes, and scooters.
14. Bedrolls, camping gear, storage bags, and shopping carts.
15. Blocking library entrances.
16. Entering unauthorized (staff) areas.
17. Any use of computers or Internet access that interferes with the activities of the Library, its network, or is in violation of federal, state, or local laws.
18. Illegal behavior. Acts which are subject to prosecution under criminal or civil codes of law are prohibited.
19. Entering the library without proper clothing attire (tops, bottoms, and shoes) is prohibited.
20. Misusing public restrooms through vandalism, removing or changing clothing outside of a closed stall, bathing, shaving, washing clothes, sexual activity, or deliberately creating an unsanitary condition is not allowed.

21. Soliciting within the Library is prohibited. The Library is not a public forum. This includes selling anything for personal gain or a charitable cause, begging, panhandling, or circulating petitions, and leaving stacks of non-Library related materials on tables, shelves, in books, etc. with the purpose of business advertising or political promotion.
22. Children ages ten and under shall not be left unattended in the library.
23. Cell phone users must silence their ringtones and alerts; phone conversations should be conducted away from quiet study areas, with voice kept lower than the ambient noise in the immediate area.

In addition, please be aware:

- The Library is not responsible for personal items that are lost, stolen, or damaged on Library premises.
- Animals are not permitted inside Library facilities with the exception of service animals on duty or in training, as defined in the Americans with Disabilities Act, and animals that are part of library-approved events.
- Library staff reserves the right to contact the appropriate authorities when children are left unattended, do not observe the Rules of Conduct, or are in distress (see Safe Children policy below).
- Library staff may ask any patron to leave when he/she is in violation of the Rules of Conduct. Library staff may contact the appropriate authorities if a patron refuses to leave when asked.
- Violation of any of these Rules of Conduct may result in the patron's Library privileges being modified, suspended, or revoked, removal of the patron from the building, or criminal prosecution if the conduct constitutes a violation of federal law, state law, or local law.
- Severe violations, repeat or similar offenses, or disregard of instructions from Library staff may result in a trespass notice issued by the Farmers Branch Police Department.

Exceptions to these Rules of Conduct may be granted at the discretion of the Library Director or designee.

3.1 Request for Reconsideration of Modification, Suspension, or Revocation of Library Privileges

A patron who has had his/her Library privileges modified, suspended, or revoked will receive a determination letter. Any appeal of a decision to modify, suspend, or revoke a patron's Library privileges must use the following procedure:

1. The patron must submit a written request for reconsideration, together with any applicable supporting documentation, to the Library Director within ten (10) days following the date of the determination letter.
2. After review, the Library Director will communicate, in writing, a decision to uphold, modify, or overturn the original decision, including the reason for such decision, to the patron who initiated the request for reconsideration within fifteen (15) days following receipt of the request for consideration.
3. If the patron who initiated the request is not satisfied with the Library Director's decision, he/she can appeal the decision to the City of Farmers Branch within ten (10) days following the date of the written determination letter.

4. The City will review the request and any supporting documentation relating to the Library Director's decision and decide within thirty (30) days following receipt of the appeal to uphold, modify, or overturn the Library Director's decision.
5. The patron will be notified in writing of the City's decision within fifteen (15) days following such decision.
6. The City decision regarding the request for reconsideration shall be final and shall constitute an exhaustion of a patron's administrative remedies.
7. A patron whose Library privileges have been revoked must schedule a meeting with the Library Director or designee prior to resumption of any Library privileges. The purpose of the meeting will be to review these Rules of Conduct to ensure future compliance.

4.0 Safe Children

The Farmers Branch Manske Library is dedicated to providing a safe and welcoming environment that encourages children to visit the library, use our collections and services, and attend programs.

Please note the following guidelines:

1. Parents and caregivers are responsible for the safety, comfort, and conduct of their children while in the library. Children under the age of eleven (11) must be supervised by a responsible person sixteen (16) years of age or older.
2. Parents, guardians, and/or the responsible caregiver—not the library—are responsible for children in their care. Parents should be mindful of the library and pick up toys or return books to book carts that children have pulled/touched.
3. Children ages 11 and under should not be left unattended while parents/guardians/ caregivers are using library services such as using the computers or attending a class/program.
4. All visitors, including children and teens, are expected to comply with the Code of Conduct.
5. Library staff are available to assist and support children with their use of Library resources.
6. Parents, guardians, and/or caregivers are responsible for noting library hours and should be aware that a Library building sometimes may have to close unexpectedly due to emergencies or safety issues.
7. At closing, Library staff members will attempt to contact the parent or guardian of an unattended child. If the parent or guardian cannot be reached, the child will be placed in the care of the Dallas Police Department.
8. Library programs are not to be considered childcare. Library staff are only there to provide a service, parents/guardians/the responsible caregiver are expected to stay on-site and supervise and care for their children.

During library programs, the responsible caregiver or parent must remain in the library and be available at all times.

If a library staff member determines that a child is unattended, in distress, or violating the Library Behavior Policy, library staff will attempt to contact their parent or caregiver. If a parent or caregiver cannot be located, the library will place the child in the care of the Farmers Branch Police Department.

Library staff cannot transport children for any reason.

5.0 Materials Selection Policy

5.1 Collection Development

The goal of the Library is to provide the citizens of Farmers Branch with a range of materials in a variety of print and non-print formats to meet their informational, cultural, educational, and recreational needs and interests.

To meet this goal, the Library has developed procedures for selecting, evaluating, re-evaluating, and withdrawing materials. These procedures are intended to ensure that the collection reflects all points of view on current and historical issues, and that materials are available in diverse media formats.

The Library endeavors to provide a range of opinions, majority and minority, on all subjects, and does not exclude materials based on the author's or producer's point of view. The Library also attempts to avoid collections that reflect inordinate responsiveness to a single point of view.

Individual use of Library materials is a private and personal matter. All citizens are free to reject for themselves materials of which they may disapprove; no citizen may restrict the freedom of use and access for others. Responsibility for the reading, listening, and viewing of Library materials by minors' rests with their parents or legal guardians, not with Library staff. Selection of Library materials is not inhibited by the possibility that materials may come into the possession of children.

5.2 Criteria for Selection

Books and materials are selected according to intrinsic merit, subject treatment, community interest, and contribution to a balanced collection in the Library. No single standard of suitability can be applied in all cases. The volume and nature of requests for access to Library materials by members of the public is a significant factor in selection. Flexibility, open-mindedness, and responsiveness are exercised during the evaluation process. Materials are selected to present a variety of opinions on a subject and are judged as a whole rather than on isolated passages.

Additional items of consideration are user request, suitability of subject matter, cost, availability, and recognition by established reviewers. Materials are evaluated as a whole and chosen with the intent of creating a balanced collection that represents a wide array of viewpoints, attitudes, and ideas. Patrons are limited to 3 active requests for material at any given time.

USER RECOMMENDATIONS

The Library encourages input from the Farmers Branch community concerning the collection. All suggestions for purchase are subject to the same selection criteria and may not be purchased. In addition, the library will not fill customer requests that require ongoing costs (memberships, subscriptions, etc.) and that are not accessible to more than one user over the life of an item.

The Library Advisory Board endorses the American Library Association (ALA) Library Bill of Rights (Addendum C), the ALA Freedom to Read Statement (Addendum D), and the ALA Free Access to Minors Statement (Addendum E) and interprets these statements to include all Library materials regardless of format. Responsibility for the selection and removal of books and other Library materials resides with the Library Director, who may delegate that responsibility to Library staff.

5.3 Collection Maintenance

The Library will evaluate its collection on a continuing basis in response to the changing nature and needs of the community. The criteria used in the selection of materials will be used in its withdrawal, in addition to the guidance set forth by the American Library Association.

In order to maintain the collection in its most useful and attractive condition, the professional staff will consider for withdrawal material that is:

- No longer in demand
- Superseded by a newer edition or a more accurate resource
- In poor condition

Replacement of a withdrawn item is not automatic; the decision to replace will be based on the selection policy. When appropriate, deteriorating items will be repaired.

The Library will make every effort to transfer unneeded items in usable condition to Library support groups, local community organizations, or a library vendor specializing in discards and donations from libraries that provide revenue in return for surplus materials. Unneeded items transferred to the ownership of a Library support group may be sold to benefit Library programs and services.

5.4 Reconsideration of Materials

The Library welcomes expression of opinion by patrons about the collection or individual titles but will be governed by this Policy in making additions and deletions.

Patrons who request the reconsideration of Library materials will be asked to put their request in writing by completing and signing the Farmers Branch Manske Library Request for Reconsideration Form (Addendum B). All fields on this form must be completed and returned to library staff.

In order to request reconsideration of library materials, patrons must have a library account in good standing. Patrons can only place two (2) requests at any given time. An individual material will only be reviewed once every 24 months.

After review of the request, the Director, or designee, will communicate a decision and the reason for it, in writing, to the patron who initiated the request for reconsideration.

In the event that the patron who initiated the request is not satisfied with the decision, they can present a written appeal of the decision to the Director and the Farmers Branch Manske Library Advisory Board. The Director and the Board will communicate a decision and the reason for it in writing. The Board's decision may be appealed by written notice submitted within 20 days of the Board's decision to the City Council. The Council's decision shall be final and binding.

Requests are reviewed in the order they are received; each request and appeal may take up to 60 days to review but could be longer depending on the number of requests.

6.0 Circulation

6.1 Collection Usage Rules

1. Loan of materials: There is a checkout limit of fifty (50) total items per library card and **DVDs are limited to ten (10)** at one time. Loanable materials will be automatically renewed three (3) times if there are no holds on the item, and the patron's account is in good standing. The loan period for most materials is 3 weeks.
2. Users who have opted to receive notices will receive a courtesy message three days before the item's due date. This notice will indicate which items were renewed and which items could not be renewed.
3. TexShare cards allow patrons to check out up to five (5) items at a time.
4. Holds: Any circulating library materials may be placed on hold. When the item requested is available, the patron is notified that the material will be held for seven (7) days. Patrons may place up to 20 holds per account.
5. Suspension or revocation of borrowing privileges: The Library Director may suspend or revoke borrowing privileges when fines are not paid, library material is not returned, or library policies are not followed.
6. Equipment malfunctions: The library is not responsible if a patron's equipment malfunctions when playing media borrowed from the library.
7. Library Staff: Library staff will check out all materials for personal use through circulation channels in accordance with the policies established for all library patrons.

6.2 Fines and Fees

All cardholders are responsible for materials borrowed on their card. Parents or Guardians are responsible for all materials borrowed by minors under the age of 18. Overdue fines and charges are outlined in the Farmers Branch Code of Ordinances.

The Library may impose and collect lost item fees for the infringement of the established rules and regulations and may suspend or revoke the borrowing of any book or other material by a cardholder who has failed or refused to pay any fee or to return any book or other material by the due date set by the Library.

Due date reminders for materials are a courtesy of the library. Patrons are obligated to return their materials on time, even in the event reminder notifications are not received. The patron will receive an automated reminder notice if overdue items have not been returned within five days of the due date. A second courtesy reminder notice will be sent 21 days after the due date. The patron's account will be billed a lost item fee for any material not returned for the overdue material 60 days after the due date and a billing notice will be sent to the patron.

6.3 Regulations

1. A library card becomes delinquent when charges on an account reach \$30.00. Borrowing privileges are suspended until the total charges owed are less than \$30.00.
2. All library debts are discharged when listed in a patron's bankruptcy.
3. A police report (filed within 60 days of items being due) is necessary for the Library to waive related fees and replacement costs on items stolen from the patron or checked out on a lost/stolen library card. Processing fees are non-refundable.
4. Materials that are declared lost, paid for, and then found are not eligible for refund and may be kept by the patron. Processing fees are non-refundable.

7.0 Interlibrary Loan

7.1 Interlibrary Loan

The Library is committed to serving the public by providing materials to meet our patrons' needs. The mission of the Library is to enrich lives, build community, and foster success by bringing people, information, and ideas together. The Interlibrary Loan (ILL) service offers patrons access to collections beyond what is held in Farmers Branch, allowing patrons to request items to be sent to the Library. ILL services are available to adult cardholders in good standing.

Up to five (5) ILL requests may be pending or checked out at one time. Patrons who have lost or damaged three (3) ILL items will lose the ability to request ILLs.

The average time to fill requests is two (2) weeks, although turnaround can be four (4) weeks or longer.

While every effort is made to fill interlibrary loan requests, occasionally, items simply cannot be found, or libraries may be unwilling to lend them.

7.2 Guidelines

The white label attached to the cover of an interlibrary loan **MUST REMAIN ON THE ITEM**. Interlibrary loan materials returned without white labels could be improperly processed and not credited as returned items.

Patrons **MUST** return all materials to the circulation desk, in order to assist with preserving the integrity of the lending library's materials. Return of an ILL through the book drop could result in loss of ILL privileges. **Materials Not Available Through ILL**

Newly published materials (materials less than one year old)

- Audio-visual material
- Textbooks
- Books copyrighted or dated prior to 1920
- Entire issues of periodicals
- Rare books or non-book materials
- E-books or e-documents/articles
- Any item that is valued \$50 or more
- Restricted Material

The lending library can dictate the conditions under which it will lend materials. Some of the materials may be designated by the lending library as restricted. This means that this material must be used in the Library and cannot leave the building. Library staff will notify the patron that the material is available but restricted to in-library use only.

7.3 Loan Period

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

If the item can be checked out and is not picked up by the due date listed on the sticker, it will be returned to the lending library, and the patron will be charged the loan fee. If the item is not picked up within 7 days of notification (unless a shorter time is indicated by the lending library) it will be returned to the lending library and the patron will be charged the loan fee. Renewal of ILL materials is unavailable. Materials cannot be requested again for three (3) months.

The lending library may exercise the option to recall material needed by its local patrons. If the material is recalled before the due date, the patron must, upon notification, return the material immediately.

7.4 Fines and Fees

Any item received via ILL service is subject to the same fees/fines placed on similar items owned by the Library. In addition, libraries which loan material to the library may place additional fines/fees on loaned items. Interlibrary loans are requested from free lending sources. In the event an item can only be found at a library that imposes lending fees, the customer will be contacted to determine the amount, if any, they are willing to pay for the material.

The patron is responsible for any damage to and/or loss of the material which results after he/she has picked up the Interlibrary Loan requested material. Patrons will not be billed for item(s) noted as damaged prior to their checking out the item(s).

Patrons will be charged a processing and postage fee as outlined in the Farmers Branch Code of Ordinances.

8.0 Fines and Fees

The City of Farmers Branch City Council shall approve all library fees as outlined in the Farmers Branch Code of Ordinances.

9.0 Internet and Computer Use

9.1 Summary

The Library's computers allow users to use a variety of electronic resources (Addendum F). All Library computers must be used in accordance with the Library conduct policy.

The Library is committed to providing access to information, educational, recreational, and cultural resources for library users of all ages and backgrounds. The library strives to balance the rights of users to access electronic resources with the rights of users to work in a public environment free from sounds and images intended to harass library patrons or staff.

Library staff are available to help library patrons use the computers and to find the information they need. Library staff or volunteers can help patrons learn how to use search tools on the computers, but cannot provide extensive one-on-one instruction. Library staff or volunteers will not enter information for library patrons.

9.2 Privacy

The Library takes a variety of measures to protect your privacy when you use the library computers. The library's computers are in a public area. Others may be involuntarily exposed to what you are viewing. The library asks that you remain sensitive to the fact that you are working in a public environment shared by people of all ages.

9.3 Precautions

Illegal activities or activities that interfere with or disrupt the network, users, services or equipment are prohibited and not protected by the library's privacy policy. The library does not routinely monitor public computers but reserves the right to do so when a violation of this policy or illegal activity is suspected. Staff is authorized to take immediate action to protect the security of computers and the network and to enforce the following rules. This includes confiscating any removable media, requiring a user to leave a computer or the premises, and contacting law enforcement authorities.

The Internet is a global resource. The Internet may contain material of a controversial nature. Users should note that not all Internet sources provide accurate, complete, or current information.

All patrons are permitted to use Library computers to access the Internet. All Library computers with Internet access use a technology protection measure to block, filter or otherwise protect against access to visual depictions that are obscene, child pornography or harmful to minors, and to any other materials considered inappropriate for or harmful to minors. Public wireless Internet access and public computers are filtered in accordance with federal law, and all Library policies concerning legal, acceptable and safe use of computers and the Internet apply.

Patrons are responsible for complying with copyright law (Addendum G), licensing agreements, and the policies of individual websites that you view.

Software and other files downloaded from the Internet may contain viruses or spyware that may infect other computers.

9.4 Supervising Computer Use by Children

Parents and legal guardians are responsible for monitoring any and all Internet use by minors.

Filtering software may not block all material users find offensive. Librarians cannot act in the place of parents in providing constant care and supervision of children as they explore the Internet. Consent given on the part of parents or legal guardians for a Library card constitutes acknowledgment by the parents or guardians that they have a responsibility for monitoring their child's use of all Library resources, including the public computers.

9.5 Rules Governing Use of Library Computers

Use of Library technology by each and every staff member, volunteer, or patron shall constitute that person's acknowledgment of, and agreement to, abide by this Internet Use and Safety Policy, including guidelines for use of the Internet by minors.

Failure to comply with the following rules may result in loss of computer privileges, loss of library privileges, and prosecution.

- Patrons must use a valid library card or guest pass to log into the computers.
- Patrons may use the computer for up to four (4) hours a day.
- Patrons may download files using supported media. The library is not responsible for damage to your media or for corruption of your data, including damage caused by mechanical malfunction or corruption caused by virus or spyware infection while using library computers.
- There is a charge for printing from public computers as outlined in the Farmers Branch Code of Ordinances.
- Respect others' privacy by not attempting to observe or comment on what others are viewing.
- Remain sensitive to the fact that you are working in a public environment shared by people of all ages.
- Use headphones when listening to audio content and keep volume low so you do not disturb others.

- As a courtesy to others, log off completely when you are finished with your session. This also protects the privacy of your search history.
- Do not misuse computer equipment or software.

Misuse includes but is not limited to:

- Viewing material that violates federal, state or local laws or regulations, including but not limited to those regarding accessing, viewing, printing and distributing obscenity or child pornography.
- Hacking into the library computer system or any other computer system.
- Mishandling, damaging or attempting to damage computer equipment or software; tampering with computer settings.
- Interfering with system operations, integrity, or security.
- Uploading, downloading, or creating computer viruses or other forms of malicious programming.
- Engaging in any activity that is deliberately offensive or creates an intimidating or hostile environment.
- Violating copyright laws and software licensing agreements or the policies of the individual websites that you view.
- Disclosing, using, or disseminating personal identification information regarding minors without proper authorization.
- Failing to pay for printing.
- Failing to comply with time limits.
- Any other violation of acceptable use of the public computers.

9.6 Printing

Printing fees are outlined in the Farmers Branch Code of Ordinances. Print jobs are paid for and picked up at the printing kiosk. Printing must be picked up the same day it is queued into the printer, or the print job will be deleted.

10.0 Facilities Use

10.1 Facilities Use

The Library is to be the community's information center, providing free and equal access to a full variety of library resources and innovative technologies to enhance the quality of life and meet the informational, educational, and cultural interests of the entire community. The following policy, governing the use of Library facilities, reflects this mission.

The Library makes available public facilities, as defined in this policy, on an equitable basis, regardless of the beliefs or affiliations of individuals or groups. Library facility use does not constitute the Library's endorsement of the beliefs, ideas, or policies expressed by organizations or individuals using the space.

In all Library facilities, Library-sponsored programs and activities take precedence over other activities. Use of Library facilities by outside organizations or groups may not interfere with regular Library operations or services.

Library facility users and Library patrons must comply with the Library Rules of Conduct Policy and all applicable local, state, and federal laws.

The Library Director (or designee) reserves the right to refuse groups the use of Library facilities whenever, in the Library Director's (or designee's) best judgment, the use does not conform to this policy.

The Library Director or designee must give advance permission for any use of Library facilities.

The name, address, and phone number of the Library may not be used as the official address of any organization using Library facilities, nor may any non-library group using Library facilities publicize its activities in such a way as to imply Library sponsorship.

The City of Farmers Branch and the Library are not liable for damages caused to the user or his or her property while using Library facilities, and City of Farmers Branch and the Library will be held harmless from any liability to third parties for injury caused by the group, or any persons or groups, while using Library facilities.

10.2 Study Rooms

Five (5) study rooms are available for community members to use on a first-come, first-served basis. Limitations on the reservation length and use may be imposed by the Library Director or designee. Study rooms are free of any charge.

10.3 Meeting Rooms

The Library provides two (2) meeting rooms with seating and tables for up to 10 people. The Library's meeting rooms can be reserved up to three (3) days in advance and are available during normal operating hours. Federal, state, county, or town governments may use the meeting rooms for official government business at other times as authorized by the City Manager. The primary purpose of the meeting rooms is for conducting Library and city programs and services, which will have first priority in scheduling. The secondary purpose of the meeting rooms is to provide community meeting spaces.

All groups or individuals may use the rooms under the following conditions:

1. Rooms may be reserved for a minimum of 15 minutes and a maximum of 2 hours a day.
2. Only one (1) reservation is permitted per day. Reservations may not be extended.
3. A valid ID will be required to claim a reservation. Forms of ID accepted are a government-issued photo ID or student ID.
4. A room left unattended for more than 15 minutes will be considered vacant and available to others.

5. The solicitation of personal information from attendees is prohibited.
6. The sale of goods and services, admission fees, and/or solicitation of donations is prohibited.
7. Cancellation of reservations should be made 24 hours in advance of the reservation. Failure to cancel with sufficient notice two times may lead to cancellation of all remaining reservations.
8. Meetings must end 15 minutes prior to Library closing time. Time limits must be adhered to. Meeting preparations and take-down must be made within the overall meeting room availability timeframes.
9. The meeting rooms are to be returned to how they were found.
10. Failure to arrive within 15 minutes of the reservation starting time may result in cancellation.
11. Prior to the use of a Library Meeting room, Library Administration reserves the right to review any signage, decorations, or literature to be displayed in the meeting room for compliance with the meeting room policy.
12. No signage may be affixed to the walls, woodwork, ceiling, windows, or furniture. Decorating is permitted, but certain types of decorations are prohibited.

Restrictions include, but are not limited to:

1. Confetti
2. Burning Candles or incense, or any type of open flame
3. Decorations incorporating metallic glitter
4. Nails, thumbtacks, or staples on any room surface
5. Tape on walls, ceilings, and woodwork

Only Library-sponsored presenters, library support groups, and local or federal government groups, either sponsoring or co-sponsoring a program, may charge an admission fee or sell a product.

10.4 Innovation Zone

The Innovation Zone (IZ) provides patrons hands-on, engaging ways to make creative projects with a variety of tools and technology in a collaborative makerspace environment.

Those wishing to use the IZ must meet the following conditions:

1. Have a Farmer Branch Library Card or an Innovation Zone Card in good standing.
2. Patrons must be at least eleven (11) years of age to use the Innovation Zone.
3. Parental permission is needed for patrons between the ages of eleven (11) and sixteen (16).
4. Patrons must read and sign the Innovation Zone Equipment User Agreement.
5. To use the Glowforge or 3D Printer, patrons must complete an Online or in-person Safety Training course and obtain the certificate of completion.

6. A reservation is required to use the Glowforge or the 3D Printer. Other equipment is available for walk-in use.
7. Reservations for the Glowforge must be made at least two (2) days in advance and can be made up to one (1) week in advance via the Library's online reservation system.
8. 3D Printer reservations can be made same day or up to one (1) week in advance.
9. Each machine can only be used for up to four (4) hours per day.
10. Unattended or Overnight printing/cutting jobs are not permitted.

10.4.1 Materials

The library will provide limited consumable materials for stations and will sell them at cost as outlined in the Farmers Branch Code of Ordinances Fee Schedule. Patrons may not bring their own materials for stations requiring specialized supplies.

3D Printer Filament will be charged based on the design's estimated usage prior to the beginning of a print. Staff will check the design estimate and charge the patron per gram for the material, including the weight of support, rafts and fillers. Partial numbers will be rounded up to the nearest whole number.

10.4.2 Project Regulations

The equipment may be used for lawful purposes only. Patrons will not be permitted to use the equipment to create objects that are:

- Prohibited by local, state or federal law.
- In violation of another's intellectual property rights, for example, materials that are subject to copyright, patent or trademark protection.
- Unsafe, harmful, dangerous or that may pose an immediate threat to the well-being of others, for example, guns, knives or other possibly lethal weapons.
- Obscene or otherwise inappropriate items for the Library environment.

Library staff will monitor the IZ for dangerous or harmful behavior. The Library reserves the right to cancel any project that does not adhere to the policy.

10.5 Displays and Exhibits

Display cases and exhibit areas are used for Library-sponsored displays, which inform the public of the wide range of issues, events, and interests within the community.

The posting or distribution of a particular item does not indicate that the Library endorses any organization, cause, or activity.

10.6 Public Art

Library-sponsored temporary exhibits, curated by staff, provide a venue for local artists to exhibit work.

Any permanent works of art in Library facilities must be approved by the City of Farmers Branch.

10.7 Bulletin Boards

All information boards within the Library are to inform the public of Library and City related information, resources, and events. The Library does not have a community board for members of the community to post information.

11.0 Library Closings

The Library is closed for City observed holidays and other operational needs.

The Library Director or designee, working with Farmers Branch City Manager, determines the closing of Library locations due to weather, maintenance, or safety-related concerns.

12.0 Gifts

The Library welcomes and encourages monetary gifts, bequests, endowment funds, and gifts of property, services or materials from individuals, groups, foundations, or corporations. All gifts will be evaluated for appropriateness and alignment with the Library's mission and all other existing policies. Gifts shall not be a substitute for adequate local funding, but a way for the community to give back to their Library.

The Library and staff are under no obligation to accept gifts, items, or funds and reserve the right to refuse any gift.

Gifts valued at \$1,000 or less will be reviewed and accepted by the City Manager (or designee) upon the recommendation of the Library Director.

Gifts valued over \$1,000 as well as conditional gifts will be reviewed and accepted by the City Manager after consultation with the City Council and upon the recommendation of the Library Director.

Gifts of physical items, including books and other material donations, are accepted with the understanding that ownership passes to the Library.

The Library reserves the right to decide use, condition of display, and final disposition of all gift material it receives. The Library may provide a receipt acknowledging the number of donated items, but will not attempt to estimate their value. Gifts will not be returned to the donor.

13.0 Programming

Programming, an essential service of the library, is designed to engage Library users, spotlight materials and services, and provide opportunities for patrons of all ages to share informational, cultural, educational, and recreational experiences. The Library may also participate in cooperative or joint programs with other agencies, organizations, institutions, or individuals as part of its own effort to address information needs and to facilitate information access in the community the Library

serves. Professional performers and presenters with specialized or unique expertise may be hired for Library programs.

All Library programs are open and free to the public. Programs are scheduled at the discretion of Library staff.

Performers and presenters will not be excluded from consideration because of their origin, background, or views, and program topics will not be excluded because of possible controversy.

Library sponsorship of a program does not constitute an endorsement of the content of the program, the organization presenting the program, or the views expressed by presenters or participants.

Suggestions from the public regarding selection, retention, or reconsideration of programs are encouraged and reviewed (Addendum H).

To request a reasonable accommodation for a disability, call the Library a minimum of three (3) days before the program.

14.0 Volunteers

The Farmers Branch Manske Library recognizes volunteers as an invaluable community resource and welcomes their support. Volunteers provide support to staff by performing duties or tasks without wages or benefits. They do not take the place of staff but provide supplemental or specialized services.

Volunteers are accepted when their skills and abilities match specific needs. Volunteers must be over the age of fifteen (15). Volunteers over the age of seventeen (17) must pass a background check. The Library does not guarantee that all volunteer applications will be accepted.

15.0 Library Support Groups

The Friends of the Farmers Branch Manske Library (“Friends”) groups and the Library Advisory Board serve as support organizations to the library, rather than policy makers.

These groups may raise money through campaigns, book sales, and sponsorship of special events. As in any volunteer organization, members are provided with an opportunity to use their time, skills, resources, and contacts in a worthwhile community endeavor, while receiving recognition for their efforts.

15.1 Standards

To use Library facilities, the Library name, or receive Library assistance, any Library support group must abide by the standards listed below.

1. All Friends groups and advisory boards shall conduct their fiscal affairs through appropriately structured non-profit, tax exempt organizations, such as non-stock corporations, and shall maintain their tax-exempt status.
2. There shall be a signed memorandum of understanding (MOU) between the City of Farmers Branch and the support group.

3. Funds raised by library support groups shall not be a substitute for adequate local funding.
4. Funds raised by library support groups shall be maintained in an account separate and distinct from the Library's operating accounts. Such accounts shall be administered by the treasurer of the support group.
5. Gifts made to the Library by the Friends group or the Library Advisory Board shall conform to Library gift and fiscal policies and shall not be used to dictate Library policy.

16.0 Social Media

16.1 Social Media

The City of Farmers Branch and the Library share responsibility for Library social media accounts. Social media is defined as any web application, site, or account created and maintained by the Library.

16.2 Usage Rules

The Library welcomes the comments, posts, and messages of the community and recognizes and respects differences in opinion.

The Library is not responsible or liable for any content posted by any participant in a Library social media forum who is not a member of the Library's staff.

Users should have no expectation of privacy in postings on Library sponsored social media 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 media 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 media 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.

Any content posted on Library social media sites, including comments, replies and private messages are public record and may be subject to applicable public records release.

The Library invites the public to view, provide comments and engage with social media posts. As a general rule, the Library will not hide or delete comments simply because such comments are critical of the Library, the City of Farmers Branch, a City department or its officials. However, the law allows the hiding and/or deleting of comments that are not protected speech under the First Amendment and relevant caselaw. Prohibited content includes:

- Comments advocating violence or illegal activity;
- Comments containing or linking to obscenity;

- Comments that encourage the Library to illegally discriminate based on race, age, religion, gender, national origin, disability, sexual orientation, veteran status or any other protected class;
- Comments containing links to malware and/or malicious content;
- Duplicate comments posted repeatedly within a short period of time;
- Comments containing defamation against a specifically named person or organization;
- Comments that contain images or other content that violates the intellectual property or copyright rights of someone else, if the owner of that intellectual property notifies the City that the property was posted in a comment on the City's social media accounts;
- Comments that contain a hyperlink to any website other than those owned by the City of Farmers Branch. This will be done without regard to the viewpoint of the comment containing such a link or the content of the site to which the link redirects.

When a comment containing any of the above content is posted to a Library social media account, a copy or electronic record of that content may be retained or archived, pursuant to the Library's records retention policy.

If Library staff hides or deletes a user's comments pursuant to these terms and conditions, the user has the right to appeal that decision by sending a letter to the City Attorney within five (5) business days.

Upon receipt of an appeal, the City Attorney will determine whether the comment contained content protected by law. If the appeal is successful the comment may be restored for public view, if possible, or the user may be permitted to repost the comment. If a determination is made that the comment was not protected by law, the user will be notified that the appeal was denied.

If it is determined that a user has violated these terms and conditions on three or more occasions within a twelve-month period, the Library may block or ban the offending user from the social media account where the violations occurred.

In addition, users are expected to abide by the terms and conditions set by third party social media 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 Media is not the mechanism used by the Library to document or address Library user problems and concerns, or influence Library policy, procedures, or programs.

By choosing to comment you agree to these rules.

17.0 Americans with Disabilities Act

The Library is committed to complying with all applicable provisions of the Americans with Disabilities Act and ensuring that no qualified individual with a disability shall be discriminated against due to their disability.

- The Library prohibits discrimination and does not discriminate when providing resources and services to individuals with a disability.
- The Library will provide reasonable accommodations to an individual with a disability to enable them to perform research and access the library's resources and services, as long as the accommodation can be provided without undue hardship.
- Each request for accommodation will be reviewed on a case-by-case basis. As a goal, the process of reviewing and providing a decision on a request for accommodation will be completed within five (5) working days.

17.1 Confidentiality

Requests for accommodation are confidential and may only be disclosed for purposes directly related to a request for accommodation.

18.0 Security Footage

18.1 Security Footage

The Library is committed to serving the public by providing a safe place for all patrons and staff members. All video surveillance recordings from library equipment are library records as defined in the Texas Government Code Section 552.124 ([Texas Public Information Act](#)).

18.2 Access

Access to security camera footage in pursuit of documented incidents of injury, criminal activity or violation of the Library's Code of Conduct is limited to City personnel, including law enforcement staff, the City Manager and his staff and the City Attorney.

Access to security camera footage may be requested through the Texas Attorney General's office via an [Open Records Request](#).

19.0 Addendums

19.1 ADDENDUM A – PUBLIC SUGGESTIONS

Suggestions from the public can be sent via the Library Purchasing Suggestion form:

<https://farmersbranch.librarycatalog.info/polaris/custom/suggestionforpurchase.aspx>

19.2 ADDENDUM B – Requests for Reconsideration

Requests for reconsideration from the public can be sent via the Library Request for Reconsideration form:

19.3 ADDENDUM C – ALA BILL OF RIGHTS

American Library Association (ALA) Library Bill of Rights:

<http://www.ala.org/advocacy/intfreedom/librarybill>

19.4 ADDENDUM D – ALA FREEDOM TO READ STATEMENT

American Library Association (ALA) Freedom to Read Statement:

<http://www.ala.org/advocacy/intfreedom/statementspols/freedomreadstatement>

19.5 ADDENDUM E – ALA FREE ACCESS TO MINORS STATEMENT

American Library Association (ALA) Free Access to Minors Statement:

[Access to Library Resources and Services for Minors: An Interpretation of the Library Bill of Rights | ALA](#)

19.6 ADDENDUM F – ALA ACCESS TO DIGITAL INFORMATION, SERVICES, AND NETWORKS

American Library Association (ALA) Access to Digital Information, Services, and Networks.

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

19.7 ADDENDUM G – UNITED STATES COPYRIGHT LAW: U.S. CODE, TITLE 17

United States Copyright Law: U.S. Code, Title 17: <https://www.copyright.gov/title17/>

19.8 ADDENDUM H – Present or Suggest a Program

Suggestions regarding selection, retention, or reconsideration of programs.

<https://forms.office.com/pages/responsepage.aspx?id=P4JwkzY0SUiJwrTIZT-GilUHCOwbexAmeQ6if7Q89VURTVVRkhXTzVDVFRQQtVVIY3U1BBWEU0Ty4u&route=shorturl>