

## **Section 2 Library Membership & Borrowing Policies**

This section outlines the general framework governing library membership and borrowing at the Leon Valley Public Library. It establishes expectations for account use, access to materials and services, and shared responsibilities between the library and its users. These policies are intended to support equitable access, responsible use of library resources, and the efficient operation of library services while aligning with applicable laws, city requirements, and professional library standards.

## Policy 1 LM-202503-A Patron Registration Policy

I. Overview			
Policy Title:	Patron Registration Policy	Policy ID:	LM-202503-A
Category:	LM, Library Membership & Borrowing Policies	Author:	Regina Reed
Effective Date:	Upon City Council Approval	Reviewed by:	LAB
Last Review:	01.08.2026	Next Review	
Version	1.5		
All library policies remain drafts until reviewed by the Library Advisory Board and approved by City Council.			

II. Purpose
A short, clear statement of why this policy exists.

The Leon Valley Public Library provides library memberships to residents, non-residents, and select groups to ensure equitable access to library materials, services, and digital resources in accordance with the following guidelines. This policy outlines the registration process, eligibility requirements, account limitations, and responsibilities of library cardholders.

III. Scope
Defines where and to whom the policy applies.

This policy applies to all individuals seeking to register for or renew a Leon Valley Public Library card, including residents, non-residents, volunteers, city employees, and digital-only users. It governs both physical and digital access to library services and materials.

Policy Statement
Defines where and to whom the policy applies.

### Library Membership Eligibility

#### **City Residents, Property Owners, and Business Owners**

Library membership is free to all Leon Valley residents, Leon Valley property owners, and Leon Valley business owners.

A valid photo ID and proof of Leon Valley residency or ownership are required. Acceptable proof includes a utility bill, lease agreement, or other documentation deemed acceptable approved by the Library Director.

Post office boxes and general delivery addresses are not accepted cannot be used as proof of residency.

#### **Non-Residents**

Non-residents may obtain a library card by:

- Paying a non-resident fee as indicated on the Library Fee Schedule, or
- Providing a valid TexShare Card from a participating library and meeting any applicable TexShare eligibility requirements.

Non-resident cards are subject to the same borrowing limits and policies as resident cards unless otherwise specified.

### ***Non-Resident Volunteers***

Non-resident volunteers who provide regular service to the library are eligible for a fee waiver for the duration of their active volunteer service, as long as they actively volunteer in good standing and in accordance with the Volunteer Policy.

### ***Digital-Only Access Membership***

A digital access card provides access to e-books, audiobooks, digital databases, online learning platforms, and public computer use.

Digital-only memberships do not permit ~~do not allow~~ for physical item checkout or interlibrary loans.

There is no residency requirement; however, applicants must verify their identity with a photo ID or other verification method approved by library administration.

### ***City Employees***

Current City of Leon Valley employees are eligible for a free library card.

### **Library Cardholder Responsibilities & Patron Accountability**

Library cardholders are responsible for the security and use of their cards and associated accounts.

If a library card is lost or stolen, the cardholder must notify the library immediately to prevent unauthorized use. The cardholder remains responsible for all activity on the account until notification is received.

Replacement card fees are based on the current Library Fee Schedule.

Patrons are responsible for all materials checked out under their account.

Adults assume full responsibility for all materials borrowed by minors under their account.

An adult cardholder may give consent for another person to use their library account; however, the account holder remains fully responsible for all materials checked out under their account and for compliance with library policies.

### **Compliance with Library Policies**

All Leon Valley Public Library cardholders agree to comply with the library's rules and regulations upon registration and throughout the duration of account use.

Habitual or severe violations of library policies may result in the suspension of borrowing privileges, temporary or permanent account restrictions, as determined by the Library Director or designee, in accordance with applicable policies and procedures.

## Library Card Renewal

Library cards expire one year from the date of issue and must be renewed annually. Renewal requires:

- Verification of registration information, and
- Payment of any outstanding fees **or resolution of account blocks**.

Minors' cards do not require the presence of a caregiver for renewal; however, the associated caregiver account must be in good standing **as long as the accounts remain linked**.

Definitions	
Clarifies any terms, acronyms, or library-specific jargon.	
Term	Definition
Cardholder	An individual to whom an active library card and library account are issued and who is responsible for all activity, materials, and charges associated with that account.
Digital-Only Membership	A library account that provides access to digital resources and public computers but excludes physical item checkout.
Good Standing	A library account status indicating an active, unexpired account with no overdue materials, unresolved fees, or borrowing restrictions that limit access to library services or materials.
Library Card	A physical or digital card issued by the Leon Valley Public Library that provides access to library materials, resources, and services.
Minor	An individual under the age of 18.
Non-Resident	An individual who does not reside in Leon Valley and does not qualify as a property or business owner.
TexShare Card	A reciprocal borrowing card issued by a participating Texas library that provides limited access at other libraries.

Roles & Responsibilities
Who is responsible for following, enforcing, or maintaining this policy?

### Patrons / Cardholders

Patrons and cardholders are responsible for providing accurate and current information during registration and renewal, safeguarding their library cards, and promptly reporting lost or stolen cards. Cardholders accept full responsibility for all materials and activity associated with their library account and are expected to comply with all Leon Valley Public Library policies and regulations.

### Library Staff

Library staff are responsible for verifying patron identity and eligibility during registration and renewal, maintaining accurate and confidential patron records, and informing patrons of account responsibilities, renewal requirements, and applicable library policies. Staff implement this policy in daily operations under the direction of the Library Director.

### Library Director

The Library Director is responsible for approving acceptable documentation for residency, ownership, and eligibility verification; authorizing non-resident fee waivers and eligibility exceptions, including those related to volunteer service; determining enforcement actions, including the suspension of borrowing privileges for habitual or severe policy violations; and ensuring this policy is implemented in accordance with city regulations and library standards.

Related Documents & References		
Include links or filenames for Policies, SOPS, forms or templates, system manuals		
Document Name	Location or Link	Notes
Minor Registration Policy (LM-202503-B)	URL included after approved by Council	Establishes additional requirements when the registrant is a minor.
Library Cardholder Responsibilities & Account Use Policy (LM-202503-C)	URL included after approved by Council	Defines responsibilities associated with an issued library account.
Circulation Policy (LM-202503-D)	URL included after approved by Council	Registration enables access to circulation services governed by this policy.
Confidentiality, Privacy, & Information Security Policy (MG-202503-C)	URL included after approved by Council	Governs the handling of personal information collected during registration.
SOP – Needed: Patron Registration & Identity Verification		Describes staff procedures for processing registrations under this policy.

Revision History				
Track the changes made over time				
Version	Date	Description of Change	Author	Approved by
1.0	03.12.2025	New & Updated	Regina Reed	LAB
1.5	01.08.2026	Updated Content & New Format	Regina Reed	

Appendices & Attachments		
Checklists, screenshots, flowcharts, or sample forms that support the procedure.		
Document Name	Location or Link	Notes
Library Card Application Form		Used to collect information required for patron registration.
Acceptable Proof of Residency List		Defines documentation referenced in registration requirements.

## Policy 2 LM-202503-B Minor Registration Policy

I. Overview			
Policy Title:	Minor Registration Policy	Policy ID:	LM-202503-B
Category:	LM, Library Membership & Borrowing Policies	Author:	Regina Reed
Effective Date:	Upon City Council Approval	Reviewed by:	LAB
Last Review:	01.08.2026	Next Review	
Version	1.5		
All library policies remain drafts until reviewed by the Library Advisory Board and approved by City Council.			

II. Purpose
A short, clear statement of why this policy exists.
The Leon Valley Public Library issues library cards to minors under the age of 18 to support literacy, education, and lifelong learning. This policy outlines the registration process, <b>the roles and responsibilities of responsible adults</b> , and borrowing privileges for minors.

III. Scope
Defines where and to whom the policy applies.
<b>This policy applies to all minors seeking library cards and to parents, legal guardians, or caregivers who register minors for library services at the Leon Valley Public Library.</b>

Policy Statement
Defines where and to whom the policy applies.
<b>By registering for a minor's library card, parents, guardians, and caregivers acknowledge and agree to abide by this policy and all other applicable library policies.</b>

**The Library Director may approve exceptions on a case-by-case basis.**

### Minor Registration Requirements

- A minor is defined as **an individual** under the age of 18.
- A parent, legal guardian, or **designated** caregiver must establish their own library account before registering a minor.
- The responsible adult **associated with the minor's account** assumes full responsibility for all materials checked out under the minor's account.
- Minors must be present to receive their library card.
- The Library Director may make exceptions for minors who do not have access to a parent or guardian and can provide a valid local student ID.
- Library staff do not act in place of a parent or legal guardian and are not responsible for monitoring a minor's library use **or material selection**.

### Borrowing Privileges for Minors

- Minors have the same borrowing privileges as adult cardholders, **unless otherwise restricted by policy**
- Parents or guardians are responsible for monitoring their child’s library materials and internet use.
- The library does not restrict access to materials based on age **and does not serve in a supervisory or advisory role regarding content selection.**
- A parent or guardian may request overdue or lost item information for a minor’s account **with appropriate account verification.**

### Library Card Renewal for Minors

Minor library cards expire annually and must be renewed upon verification of registration information. A parent or guardian does not need to be present for renewal, but their account must remain in good standing **at the time of renewal.**

Definitions	
Clarifies any terms, acronyms, or library-specific jargon.	
Word or Phrase	Definition
Account Verification	The process of confirming a patron’s identity or relationship to an account through approved identification or account credentials.
Borrowing Privileges	A patron’s ability to check out library materials and access certain library services, subject to applicable loan limits, due dates, fees, and compliance with library policies.
Caregiver	A parent, legal guardian, family member, or designated individual responsible for supervising and ensuring the safety and well-being of a patron who requires assistance, including minors.
Good Standing	A library account status indicating an active, unexpired account with no overdue materials, unresolved fees, or borrowing restrictions that limit access to library services or materials.
Legal Guardian	An individual who has been granted legal authority by a court to care for and make decisions on behalf of a minor.
Library Card	A physical or digital card issued by the Leon Valley Public Library that provides access to library materials, resources, and services.
Local Student ID	A valid identification card issued by a local school that may be accepted, at the discretion of the Library Director, as proof of eligibility for minor registration when a parent or guardian is unavailable.
Minor	An individual under the age of 18.
Parent	A biological or adoptive parent with legal responsibility for a minor.
Responsible Adult	A parent, legal guardian, or designated caregiver who establishes and maintains a linked library account and assumes full responsibility for a minor’s library use, materials, and fees.

Roles & Responsibilities
Who is responsible for following, enforcing, or maintaining this policy?

### Parents, Legal Guardians, and Caregivers

Parents, legal guardians, and caregivers are responsible for registering minors for library cards, maintaining an active library account, and assuming full responsibility for all materials, fees, and

activity associated with the minor's account. They are also responsible for monitoring the minor's selection and use of library materials, services, and internet access.

### Library Staff

Library staff are responsible for processing minor registrations and renewals in accordance with this policy, providing information regarding borrowing privileges and account responsibilities, and referring requests for exceptions to the Library Director when applicable. Library staff do not act in place of a parent or legal guardian and are not responsible for supervising a minor's use of library resources.

### Library Director

The Library Director is responsible for approving exceptions to minor registration requirements on a case-by-case basis and for ensuring the consistent application of this policy.

Related Documents & References		
Include links or filenames for Policies, SOPS, forms or templates, system manuals		
Document Name	Location or Link	Notes
Patron Registration Policy (LM-202503-A)	URL included after approved by Council	Provides the general registration framework this policy supplements.
Children's & Unattended Minors Policy (LF-202503-A)	URL included after approved by Council	Addresses supervision and safety considerations related to minor accounts.
Caregiver Policy (LF-202503-B)	URL included after approved by Council	Clarifies adult responsibility associated with minor registrants.
SOP – Needed: Minor Account Authorization & Updates		Describes how staff obtain and maintain guardian authorization.

Revision History				
Track the changes made over time				
Version	Date	Description of Change	Author	Approved by
1.0	03.12.2025	New & Updated	Regina Reed	LAB
1.5	01.08.2026	Updated Content & New Format	Regina Reed	

Appendices & Attachments		
Checklists, screenshots, flowcharts, or sample forms that support the procedure.		
Document Name	Location or Link	Notes
Parent / Guardian Authorization Form		Documents consent required to issue or manage a minor's account.

## Policy 3 LM-202503-C Library Cardholder Responsibilities & Account Use Policy

I. Overview			
Policy Title:	Library Cardholder Responsibilities & Account Use Policy	Policy ID:	LM-202503-C
Category:	LM, Library Membership & Borrowing Policies	Author:	Regina Reed
Effective Date:	Upon City Council Approval	Reviewed by:	LAB
Last Review:	01.08.2026	Next Review	
Version	1.5		
All library policies remain drafts until reviewed by the Library Advisory Board and approved by City Council.			

II. Purpose
A short, clear statement of why this policy exists.
<i>Example: "To ensure equitable access to library meeting spaces for all community members."</i>

The Leon Valley Public Library issues library cards to provide access to materials, resources, and services. ~~This policy outlines the responsibilities of library cardholders and the appropriate use of library accounts.~~ This policy outlines the responsibilities of library cardholders and the appropriate use of library accounts to promote responsible use of library services, ensure equitable access for all patrons, protect library materials and digital resources, safeguard patron privacy, and provide clear guidance for staff in managing library accounts and addressing misuse.

III. Scope
Defines where and to whom the policy applies.
<i>Example: "This policy applies to all members of the public who access the library building, grounds, programs, or digital services."</i>

This policy applies to all Leon Valley Public Library cardholders and governs the use of library cards and associated accounts, including physical and digital materials, online resources, and services accessed through a library account.

IV. Policy Statement
Defines where and to whom the policy applies.
<i>Example: "This policy applies to all members of the public who access the library building, grounds, programs, or digital services."</i>

### Library Cardholder Responsibilities

- Cardholders are responsible for all materials checked out on their account, including materials borrowed by authorized users.
- Patrons must present their library card or valid identification when borrowing materials or accessing certain library services.
- Lost or stolen cards must be reported immediately to prevent unauthorized use. The account holder is responsible for all activity on their card until it is reported lost or stolen.
- Replacement cards may be issued for a fee as outlined in the Library Fee Schedule.

- Cardholders are responsible for returning materials in good condition and may be charged for damage, loss, or theft of library materials in accordance with the Library Fee Schedule.
- Cardholders are responsible for complying with all library policies, including but not limited to circulation, conduct, computer use, and internet use policies.

### **Account Use & Authorization**

- A library card is non-transferable, except when a cardholder gives written authorization allowing another person to use their account.
- Cardholders may allow caregivers or designated individuals to check out materials on their behalf, but the account holder remains responsible for all borrowed materials.
- Patrons are expected to update their account information (e.g., address, phone number, email) as needed.
- Library cards and account credentials may not be shared publicly or used for commercial purposes.
- Misuse of a library account, including providing false information or allowing unauthorized access, may result in suspension of privileges.

### **Borrowing Privileges & Loan Periods**

- Loan limits, due dates, and renewal policies are outlined in the Circulation Policy.
- Items must be returned on or before the due date to avoid overdue notices or replacement charges.
- Patrons with excessive overdue materials, unpaid fees, or policy violations may have borrowing privileges suspended until the issue is resolved.
- Borrowing privileges may be restricted or suspended if an account reaches established thresholds for overdue materials, fees, or replacement charges.

### **Digital & Computer Access**

- Library cardholders with digital-only accounts have access to e-books, audiobooks, online databases, and public computers.
- Public computer and internet use must follow the Library Internet Use Policy.
- Patrons may not use another person's credentials to access digital resources or public computers.
- Cardholders are responsible for all activity conducted using their digital library credentials.
- Violation of digital resource licensing agreements or computer use rules may result in temporary or permanent loss of digital access.

### **Library Account Security & Privacy**

- The Leon Valley Public Library protects patron confidentiality and does not share account details, borrowing history, or digital activity except as required by law.

- Library staff may locate an account by telephone number with appropriate identity verification. Parents or guardians are responsible for monitoring their minor child's library use.
- Library staff may require verification of identity before discussing or modifying an account.
- The library is not responsible for unauthorized account access resulting from a patron's failure to protect their card or credentials.

### Suspension of Privileges

The Library Director may suspend borrowing privileges if a patron:

- Fails to return overdue items after repeated notices.
- Accumulates unpaid fines or fees beyond the allowable limit.
- Violates library policies related to conduct, computer use, or account misuse.
- Provides false or misleading information when registering for or updating a library account.
- Engages in repeated or serious misuse of library accounts, resources, or services.

V. Definitions	
Clarifies any terms, acronyms, or library-specific jargon.	
Word or Phrase	Definition
Account Misuse	Any use of a library card or library account that violates library policy, including unauthorized sharing of credentials, providing false information, or using library services for prohibited purposes.
Authorized User	An individual permitted by the cardholder to use the cardholder's library account, with the understanding that the cardholder retains full responsibility for all borrowed materials and account activity.
Borrowing Privileges	A patron's ability to check out library materials and access certain library services, subject to applicable loan limits, due dates, fees, and compliance with library policies.
Cardholder	An individual to whom an active library card and library account are issued and who is responsible for all activity, materials, and charges associated with that account.
Caregiver	A parent, legal guardian, family member, or designated individual responsible for supervising and ensuring the safety and well-being of a patron who requires assistance, including minors.
Digital-Only Account	A library account that provides access exclusively to digital materials and online resources and does not include borrowing privileges for physical materials.
Library Account	An individual record maintained by the Leon Valley Public Library that contains a patron's registration information and documents borrowing activity, fees, and access to library services.
Library Card	A physical or digital card issued by the Leon Valley Public Library that provides access to library materials, resources, and services.
Minor	An individual under the age of 18.
Suspension of Privileges	A temporary or permanent restriction placed on a library account that limits or revokes borrowing privileges or access to services due to policy violations, unpaid fees, or overdue materials.

## VI. Roles & Responsibilities

Who is responsible for following, enforcing, or maintaining this policy?

### Library Cardholders

Library cardholders are responsible for safeguarding their library card and account credentials, returning all borrowed materials on time and in good condition, maintaining accurate and current account information, reporting lost or stolen cards promptly, and complying with this policy and all other applicable library policies. Cardholders accept full responsibility for all activity conducted on their account, including use by authorized users and caregivers.

### Authorized Users and Caregivers

Authorized users and caregivers are responsible for using a library card or account only with the permission of the cardholder, complying with all library policies while accessing library materials or services, and returning borrowed materials in accordance with library rules and staff instructions.

### Parents or Legal Guardians of Minors

Parents or legal guardians are responsible for managing and supervising their minor child's use of library materials, resources, and services. They are expected to understand that the library does not act *in loco parentis* and does not restrict access to materials based on age, except as required by law.

### Library Staff

Library staff are responsible for issuing, updating, and managing library accounts in accordance with this policy, verifying patron identity when appropriate, assisting patrons with account-related questions, enforcing borrowing restrictions or suspensions consistently and professionally, and protecting patron confidentiality as required by law and library policy.

### Library Director

The Library Director is responsible for interpreting and administering this policy, approving exceptions on a case-by-case basis when appropriate, authorizing the suspension or reinstatement of borrowing privileges, and ensuring staff receive appropriate training related to library account management and policy enforcement.

## VII. Related Documents & References

Include links or filenames for Policies, SOPS, forms or templates, system manuals

Document Name	Location or Link	Notes
Patron Registration Policy (LM-202503-A)	URL included after approved by Council	Establishes how accounts governed by this policy are created.
Circulation Policy (LM-202503-D)	URL included after approved by Council	Account use directly affects borrowing privileges.

Lost, Damaged, & Overdue Materials Policy (LM-202503-E)	URL included after approved by Council	Defines consequences tied to account misuse or material loss.
Confidentiality, Privacy, & Information Security Policy (MG-202503-C)	URL included after approved by Council	Governs privacy protections related to account activity.

<b>VIII. Revision History</b>				
Track the changes made over time				
Version	Date	Description of Change	Author	Approved by
1.0	03.12.2025	New & Updated	Regina Reed	LAB
1.5	01.08.2026	Updated Content & New Format	Regina Reed	

<b>IX. Appendices &amp; Attachments</b>		
Checklists, screenshots, flowcharts, or sample forms that support the procedure.		
Document Name	Location or Link	Notes
Account Responsibility Acknowledgment		Confirms patron acceptance of account use expectations.

## Policy 4 LM-202503-D Circulation Policy

I. Overview			
Policy Title:	Circulation Policy	Policy ID:	LM-202503-D
Category:	LM, Library Membership & Borrowing Policies	Author:	Regina Reed
Effective Date:	Upon City Council Approval	Reviewed by:	LAB
Last Review:	01.08.2026	Next Review	
Version	1.5		
All library policies remain drafts until reviewed by the Library Advisory Board and approved by City Council.			

II. Purpose
A short, clear statement of why this policy exists.

The Leon Valley Public Library provides equitable access to library materials and resources through fair, consistent, and transparent circulation practices. ~~provides access to library materials and resources under fair and consistent circulation rules.~~

This policy establishes borrowing privileges, loan periods, renewals, holds, overdue procedures, and account standing requirements to ensure responsible stewardship of library collections while supporting broad public access.

~~outlines borrowing privileges, loan periods, renewals, reserves, and procedures for lost, damaged, and overdue materials.~~

III. Scope
Defines where and to whom the policy applies.

This policy applies to all Leon Valley Public Library cardholders, including residents, non-residents, and special account holders.

It governs the circulation of all physical and circulating materials owned or managed by the Leon Valley Public Library, including books, audiovisual materials, Library of Things items, and Interlibrary Loan (ILL) materials.

IV. Policy Statement
Defines where and to whom the policy applies.

### Library Card Requirements

- A valid Leon Valley Public Library card is required to check out materials.
- Patrons must be in good standing (no excessive overdue materials or unpaid replacement or processing fees) to borrow items.
- Library accounts must be renewed annually to ensure accurate patron information.
- Patrons are responsible for all materials checked out on their library card, including items borrowed by authorized users.

- Library cards are non-transferable. Use of another person's card without authorization may result in account suspension.

### Loan Periods & Checkout Limits

- Books: 14-day loan period, renewable up to two times if no other holds are placed.
- ~~The library does not circulate physical magazines or audiobooks.~~
- Audiobooks and magazines are not circulated in physical format.
- DVDs: 14-day loan period, renewable up to two times if no other holds are placed.
- Library of Things: Special lending rules may apply for non-traditional items.
- ~~The Library Director may limit the loan period on any materials based on factors such as release date, anticipated popularity, or special collection status.~~
- Specific checkout limits, loan periods, and renewal limits may be set or adjusted by the Library Director based on demand, release date, collection type, or operational needs.

### Renewals

- Items may be renewed in person, by phone, online, or by email unless they are on hold for another patron.
- ~~Renewals may be denied if the patron has overdue materials or unpaid replacement/processing fees.~~
- Renewals may be denied if the patron has overdue materials or unpaid replacement or processing fees.
- Some materials, including Library of Things items and Interlibrary Loan (ILL) materials, may not be eligible for renewal.

### Reserves & Holds

- Patrons may place holds on materials that are currently checked out.
- Once an item is available, the patron will be notified and has a set period to pick up the item before it is released to the next person on the waiting list.
- Failure to pick up held materials within the designated timeframe may result in cancellation of the hold and may affect future hold privileges.

### Overdue, Lost, and Damaged Materials

- ~~The library does not charge overdue fines but requires replacement fees and processing fees for lost or damaged materials.~~
- The library does not charge daily overdue fines.
- Materials overdue for 45 days will be considered lost, and the patron will be billed for the replacement cost and applicable processing fee.
- ~~If a patron provides a replacement copy of an item in excellent condition, a minimum processing fee still applies~~
- Replacement copies are not accepted unless approved by the Library Director or designee; a minimum processing fee still applies.
- Library borrowing privileges may be suspended until lost/damaged item fees are paid.

- Accounts with long-term unreturned materials may be subject to additional recovery actions consistent with City policy.

### Interlibrary Loan (ILL)

- Patrons may request items from other libraries through Interlibrary Loan (ILL) services, which are subject to the Interlibrary Loan Policy.
- Loan periods, renewal, and conditions for ILL materials are determined by the lending library.
- Failure to return ILL materials on time may result in suspension of ILL privileges.
- Patrons are responsible for all costs assessed by the lending library for lost, damaged, or overdue ILL materials.

### Returning Materials

- Items must be returned to designated book drops or the circulation desk.
- Certain items, such as Library of Things materials, may require in-person returns.
- Materials returned in book drops after hours are considered returned on the next open business day.
- Damage caused by improper return methods may result in repair or replacement fees.

### Account Suspension & Privilege Restrictions

- Borrowing privileges may be suspended if a patron:
- Has excessive overdue materials.
- Has unpaid replacement or processing fees exceeding allowable limits.
- Habitually fails to return library materials.

The Library Director has the authority to reinstate borrowing privileges after reviewing a patron's account status.

Suspension of borrowing privileges does not eliminate a patron's responsibility for outstanding materials or fees.

V. Definitions	
Clarifies any terms, acronyms, or library-specific jargon.	
Term	Definition
Circulation	The process by which library materials are checked out, renewed, returned, or placed on hold.
Good Standing	A library account status indicating an active, unexpired account with no overdue materials, unresolved fees, or borrowing restrictions that limit access to library services or materials.
Library of Things	A collection of non-traditional, physical items that are not books or standard media, made available for borrowing under special lending conditions to support learning, creativity, skill-building, and community engagement.
Interlibrary Loan (ILL)	A cooperative service through which the library borrows materials from other libraries on behalf of its patrons.
Replacement Fee	The cost charged to a patron for a lost or irreparably damaged library item, based on the Library Fee Schedule.

Processing Fee	A non-refundable fee charged to cover the administrative costs associated with replacing, processing, or resolving lost or damaged library materials, including cataloging, labeling, and preparation.
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<b>VI. Roles &amp; Responsibilities</b>
Who is responsible for following, enforcing, or maintaining this policy?

**Patrons**

Maintain accurate account information; return materials on time and in good condition; comply with all circulation rules; and pay applicable replacement and processing fees.

**Library Staff**

Implement and apply circulation rules consistently and fairly; communicate borrowing responsibilities and account status to patrons; and process checkouts, returns, renewals, holds, notices, and suspensions in accordance with this policy and established procedures.

**Library Director**

Provides oversight of circulation practices; establishes and enforces circulation rules and approved exceptions; authorizes special lending conditions, replacement exceptions, and account reinstatements; and ensures circulation activities comply with City policies, professional standards, and operational requirements.

<b>VII. Related Documents &amp; References</b>		
Include links or filenames for Policies, SOPS, forms or templates, system manuals		
Document Name	Location or Link	Notes
Library Cardholder Responsibilities & Account Use Policy (LM-202503-C)	URL included after approved by Council	Establishes patron obligations related to borrowing privileges.
Lost, Damaged, & Overdue Materials Policy (LM-202503-E)	URL included after approved by Council	Addresses outcomes when circulation rules are not met.
Interlibrary Loan (ILL) Policy (LM-202503-F)	URL included after approved by Council	Extends circulation services beyond the local collection.
Library of Things Lending Policy (LM-202503-H)	URL included after approved by Council	Applies circulation rules to nontraditional lending items.
SOP – Needed: Circulation Procedures		Describes checkout, renewal, and return workflows referenced in this policy.

<b>VIII. Revision History</b>				
Track the changes made over time				
Version	Date	Description of Change	Author	Approved by
1.0	03.12.2025	New & Updated	Regina Reed	LAB
1.5	01.08.2026	Updated Content & New Format	Regina Reed	

**IX. Appendices & Attachments**

Checklists, screenshots, flowcharts, or sample forms that support the procedure.

Document Name	Location or Link	Notes
Loan Period & Checkout Limits Chart		Summarizes borrowing limits established by this policy.

## Policy 5 LM-202503-E Lost, Damaged, and Overdue Materials Policy

I. Overview			
Policy Title:	Lost, Damaged, and Overdue Materials Policy	Policy ID:	LM-202503-E
Category:	LM, Library Membership & Borrowing Policies	Author:	Regina Reed
Effective Date:	Upon City Council Approval	Reviewed by:	LAB
Last Review:	01.08.2026	Next Review	
Version			
All library policies remain drafts until reviewed by the Library Advisory Board and approved by City Council.			

II. Purpose
A short, clear statement of why this policy exists.

The purpose of this policy is to establish clear, fair, and consistent guidelines for the handling of library materials that are overdue, lost, or damaged, while supporting equitable access to library resources and responsible stewardship of the library's collection.

III. Scope
Defines where and to whom the policy applies.

This policy applies to all library cardholders and all circulating materials owned by or borrowed through the Leon Valley Public Library, including physical items, media, special collections, and interlibrary loan materials, unless otherwise specified.

This policy does not apply to non-circulating materials, digital collections governed by vendor agreements, or materials governed by separate agreements or policies.

IV. Policy Statement
Defines where and to whom the policy applies.

### Overdue Materials

The library does not charge overdue fines for late materials.

Items that are 45 days overdue will be considered lost, and the patron will be billed for the replacement cost and processing fee.

Borrowing privileges may be suspended until the account is resolved.

Patrons will receive account notifications regarding overdue materials prior to an item being declared lost, when accurate contact information is available.

### Lost Materials

If an item is lost, the patron must pay the full replacement cost of the item plus a processing fee as outlined in the Library Fee Schedule.

The processing fee covers the cost of cataloging, labeling, and preparing a replacement for circulation.

If a billed item is returned in acceptable condition after being declared lost, the replacement charge may be removed at the Library Director's discretion; processing fees are non-refundable.

### **Damaged Materials**

If an item is returned in damaged condition and is no longer usable, the patron will be charged the replacement cost and a processing fee.

If a minor repair is needed but the item remains in circulation, the Library Director may assess a repair fee instead of full replacement.

Damage includes but is not limited to:

- Water damage or mold
- Torn, missing, or defaced pages
- Broken bindings or covers
- Stained or excessively soiled materials
- Scratched, cracked, or unplayable media items
- Smell, including smoke or urine, that renders the item unusable

Normal wear from reasonable use is not considered damage.

### **Replacement Copies**

Patrons may provide a replacement copy of a lost or damaged item if it meets the library's standards for quality and condition.

Replacement copies must be new or in excellent condition and must match the ISBN or edition of the lost or damaged item.

Even if a replacement copy is provided, a minimum processing fee still applies to cover cataloging and preparation.

The library reserves the right to refuse replacement copies that do not meet collection standards or operational needs.

### **Unpaid Fees & Borrowing Privileges**

Patrons with outstanding replacement or processing fees may have their borrowing privileges suspended until payment is made.

The Library Director has the discretion to arrange payment plans or fee reductions in cases of financial hardship.

Borrowing privileges may be reinstated once fees are resolved or an approved payment arrangement is in place.

<b>V. Definitions</b>
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Clarifies any terms, acronyms, or library-specific jargon.	
Term	Definition
Borrowing Privileges	A patron's ability to check out library materials and access certain library services, subject to applicable loan limits, due dates, fees, and compliance with library policies.
Damaged Materials	Items returned in a condition that prevents normal circulation or requires repair or replacement.
Lost Materials	Items not returned within 45 days of the due date or reported lost by the patron.
Overdue Materials	Library items not returned by the established due date.
Processing Fee	A non-refundable fee charged to cover the administrative costs associated with replacing, processing, or resolving lost or damaged library materials, including cataloging, labeling, and preparation.
Replacement Cost	The full cost to repair or replace a library item, as determined by the library, including the cost of parts, labor, shipping, and any applicable processing fees.

<b>VI. Roles &amp; Responsibilities</b>
Who is responsible for following, enforcing, or maintaining this policy?

**Patrons**

Return materials on time and in good condition, report lost or damaged materials promptly, and resolve outstanding fees to maintain borrowing privileges.

**Library Staff**

Assess material condition upon return, apply fees in accordance with this policy and the Library Fee Schedule, and communicate account status and options to patrons.

**Library Director**

Interprets and enforces this policy; approves exceptions, payment plans, or fee adjustments; determines whether damaged materials require repair or replacement; and ensures consistency with City policies and operational standards.

<b>VII. Related Documents &amp; References</b>		
Include links or filenames for Policies, SOPS, forms or templates, system manuals		
Document Name	Location or Link	Notes
Circulation Policy (LM-202503-D)	URL included after approved by Council	Defines the borrowing activity that may result in loss or damage.
Library Cardholder Responsibilities & Account Use Policy (LM-202503-C)	URL included after approved by Council	Establishes patron accountability for borrowed materials.
Library Fee Schedule (City Ordinance)		Provides cost references applied under this policy.
SOP – Needed: Replacement Cost Assessment & Resolution		Describes how staff assess and resolve material loss or damage.

<b>VIII. Revision History</b>				
Track the changes made over time				
Version	Date	Description of Change	Author	Approved by
1.0	03.12.2025	New & Updated	Regina Reed	LAB
1.5	01.08.2026	Updated Content & New Format	Regina Reed	

<b>IX. Appendices &amp; Attachments</b>		
Checklists, screenshots, flowcharts, or sample forms that support the procedure.		
Document Name	Location or Link	Notes
Replacement Cost Guidelines		Used to determine charges referenced in this policy.

## Policy 6 LM-202503-F Interlibrary Loan (ILL)

I. Overview			
Policy Title:	Interlibrary Loan (ILL)	Policy ID:	LM-202503-F
Category:	LM, Library Membership & Borrowing Policies	Author:	Regina Reed
Effective Date:	Upon City Council Approval	Reviewed by:	LAB
Last Review:	01.08.2026	Next Review	
Version	1.5		
All library policies remain drafts until reviewed by the Library Advisory Board and approved by City Council.			

II. Purpose
A short, clear statement of why this policy exists.

The Leon Valley Public Library provides Interlibrary Loan (ILL) services to give patrons access to materials not available in the library's collection. **This policy outlines the eligibility, borrowing guidelines, and patron responsibilities for ILL services.**

III. Scope
Defines where and to whom the policy applies.

**This policy applies to all Leon Valley Public Library patrons who request materials through Interlibrary Loan (ILL) services, as well as library staff responsible for processing, managing, and administering ILL transactions.**

**ILL services are subject to the policies, conditions, and limitations of lending libraries and any applicable regional, state, or national interlibrary loan agreements.**

IV. Policy Statement
Defines where and to whom the policy applies.

### Eligibility & Borrowing Requirements

- Patrons must have an active Leon Valley Public Library card in good standing to request ILL materials.
- Non-cardholders must request ILL services through their home library.
- The library adheres to the Interlibrary Loan Code for the United States (ALA) and lending library regulations, which may impose restrictions on materials and loan periods.
- **Patrons with excessive fines, fees, or suspended borrowing privileges may be ineligible for ILL services until their account is returned to good standing.**
- **The library reserves the right to limit the number of active ILL requests per patron to ensure equitable access and manageable service levels.**

### Types of Materials Available for ILL

The library will attempt to borrow requested materials, but certain items may not be available for loan, including:

- Current bestsellers and popular new releases (within the last 6–12 months).
- Reference materials (e.g., encyclopedias, dictionaries).
- Genealogy and local history materials.
- Rare, fragile, or high-value items.
- Audiovisual materials (DVDs, Blu-rays, CDs) – availability varies by lending library.
- Bulky or oversized items that are difficult to ship.
- **Materials restricted by the lending library due to licensing, format, or preservation concerns.**

The lending library has the right to impose restrictions on use, such as requiring that an item be used only within the library.

### **Fees & Patron Responsibilities**

- ILL services are generally free, but the patron is responsible for any loan fees, photocopying charges, or shipping costs imposed by the lending library.
- If a lending library charges a fee, the patron must approve the cost before the request is processed.
- Lost or damaged ILL materials are the responsibility of the borrowing patron. The lending library determines the replacement cost, which must be paid before additional ILL requests can be made.
- **Patrons are responsible for complying with all use restrictions established by the lending library, including in-library use only, no renewals, or special handling requirements.**
- **Failure to comply with lending library conditions may jeopardize the Leon Valley Public Library's ability to borrow from partner libraries.**

### **Loan Periods & Renewals**

- Loan periods for ILL materials are set by the lending library, not the Leon Valley Public Library.
- Patrons must return ILL materials by the due date assigned at checkout.
- Renewal requests must be made at least two business days before the due date, but renewals are not guaranteed and depend on the policies of the lending library.
- **Due dates may be adjusted by the lending library at any time, and patrons are responsible for complying with revised return deadlines.**

### **Failure to Pick Up Requested Materials**

- Patrons will be notified when an ILL item arrives, and the item must be picked up within seven days.

- If a patron fails to pick up a requested ILL item more than twice, ILL privileges may be suspended.
- Repeated failure to pick up materials may result in temporary or permanent suspension of ILL privileges at the discretion of the Library Director or designee.

### Returning ILL Materials

- ILL materials must be returned to the Leon Valley Public Library circulation desk and not placed in the book drop, as some items may require special handling.
- If an item is returned late, the lending library may suspend ILL privileges for Leon Valley Public Library patrons.
- Patrons may be held financially responsible for additional fees incurred due to late returns or improper handling.

### Policy Violations & Suspension of ILL Privileges

The Library Director reserves the right to suspend ILL privileges for patrons who:

- Consistently fail to return ILL materials on time.
- Lose or damage ILL materials.
- Fail to pick up multiple requested items.
- Fail to pay assessed fees or replacement costs.
- Demonstrate a pattern of misuse that negatively impacts lending relationships.

V. Definitions	
Clarifies any terms, acronyms, or library-specific jargon.	
Term	Definition
Borrowing Library	The Leon Valley Public Library, acting on behalf of its patron to request materials from another institution.
Interlibrary Loan (ILL)	A cooperative service through which the library borrows materials from other libraries on behalf of its patrons.
Lending Library	The library that owns the requested material and agrees to loan it under specified conditions.
Patron in Good Standing	A library cardholder with an active account and no outstanding blocks, excessive fines, or unresolved fees.

VI. Roles & Responsibilities
Who is responsible for following, enforcing, or maintaining this policy?

#### Patrons

Submit accurate and complete ILL requests, comply with all lending library conditions and due dates, and assume financial responsibility for fees, damages, or loss.

#### Library Staff

Process ILL requests in accordance with this policy and lending library requirements, clearly communicate due dates, restrictions, and fees to patrons, and monitor compliance while reporting recurring issues to administration.

### Library Director

Establishes and enforces ILL policy and procedures, approves suspensions or reinstatements of ILL privileges when necessary, and ensures compliance with ALA standards and cooperative agreements.

VII. Related Documents & References		
Include links or filenames for Policies, SOPS, forms or templates, system manuals		
Document Name	Location or Link	Notes
Document Name	Location or Link	Notes
Circulation Policy (LM-202503-D)	URL included after approved by Council	ILL borrowing is subject to circulation rules and limits.
Copyright Policy (MG-202505-C)	URL included after approved by Council	Governs copying and use of borrowed materials.
TexShare Program Guidelines	<a href="https://www.tsl.texas.gov/texshare">https://www.tsl.texas.gov/texshare</a>	Defines eligibility and conditions for resource sharing.
SOP – Needed: ILL Request Processing		Describes request, tracking, and fulfillment procedures.

VIII. Revision History				
Track the changes made over time				
Version	Date	Description of Change	Author	Approved by
1.0	03.12.2025	New & Updated	Regina Reed	LAB
1.5	01.08.2026	Updated Content & New Format	Regina Reed	

IX. Appendices & Attachments		
Checklists, screenshots, flowcharts, or sample forms that support the procedure.		
Document Name	Location or Link	Notes
Interlibrary Loan Request Form		Used by patrons to request materials under this policy.

## Policy 7LM-202503-G Digital Access Card Policy

I. Overview			
Policy Title:	Digital Access Card Policy	Policy ID:	LM-202503-G
Category:	LM, Library Membership & Borrowing Policies	Author:	Regina Reed
Effective Date:	Upon City Council Approval	Reviewed by:	LAB
Last Review:	01.08.2026	Next Review	
Version	1.5		
All library policies remain drafts until reviewed by the Library Advisory Board and approved by City Council.			

II. Purpose
A short, clear statement of why this policy exists.

The Leon Valley Public Library offers digital library cards (Digital Cards) to provide access to electronic resources for patrons who may not need to borrow physical materials. This policy outlines eligibility, borrowing privileges, and usage guidelines for digital resource access.

III. Scope
Defines where and to whom the policy applies.

This policy applies to all patrons who apply for or hold a Leon Valley Public Library Digital Access Card and governs access to digital collections, online platforms, databases, and in-library public computer use.

This policy does not apply to the borrowing of physical materials or Interlibrary Loan (ILL) services.

IV. Policy Statement
Defines where and to whom the policy applies.

### Eligibility

Digital Cards are available to all patrons, regardless of residency.

Applicants must provide a valid email address and verify their identity using a photo ID.

Digital Cards are intended for patrons who primarily use digital materials and do not require physical borrowing privileges.

### Access & Borrowing Privileges

Patrons with a Digital Card may:

- Borrow e-books, digital audiobooks, and streaming media through the library's online platforms.
- Access digital databases, research tools, and learning resources.
- Use public computers at the library.

## Digital Card Limitations

Digital Cards do not allow the checkout of physical materials or Interlibrary Loan (ILL) requests.

Digital Card holders who wish to check out physical items must upgrade to a full-access library card by meeting standard registration requirements.

## Renewal & Account Maintenance

Digital Cards expire annually and must be renewed by verifying account information.

Patrons must update their contact details if their email or phone number changes.

## Usage & Compliance

Digital resource access is governed by licensing agreements with content providers. Patrons must comply with all usage restrictions and copyright laws.

Accounts found in violation of library policies, misuse of resources, or unauthorized sharing of digital access may be suspended.

<b>V. Definitions</b>	
Clarifies any terms, acronyms, or library-specific jargon.	
Term	Definition
Digital Access Card (Digital Card)	A library card that provides access exclusively to electronic resources and services without physical borrowing privileges.
Digital Resources	Electronic materials and services provided by the library, including e-books, digital audiobooks, streaming media, databases, and online learning platforms.
Full-Access Library Card	A standard library card that allows borrowing of physical materials and access to all eligible library services.
Interlibrary Loan (ILL)	A cooperative service through which the library borrows materials from other libraries on behalf of its patrons.

<b>VI. Roles &amp; Responsibilities</b>
Who is responsible for following, enforcing, or maintaining this policy?

### Patrons

Patrons are responsible for maintaining accurate account information, using digital resources in compliance with library policies and licensing agreements, and renewing their Digital Access Card as required.

### Library Staff

Library staff are responsible for verifying eligibility and identity, issuing Digital Access Cards, assisting patrons with account questions or upgrades, and monitoring accounts for policy compliance.

### Library Director

The Library Director oversees implementation of this policy, reviews and approves exceptions, and authorizes account suspension or reinstatement when necessary.

<b>VII. Related Documents &amp; References</b>		
Include links or filenames for Policies, SOPS, forms or templates, system manuals		
Document Name	Location or Link	Notes
Patron Registration Policy (LM-202503-A)	URL included after approved by Council	Establishes eligibility and issuance requirements for digital access cards.
Public Computer & Wi-Fi Access Policy (TI-202503-A)	URL included after approved by Council	Governs use of digital resources accessed through this card.
Confidentiality, Privacy, & Information Security Policy (MG-202503-C)	URL included after approved by Council	Applies privacy protections to digital account use.
SOP – Needed: Digital Access Card Issuance & Management		Describes staff procedures for managing digital-only accounts.

<b>VIII. Revision History</b>				
Track the changes made over time				
<i>Notes: Each revision needs to be approved and placed on file with Human Resources</i>				
Version	Date	Description of Change	Author	Approved by
1.0	03.12.2025	New & Updated	Regina Reed	LAB
1.5	01.08.2026	Updated Content & New Format	Regina Reed	

<b>IX. Appendices &amp; Attachments</b>		
Checklists, screenshots, flowcharts, or sample forms that support the procedure.		
Document Name	Location or Link	Notes
Digital Access Card Terms of Use		Defines conditions associated with digital access privileges.

## Policy 8 LM-202503-H Library of Things Lending Policy

I. Overview			
Policy Title:	Library of Things Lending Policy	Policy ID:	LM-202503-H
Category:	LM, Library Membership & Borrowing Policies	Author:	Regina Reed
Effective Date:	Upon City Council Approval	Reviewed by:	LAB
Last Review:	01.08.2026	Next Review	
Version	1.5		
All library policies remain drafts until reviewed by the Library Advisory Board and approved by City Council.			

II. Purpose
A short, clear statement of why this policy exists.

The Library of Things expands the Leon Valley Public Library's collection beyond traditional books and media, offering a variety of non-traditional materials such as board games, tools, and kits to support learning, creativity, and community engagement. This policy outlines the borrowing guidelines, responsibilities, and usage rules for these materials.

III. Scope
Defines where and to whom the policy applies.

This policy applies to all Library of Things items owned, leased, or otherwise provided by the Leon Valley Public Library, including but not limited to tools, kits, games, equipment, and activity-based resources.

This policy applies to all patrons who borrow Library of Things items, as well as library staff responsible for the circulation, maintenance, and oversight of the Library of Things collection.

IV. Policy Statement
Defines where and to whom the policy applies.

### Eligible Borrowers

A valid Leon Valley Public Library card in good standing is required to check out Library of Things items.

Borrowers must be **18 years or older to check out certain items, as determined by the Library Director.**

**A parent or legal guardian must accept responsibility for Library of Things items borrowed for use by a minor.**

Patrons assume full responsibility for all borrowed items and their proper use.

### Loan Periods & Checkout Limits

Loan Period: **Loan periods vary by item, as determined by item type or category.**

Renewals: Items may be renewed once **in person at the library, if no other holds have been placed.**

Checkout Limits: Patrons may check out up to two (2) Library of Things items at a time.

### **Usage & Care Guidelines**

Items must be returned in the same condition as when borrowed, **with all pieces and accessories included.**

Items must be returned to the circulation desk— **they may not be placed in the book drop or returned after hours.**

**The library does not provide instruction, training, or supervision in the use of Library of Things items.**

The library is not responsible for **personal injury, property damage, or loss** resulting from the use of borrowed items.

Items must be used for their intended purpose and in accordance with manufacturer **instructions.**

### **Lost, Damaged, or Incomplete Returns**

Borrowers are responsible for the **full replacement cost** of lost or damaged items, **including missing components.**

If an item is returned with missing pieces, the patron will be charged for replacement parts or the full item **if individual components cannot be reasonably replaced.**

A processing fee **applies in addition to replacement costs.**

### **Restricted Items & Special Considerations**

Certain items may require **in-library use only or have additional borrowing restrictions based on safety, cost, or complexity,** as determined by the Library Director.

### **Policy Violations & Suspension of Privileges**

Repeated failure to return items on time, returning items damaged, or misuse of materials may result in **temporary or permanent suspension** of Library of Things borrowing privileges.

**Suspension of Library of Things privileges does not automatically affect a patron's ability to borrow traditional library materials, unless otherwise warranted.**

The Library Director reserves the right to **modify borrowing privileges or approve exceptions** on a case-by-case basis.

<b>V. Definitions</b>	
Clarifies any terms, acronyms, or library-specific jargon.	
Term	Definition

Borrower	A library cardholder who checks out library materials and assumes responsibility for their proper use, care, and return.
Good Standing	A library account status indicating an active, unexpired account with no overdue materials, unresolved fees, or borrowing restrictions that limit access to library services or materials.
Library of Things	A collection of non-traditional, physical items that are not books or standard media, made available for borrowing under special lending conditions to support learning, creativity, skill-building, and community engagement.
Replacement Cost	The full cost to repair or replace a library item, as determined by the library, including the cost of parts, labor, shipping, and any applicable processing fees.

<b>VI. Roles &amp; Responsibilities</b>
Who is responsible for following, enforcing, or maintaining this policy?

**Patrons**

Patrons who borrow Library of Things items are responsible for using all items safely and only for their intended purpose, returning items on time and in the same condition as borrowed, and ensuring that all components are complete. Patrons accept full financial responsibility for any lost, damaged, or incomplete items in accordance with the Library’s fee schedule and applicable policies.

**Library Staff**

Library staff are responsible for circulating Library of Things items in accordance with this policy, inspecting items at checkout and return to verify condition and completeness, documenting any damage, missing components, or misuse, and clearly communicating borrowing requirements and return expectations to patrons.

**Library Director**

The Library Director provides oversight of the Library of Things collection, including establishing item eligibility, loan periods, age restrictions, and special conditions; approving exceptions; resolving disputes; and ensuring risk management, policy compliance, and responsible stewardship of Library of Things materials.

<b>VII. Related Documents &amp; References</b>		
Include links or filenames for Policies, SOPS, forms or templates, system manuals		
Document Name	Location or Link	Notes
Circulation Policy (LM-202503-D)	URL included after approved by Council	Applies general lending rules to Library of Things items.
Library Cardholder Responsibilities & Account Use Policy (LM-202503-C)	URL included after approved by Council	Establishes borrower responsibility for nontraditional items.
Lost, Damaged, & Overdue Materials Policy (LM-202503-E)	URL included after approved by Council	Addresses outcomes for loss or damage of Library of Things items.

SOP – Needed: Library of Things Inventory & Maintenance		Describes handling and tracking procedures referenced in this policy.
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VIII. Revision History				
Track the changes made over time				
Version	Date	Description of Change	Author	Approved by
1.0	03.12.2025	New & Updated	Regina Reed	LAB
1.5	01.08.2026	Updated Content & New Format	Regina Reed	

IX. Appendices & Attachments		
Checklists, screenshots, flowcharts, or sample forms that support the procedure.		
Document Name	Location or Link	Notes
Item-Specific Lending Agreement		Documents conditions unique to specific items.
Liability Waiver (if applicable)		Addresses risk considerations related to item use.

## Policy 9 LM-202503-I Homebound & Outreach Services Policy

I. Overview			
Policy Title:	Homebound & Outreach Services Policy	Policy ID:	LM-202503-I
Category:	LM, Library Membership & Borrowing Policies	Author:	Regina Reed
Effective Date:	Upon City Council Approval	Reviewed by:	LAB
Last Review:	01.08.2026	Next Review	
Version	1.5		
All library policies remain drafts until reviewed by the Library Advisory Board and approved by City Council.			

II. Purpose
A short, clear statement of why this policy exists.

The Leon Valley Public Library is committed to ensuring **equitable access** to library materials and services for patrons who are unable to visit the library due to age, disability, illness, or other mobility limitations. This policy outlines **eligibility requirements, borrowing guidelines, and service procedures** for the Library's Homebound and Outreach Services program **to ensure services are delivered in a consistent, safe, and sustainable manner.**

III. Scope
Defines where and to whom the policy applies.

This policy applies to the **administration and delivery** of Homebound and Outreach Services provided by the Leon Valley Public Library. It governs **eligibility determination, service delivery, borrowing practices, and participation requirements** for patrons receiving materials through home delivery or outreach-based services.

This policy applies to **library staff involved in coordinating or delivering Homebound and Outreach Services** and to **patrons participating in the program.**

IV. Policy Statement
Defines where and to whom the policy applies.

### Eligibility

To qualify for Homebound Services, a patron must:

- Be a Leon Valley resident.
- Have a **temporary or permanent condition** that prevents them from visiting the library in person.
- Reside in a **private home, assisted living facility, or senior residence within Leon Valley.**
- Be **unable to designate a family member, friend, or caregiver** to pick up and return materials on their behalf.
- **Complete a Homebound Services application or intake process**, which may include verification of eligibility as deemed appropriate by the Library Director or designee.

Eligibility will be determined by the Library Director or designated staff and may be reviewed periodically to ensure continued need for service.

### Services Provided

Homebound and Outreach Services may include:

- **Home Delivery & Pickup:** Library staff will deliver and retrieve materials on a scheduled basis.
- **Material Selection Assistance:** Staff may assist patrons in selecting materials based on interests, formats, and reading preferences.
- **Extended Loan Periods:** Homebound patrons **may be granted longer checkout periods** for standard materials, subject to availability.
- **Texas Talking Book Program (TSLAC) Assistance:** Staff may assist eligible patrons with registration for **free audiobooks, braille, and large-print materials** provided by the Texas State Library and Archives Commission.
- **Outreach Services:** Off-site programming, pop-up library services, or group material delivery to community locations may be provided as staffing and resources allow.

### Borrowing Guidelines

- Homebound patrons may check out **any circulating material** from the library collection.
- **Interlibrary Loan (ILL) materials are not available** for home delivery.
- Loan periods and renewal options are **determined by material type and availability**.
- Patrons are responsible for **caring for borrowed items** and returning them in good condition.
- **All standard library policies regarding lost, damaged, or overdue materials apply.**
- **The Library may limit the number of items checked out at one time** to ensure equitable access and manageable service delivery.

### Scheduling & Delivery

- Deliveries and pickups are scheduled based on **staff availability, routing efficiency, and patron needs**.
- Patrons will be notified of their **delivery window in advance**.
- Patrons must notify the library **at least 24 hours in advance** if unavailable for a scheduled delivery.
- **Repeated cancellations, failure to return materials, or failure to communicate availability may result in suspension** of service.

- Service frequency, delivery days, and routes may be adjusted based on operational needs.
- The Library reserves the right to suspend or discontinue service if staff safety is compromised or conditions are deemed unsafe.

### Outreach Services

The Leon Valley Public Library provides outreach services to support access for individuals and groups who face barriers to in-library use, including visits to senior centers, assisted living facilities, and community organizations.

Outreach services are intended to supplement—not replace—regular library services and may be modified based on community needs, partnerships, staffing levels, and available resources.

### Service Limitations

- The library does not provide in-home assistance beyond delivery and pickup of materials.
- Patrons must designate a safe, accessible delivery location.
- Library staff are not permitted to enter private residences unless expressly authorized by library administration and consistent with safety protocols.
- The library does not provide transportation, personal care assistance, or medical services.
- Service availability may be adjusted or suspended due to staffing constraints, safety considerations, or operational limitations.

V. Definitions	
Clarifies any terms, acronyms, or library-specific jargon.	
Term	Definition
Assisted Living Facility	A residential facility that provides housing and supportive services for individuals who may require assistance with daily activities but do not require full-time medical care.
Delivery Location	A safe, accessible area designated by the patron for the delivery and pickup of library materials.
Eligibility Verification	The process by which the library confirms a patron’s qualification for Homebound or Outreach Services, which may include documentation or self-attestation as deemed appropriate by the Library Director or designee.
Homebound Patron	A registered library patron who is unable to visit the library in person due to age, disability, illness, or mobility limitation and who qualifies for Homebound Services under this policy.
Homebound Services	Library services that provide delivery and pickup of materials to eligible patrons at their residence or care facility when they are unable to visit the library in person.
Interlibrary Loan (ILL)	A cooperative service through which the library borrows materials from other libraries on behalf of its patrons.

Outreach Services	Library services provided outside the library building, including off-site programming, pop-up library services, and group material delivery to community locations.
Senior Residence	A housing community primarily designed for older adults, including independent living, assisted living, or similar age-restricted housing.
Texas Talking Book Program (TTBP)	A free service administered by the Texas State Library and Archives Commission that provides audiobooks, braille, and large-print materials to eligible individuals with visual, physical, or reading disabilities.

<b>VI. Roles &amp; Responsibilities</b>
Who is responsible for following, enforcing, or maintaining this policy?

<b>VII. Related Documents &amp; References</b>		
Include links or filenames for Policies, SOPS, forms or templates, system manuals		
Document Name	Location or Link	Notes
Document Name	Location or Link	Notes
Patron Registration Policy (LM-202503-A)	URL included after approved by Council	Establishes eligibility and account requirements for service recipients.
Volunteer Policy (MG-202505-B)	URL included after approved by Council	Governs volunteer participation in service delivery.
Confidentiality, Privacy, & Information Security Policy (MG-202503-C)	URL included after approved by Council	Applies privacy protections to patron information handled offsite.
SOP – Needed: Homebound Service Delivery & Tracking		Describes procedures for selecting, delivering, and returning materials.

<b>VIII. Revision History</b>				
Track the changes made over time				
<i>Notes: Each revision needs to be approved and placed on file with Human Resources</i>				
Version	Date	Description of Change	Author	Approved by
1.0	03.12.2025	New & Updated	Regina Reed	LAB
1.5	01.08.2026	Updated Content & New Format	Regina Reed	

<b>IX. Appendices &amp; Attachments</b>		
Checklists, screenshots, flowcharts, or sample forms that support the procedure.		
Document Name	Location or Link	Notes
Homebound Services Application		Used to request participation in homebound services.
Delivery Log		Tracks materials delivered and returned under this policy.