

Section 1 Library Mission, Governance, and General Policies

This section establishes the foundational framework for how the Library operates. It outlines the Library's mission, governing authority, and overarching policies that guide decision-making, ensure accountability, and support consistent, ethical, and effective service to the community. The policies in this section provide the structural and philosophical grounding for all subsequent library policies and procedures.

Policy 1 MG-202503-A Mission & Vision Statements

I. Overview			
Policy Title:	Mission & Vision Statements	Policy ID:	MG-202503-A
Category:	MG-Mission, Governance, & General Policies	Author:	Regina Reed
Effective Date:	Upon City Council Approval	Reviewed by:	
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 Mission and Vision Statements define the Leon Valley Public Library's role within the community and guide its services, policies, and strategic direction. They support consistent decision-making, promote accountability, and communicate the library's commitment to inclusive, accessible, and responsive service. The Mission and Vision Statements are reviewed periodically to ensure continued alignment with the evolving needs of Leon Valley's residents, businesses, and visitors.

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

This policy applies to all Leon Valley Public Library staff, volunteers, advisory board members, and stakeholders involved in planning, delivering, or evaluating library services, programs, operations, or strategic initiatives. The Mission and Vision Statements guide decision-making across the library and provide the community with a clear understanding of the library's purpose, values, and long-term direction.

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

Mission Statement

The Leon Valley Public Library provides free and equitable access to information, resources, and programs that support lifelong learning, cultural enrichment, and community engagement. The library fosters literacy, creativity, and exploration in a welcoming and inclusive environment.

Vision Statement

The Leon Valley Public Library envisions a future where knowledge, creativity, and heritage preservation thrive. As a dynamic hub for lifelong learning and innovation, the library empowers individuals of all ages to explore, connect, and grow in an ever-changing world.

V. Definitions
Clarifies any terms, acronyms, or library-specific jargon.

Term	Definition
Community Engagement	Efforts to connect with residents, businesses, and visitors through inclusive programs, partnerships, outreach activities, and shared events that foster participation and collaboration.
Library Services	Programs, resources, and activities provided by the Leon Valley Public Library to meet community needs, including circulation, programming, outreach, technology access, and reference support.
Mission Statement	A concise declaration describing the library's fundamental purpose, core services, and commitments to the community
Stakeholders	Individuals or groups with an interest in the library's operations or impact, including staff, volunteers, advisory board members, city officials, community partners, and patrons.
Strategic Initiatives	Major projects, goals, or priorities designed to advance the library's mission and vision, often aligned with the City of Leon Valley's broader strategic plans.
Vision Statement	A forward-looking statement that outlines the library's aspirations and long-term direction, reflecting the desired future for the organization and its role in the community.

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

Patrons

Engage with library services, programs, and spaces that are guided by the Mission and Vision Statements and contribute to a respectful, inclusive library environment aligned with those principles.

Library Staff

Incorporate the Mission and Vision Statements into daily work practices, service delivery, and program development. Staff are responsible for understanding and applying these statements when planning or evaluating services.

Volunteers

Support the Mission and Vision by contributing to a welcoming, inclusive, and service-oriented environment and by following staff guidance related to library priorities.

Library Director

Oversees the implementation of the Mission and Vision Statements across all library operations. Ensures that services, programs, and strategic initiatives align with the library's guiding principles and recommends updates as community needs evolve.

Library Advisory Board

Provides insight and recommendations that reflect community needs and supports the alignment of library policies, goals, and initiatives with the Mission and Vision Statements.

City Administration & Stakeholders

Collaborate with the library to ensure long-term planning, budgeting, and community initiatives support and reinforce the library's stated mission and vision.

VII. Related Documents & References		
Include links or filenames for Policies, SOPS, forms or templates, system manuals		
Document Name	Location or Link	Notes
Leon Valley Public Library Code of Conduct (MG-202503-B)	URL included after approved by Council	The Code of Conduct reflects behavioral expectations that support the library's mission and values.
Collection Development Policy (CD-202503-A)	URL included after approved by Council	Collection priorities and selection decisions are guided by the library's mission and vision.
Sponsorship Policy (MG-202503-E)	URL included after approved by Council	Sponsorship decisions are evaluated for alignment with the mission and vision.
ALA Core Values of Librarianship	https://www.ala.org/tools/ethics	Provides professional principles that inform the development of the library's mission and vision.
SOP – Needed: Strategic Planning & Community Needs Assessment		Supports TSLAC expectations for ongoing planning and mission review. Strategic or Long-term plan required for accreditation.

VIII. Revision History				
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	01.08.2025	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

Policy 2 MG-202503-B Library Code of Conduct

I. Overview			
Policy Title:	Library Code of Conduct	Policy ID:	MG-202503-B
Category:	MG-Mission, Governance, & General Policies	Author:	Regina Reed
Effective Date:	Upon City Council Approval	Reviewed by:	
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 providing a safe, welcoming, and inclusive environment for all patrons. This policy establishes expected behaviors **and prohibited conduct**, **outlines enforcement authority**, and defines consequences for misconduct to ensure that everyone can freely access library resources and services.

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

This policy applies to all patrons and visitors on library property; library staff, volunteers, and contractors; and all public service and operational areas, including the building interior, porch, grounds, restrooms, program rooms, and any temporary off-site library-sponsored events. It further applies to situations involving misconduct, safety issues, policy enforcement, disciplinary actions, incident response, and documentation standards.

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

Expected Behavior

To create a respectful and welcoming environment, patrons are expected to:

- Follow all library policies, which are posted on the library's website and available in the library.
- Attend to personal belongings. The library is not responsible for lost, stolen, or misplaced personal items. Library staff have the discretion to remove and dispose of abandoned items as necessary.
- Wear shoes and appropriate clothing for public health and safety reasons.
- Use public restrooms only for their intended purposes.
- Maintain acceptable hygiene. Strong odors (from body odor or excessive fragrance) that constitute a nuisance to others may result in the patron being asked to leave.
- Remain in public areas unless otherwise authorized by staff.

- Supervise children appropriately. Parents and guardians are responsible for the behavior and safety of minors at all times. Children who cannot care for themselves or who are disruptive may require the immediate return of a caregiver.
- Use library spaces, furniture, and equipment only for their intended purposes (no moving furniture without permission, no lying on floors, no bathing or laundering in restrooms, etc.).

Prohibited Behavior

The following actions and behaviors are not allowed on library property:

- Disruptive Behavior: Any behavior that interferes with normal library operations or other patrons' ability to use library services. This includes excessive noise, running, blocking aisles or entrances, throwing objects, inappropriate use of furniture, or refusing to follow staff directions.
- Using library computers or Wi-Fi in a manner that disrupts others, violates library policies, or displays content inappropriate for a public space.
- Harassment: Any unwelcome conduct directed at library staff or patrons that creates an intimidating, hostile, or offensive environment, including threats, bullying, verbal abuse, stalking, discriminatory comments, or unwanted physical contact. **This includes photographing, recording, or following staff or patrons in a manner that is intrusive, harassing, or violates privacy.**
- Solicitation, Panhandling, and Unauthorized Transactions: Engaging in activities such as requesting donations, selling goods or services, distributing promotional materials, or gathering petition signatures without prior written approval from the Library Director.
- Possession or Use of Alcohol or Illegal Substances.
- Phone Calls & Noise Control: Phone calls must be kept short and quiet to avoid disturbing others. Loud talking and phone calls at public computers are not permitted. **Speakerphone use, loud video/audio playback, and disruptive electronic alerts are prohibited. Library phones are used for staff operations only and are not available for personal or patron use.**
- Intentional Damage or Vandalism: Destruction or damage of library property or the personal property of others.
- Food & Drinks: Consumption of food is not permitted unless authorized by staff. Drinks in covered containers are allowed, except near computers.
- Sleeping in the Library: **Extended, unconscious, or disruptive sleeping that impedes library use, poses a safety concern, or appears to require a wellness check is prohibited.**
- Smoking & Vaping: Not allowed inside the library or on the library porch. **This includes e-cigarettes, vape pens, and smokeless tobacco.**
- Animals in the Library: Only service animals as defined by the ADA are permitted. **Emotional support animals and pets are not permitted unless part of an approved library program.**
- Violation of Any Federal, State, or Local Laws.

Consequences for Policy Violations

Initial Warning

A staff member will provide a verbal warning and a copy of this policy, requesting compliance.

Removal for the Day

If the behavior continues, the patron may be asked to leave for the remainder of the day.

The Library Director or their appointee has the authority to enforce this action.

Refusal to comply may result in law enforcement intervention.

Suspension or Expulsion

Severe or repeated violations may result in temporary or permanent loss of library privileges.

Patrons will receive written notice of suspensions exceeding one day, including the reason and duration.

Suspended patrons may request a written review within 10 business days.

Suspension & Expulsion Authority

The Library Director has the authority to temporarily expel a patron who creates a disruptive, unsafe, or unwelcoming environment.

The City Manager, at the recommendation of the Library Director, may permanently expel a patron for serious or repeated violations. The City Manager will provide written notice to the patron, and the City Council will be notified.

If a suspended patron attempts to re-enter the library before the suspension period expires, staff will contact law enforcement immediately.

Staff may file a Criminal Trespass Notice with law enforcement when necessary to ensure safety.

Immediate Expulsion (No Written Notice Required)

The following actions will result in immediate expulsion without prior notice:

- Committing or attempting to commit a crime or violating federal, state, or local law.
- Possessing, selling, displaying, or using an illegal weapon on library property.
- Threatening or engaging in violent, assaultive, or intimidating behavior toward staff or patrons.
- Possessing, using, or being under the influence of alcohol or illegal substances.
- Trespassing by entering or remaining on library property after being formally expelled or suspended.
- Engaging in behavior that presents an immediate danger to self, staff, or patrons, including medical or safety emergencies requiring removal from the premises.

V. Definitions	
Clarifies any terms, acronyms, or library-specific jargon.	
Term	Definition

Disruptive Behavior	Conduct that interferes with library operations, programming, staff duties, or another person’s ability to use library services, regardless of intent, including but not limited to excessive noise, running, blocking aisles or entrances, throwing objects, inappropriate use of furniture, or refusal to follow staff direction.
Expulsion	The permanent loss of library privileges following serious or repeated violations of library policy, as determined by the City Manager upon recommendation of the Library Director.
Harassment	Unwelcome, repeated, or targeted conduct—regardless of intent—that creates an intimidating, hostile, or offensive environment for library staff or patrons, or interferes with another individual’s use of the library, including but not limited to threats, bullying, verbal abuse, stalking, discriminatory comments, unwanted physical contact, or recording behavior.
Immediate Expulsion	Removal from library property without prior written notice due to severe violations, including criminal behavior, possession of weapons, violent or threatening conduct, intoxication, or behavior presenting an immediate safety risk.
Prohibited Activities	Actions or behaviors not permitted on library property or during library-sponsored activities, including but not limited to vandalism, unauthorized solicitation, sleeping in a disruptive manner, smoking or vaping, misuse of restrooms, possession of illegal substances, or violation of federal, state, or local law.
Service Animals	A dog, or in limited cases a miniature horse, that is individually trained to perform specific tasks or work for the benefit of an individual with a disability, as defined by the Americans with Disabilities Act (ADA). Emotional support animals, comfort animals, therapy animals, and pets do not qualify as service animals under ADA regulations.
Suspension	A temporary revocation of library privileges due to misconduct, as determined by the Library Director.

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

Patrons

Patrons are responsible for following all library policies and complying with staff instructions. Patrons must behave respectfully, refrain from prohibited conduct, attend to personal belongings, and maintain acceptable hygiene while using library facilities or participating in library-sponsored activities.

Library Staff

Library staff are responsible for maintaining a safe, respectful, and welcoming environment for patrons. Staff enforce behavior expectations consistently and impartially, issue verbal warnings when appropriate, provide copies of relevant policies, and document incidents in accordance with internal procedures. Staff may contact law enforcement when safety concerns, threats, refusal to comply, or violations of law require intervention.

Library Director

Patron Warning Notice Template		Used to document verbal or written warnings issued under this policy.
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Policy 3 MG-202503-C Confidentiality, Privacy, & Information Security Policy

I. Overview			
Policy Title:	Confidentiality, Privacy, & Information Security Policy	Policy ID:	MG-202503-C
Category:	MG-Mission, Governance, & General 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 purpose of this policy is to ensure that patron information handled by the Leon Valley Public Library remains private, secure, and protected in accordance with Texas Government Code §552.124, the American Library Association's Library Bill of Rights, and established public library best practices. This policy establishes standards for safeguarding patron confidentiality, including circulation records, account information, digital resource use, reference inquiries, and other personally identifiable information. Its intent is to preserve intellectual freedom, protect patron rights, and maintain public trust in the library.

This policy is intended to satisfy the Texas State Library and Archives Commission (TSLAC) requirements for information security and privacy policies or procedures as set forth in 13 Texas Administrative Code (TAC) §1.77.

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

This policy applies to all individuals and systems that access, process, store, or manage patron information on behalf of the Leon Valley Public Library, including library staff, volunteers, interns, contractors, vendors, third-party service providers, library administrators, City personnel with authorized access, and any individual acting under the authority of the library. It governs all forms of patron data, including physical records, digital files, electronic system data, device logs, program registrations, and interactions conducted through library technology or online services. This policy applies to all library services delivered onsite, remotely, or through third-party platforms and remains in effect regardless of the location from which authorized personnel access library systems.

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

Confidentiality of Library Records

Under Texas Government Code §552.124, library records that identify a person as having requested, obtained, or used library materials or services are confidential and may only be disclosed under the following circumstances:

- With the patron's written consent
- By court order or subpoena
- To library staff in the course of their duties
- To a person acting on behalf of a minor (with conditions)

The library will not disclose patron records to third parties, including law enforcement, without proper legal authorization.

For purposes of this policy, legal authorization means a valid court order or other legally binding judicial process as required under Texas Government Code §552.124. A verbal request, displayed badge, or administrative subpoena does not constitute sufficient legal authorization.

If law enforcement requests information without proper documentation, staff will immediately refer the request to the Library Director and take no further action until legal validity has been confirmed. Only the minimum information required by law will be released in any permitted disclosure.

In the event the Library Director cannot be reached, the request shall be referred to the Library Director's designated authority. If neither the Library Director nor the designated authority is available, the matter shall be escalated to the City Manager. No patron records shall be released until proper legal authorization has been reviewed and approved by the appropriate authority.

Patron Privacy Rights

The library respects and upholds the following privacy rights for all patrons:

- Borrowing records, reference questions, digital usage, and database searches are private and not shared.
- Library staff will not disclose a patron's borrowing history, account details, or internet use to others—including family members—without legal authorization.
- Minors' records: Parents or guardians may request overdue or lost item information for a minor's account.

Parents or guardians may access only the portions of a minor's account necessary to fulfill financial responsibility (current checkouts, overdue items, billed items), but may not access reading history or personal searches unless the minor is present and provides explicit consent.

Staff will take reasonable steps to prevent unnecessary exposure of patron account information during interactions at service desks or on public terminals.

Information Collected by the Library

The library may collect and store limited patron information necessary for library operations, including:

- Name, address, phone number, and email
- Items currently checked out
- Fees owed
- Computer and internet session logs (session duration only)

The library does not track:

- A patron's borrowing history (unless requested by the patron)
- Websites visited on library computers
- Private communications

Patron records and system logs are retained only as long as operationally necessary and in accordance with applicable Texas state records retention requirements. The library minimizes the retention of personally identifiable information and routinely purges or deletes data when it is no longer required for operational, legal, or audit purposes.

Staff and vendors may only access stored patron information as required to perform authorized library functions.

Public Computer & Internet Use Privacy

Library staff do not monitor the content of patron internet activity. Any filtering or security tools operate automatically and are not reviewed by staff except when required for troubleshooting or safety concerns.

- Library computers automatically erase browsing data after each session.
- Wi-Fi networks are unsecured, and patrons use them at their own risk.
- The library complies with the Children's Internet Protection Act (CIPA).
- Staff may assist with technical issues but will not access private patron accounts.

Patrons are encouraged to log out of all accounts and verify that personal data has been cleared at the end of each session.

Third-Party Services & Digital Privacy

The library provides access to digital resources through third-party vendors. Patrons should be aware that:

- These services have their own privacy policies.
- The library does not control how vendors handle patron data.

The library does not share patron borrowing history, reference inquiries, or internal account notes with third-party vendors. Any data transmitted is limited to authentication or access requirements and governed by the vendor's privacy policy.

Use of third-party services constitutes acceptance of the vendor's privacy terms, which may differ from the library's confidentiality standards.

Disclosure of Information

The library will only release patron records:

- With the patron's written consent
- By court order, warrant, or subpoena
- In emergency situations involving imminent risk

Emergency disclosures may occur only when there is an imminent and articulable threat to life or safety and must be authorized by the Library Director, Assistant Director, or formally designated designee. All emergency disclosures will be documented, including the nature of the emergency, information released, and requesting agency.

Staff Responsibilities & Training

Staff may not access patron accounts out of curiosity, personal interest, or for any non-business purpose. Unauthorized access may result in disciplinary action.

- Staff are trained to protect patron confidentiality.
- Staff may not disclose patron information without authorization.
- Suspected breaches must be reported immediately.

All staff and volunteers must complete confidentiality training upon onboarding and annually thereafter.

Violations & Patron Rights

- Patrons may submit written complaints to the Library Director.
- The Director will investigate and take appropriate action.
- If the patron is not satisfied with the outcome, they may request an appeal through the City Manager.

All confirmed breaches will be documented and corrective action taken to prevent recurrence.

V. Definitions	
Clarifies any terms, acronyms, or library-specific jargon.	
Term	Definition
Authorized Personnel	Library staff, library administration, the Library Director, designated City of Leon Valley officials or administrators, and legal counsel who have a legitimate business or legal need to access confidential patron information or incident reports in the course of official duties.
Borrowing History	A record of materials previously checked out by a patron. The library does not retain borrowing history unless the patron chooses to enable optional reading-history features in their account.

Confidential Information	Any information, in any format, that identifies a patron as having requested, used, borrowed, accessed, or received library materials, services, or resources, as well as any personally identifiable information (PII) or patron records collected, stored, or maintained by the library and protected by law or library policy.
Court Order / Subpoena / Warrant	A legally binding directive issued by a judge requiring the library to release specific records. The Library Director and/or legal counsel must verify the validity of all such documents before compliance.
Digital Usage Data	Information generated when a patron uses library technology, including computer log-in times, session duration, database access, and authentication logs. The library does not monitor browsing content and does not track websites visited.
Emergency Disclosure	A limited release of patron information permitted only when there is an imminent and articulable threat to human life or safety. Emergency disclosures may be authorized by the Library Director, the Library Director's designated authority, or, if neither is available, the City Manager. Any disclosure must be limited to the minimum information necessary to address the immediate threat.
Law Enforcement Request	Any request made by a law enforcement officer for access to patron information. Requests must be accompanied by a court order signed by a judge to be valid under Texas Government Code §552.124.
Library Staff	All full-time, part-time, temporary, or substitute employees who have authorized access to patron information as part of their job duties.
Patron Record	Any record—physical, digital, or electronic—that contains information about a library user, including contact information, current checkouts, program registrations, computer usage logs, and account notes. Under Texas Government Code §552.124, patron records are confidential.
Personally Identifiable Information (PII)	Information that can be used to identify an individual, either alone or in combination with other data. This includes name, address, phone number, email address, library card number, date of birth, and any other data that can link a patron to library use.
Third-Party Vendor	Any external organization or service provider that delivers digital content, databases, authentication systems, or software (e.g., ILS providers, OverDrive/Libby, Hoopla). These vendors operate under their own privacy policies.
Volunteer	An individual who donates time and services to support library operations, programs, or services without financial compensation, either independently or under library supervision.

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

Patrons

Patrons are responsible for providing accurate information when establishing a library account, maintaining the confidentiality of their library card and account credentials, and notifying the library promptly of lost cards or suspected unauthorized use. Patrons are expected to use library resources in accordance with all applicable library policies and to take reasonable steps to protect their own privacy when using library facilities, computers, and online services.

Library Staff

Library staff are responsible for protecting patron confidentiality at all times and for following all procedures outlined in this policy. Staff may access patron records only as necessary to perform assigned job duties and must not disclose confidential information without proper legal authorization. All law enforcement or legal requests for patron information must be immediately referred to the Library Director. Staff are required to report any suspected privacy breach or unauthorized access and to maintain secure handling of physical and digital patron data during daily operations.

Library Director

The Library Director is responsible for ensuring organizational compliance with Texas Government Code §552.124 and this policy. The Director reviews and authorizes responses to subpoenas, warrants, and court orders requesting patron information and consults with City legal counsel on any request involving confidential records. The Director oversees staff training related to confidentiality and privacy practices and investigates reported or suspected privacy breaches to determine appropriate corrective or disciplinary action.

City Manager / City Administration

City administration provides legal and procedural oversight related to requests for confidential patron information. This includes reviewing subpoenas, warrants, or court orders, advising the Library Director on compliance with applicable laws and City procedures, and supporting lawful and appropriate responses to information requests involving confidential library records.

Contractors & Third-Party Vendors

Contractors and third-party vendors are responsible for complying with all contractual obligations related to data privacy, confidentiality, and information security. Access to patron information is limited to what is necessary to provide contracted library services. Contractors and vendors must notify the Library Director immediately of any data breach or unauthorized access involving library patron information and must maintain privacy documentation and practices consistent with applicable laws, industry standards, and contractual agreements.

VII. Related Documents & References		
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	Defines patron responsibilities related to account use and privacy.
Public Computer & Wi-Fi Access Policy (TI-202503-A)	URL included after approved by Council	Addresses privacy considerations related to technology use referenced in this policy.
Incident Report & Documentation Policy (MG-202512-A)	URL included after approved by Council	Used when privacy breaches or security incidents require documentation.

Texas Government Code §552.124		Establishes legal requirements governing the confidentiality of library records.
13 Texas Administrative Code §1.77 (TSLAC)	https://www.tsl.texas.gov	Provides regulatory standards applicable to information security practices.
SOP – Needed: Law Enforcement & Legal Requests for Records		Details procedures for responding to requests governed by this policy.
SOP – Needed: Data Breach Response & Reporting		Describes steps taken when confidentiality or security is compromised.

VIII. Revision History				
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	01.08.2025	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
Staff Confidentiality Acknowledgment Form		Documents staff awareness of obligations established by this policy.

Policy 4 MG-202503-D ADA & Accessibility Policy

I. Overview			
Policy Title:	ADA & Accessibility Policy	Policy ID:	MG-202503-D
Category:	MG-Mission, Governance, & General Policies	Author:	Regina Reed
Effective Date:	Upon City Council Approval	Reviewed by:	LAB
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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 providing equitable access to library services, programs, and facilities for all individuals, including those with disabilities. This policy ensures compliance with the Americans with Disabilities Act (ADA), Section 504 of the Rehabilitation Act of 1973, and Texas state laws governing accessibility.

This policy establishes the Library's standards for accessibility, reasonable accommodations, and inclusive service practices to ensure that all patrons can participate fully in library offerings.

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

This policy applies to all Leon Valley Public Library services, programs, collections, digital resources, communications, and facilities, including library-sponsored or library-hosted programs held on-site, off-site, or virtually.

It applies to all patrons, library staff, and volunteers involved in the delivery of library services.

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

Library Services & Accommodations

The library provides accommodations to ensure that all patrons have full access to resources, including:

- Homebound Delivery & Pickup Services for Leon Valley residents unable to visit the library due to disability or mobility limitations.
- Assistance with the Texas Talking Book Program (TSLAC), which offers free audiobooks, braille, and large print materials to eligible individuals.
- Library staff assistance in retrieving materials for patrons who may have difficulty reaching shelves.
- Extended loan periods and reserves available upon request.
- Proxy borrowing for patrons needing a designated person to check out materials on their behalf.
- Accessible materials for use with library computers, available upon request.

- Staff will make every reasonable effort to provide alternative accommodations when a requested accommodation cannot be fulfilled as originally requested.
- Requests for ASL interpretation, alternative formats (such as large print, audio, or digital text), or assistive technologies will be considered on a case-by-case basis and depend on availability.
- Patrons requiring accommodations for events, materials, or services should notify the library at least 72 business hours in advance to ensure arrangements can be made. If a request is received with less than 72 hours' notice, the Library will make a good-faith effort to accommodate the request whenever possible.

Accessible Facilities

The Leon Valley Public Library is designed to be accessible and includes:

- Automatic doors at the entrance.
- Wheelchair-height furniture at service desks and designated seating areas.
- Handicap parking and an accessible ramp for easy entry.
- ADA-compliant restrooms with appropriate fixtures and grab bars.
- Staff will provide reasonable assistance navigating the facility when requested, provided such assistance does not create a safety risk for staff or patrons.

Accessible Collections & Digital Resources

The library provides:

- Large-print books available for checkout.
- A limited selection of Juvenile Braille materials.
- Digital audiobooks and e-books through library services.
- Certain accessible materials for use with library computers upon request.
- Staff can assist patrons in finding materials that best meet their accessibility needs.
- When feasible and in compliance with copyright law, staff may assist patrons in accessing materials in alternate formats.
- The Library strives to ensure that digital resources, public computers, the library website, and online catalog interfaces follow accessibility best practices (including WCAG and ADA Title II guidance) and will work to remediate identified barriers.

Service Animals

The library welcomes service animals as defined by the ADA.

- Service animals must be trained to perform a task related to a patron's disability. Emotional support animals, therapy animals, or pets are not considered service animals under ADA regulations and are not permitted.
- Library staff may ask:
 1. Is this animal required due to a disability?
 2. What task has the animal been trained to perform?
- If a service animal is disruptive or not under control, the patron may be asked to remove the animal from the library.

- If a service animal is removed, the patron may continue to access library services without the animal and may request reasonable accommodations as needed.

Grievance Procedure

If a patron believes they have been denied reasonable access to library services or accommodations, they may submit a written complaint to the Library Director. The Library Director will review the grievance and provide a response within 10 business days.

A grievance may also be submitted verbally if a patron is unable to submit a written complaint due to a disability.

If the patron is dissatisfied with the outcome, they may request a secondary review by the City Manager.

All grievances and resolutions will be documented and retained in accordance with the City's records retention schedule.

Legal References

- Americans with Disabilities Act (ADA), Title II & III
- Section 504 of the Rehabilitation Act of 1973
- Texas Accessibility Standards (TAS)

This policy will be reviewed periodically to ensure compliance with state and federal regulations.

V. Definitions	
Clarifies any terms, acronyms, or library-specific jargon.	
Term	Definition
Accessibility	The design and delivery of library services, programs, collections, digital resources, and facilities in a manner that ensures equitable use by individuals with disabilities.
Accommodation / Reasonable Accommodation	A modification, adjustment, or assistance that enables an individual with a disability to access library services, programs, or facilities. Accommodations must be reasonable and may not fundamentally alter the nature of a service or impose an undue financial or administrative burden.
Alternative Formats	
Disability	A physical or mental impairment that substantially limits one or more major life activities, a record of such an impairment, or being regarded as having such an impairment, as defined by the Americans with Disabilities Act (ADA).
Effective Communication	Communication with individuals with disabilities that is as clear and understandable as communication with others. This may include interpreters, captioning, assistive listening devices, alternative formats, or other auxiliary aids and services.
Patron	Any member of the public who uses or accesses library facilities, services, programs, collections, or resources.
Program	Any event, class, meeting, or activity hosted, sponsored, or conducted by the Library, whether on-site, off-site, or virtual.

Service Animal	A dog, or in limited cases a miniature horse, that is individually trained to perform specific tasks or work for the benefit of an individual with a disability, as defined by the Americans with Disabilities Act (ADA). Emotional support animals, comfort animals, therapy animals, and pets do not qualify as service animals under ADA regulations.
Undue Burden / Undue Hardship	A significant difficulty or expense that would prevent the Library from providing a specific accommodation. Factors may include cost, staff availability, operational impact, or resource limitations. Determinations of undue burden may only be made by the Library Director or designee.

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

Patrons

Patrons are encouraged to notify the Library in advance when requesting accommodations to allow sufficient time for arrangements. Patrons are expected to use library facilities, equipment, and services in a manner consistent with library policies and ADA guidelines, to ensure that service animals remain under control and behave appropriately while on library property, and to participate in the grievance process if they believe they have been denied reasonable access to library services or accommodations.

Library Staff

Library staff provide courteous, respectful, and timely assistance to patrons requesting accommodations or accessibility support. Staff assist patrons in locating accessible materials, navigating library services, and identifying appropriate resources within the limits of staff training, ability, and safety.

Staff are responsible for documenting and promptly forwarding accommodation requests, accessibility concerns, or observed barriers to the Library Director. Staff must remain familiar with this policy, follow established procedures, and ensure that programs, services, and interactions are planned and delivered with accessibility considerations in mind.

Library Director

The Library Director ensures overall compliance with the Americans with Disabilities Act (ADA), Section 504 of the Rehabilitation Act of 1973, and applicable Texas accessibility requirements. The Director reviews and responds to accessibility- or accommodation-related grievances and makes final determinations regarding reasonable accommodations, including cases involving potential undue burden or fundamental alteration.

Volunteers

Volunteers support accessibility and inclusive service practices in accordance with their assigned duties and training. Volunteers do not independently evaluate accommodation requests or make determinations related to ADA compliance and must refer all accessibility concerns or requests directly to library staff for appropriate handling.

VII. Related Documents & References
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Include links or filenames for Policies, SOPS, forms or templates, system manuals		
Document Name	Location or Link	Notes
Public Programs & Events Policy (MG-202505-A)	URL included after approved by Council	Program accessibility requirements intersect with this policy.
Library Equipment & Technology Use Policy (TI-202503-C)	URL included after approved by Council	Addresses accessibility of library technology referenced in this policy.
Children's & Unattended Minors Policy (LF-202503-A)	URL included after approved by Council	Applies accessibility considerations to minors and caregivers.
Americans with Disabilities Act (ADA)	https://www.ada.gov	Provides the federal legal framework governing accessibility obligations.
Section 504 of the Rehabilitation Act of 1973		Governs nondiscrimination requirements applicable to library services.
SOP – Needed: Accessibility Accommodation Requests		Outlines how accommodation requests are processed under this policy.

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	01.08.2025	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
ADA Accommodation Request Form		Used by patrons to request accommodations addressed in this policy.
ADA Grievance Form		Used to document complaints related to accessibility concerns.

Policy 5 MG-202503-E Sponsorship Policy

I. Overview			
Policy Title:	Sponsorship Policy	Policy ID:	MG-202503-E
Category:	MG-Mission, Governance, & General 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 welcomes sponsorships from businesses, corporations, families, and individuals to enhance library programs and services beyond tax-based funding.

Sponsorships must align with the library's mission and values and must not compromise the library's independence or public trust. The Library Director has the final authority to approve or decline sponsorships.

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

This policy applies to all sponsorships offered to, solicited by, or accepted on behalf of the Leon Valley Public Library, including those related to programs, services, events, collections, digital initiatives, facilities, and special projects. It applies to library staff, external organizations or individuals, and any library-affiliated partners involved in sponsored activities. This policy does not apply to general donations made without expectation of recognition, competitive grant funding, or fundraising activities conducted solely by the Friends of the Library unless a sponsorship expectation exists. All sponsorships must comply with City of Leon Valley policies, applicable law, and other library policies.

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

The following principles govern all sponsorship agreements:

- **Mission Alignment:** Sponsorships must support the library's services, programs, and initiatives.
- **Equity of Access:** No sponsorship will result in preferential treatment or restricted access to library resources.
- **Intellectual Freedom:** Sponsors cannot influence the selection of books, materials, or programs.
- **User Privacy:** The library will not sell or share patron records in exchange for sponsorship.
- **Transparency & Integrity:** Sponsorships must be ethically sourced and free from conflicts of interest.

- Sponsorship does not constitute or imply Library endorsement of the sponsor's products, services, viewpoints, or organizational mission.
- Sponsorship must not create an appearance of undue influence, commercial pressure, or conflict with municipal ethics requirements.

The library reserves the right to decline any sponsorship that does not align with these principles.

Types of Sponsorships Accepted

The library may accept sponsorships in the form of:

- Financial contributions (grants, monetary donations).
- In-kind donations (equipment, technology, books, or furniture).
- Program series sponsorships (funding for recurring library programs).
- Short-term or event-specific sponsorships (e.g., seasonal programs, community events).
- Sponsorships supporting facility enhancements or designated project areas, provided no naming rights are implied unless separately approved by City administration.

The library does not accept sponsorships that:

- Require political or religious endorsements.
- Promote controversial, discriminatory, or restricted agendas.
- Attempt to control library policies, collections, or operations.
- Conflict with City of Leon Valley policies, municipal purchasing regulations, or applicable state law.

Recognition & Acknowledgment

- Sponsorship recognition will be appropriate and secondary to the library's branding.
- Acknowledgment in library promotional materials (newsletters, flyers, website).
- Sponsor mention in sponsored program series.
- Name/logo placement where relevant (subject to approval).
- Sponsor recognition will not include advertising language, slogans, or calls to action.
- Placement of logos or names will follow City branding guidelines and will not imply product endorsement.
- Temporary signage may be permitted for event- or program-based sponsorship and must be approved in advance.
- The library does not host donor appreciation events.

Approval & Implementation

- The Library Director has final approval over all sponsorship agreements.
- Sponsorships valued over \$500 require a written agreement outlining:
 - Nature of the sponsorship (monetary, in-kind, or program-related).
 - Recognition terms (if applicable).
 - Restrictions or conditions (if any).

- All sponsorship agreements must specify duration, renewal terms (if applicable), and criteria for early termination by either party.
- The Library reserves the right to remove sponsor recognition or terminate the agreement if the sponsor's reputation, activities, or practices conflict with the Library's mission, public trust, or community standards.
- The Library Director may consult with City Administration or Legal Counsel when evaluating higher-value, complex, or potentially sensitive sponsorships.
- The library maintains full control over how funds and donations are used.

V. Definitions	
Clarifies any terms, acronyms, or library-specific jargon.	
Term	Definition
Commercial Advertising	Promotional messaging that urges the purchase or use of a product or service. The Library does not permit commercial advertising as part of sponsorship recognition.
Conflict of Interest	Any situation in which a sponsorship could reasonably be perceived to influence library decision-making, compromise public trust, or provide unfair commercial advantage. Sponsorships that create actual or perceived conflicts of interest will not be accepted.
Donor / Donation	A voluntary gift of money, materials, or other support made without the expectation of recognition, influence, or benefit. Donations are governed by the Library's Gift Policy and are not considered sponsorships unless recognition is requested or negotiated.
In-Kind Contribution	A non-monetary donation of goods, materials, equipment, or services that supports library operations or programming. In-kind contributions are considered sponsorships when recognition or public acknowledgment is provided.
Sponsor Recognition	Neutral acknowledgment of a sponsor's contribution, which may include name or logo placement, verbal thanks, or listing in library publications. Recognition does not imply endorsement of the sponsor's products, services, or viewpoints.
Sponsorship	A financial or in-kind contribution made to the Library by an individual, business, corporation, nonprofit organization, or community group in exchange for acknowledgment or recognition. Sponsorships may support programs, services, events, collections, facilities, or special projects.
Sponsorship Agreement	A written document outlining the terms of a sponsorship valued over \$500, including the nature of the sponsorship, recognition terms, duration, and any restrictions or conditions.

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

Sponsors

Sponsors are responsible for providing contributions as outlined in the approved sponsorship agreement and for complying with all recognition guidelines established by the Library. Sponsors must refrain from attempting to influence library policies, programs, or operations in exchange for sponsorship and may not use the sponsorship to imply endorsement by the Library or the City of Leon Valley.

Friends of the Library (if involved)

The Friends of the Library may coordinate fundraising activities that result in sponsorship support. When sponsorships include recognition or negotiated benefits, the Friends must adhere to this policy and work collaboratively with Library staff to ensure accurate, appropriate acknowledgment of sponsors.

Library Staff

Library staff may identify potential sponsorship opportunities that support library programs and services and are responsible for communicating the parameters of this policy to potential sponsors, including limits on recognition and ethical expectations. Staff implement approved sponsorships in collaboration with the Library Director, ensure that recognition materials follow approved guidelines, and maintain transparency and accuracy in reporting the use of sponsored funds or in-kind contributions.

Library Director

The Library Director reviews, approves, or declines all sponsorship proposals and ensures that sponsorships comply with this policy, City of Leon Valley policies, and applicable state laws. The Director oversees the development of sponsorship agreements, ensures accurate documentation and recordkeeping, and confirms that sponsor recognition aligns with library branding, messaging, and ethical guidelines. The Director may consult with City Administration or Legal Counsel for high-value, complex, or potentially sensitive sponsorships and may terminate sponsorships that conflict with the Library's mission, public trust, or community standards.

City Administration / Legal Counsel

City Administration and Legal Counsel provide guidance on sponsorships involving legal, ethical, or financial implications. This includes reviewing sponsorship agreements that involve contractual obligations, naming rights, or non-standard conditions and supporting compliance with municipal ethics rules, procurement requirements, and applicable law.

VII. Related Documents & References		
Include links or filenames for Policies, SOPS, forms or templates, system manuals		
Document Name	Location or Link	Notes
Materials Donation & Gifts Policy (CD-202503-B)	URL included after approved by Council	Clarifies distinctions between sponsorships and donations referenced in this policy.
Leon Valley Public Library Code of Conduct (MG-202503-B)	URL included after approved by Council	Applies conduct expectations to sponsored activities and events.
Friends of the Library Memorandum of Understanding		Defines roles related to fundraising and sponsorship coordination.
SOP – Needed: Sponsorship Review & Approval		Details the evaluation and approval process referenced in this policy.

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	01.08.2025	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
Sponsorship Agreement Template		Used to formalize sponsorships approved under this policy.
Sponsor Recognition Guidelines		Guides recognition practices referenced in this policy.

Policy 6 MG-202505-A Photography & Video Recording Policy

I. Overview			
Policy Title:	Photography & Video Recording Policy	Policy ID:	MG-202505-A
Category:	MG, Mission, Governance, & General Policies	Author:	Regina Reed
Effective Date:	When approved by City Council	Reviewed by:	LAB
Last Review:	01.08.2025	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 purpose of the Photography & Video Recording Policy is to outline guidelines for photography and video recording at the Leon Valley Public Library in a manner that balances the library's role as a public space with the privacy, safety, and comfort of patrons and staff. This policy addresses library-initiated photography for promotional use and patron expectations regarding photographing or recording within the library.

The library recognizes and respects First Amendment rights related to photography, video recording, and expressive activity in publicly accessible areas of the facility.

This policy is intended to clarify how those rights are exercised within the library while ensuring that recording activities do not interfere with library operations, patron access, or the safe and equitable use of shared public spaces.

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

This policy applies to all photography and video recording activities conducted within the Leon Valley Public Library, including library-initiated and patron-initiated recording, in all publicly accessible areas of the facility during normal operating hours.

This policy does not apply to recording conducted by the City of Leon Valley for official governmental purposes or to security and surveillance systems operated by the City or the library.

The policy applies to all patrons, visitors, staff, volunteers, contractors, and members of the public while on library property.

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

Public Space Consideration

As a city-owned facility, the Leon Valley Public Library is a public space comparable to a park or community plaza. Photography and video recording are generally permitted in all publicly accessible areas of the library, in accordance with First Amendment rights.

However, patrons have a reasonable expectation not to be personally targeted, harassed, or surveilled, and the library reserves the right to intervene if recording behavior violates library policies, disrupts operations, or interferes with patrons' use of the library.

Permission to photograph or record does not override the library's responsibility to maintain a safe, welcoming, and orderly environment for all users.

Library-Initiated Photography & Video

The library may take photographs or videos during programs, events, and daily operations for use in promotional materials, including:

- Social media platforms (e.g., Facebook, Instagram)
- The library's website
- Printed materials (e.g., newsletters, brochures)
- Press releases and local media

Whenever possible, staff will make announcements or post signage indicating that photography or recording may occur.

Special care will be taken to avoid photographing or identifying children without parental consent. A parent or legal guardian may request in writing that images of their child not be used.

The library will not intentionally identify patrons by name in promotional materials without consent, except when participation has been voluntarily documented (e.g., award recipients, presenters, or speakers).

Patron-Initiated Photography & Recording

The Leon Valley Public Library is a public space, and photography and video recording by patrons is legally permitted in publicly accessible areas.

While permission is not legally required, patrons are strongly encouraged to respect the privacy of others, especially when photographing or filming individuals, children, or families.

Library staff may intervene if any recording behavior:

Targets, intimidates, harasses, or persistently focuses on other patrons or staff

Disrupts library operations, services, or programming

Violates the Library's Code of Conduct

Recording in staff-only areas, restrooms, study rooms in use, or private meetings is not permitted under any circumstances.

Recording equipment may not obstruct walkways, exits, service desks, or emergency access points. Tripods, lighting equipment, or extended setups may be restricted at staff discretion to ensure safety and accessibility.

If a patron expresses discomfort about being recorded, ~~staff will mediate when appropriate and remind the individual filming of expected conduct in a shared public space.~~ staff may offer general guidance regarding shared public space expectations, while recognizing that lawful recording in public areas is permitted.

Commercial & Media Recording

Commercial photography, filming intended for profit, or recording by media outlets may require prior approval from the Library Director or the City, depending on scope and intent.

Media requests involving interviews, staged filming, or identifiable staff participation must be coordinated through library administration.

Staff Authority & Enforcement

Library staff are authorized to address and manage photography or recording activities that violate this policy or other applicable library policies.

Failure to comply with staff direction regarding recording behavior may result in being asked to stop recording or leave the library, consistent with the Library’s Code of Conduct.

V. Definitions	
Clarifies any terms, acronyms, or library-specific jargon.	
Term	Definition
Commercial Recording	Photography or recording conducted primarily for commercial gain, advertising, or monetized content.
Disruptive Behavior	Conduct that interferes with library operations, programming, staff duties, or another person’s ability to use library services, regardless of intent, including but not limited to excessive noise, running, blocking aisles or entrances, throwing objects, inappropriate use of furniture, or refusal to follow staff direction.
Harassment	Unwelcome, repeated, or targeted conduct—regardless of intent—that creates an intimidating, hostile, or offensive environment for library staff or patrons, or interferes with another individual’s use of the library, including but not limited to threats, bullying, verbal abuse, stalking, discriminatory comments, unwanted physical contact, or recording behavior.
Library-Initiated Photography & Video	Photography or video recording conducted by or on behalf of the library for promotional, educational, or documentation purposes.
Media Recording	Photography or recording conducted by journalists, news organizations, or media outlets for publication or broadcast.
Patron-Initiated Photography & Recording	Photography or recording conducted by library patrons or members of the public for personal, expressive, or informational purposes.
Photography	The act of capturing still images using any device, including but not limited to cameras, smartphones, tablets, or similar equipment.
Publicly Accessible Areas	Areas of the library open to the general public during normal operating hours, including program rooms during public events.
Recording	A collective term referring to photography, video recording, audio recording, or any combination thereof.

Recording Equipment	Devices and accessories used for photography or recording, including cameras, tripods, lighting, microphones, and related equipment.
Staff-Only Areas	Non-public spaces designated for library staff use, including offices, workrooms, storage areas, and staff break areas.
Video Recording	The act of capturing moving images, with or without audio, using any recording device.

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

Patrons and Visitors

Patrons and visitors may engage in photography and video recording in publicly accessible areas of the library in accordance with applicable laws and library policies. Patrons are responsible for ensuring that their recording activities do not disrupt library operations, obstruct access, or violate the Library Code of Conduct.

Patrons are encouraged to be mindful of shared public space expectations and to respect the use of library facilities by others.

Library Staff

Library staff are responsible for understanding and communicating this policy when questions or concerns arise regarding photography or video recording. Staff may provide information about this policy and other applicable library policies to patrons, without restricting lawful recording activity.

Staff may address conduct that violates library policies, including disruptive behavior or unauthorized access to non-public areas, in a content-neutral manner consistent with the Library Code of Conduct.

Library Director

The Library Director is responsible for the administration and oversight of this policy, including reviewing requests related to commercial or media recording, providing staff guidance, and ensuring consistent application of policy language.

The Library Director serves as the primary point of contact for questions, concerns, or requests for clarification regarding photography and video recording at the library.

City of Leon Valley

The City of Leon Valley establishes applicable legal and regulatory frameworks governing public facilities, including constitutional considerations related to expressive activity in public spaces.

VII. Related Documents & References		
Include links or filenames for Policies, SOPS, forms or templates, system manuals		
Document Name	Location or Link	Notes
Leon Valley Public Library Code of Conduct (MG-202503-B)	URL included after approved by Council	Addresses disruptive behavior related to photography or recording.

Children's & Unattended Minors Policy (LF-202503-A)	URL included after approved by Council	Applies privacy and supervision considerations to minors.
Incident Report & Documentation Policy (MG-202512-A)	URL included after approved by Council	Used when recording-related incidents require documentation.
SOP – Needed: Media Requests & Press Coordination		Describes how staff handle media requests under this policy.

VIII. Revision History				
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	05.07.2025	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
Photography / Video Release Form		Documents consent related to recording activities addressed in this policy.

Policy 7 MG-202505-B Volunteer Policy

I. Overview			
Policy Title:	Volunteer Policy	Policy ID:	MG-202505-B
Category:	MG-Mission, Governance, & General 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 welcomes volunteers who wish to support the library's mission of public service and lifelong learning. Volunteers contribute time, skills, and enthusiasm to help enhance library programs, services, and community outreach. This policy establishes guidelines, expectations, and procedures for volunteer participation to ensure a positive, safe, and well-managed volunteer experience.

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

This policy applies to all volunteers serving at the Leon Valley Public Library, including adult volunteers, teen volunteers, short-term or event-based volunteers, and participants in library-sponsored volunteer or leadership programs such as Teens Speak. It governs eligibility, application requirements, training, conduct, supervision, scheduling, confidentiality, and dismissal.

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

Eligibility & Application Process

- All prospective volunteers must complete the Volunteer Sign-Up Packet before beginning service.
- Volunteers age 17 and older are required to pass a criminal background check, conducted through the City of Leon Valley Human Resources Department.
- Teen volunteers (ages 13–17) must have a signed parent or guardian permission form and may participate in opportunities through the general volunteer program or Teens Speak leadership group.
- Volunteers are required to reverify and update their application materials annually. In addition, the City of Leon Valley may request updated forms or documentation at any time as part of its standard administrative practices.

Volunteer Roles & Assignments

Volunteer opportunities may include:

- Shelving, organizing, and facing library materials

- Program preparation or event support
- Assisting with children's, teen, or adult activities
- Book repair, labeling, and material processing
- Digitization and local history projects
- Community service through teen leadership and engagement (e.g., Teens Speak)

All volunteers receive task-specific training and are scheduled based on library needs, staff supervision capacity, and the individual's interests and availability. **Volunteers are expected to perform assigned duties in accordance with current library practices, policies, and procedures as directed by library staff.**

Training & Supervision

- Volunteers work under the direction of designated library staff and are expected to follow established procedures.
- Orientation and task-specific instruction will be provided prior to service.
- Volunteers are not permitted to perform duties in place of staff or to access restricted areas unless authorized.

Volunteers must follow all current operational procedures and staff instructions while on duty. Volunteer service does not permit independent decision-making outside of assigned tasks or established library practices.

Conduct & Responsibilities

Volunteers are expected to:

- Adhere to the Volunteer Dress Code and maintain a professional appearance.
- Follow all library policies, including confidentiality and patron privacy standards.
- Treat staff, patrons, and fellow volunteers with respect.
- Notify the Assistant Library Director or Volunteer Coordinator of absences or schedule changes.
- Refrain from personal phone use or disruptive behavior during shifts.
- **Adhere to assigned volunteer schedules, including arriving on time, remaining on duty for the full scheduled shift, and completing assigned tasks within the designated time frame unless prior approval for changes has been granted by library staff.**
- **Comply with all current library policies, procedures, and operational practices while volunteering.**

Volunteer participation is a privilege, not a right. Continued service is contingent upon adherence to assigned schedules, staff direction, and all current library policies, procedures, and operational expectations.

The Library reserves the right to dismiss volunteers whose performance or behavior is inconsistent with the library's standards or who fail to comply with policies.

Hours & Scheduling

- Volunteers may serve on a regular schedule or for occasional events.
- Availability is provided during the application process and is used to develop a rotating or assigned schedule.
- Volunteers are responsible for signing in and recording their hours for library records and recognition.
- Documentation of hours for school, work, or extracurricular activities will be provided upon request if arranged in advance.

Volunteers are expected to begin and conclude their service at the scheduled times and to complete assigned tasks during the approved volunteer shift. Leaving early or extending service beyond scheduled hours requires staff approval.

Confidentiality & Background Checks

- Volunteers may access confidential information and must sign a Confidentiality Agreement to uphold privacy.
- Volunteers age 17 and older must complete an Information Release Authorization and CCH Verification Form as part of the background check process.
- Background checks and related paperwork may be repeated or updated at the request of the City of Leon Valley, even if not legally mandated, as part of internal oversight and administrative expectations.

Definitions	
Clarifies any terms, acronyms, or library-specific jargon.	
Term	Definition
Background Check	A criminal history review conducted by the City of Leon Valley Human Resources Department for eligible volunteers.
Confidential Information	Any information, in any format, that identifies a patron as having requested, used, borrowed, accessed, or received library materials, services, or resources, as well as any personally identifiable information (PII) or patron records collected, stored, or maintained by the library and protected by law or library policy.
Teen Volunteer	A volunteer between the ages of 13 and 17 who participates with parental or guardian consent.
Teens Speak	A library-sponsored teen leadership and engagement program providing volunteer and service opportunities.
Volunteer	An individual who donates time and services to support library operations, programs, or services without financial compensation, either independently or under library supervision.
Volunteer Sign-Up Packet	Required application materials completed prior to service, including forms and acknowledgments.

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

Volunteers

Volunteers are responsible for complying with this policy, completing required documentation, attending training, following staff direction, accurately recording hours, and maintaining appropriate conduct and confidentiality.

Library Staff / Volunteer Coordinator

Designated staff oversee volunteer onboarding, training, scheduling, supervision, documentation, and performance or conduct concerns.

Assistant Library Director

The Assistant Library Director manages day-to-day volunteer coordination and ensures consistent application of this policy.

Library Director

The Library Director retains final authority regarding volunteer participation, dismissal decisions, and policy interpretation, and ensures alignment with City administrative requirements.

Related Documents & References		
Include links or filenames for Policies, SOPS, forms or templates, system manuals		
Document Name	Location or Link	Notes
Confidentiality, Privacy, & Information Security Policy (MG-202503-C)	URL included after approved by Council	Applies confidentiality requirements to volunteers covered by this policy.
Incident Report & Documentation Policy (MG-202512-A)	URL included after approved by Council	Used to document volunteer-related incidents or concerns.
Leon Valley Public Library Code of Conduct (MG-202503-B)	URL included after approved by Council	Establishes behavior expectations applicable to volunteers.
City of Leon Valley Volunteer Guidelines		Aligns library volunteer practices with citywide standards.
SOP – Needed: Volunteer Onboarding & Training		Describes procedures referenced for volunteer orientation and supervision.

Revision History				
Track the changes made over time				
Version	Date	Description of Change	Author	Approved by
1.0	05.07.2025	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

Volunteer Application Packet		Used to document eligibility and participation under this policy.
Volunteer Code of Conduct		Reinforces conduct expectations referenced in this policy.
Parent/Guardian Consent Form (Teen Volunteers)		Documents authorization for minor volunteers covered by this policy.

Policy 8 MG-202505-C Copyright Policy

I. Overview			
Policy Title:	Copyright Policy	Policy ID:	MG-202505-C
Category:	MG-Mission, Governance, & General Policies	Author:	Regina Reed
Effective Date:	Upon City Council Approval	Reviewed by:	
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 purpose of this policy is to ensure that Leon Valley Public Library staff, volunteers, and patrons comply with federal copyright law when using library materials, resources, and equipment. The policy supports lawful access to information while upholding the rights of content creators and copyright holders.

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

This policy applies to all library staff, volunteers, contractors (when applicable), and patrons while using library facilities, collections, digital resources, equipment, Wi-Fi/network services, and any library-supported platforms or services (including printing, scanning, and interlibrary loan).

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

United States Copyright Act

Leon Valley Public Library adheres to the United States Copyright Act (Title 17, U.S. Code) and all applicable amendments. All patrons and staff must respect copyright when using library collections, photocopiers, computers, printers, scanners, or other equipment.

Materials obtained through Interlibrary Loan or other library services may also be subject to copyright restrictions, including limitations on duplication or distribution. Staff will make reasonable efforts to inform users of such restrictions when known.

The library does not monitor or control individual use of materials but reserves the right to take appropriate action if copyright violations are discovered or brought to the library's attention. Staff members are not authorized to provide legal advice regarding copyright compliance.

Copyright Warning Notices

In accordance with federal requirements for libraries and archives, the library will post and maintain a copyright warning notice near reproduction equipment and, when applicable, on copying/scan request forms or point-of-service requests for staff-assisted copying.

The notice will use the federally prescribed warning language (e.g., “Notice: Warning Concerning Copyright Restrictions...”) to inform users of their responsibilities.

Use of Library Equipment

Patrons using library photocopiers, scanners, computers, or printers are responsible for ensuring that their reproduction or transmission of copyrighted works complies with the law. The library may post notices near equipment to remind users of their legal obligations.

In addition:

- The library may limit copying/printing/scanning when necessary to protect equipment availability, comply with law, or enforce license terms for digital resources.
- Patrons may not use library equipment or networks to reproduce or distribute content in violation of copyright, license agreements, or other applicable law.

Staff-Assisted Copying and Scanning

When library staff are asked to assist with copying, scanning, printing, digitization, uploading, or distributing materials, staff may request enough information to evaluate whether the request appears consistent with Fair Use or other applicable exceptions, or whether permission is required.

The library reserves the right to refuse a copying or scanning request if, in the library’s judgment, fulfillment would involve violation of copyright law.

Educational and Fair Use

The library recognizes the doctrine of Fair Use for educational and non-commercial purposes, as defined under Section 107 of the U.S. Copyright Act. Limited reproduction of materials for purposes such as scholarship, teaching, news reporting, or research may qualify as Fair Use. While users are responsible for determining whether their use qualifies, if library staff are asked to assist in making copies, they reserve the right to assess whether the request exceeds reasonable Fair Use limits. In such cases, a librarian may make the final determination.

Fair Use Considerations

When staff provide general guidance, it may include the four Fair Use factors (purpose, nature, amount, and effect on the market) and a reminder that Fair Use is determined case-by-case.

Digital Content, Databases, and Licensed Resources

Many library-provided electronic resources are governed by vendor license agreements. Patrons and staff must comply with those license terms, which may restrict downloading, printing, sharing, systematic copying, automated scraping, redistribution, or commercial use—even when a user believes Fair Use would apply.

Violation of license terms may result in temporary or permanent suspension of access for the individual user and/or the library as a whole.

Interlibrary Loan and Document Delivery

Interlibrary Loan requests and fulfillment may be subject to copyright limitations and interlibrary loan guidelines (including common practices related to the “rule of five” for periodical articles).

The library will follow applicable state/regional protocols for interlibrary loan lending and borrowing and will require requestors to affirm compliance with copyright restrictions when applicable.

Public Programs, Displays, and Performances

Copyright applies to more than copying. Use of images, music, film/video, and other content in library programs, presentations, recordings, livestreams, displays, and promotional materials may require permission or a license.

Library staff will make reasonable efforts to use appropriately licensed, permissioned, public domain, or otherwise lawful content when creating library-produced materials.

Patrons, performers, and volunteers hosting events or using library spaces are responsible for securing any necessary rights or permissions for copyrighted content used or performed, unless the library has explicitly obtained such rights for a specific program.

The library does not provide public performance licenses or permissions by default for outside groups or user-hosted events.

V. Definitions	
Clarifies any terms, acronyms, or library-specific jargon.	
Term	Definition
Copyrighted Content	Any work protected under the United States Copyright Act (Title 17, U.S. Code), including but not limited to books, articles, music, films, videos, images, scripts, and digital media.
Library-Secured Rights	Copyright permissions or licenses explicitly obtained by the library for a specific program, event, or use, as documented by the library.
Library Spaces	Any room, area, or facility within the library building or grounds, including meeting rooms, program spaces, performance areas, and shared public spaces.
Patron	Any member of the public who uses or accesses library facilities, services, programs, collections, or resources.
Performer	An individual or group presenting, displaying, or performing copyrighted content (such as music, film, readings, or visual works) during a program or event held at the library.
Public Performance	The showing, playing, reading, or performing of copyrighted content in a manner that may require permission or a license under copyright law, regardless of whether admission is charged.
Rights or Permissions	Legal authorization to use, reproduce, display, distribute, or publicly perform copyrighted content, obtained through license, written permission, statutory exception, or public domain status.

Volunteer	An individual who donates time and services to support library operations, programs, or services without financial compensation, either independently or under library supervision.
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VI. Roles & Responsibilities
Who is responsible for following, enforcing, or maintaining this policy?

VII. Related Documents & References		
Include links or filenames for Policies, SOPS, forms or templates, system manuals		
Document Name	Location or Link	Notes
Interlibrary Loan (ILL) Policy (LM-202503-F)	URL included after approved by Council	Copyright requirements apply to materials obtained through ILL.
Public Computer & Wi-Fi Access Policy (TI-202503-A)	URL included after approved by Council	Addresses copying and downloading activities governed by copyright law.
Library Equipment & Technology Use Policy (TI-202503-C)	URL included after approved by Council	Governs use of equipment referenced in copyright compliance.
United States Copyright Act (Title 17, U.S. Code)	https://www.copyright.gov	Establishes the legal framework governing this policy.
SOP – Needed: Staff-Assisted Copying & Scanning		Describes staff assistance referenced in this policy.

VIII. Revision History				
Track the changes made over time				
Version	Date	Description of Change	Author	Approved by
1.0	05.07.2025	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
Federally Required Copyright Warning Notice		Posted to inform users of copyright obligations referenced in this policy.

Policy 9 MG-202512-A Incident Report & Documentation Policy

I. Overview			
Policy Title:	Incident Report & Documentation Policy	Policy ID:	MG-202512-A
Category:	MG-Mission, Governance, & General Policies	Author:	Regina Reed
Effective Date:	Upon City Council Approval	Reviewed by:	
Last Review:	01.08.2026	Next Review	
Version	1.0		
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 ensure consistent, accurate, and timely reporting of incidents that occur on library property or during library-sponsored programs, events, or activities. This policy establishes the standards for documenting unusual events, safety concerns, behavioral issues, injuries, emergencies, or any situation that may impact patron or staff safety, library operations, or municipal liability. Its intent is to support a safe environment, maintain clear documentation for accountability and legal compliance, and strengthen the library's ability to identify risks, trends, and training needs.

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

This policy applies to all individuals responsible for observing, responding to, or documenting incidents on behalf of the Leon Valley Public Library, including library staff, volunteers, interns, contractors, vendors, City employees, and any individual acting under library authority during onsite, off-site, virtual, or hybrid library programs and services. It governs incidents occurring within the library facility, on library grounds, during library-sponsored events at off-site locations, and during virtual or hybrid programs when staff safety or patron conduct warrants documentation. This policy applies to any incident outside normal operations, including behavioral disturbances, accidents, medical situations, threats or harassment, law enforcement interactions, property damage, safety hazards, or situations requiring emergency response.

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

The Leon Valley Public Library requires all staff, volunteers, and authorized personnel to promptly report and document incidents that pose actual or potential risk to individuals, property, or library operations. An incident report must be completed whenever an event is unusual, unsafe, disruptive, potentially harmful, or may require follow-up, administrative review, or legal reference.

Incident Reporting Requirements

Incidents must be reported as soon as practicable and documented no later than 24 hours after the event, unless immediate emergency response takes precedence. Staff must use the official Incident Report Form to record factual, objective information including:

- Date, time, and exact location of the incident
- Names of involved individuals (when voluntarily provided)
- Names of witnesses (if available)
- A clear, factual narrative describing what occurred
- Actions taken by staff, including contact with emergency responders or law enforcement
- Recommended or required follow-up

Personal opinions, assumptions, or subjective judgments must not be included. Staff may reference relevant evidence (photos, video timestamps, or documents) but may not share or release evidence directly to patrons, media, or outside entities except as permitted by law or city direction.

Mandatory Reporting (Texas Law)

Under Texas Family Code §261.101, all adults are mandatory reporters of suspected child abuse or neglect. Library staff who have reasonable cause to believe that a child's physical or mental welfare has been adversely affected must make an immediate report to the Texas Abuse Hotline or to law enforcement within 48 hours. This duty may not be delegated to another person.

Documenting concerns in an incident report does not satisfy the legal obligation to report. Staff must complete both the external report required by law and an internal library incident report.

Confidentiality & Records Management

Incident reports frequently include sensitive information. Reports will be stored securely and retained for 12 months unless otherwise dictate by the City of Leon Valley's records retention schedule and applicable state law. Access is limited to authorized personnel, including library administration and designated city staff with a business or legal need to review.

Release of incident reports is governed by the Texas Public Information Act and relevant privacy laws. Reports will not be disclosed to patrons or external parties except through formal records requests, legal processes, or administrative review.

Administrative Review & Follow-Up

The Library Director (or designee) will review all incident reports to:

- Assess safety risks or recurring patterns
- Determine whether additional action or documentation is required

- Evaluate potential policy, facility, or training needs
- Coordinate follow-up with staff, city administration, or legal counsel when appropriate

Incidents involving threats, violence, illegal activity, or significant safety concerns may result in temporary or long-term restrictions of library privileges as outlined in the Library Code of Conduct.

V. Definitions	
Clarifies any terms, acronyms, or library-specific jargon.	
Term	Definition
Authorized Personnel	Library staff, library administration, the Library Director, designated City of Leon Valley officials or administrators, and legal counsel who have a legitimate business or legal need to access confidential patron information or incident reports in the course of official duties.
Emergency	A situation posing immediate risk to health, safety, or property that requires urgent attention or activation of emergency services (e.g., medical emergencies, fire, imminent threats).
Incident	Any unusual event, behavior, condition, or situation that may affect safety, operations, property, or legal responsibilities of the library. Includes accidents, injuries, disturbances, threats, hazards, emergencies, or law enforcement interactions.
Incident Report	The official document used to record the details of an incident factually and objectively, including who was involved, what occurred, and what actions were taken.
Mandatory Reporter	An individual legally required to report suspected child abuse or neglect under Texas Family Code §261.101. All adults are required reporters; “professionals,” including city staff and library employees, must report within 48 hours and cannot delegate this responsibility.
Patron	Any member of the public who uses or accesses library facilities, services, programs, collections, or resources.
Staff	All full-time, part-time, substitute, seasonal, or temporary employees of the Leon Valley Public Library.

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

Patrons

Patrons are responsible for following all library policies and the Library Code of Conduct, reporting unsafe or concerning conditions to staff, and cooperating with staff directions during emergencies or safety-related situations.

Library Staff

Library staff respond to incidents in accordance with their training and City safety protocols and are responsible for completing incident reports promptly and accurately. Staff must notify supervisors of serious or escalating situations, fulfill any mandatory reporting obligations required by law, maintain the confidentiality of incident reports, and support a safe and equitable environment for all patrons.

Library Director

The Library Director oversees compliance with this policy, reviews all incident reports, and ensures appropriate follow-up actions are taken. The Director consults with City Administration or Legal Counsel as needed, ensures secure storage of incident documentation and compliance with records retention requirements, and provides or coordinates staff training related to safety, de-escalation, and incident reporting.

City Administration / Legal Counsel

City Administration and Legal Counsel provide legal review and guidance related to incident reports, liability concerns, or public information requests. They support compliance with applicable state laws, municipal policies, and records retention requirements.

Volunteers & Interns

Volunteers and interns are required to report incidents immediately to supervising staff and may assist only within the boundaries of their training and authorization. Volunteers and interns must maintain confidentiality regarding any observed or documented incident information.

VII. Related Documents & References		
Include links or filenames for Policies, SOPS, forms or templates, system manuals		
Document Name	Location or Link	Notes
Leon Valley Public Library Code of Conduct (MG-202503-B)	URL included after approved by Council	Conduct violations frequently trigger incident reporting under this policy.
Children's & Unattended Minors Policy (LF-202503-A)	URL included after approved by Council	Incidents involving minors require documentation under this policy.
Emergency Closures & Safety Policy (LF-202512-B)	URL included after approved by Council	Coordinates incident documentation with emergency response actions.
SOP – Needed: Incident Reporting & Escalation		Describes reporting steps referenced in this policy.

VIII. Revision History				
Track the changes made over time				
Version	Date	Description of Change	Author	Approved by
1.0	05.07.2025	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
Incident Report Form		Primary form used to document incidents covered by this policy.

Incident Severity Classification Guide		Supports consistent categorization of incidents documented under this policy.
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