

CORPUS CHRISTI PUBLIC LIBRARIES

# Library Policies

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2025

## LIBRARY POLICIES

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SUBJECT: Library Operations  
Operating Hours

PUBLIC SERVICE 100.01

PURPOSE: To establish regular hours of operation and holiday hours at all libraries.

POLICY: The libraries will observe the following schedules of operation:

La Retama Central Library will be open the following hours:

Monday	CLOSED
Tuesday-Friday	10 a.m. to 6 p.m.
Saturday - Sunday	1 p.m. to 5 p.m.

(Local History and Genealogy Division closes 30 minutes prior to library closing)

Library branches will be open the following hours.

Anita & W.T. Neyland Public Library 1230 Carmel Parkway  
M: 2 p.m. - 8 p.m.; T: 10 a.m.- 6 p.m.; W- TH: 10 a.m. - 7 p.m.; F: 10 a.m. - 6 p.m.; Sat: 10 a.m. - 2 p.m.

Ben F. McDonald Public Library 4044 Greenwood  
M-F: 10 a.m. - 6 p.m.; Sat: 11 a.m. - 3 p.m.

Dr. Clotilde P. Garcia Public Library 5930 Brockhampton  
M: 10 a.m. - 2 p.m.; T-TH: 10 a.m. - 6 p.m.; Fri. - Sat.: 10 a.m. - 4 p.m.

Janet F. Harte Public Library 2629 Waldron Rd.  
M: 4 p.m.- 8 p.m.; T: 9 a.m.-12:30 p.m., 4 p.m.- 8 p.m.; W: 4 p.m.- 8 p.m.;  
TH: 9 a.m.-1:30 p.m., 4 p.m.- 8 p.m.; F: 4 p.m.- 8 p.m.; Sat: 9 a.m.-6 p.m.; Sun: 2 p.m. -6 p.m.

Owen R. Hopkins Public Library 3202 McKinzie Rd.  
M-TH: 9 a.m. - 6 p.m.; F- Sat: 9 a.m. - 1 p.m.

Corpus Christi Public Libraries close for the following designated City holidays: Martin Luther King Day, Memorial Day, Juneteenth, Fourth of July, Labor Day, Thanksgiving and day after, and Christmas through New Year's. The Library Director may determine the need to close for other circumstances.

SUBJECT: Library Operations  
Customer Service

PUBLIC SERVICE 100.02

PURPOSE: To meet the diverse needs of the community

POLICY: Corpus Christi Public Libraries (CCPL) strive to offer excellent library services. Every staff member will strive to make visiting the library a positive experience. Staff will provide quality service to every library user regardless of age, race, sex, nationality, educational background, physical limitations or any other criteria. To ensure quality service, the following principles will be followed by every staff member.

### **Attitude**

Each staff member is a representative of CCPL and is expected to act in a friendly, helpful manner, ensuring that the patron will walk away feeling that his/her experience at the library was a positive one. A friendly, helpful attitude ensures a positive experience even when the message conveyed is not a pleasant one.

### **Ethics**

The needs and requests of library patrons will be taken seriously and treated with respect. Equal consideration and treatment will be given to users in a non-judgmental environment. All interactions and transactions with the patron or groups of patrons will be considered confidential and will be discussed only in a professional context. Such matters include, but are not limited to, registration information, materials selection, loan transaction records, reference questions, and requests for materials. Discussion of confidential patron issues will be handled discreetly, preferably in non-public areas. Staff members will not offer personal opinions in response to patron queries.

SUBJECT: Library Services  
Reference Services

PUBLIC SERVICE 101.00

PURPOSE: To inform that there is no designated Reference Services division in the library system.

POLICY: Library staff perform minimal reference services on site and by telephone. The Local History Department provides research assistance for Local History, Texas History, Genealogy and material in the Special Collections and Archives. (See Local History 300.00)

#### LOCAL HISTORY DEPARTMENT

- a) Use of Local History\Genealogy room is for research purposes only. Individuals must be conducting research in one of these areas: Corpus Christi history, Texas history or Genealogy. Library staff reserve the right to ask individuals who are not actively conducting research in one of these areas to leave the room. Internet and public seating are available on the first floor.
- b) If you require research assistance, please call in advance for staff availability and to make sure the records you are seeking are in our collection.
- c) Many records are available on microfiche/film which can be used on a self-service basis.
- d) Food or beverages are not allowed in the Local History Room.
- e) The Local History room is a research area and unsuitable for young children. Any children in your company must be closely supervised.
- f) In order to avoid accidents to the archives, researchers are asked to use *only* a lead pencil to take notes, *never* a pen or ball point.
- g) Researchers are responsible for all documents issued to them. Documents may not be removed from the Local History Department. Only one file at a time will be made available and must be returned to staff before another one will be issued.
- h) Documents must be handled with great care, kept in their correct order and returned in order. Staff will advise on correct handling.

Contact 361-826-7030 (Tuesday – Friday: 10 a.m. and 5:30 p.m.; Saturday: 1 p.m. – 4:30 p.m.) prior to visiting the Local History\Genealogy Department.

SUBJECT: Library Services  
Sensory Room

PUBLIC SERVICE 101.01

PURPOSE: To provide an outline for equitable service and clarify the responsibilities of the Corpus Christi Public Libraries (CCPL) and patrons seeking use of the Sensory Room.

POLICY: The Corpus Christi Public Libraries Sensory room in La Retama Central Library is made available to the public by reservation on a first come basis and does not discriminate on the basis of beliefs or affiliations of individuals or groups requesting its use. The goal of the La Retama Library Sensory Room is to improve and support accessibility and inclusivity for the Coastal Bend community while providing a safe, non-threatening environment to calm or stimulate individuals with sensory sensitive and sensory seeking needs. La Retama Library sponsored activities take precedence over public use of the Sensory Room. Permission to use the Sensory Room does not, in any way, constitute an endorsement by the library staff or the Corpus Christi Public Library system. La Retama Library reserves the right to decline any reservation for any reason.

Abuse of the Sensory Room Policy may result in loss of room usage privileges.

#### ROOM LIMITATIONS

- a) The Sensory Room is available to children ages 0-14 and their family.
- b) The Sensory Room remains locked unless in use.
- c) Access to the room is only given during the hours of a patron's confirmed reservation.
- d) No food or drinks in the Sensory Room, except for medical needs.
- e) Up to ten people can be in the Sensory Room at one time.
- f) The Sensory Room can be reserved by one or more families at a time, or groups/organizations. Once a reservation is made, no other families or groups will be added to the time slot except by the adult placing the reservation.
- g) The Sensory Room may not be used for professional therapy without the approval of the Library Director or designee.
- h) The Sensory Room is occasionally monitored but is not under continuous monitoring by Library Staff while in use.

#### SCHEDULING LIMITATIONS

- a) Reservation requests may be made no more than 30 days in advance.
- b) A maximum of two total outstanding reservations permitted per family or group at any time.
- c) Patrons must notify La Retama Central Library of a cancellation prior to the reservation date so that the room may be made available to other patrons.
- d) Each reservation is subject to approval by library staff.
- e) Must arrive on time for the reservation. There will be a grace period of 15 minutes before the reservation is cancelled and is available for others to reserve.

#### REQUIREMENTS and RESPONSIBILITIES

- a) All children using the room require supervision by a parent or adult family member at all times.
- b) Patrons of any age with mental, physical, or emotional disabilities which affect decision making skills or render supervision necessary must always be accompanied by a parent or adult family member.
- c) A *La Retama Sensory Room Agreement From* (Appendix A) is required for all adults and children using the Sensory Room.
- d) Time slots are in 1-hour increments; 45 minutes to use the room and 15 minutes for patrons to prepare to leave, clean, and reset the room to the original arrangement.
- e) Patrons finished with the room should inform library staff of their departure.
- f) Patrons must inform library staff if any Sensory room contents are broken or missing.
- g) Attending a Sensory Room Orientation is required prior to first room reservations.

- h) Reservation requests must include the patron's name, phone number, email address, and any affiliated groups or organizations.

GENERAL TERMS

- a) Corpus Christi Public Libraries, namely La Retama Central Library, and staff, collectively and individually, are hereby released and discharged from all liability for any loss, injury, or damage to the property which may be sustained during Sensory Room use.

*Revised 3/27/2025*

SUBJECT: Library Services  
Computer Use

PUBLIC SERVICE 101.02

PURPOSE: To provide guidelines for accessing public computers.

POLICY: To accommodate the high volume of requests for computer use, time limits have been set. A Corpus Christi Public Libraries (CCPL) card is required to log in with the exception of the library catalog stations. A library user must use their own library card to log in. Using anyone else's library card is a violation of policy. A library user, who does not have their library card with them, may obtain their card number if they provide proper photo identification. If patron does not provide proper photo identification, staff may verify patron with photo on library record. Individuals visiting the city can request a guest pass at the circulation desk when they present their photo ID.

The total amount of computer use time allowed per day varies between libraries. Please contact the library you plan to use to find out the maximum computer time allowed. Violating the time limit policy by either using more than one library card (even if permission was granted by owner of library card), or any other means to circumvent time limits will result in loss of computer privileges. CCPL reserves the right to monitor computer use time. A station can be paused; however, the time will continue to count down.

Installing or downloading software is not permitted.

Clustering around computers in a manner that creates an obstruction or creates noise that distracts others is not allowed.

Computers automatically shut down before the library closes.

CCPL does not assume responsibility for identity theft or any invasion of privacy that may result from using the Internet or library computers.

Library computers may not be used for any illegal activity including but not limited to:

- Damaging or altering computer equipment, systems or software.
- Viewing, printing or sending any material that is obscene. \*
- Threatening or harassing library staff or patrons.
- Downloading or installing any harmful programs defined as, but not limited to: spyware, viruses, Trojans, malware, or any other illegal utility on any computer.

**\*\*VIOLATING POLICIES CAN RESULT IN LOSS OF PRIVILEGES AS FOLLOWS:**

- First violation, loss of computer privileges for the day.
- Second violation, loss of computer privileges for three days.
- Third violation, loss of computer privileges for seven days.
- Fourth violation, loss of computer privileges for thirty days.
- Fifth violation, loss of computer privileges for sixty days.

Violations beyond this will result in loss of computer privileges for six (6) months.

### **Printing**

Print copies are \$0.30 per page.

Black and white copies only.

\*The definition of obscenity is available in print at the reference and circulation desks or online at <https://statutes.capitol.texas.gov/Docs/PE/htm/PE.43.htm>

SUBJECT: Library Services  
Internet Use Policy

PUBLIC SERVICE 101.03

PURPOSE: To provide guidelines for Internet use.

POLICY: Corpus Christi Public Libraries (CCPL) provide Internet service free and equally to all library users. Wi-Fi accessibility is also available to users who have their own personal devices. The Internet is a global entity with a highly diverse user population; library patrons use it at their own risk. Internet users should be aware that not all sources on the Internet provide accurate, complete or current information. While most of the information accessed can be valuable and enlightening, the user may also find materials that are controversial, unreliable, personally offensive, or illegal under U.S. law. Provision of Internet service does not imply that CCPL endorses or approves of any material accessed.

Parents or guardians, not CCPL or its staff, are responsible for the Internet information selected and/or accessed by their children. It is recommended that parents monitor their child's Internet use in the library, whether using CCPL's computers or their own laptops. Because there is no age requirement for using PCs in the library, and because no filtering software is 100% effective, parents are advised that objectionable material could still be accessible. For information on child online safety, go to [www.safekids.com](http://www.safekids.com).

Viewing, printing or sending any material that is obscene is illegal.\*

§43.22 of the *Texas Penal Code* prohibits the intentional or knowing display of an obscene photograph, drawing, or visual representation, while being reckless about whether a person is present who will be offended or alarmed by the display. An offense under this section is Class C misdemeanor.

§43.24 of the *Texas Penal Code* prohibits the display of harmful material, defined in the law similarly to indecent material under federal law, if the displayer is reckless about whether a minor is present who will be offended or alarmed by the display.

\*For more information, see the complete text of Sections [43.22](#) and [43.24](#) of the Texas Penal Code.

Corpus Christi Public Libraries reserve the right to suspend a patron's privilege to use the Internet due to illegal or unethical use of the Internet or for any other violation of policies or guidelines.

SUBJECT: Library Services  
Social Media

PUBLIC SERVICE 101.04

PURPOSE: To engage and be more accessible to the community and to our patrons, Corpus Christi Public Libraries (CCPL) participate in social media to promote CCPL's services and resources.

POLICY: CCPL selects carefully chosen social media tools as an important enhancement to communication, collaboration, and information exchange between CCPL staff, library users and the general public. CCPL recognizes that new tools will emerge which have useful application in the library setting; therefore, this policy addresses social media in general.

Comments and postings by participants other than library staff moderators do not necessarily reflect the official position of CCPL or its staff. Social networking includes but is not limited to formats such as instant messaging, text-based posts, discussion lists, websites, and social network pages.

CCPL does not collect, maintain or otherwise use the personal information stored on any third party site in any way other than to communicate with users on that site, unless granted permission by users. Users should be aware that third party sites have their own privacy policies and should proceed accordingly. Users may remove their account/profile at any time from social networking sites.

CCPL reserves the right to monitor content on all of its social networking sites and will abide by federal, state, municipal, and platform guidelines.

*Revised 3/27/2025*

SUBJECT: Library Services  
Meeting Room

PUBLIC SERVICE 101.05

PURPOSE: To facilitate reservation and use of meeting rooms by non-profit clubs, organizations, and groups.

POLICY: In keeping with its mission of promoting educational, cultural, and recreational goals for its community, Corpus Christi Public Libraries (CCPL) offer free meeting rooms to non-profit clubs, organizations, and groups.

- A. Meeting rooms may be reserved only by CCPL card holders, 18 years or older, with a card in good standing.
  - a) The responsible card holder shall not transfer its space or reservation.
  - b) Any expenses incurred by a group using the rooms will be the card holder's responsibility.
  - c) All attendees must comply with Patron Conduct Policy 102.03.
- B. All meetings, programs or exhibits must be open to the public, Library staff and City employees.
  - a) No fees, dues or donations for any meeting, program or exhibit may be charged or collected; this includes fees, dues or donations requested offsite.
  - b) Meeting rooms may not be used for private social functions, presentations, commercial activities, political rallies/campaigns or for any engagement which requires the collection or exchange of funds or fundraising on Library premises.
  - c) No solicitations of any kind are permitted, exceptions may apply when sponsored by the libraries.
- C. CCPL/City related or sponsored meetings and/or activities have priority.
- D. Reservations (based on availability, or group size):
  - a) CCPL reserves the right to cancel or modify a reservation if meeting room is needed by CCPL/City.
  - b) An *Application for Use of Meeting Rooms* (Appendix B) must be submitted to the library location where the meeting will be held at least 7 business days in advance of the date needed.
    - i) Must be renewed every 60 days.
    - ii) Must be submitted Monday-Friday during operating hours at the public service desk.
    - iii) Submitting an application does not constitute a confirmed reservation.
    - iv) Reviewed, approved, or denied by Branch Manager or designee within 72 hours Monday-Friday (excluding Holidays).
  - c) May not be made more than 60 days in advance of the requested date.
    - i) No more than twice in 30 days.
  - d) Will not be available during June/July due to Summer Reading Programs.
  - e) Must be scheduled during normal operating hours.
  - f) Must be vacated 30 minutes before the library closes.
  - g) Will be revoked if CCPL determines in its sole discretion that the use is not in compliance with CCPL policies.
  - h) Will be considered cancelled after 15 minutes of a "no show."
  - i) Will not be accepted for six months after the 2<sup>nd</sup> "no show."
  - j) Please consider set-up time when making reservations.
- E. Setup:
  - a) Prior inspection of a particular room is suggested to determine its suitability.
  - b) Cardholder is responsible for setting up, rearranging, and taking down tables and chairs, per ADA and Fire Code.
  - c) Seating capacity depends upon room arrangement.
  - d) Attendance and seating capacity are limited by City Fire Code.
  - e) Cardholder is responsible for ensuring that attendance does not exceed the maximum occupancy.

- f) Tables and chairs are available at each location.
  - g) The library does not furnish equipment, refreshments, services, or supplies.
- F. Room use:
- a) Meeting rooms must be left clean, in good repair and in the same condition as found. Trash should be picked up and put in receptacles.
  - b) CCPL cardholder will be responsible for cost of any damage to library property and may lose the privilege of using meeting rooms in the future.
  - c) Light refreshments (coffee, soft drinks, cake, cookies, etc.) may be served.
  - d) Alcoholic beverages, smoking, vaping, and open flames are not permitted.
  - e) CCPL is not responsible for equipment, supplies or materials left behind.
- G. Publicity concerning the program:
- a) Sponsorship must be clear and contact information (telephone number and email) of the sponsoring group should be included in the publicity.
  - b) Any publicity must include the disclaimer: "This event is not sponsored by the Corpus Christi Public Libraries or the City of Corpus Christi."
  - c) CCPL will not promote programs that are not library sponsored.
  - d) Groups should inform the library if their program is being advertised through media outlets as the library may receive calls regarding the program.
- H. Professional Educator:
- a) May use a library meeting room to provide an educational program related to their field of expertise and must be open to the public.
  - b) During such a program or in the future, no attempt may be made to sell any products or services.
  - c) May not hand out business cards or brochures promoting any business, product, or service.
  - d) May not solicit personal information (names, addresses, phone numbers, etc.) from the program participants, either as part of a pre-registration process or during the program itself.
- I. Denials and Loss of Privileges:
- a) Library Director/Branch Manager may deny application for a particular meeting room if its intended use disrupts the normal use of the library. Disruptions may include excessive traffic through common areas of the Library, distracting visual or sound effects, or use that attracts attendees in excess of meeting room limits.
  - b) Failure to comply with the rules may lead to immediate termination of the meeting, exclusion of individuals from library premises pursuant to the rules, and/or loss of future meeting room use privileges.
- J. Cancellations:
- a) Cancellations of reservations by groups should be made at least 24 hours in advance of the meeting date.
  - b) In the event that a reserved meeting room is needed for a CCPL event, the library will notify the applicant of cancellation with as much notice as possible in advance of the meeting.

## MEETING ROOM CAPACITY:

### **La Retama Central**

La Retama Room	60	Auditorium style
	45	With tables
Conference Room	25	Auditorium style
Board Room	16	Conference table

### **Dr. Clotilde P. Garcia**

Meeting Room	30	Auditorium style
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### **Ben F. McDonald**

Meeting Room	45	Auditorium style
	25	With tables

### **Janet F. Harte**

Meeting Room	50	Auditorium style
Patio Area	25	Patio tables & chairs

### **Owen R. Hopkins**

Meeting Room	45	Auditorium style
Conference Room	6	Conference table

SUBJECT: Library Services  
Library Programs

PUBLIC SERVICE 101.06

PURPOSE: To provide library programming to the community.

POLICY: Corpus Christi Public Libraries (CCPL) support their mission of connecting people with the world of ideas and information by developing and presenting programs that provide additional opportunities for information, learning, and entertainment. Programming is an integral component of library service that:

- Expands CCPL's role as a community resource.
- Introduces patrons and non-users to library resources.
- Provides entertainment.
- Provides opportunities for lifelong learning.
- Expands the visibility of CCPL.

Ultimate responsibility for library programming rests with the Library Director who delegates the management of programming to the branch managers and youth services librarians. The following criteria are used in making decisions about programs:

- Community needs and interests.
- Availability of program space.
- Treatment of content for intended audience.
- Presentation quality.
- Presenter background/qualifications in content area.
- Budget.
- Historical or educational significance.
- Connection to other community programs, exhibitions or events.
- Relation to library collections, resources, exhibits and programs.

In addition, CCPL draws upon other community resources in developing programs and actively partners with other community agencies, organizations, educational and cultural institutions, or individuals to develop and present co-sponsored public programs. Professional performers and presenters that reflect specialized or unique expertise may be hired for library programs; performers and presenters will not be excluded from consideration because of their origin, background, or views, or because of possible controversy. Library staff who present programs do so as part of their regular job and are not hired as outside contractors for programming. All library programs are open to the public. CCPL's philosophy of open access to information and ideas extends to library programming, and CCPL does not knowingly discriminate through its programming. CCPL sponsorship of a program does not constitute an endorsement of the content of the program or the views expressed by participants; program topics, speakers and resources are not excluded from programs because of possible controversy. Registration to attend a program may be required due to limited space. Programs may be held on site or off site.

SUBJECT: Library Services  
Library Tours and Class Visits

PUBLIC SERVICE 101.07

PURPOSE: To ensure that library tours are available for classes and groups

POLICY: Library staff will provide library tours for classes and other groups to the extent that they do not place constraints on the normal operation of library services. The duration of a library visit is between 30 to 45 minutes. A minimum of two weeks is necessary to schedule a tour. No later than one week before the visit, a teacher or contact person must submit a *Library Visit Confirmation Form* (Appendix C).

#### Class Tours

- a) Tours for students in grade 6 and below will be conducted by a youth services librarian. Exceptions will be made by the managing librarian.
- b) Tours for students in grade 7 and above will be conducted by appropriate public service staff.
- c) Staff may relate field trip to educational curriculum although general tours are given.
- d) A teacher must accompany the class during the tour. Additional adult supervision should accompany any group over ten students, a minimum of one adult per ten students is advised.
- e) It's recommended that a tour group not exceed thirty-five (35) students.
- f) Tours will not be scheduled on Friday, Saturday, or any other day or time of day when adequate number of staff are not available or as determined by the managing librarian.
- g) If library cards are to be issued at the time of the tour, the teacher should visit the library prior to scheduled visit to obtain *School Outreach & Class Tour Public Library Limited Youth Card Applications* (Appendix D). The teacher should return completed applications at least two (2) weeks before the scheduled visit. Youth library card applications must be signed by a parent or legal guardian.

#### General Tours

- a) Non-class tours of groups under the age of 13 will be scheduled and conducted by the youth services librarian. Exceptions will be made by the managing librarian.
- b) Non-class tours of groups age 13 and older will be scheduled and conducted by appropriate public service staff.
- c) If possible, the tour should relate to a library activity or interest.
- d) Number of persons in the tour may not exceed thirty-five (35).
- e) General tours will not be scheduled on Friday, Saturday, or any other day or time of day when adequate number of staff are not available as determined by the managing librarian.

*Revised 3/12/2025*

SUBJECT: Library Services  
Exhibits/Displays

PUBLIC SERVICE 101.08

PURPOSE: To establish guidelines for exhibits and displays.

POLICY: Employees of the City of Corpus Christi are solely responsible for creating, developing and/or approving library exhibits or displays. Library staff may from time to time solicit outside exhibits. Corpus Christi Public Libraries, however, assume no liability for damages to or theft of any privately-owned materials, art or artifacts unless specified and mutually agreed upon in writing.

The Janet F. Harte Public Library houses the Noel McArdle Gallery which offers exhibit space for local and regional artists. For information, contact the library at (361) 826-2310

SUBJECT: Library Services  
Bulletin Boards

PUBLIC SERVICE 101.09

PURPOSE: To establish guidelines for authorizing public bulletin board notices or announcements.

POLICY: Bulletin boards are used mainly for the purposes of Corpus Christi Public Libraries.  
Limited space is available for civic, historical, cultural, social or educational events by nonprofit groups.  
Permission to post notices will be granted by the library director or branch manager.

SUBJECT: Patron Guidelines  
Privacy and Confidentiality

PUBLIC SERVICE 102.00

PURPOSE: To inform library patrons of confidentiality guidelines followed by Corpus Christi Public Libraries (CCPL).

POLICY: Confidentiality of library records is directly related to the ability of citizens to use library materials and pursue information without fear of intimidation. Texas Government Code Title 5 Section 552.124, Public Information, prohibits the disclosure of library records that identify a person who requests, obtains, or uses library materials or services unless:

- a) The records are released to the person to whom the information relates to, or to that person's authorized representative, or
- b) Disclosure is reasonably necessary for the operation of the libraries, and the records are not confidential under other state or federal law, or
- c) A law enforcement agency or prosecutor obtains a court order or subpoena for the records by claiming that the records are necessary to protect the public safety or that the records are evidence of an offense or that they constitute evidence that a particular person committed an offense.

#### Examples of Information CCPL Collects About You

- a) Information to establish identity and residency, including your name, address, and date of birth. This information is required before a library card can be issued.
- b) Records of the items you currently have checked out and the items you have on hold.
- c) Records of items you have overdue and items you have returned late or damaged.
- d) Records of any fines and fees you owe.
- e) Records of people and organizations who use the library meeting room facilities.

#### How CCPL Protects Your Confidentiality

- a) Retains only that personal information necessary to deliver library services and maintain control of library property.
- b) Eliminates confidential information from public access and verifies your identity during telephone transactions.
- c) Purges electronically or manually shreds data in accordance with the state retention schedules.
- d) Releases account information only to the account holder or to that person's authorized representative, including the adult responsible for a child's card.
- e) Does not share, sell, or lease your personal information to any commercial or nonprofit entity that is not affiliated with CCPL.
- f) Ensures that its third-party contractors and service providers adhere to its confidentiality policies.
- g) Regularly removes Web history, cached files, and other computer and Internet use records.
- h) Does not share with third parties or private or public agencies any information about library users, the materials they check out, the information they seek, or the services they use, unless required to do so under the provisions of the Texas Government Code or the U.S.A. Patriot Act.
- i) Denies all requests from third parties for records containing personal information and refers such questions to the Director when necessary.
- j) The Director consults with the City Attorney before determining the proper response to any request for records.

## What You Can Do to Help Protect Your Privacy

- a) Protect your account number, library card, and PIN (Personal Identification Number).
- b) Use care when allowing others to use your library card. Use care in the use of your child's card.
- c) Return materials on time.
- d) Notify us immediately if your library card is lost or stolen.
- e) Use care when accessing or inputting any kind of personal information on the library's computers.
- f) Be sure to log out of any secure sites you have visited.
- g) You are entitled to review your personal information and are responsible for keeping it up to date. Inform CCPL if your name, address, or contact information changes.
- h) Questions or concerns about your privacy and confidentiality rights may be filed in writing with the Library Director.

Corpus Christi Public Libraries support the principles of intellectual freedom described by the American Library Association's Library Bill of Rights and Freedom to READ.

*Revised 3/27/2025*

SUBJECT: Patron Guidelines  
Volunteers

PUBLIC SERVICE 102.01

PURPOSE: To provide volunteer opportunities to the community

POLICY: Library volunteers must comply with City policies and must complete all required placement forms. Volunteers over the age of 18 must be willing to submit to a background check and commit to at least a six- month period. Individuals volunteering for one-time special events are not required to submit to a background check. Court appointed volunteer service is not available. Minors 14 and over are eligible to participate in the volunteer program with guardian signature and approval.

Upon approval volunteers will be required to attend an orientation session. For more information, please contact the volunteer liaison at any local library or visit us online.

SUBJECT: Patron Guidelines  
Patron Comments and Request for Reconsideration of Material

PUBLIC SERVICE 102.02

PURPOSE: To provide patrons a means for submitting comments and requests for reconsideration of library materials.

POLICY: A complaint made by a library patron concerning library facilities, services, materials or exhibits will be treated courteously and professionally. Staff will treat a complaint as a legitimate expression of dissatisfaction and respond appropriately while complying with all library policies. A patron may submit a written complaint/comment using the *Customer Comment Form* (Appendix E).

Patrons may challenge the inclusion of any book, periodical, or electronic media in the library's collection. The patron must complete a *Request for Reconsideration* form (Appendix F). The Library Director will respond in writing. The patron may ask the Library Board for its opinion if not satisfied with the Library Director's decision. A final challenge can be made to the City Manager or their designee if the patron is not satisfied with the Board's opinion (see Policy 400.00). Note that the Library Board is advisory, and its opinion is not binding but a collective opinion.

*Revised 3/12/2025*

SUBJECT: Patron Guidelines  
Patron Conduct

PUBLIC SERVICE 102.03

PURPOSE: To provide patrons with guidelines on appropriate behavior in the libraries.

POLICY: To protect the rights of individuals who are in the libraries to use materials or services, to assist staff members in conducting library business efficiently, and to preserve library materials and facilities. The libraries are open to any who choose to use them. Care is taken to create and maintain an atmosphere that is comfortable, safe, and enjoyable for all library users. Corpus Christi Public Libraries (CCPL) have a policy of zero tolerance for threats, harassment, and/or acts of violence. Library staff will intervene in situations that: are perceived dangerous to persons or library property, interferes with the rights of others, creates unhealthy or unsanitary conditions, constitutes disturbing or inappropriate use of the libraries, and/or that involve the commission of illegal acts. Individuals not complying with the guidelines listed below will be asked to leave the library; if necessary Corpus Christi Police will be called for assistance. **Refusal to comply may result in banning from CCPL premises.**

Actions prohibited on CCPL premises include, but are not limited to:

- Bathing, shaving and/or washing clothes.
- Sleeping or napping on library premises.
- Blocking of aisles with personal items or leaving such items unattended on library premises. Such items left unattended on library premises will be discarded.
- Bringing bedrolls, oversized backpacks, duffle bags, suitcases, large bulky items or items inappropriate in a library environment. See below for exceptions. Such items left on library premises will be discarded.
- Bringing in blankets, sheets, towels or other items not appropriate in a library environment. This includes the wearing of such items inside the library in lieu of sweaters, jackets, coats or other clothing apparel. Such items left unattended anywhere on library premises will be discarded.
- Bringing in outside food or drinks. See exception below.
- No food or drinks are allowed in Local History/Genealogy room, NO EXCEPTIONS.
- Bringing animals into the library, unless they are service animals.
- Defacement of library material, property or building.
- Inappropriate use of library computers or Internet, including viewing of pornography: see 101.03.
- Leaving children unattended.
- Loud, disruptive conversations whether face to face or while on a cell phone.
- Loud or disruptive noise.
- Monopolizing/obstructing space, seating, tables or equipment to the exclusion of others.
- Hovering over individuals.
- Moving or rearranging of furniture without the consent of the library staff.
- Offensive or pervasive odor that constitutes a nuisance to others.
- Possessing, selling, distributing, consuming or being under the influence of alcohol or a controlled substance.
- Removing library material from the libraries without checking them out.
- Skating, roller blading or bike riding on library property. Bikes must be secured on bike rack. See exception below.
- Smoking in or within 120 feet from library building (electronic cigarettes included).
- Stalking, following or propositioning patrons or staff.
- Sexual misconduct such as exposure, inappropriate touching, or any excessive public display of affection.

- Taking library material into restrooms.
- Using profane, obscene, or abusive language, including racial and ethnic epithets.
- Using furniture or equipment in any manner other than that for which it is meant for or in manner that may cause damage. This includes but is not limited to the placing of items, feet or legs on furniture or equipment.
- Adults may enter the children and teen areas to look for books and other material but may not stay in the children or teen area without a child or teen present under their care.
- Use of Local History\Genealogy room is for research purposes only. Individuals must be conducting research in one of these areas: Corpus Christi history, Texas history or Genealogy. CCPL reserves the right to ask individuals who are not actively conducting research in one of these areas to leave the room. Internet and public seating are available on the first floor. No food or drinks allowed in the Local History/Genealogy room, no exceptions.

The following is allowed:

- Assistive devices are permitted on library premises; however, guidelines regarding prohibited actions and items still apply. For example, multiple grocery bags, blankets, oversized backpacks or other items will not be permitted. Non-compliance will result in patrons being asked to leave premises.
- Patrons may bring in one student size backpack (17 x 12 x 8), one grocery bag. Multiple items are not acceptable.
- Patrons may have water or non-alcoholic beverages, in closed containers in designated areas, as long as the person uses caution to prevent spills.
- Patrons may eat or drink vending machine items at locations which have vending machines in place. Food and drink items for infants and toddlers are allowed. Areas should be kept clean, and trash disposed of properly.
- Patrons may eat or drink, non-alcoholic beverages, in approved meetings or functions. Areas must be kept clean.
- Patrons may bring skateboards, used as transportation, into the building as long as items are placed out of the way in order to prevent accidents.

CCPL does not accept or assume responsibility for personal belongings.

CCPL does not accept or assume responsibility for unattended children. Police may be notified of unattended children at closing. (See Policy 102.04)

CCPL reserves the right to:

- Dispose of items being used for shelter on library premises.
- Dispose of items in lost and found not collected within two weeks.
- Inspect all backpacks, bags, briefcases, and purses for library materials.
- Request that a patron leave the library if they are dressed inappropriately. Shirts/blouse, pants, and footwear must be worn at all times.

SUBJECT: Patron Guidelines  
Unattended Children and Adults with Functional Needs

PUBLIC SERVICE 102.04

PURPOSE: To define process when patrons are unattended/unsupervised in the libraries.

POLICY: Children and adults with functional needs should not be left unsupervised and must be accompanied by a responsible person. Corpus Christi Public Libraries (CCPL) strive to provide a warm, welcoming and safe environment conducive to lifelong learning for patrons of all ages. Sharing this environment with other people requires that everyone follow the Patron Behavior Guidelines established by library policies.

CCPL encourages everyone to use its facilities and services. While CCPL is concerned for the safety of all children and adults with functional needs in and around library facilities, CCPL does not act in *loco parentis* (in place of parents). A parent, legal guardian, teacher, custodian or caregiver is responsible for monitoring the activities and managing the behavior of children and adults with functional needs during their library visits. Parents/legal guardians are responsible for their children/adults with functional needs safety and behavior while in the library or on library property and will be held responsible for damage to library property caused by children/adults with functional needs. Library employees have many duties and do not serve as a substitute for daycare or babysitting.

CCPL does not provide the degree of supervision that young children need.

As supported by Texas Penal Code 22.041, the Corpus Christi Police Department may be called if a child below age 15 is not accompanied by an adult or older sibling. Situations of neglectful supervision as described in Texas Family Code 261.001 will be reported to Texas Department of Family and Protective Services.

SUBJECT: Patron Designations and Library Cards  
Library Use Privileges

CIRCULATION 200.00

PURPOSE: To facilitate the use of the libraries.

POLICY: In-house use of library services is available to anyone who complies with appropriate standards of public behavior (see Policy 102.03). A library card is required to borrow materials, use library computers, interlibrary loan services, and to access e-content from a remote non-library location, such as home or office. Individuals visiting the city can request a computer guest pass at the circulation desk when they present their photo ID.

*Revised 3/13/2025*

SUBJECT: Patron Designations and Library Cards  
Library Card Registration

CIRCULATION 200.01

PURPOSE: To encourage the use of library materials through library card registration.

POLICY: Anyone may register for a library card by presenting valid identification that includes a residential address.

Registering for a library card gives consent to the Corpus Christi Public Libraries to contact the cardholder or guarantor by any means over matters concerning their library account, materials borrowed, or advertising library services, including but not limited to consent for any library electronic mail messaging. Some notification settings can be customized by the cardholder or guarantor.

Patrons 18 years of age and older must provide photo identification to verify identity. Patrons 18 and older must agree to take a photo which will be placed in their patron record. Resident library cards must be renewed every two years

Patrons 17 and under may register for a library card. Parent or legal guardian must provide proof of identity, residency, and one of the following for the child: birth certificate, immunization record, insurance card, current year school enrollment (report card) or school identification, Ident-A-Kid, military ID provided to family members, or social security card (number will not be recorded). Any other documents require library director or designee approval.

A Limited Use card is available to local residents who cannot provide proof of residency. Limited use status can be converted to regular use status when required documents are provided.

A patron with a Limited Use card will be entitled to check out one book, use library computers, and will have access to e- resources. No audiovisual materials will be checked out on a Limited Use card.

A Limited Use card may be available to residents 17 and under when proof of residency or documentation required for a minor card is not available. A parent or legal guardian must sign the application and is responsible for a minor's Limited Use card.

*Revised 5/29/2025*

SUBJECT: Patron Designations and Library Cards  
Patron Designations

CIRCULATION 200.02

PURPOSE: To identify categories of authorized library borrowers.

POLICY: All adult library patrons must present their library card or approved photo ID to borrow library materials. Adult library patrons may check out without their library card or ID if they are clearly identified in the photo on their record. All minors must present their library card to check out materials. If the minor's account guarantor is present, the account guarantor may present their approved photo ID in lieu of the minor's library card. A library card is also required to use library computers. A library user, who does not have their library card with them, may obtain their card number if they provide proper photo identification. If patron does not provide proper photo identification, staff may verify patron with photo on library record. Individuals visiting the city can request a computer guest pass at the circulation desk when they present their photo ID.

Should adult patrons allow other individuals (including minors) to use their library card to check out library materials, an authorization form must be on file. (See Policy 205.00)

Patron designations are as follows:

- Corpus Christi Resident
- Non-Resident (annual fee of \$25 or semi-annual fee of \$12.50)
- Limited Use Resident
- Minor Resident (Youth, Juvenile, or Teen)
- Minor Non-Resident (annual fee of \$25 or semi-annual fee of \$12.50)
- Institutional Borrower
- Staff

*Revised 2/19/2025*

SUBJECT: Patron Designations and Library Cards  
Corpus Christi Texas Resident

CIRCULATION 200.03

PURPOSE: To facilitate library use privileges for Corpus Christi residents.

POLICY: Any Corpus Christi resident may register for and receive a free library card by completing an *Adult Library Card Application* (Appendix G) and presenting identification that includes a local residential address. Patrons 18 or older must agree to take a photo that will be placed in their patron record.

Identification must be a current, government photo ID or a current student photo ID issued by a school within Corpus Christi. If the photo ID does not include a current address any one of the following may be used to establish residency along with the photo ID (exception: providing a current student photo ID issued by a school or educational institute within Corpus Christi does not require additional proof of residency):

Texas Department of Public Safety Identification or Driver's License

Military identification

Verifiable long-term lease (6 weeks or more)

Rental or condominium complex

Trailer Park

Leasing agent or landlord

Telephone, cell phone, cable, water, electric, or gas bill

Voter's Registration card

Educational College or University within Corpus Christi

Automobile insurance card

Medicaid/Medicare letter, Veterans Administration (VA) card, or health insurance card with patron's local address

U.S. resident card for resident alien with current mailing address

Tax appraisal letter or verification on Nueces County Appraisal District website

*Others as approved by Director or designee*

A resident is defined as anyone who resides within the city limits or is included in any of the following categories:

- (1) Members of the armed forces (and their dependents) stationed
  - i. within the City limits
  - ii. Coast Guard Station, Port Aransas, Texas.
- (2) Temporary residents residing within the City limits for six (6) weeks or more.
- (3) Students currently enrolled at
  - i. Texas A&M University-Corpus Christi
  - ii. Del Mar College; and
- (4) Non-residents who own real property within the city limits.

Residency established by Ordinance no. 029161 adopted 7/26/2011

SUBJECT: Patron Designations and Library Cards  
Minor Resident

CIRCULATION 200.03.1

PURPOSE: To facilitate library use, privileges for minors and establishing parent or legal guardian responsibility as guarantor. Minor is defined as anyone under the age of eighteen (18).

POLICY: A library card is available to all minors through age 17. A Parent or legal guardian must sign *The Youth Library Card Application* (Appendix H), *Juvenile Library Card Application* (Appendix I), or *Teen Library Card Application* (Appendix J) and assume full responsibility for the library card. Signatures indicate an acceptance of responsibility for:

- i. The minors use of all library resources, including access to the Internet.
- ii. Supervision of the minor's choice of materials.
- iii. Return of all materials when due.
- iv. All losses and damages to materials borrowed.
- v. Fees or fines incurred.

Parent or legal guardian must provide their current government photo ID with proof of residency, or their current student photo ID issued by a school or educational institute within Corpus Christi. The parent or legal guardian must also provide one of the following that has the minor's name: birth certificate, immunization record, insurance card, current year school enrollment (report card) or school identification, Ident-A-Kid, military ID provided to family members, or social security card (number will not be recorded). *If the documentation provided for the minor is a student photo ID or school enrollment for a school within Corpus Christi, the parent or legal guardian does not also have to provide proof of residency for the minor card.* Any other documents require Library Director or designee approval.

If the above documentation is provided and the minor is a resident or student at a school within Corpus Christi, the account guarantor may choose for the minor to receive a Youth, Juvenile, or Teen library card (See policy 200.08).

A Limited Use card may be issued through school visit or school "signup drive" based on the *School Outreach & Class Tour Public Library Limited Youth Card Applications* (Appendix D) completed and signed by parent or legal guardian and verified by the school. Cards issued through schools will be designated as Youth library cards. Juvenile and Teen library cards must be requested, signed, and submitted by guarantors in person.

A minor with a Limited Use card will be entitled to check out one book, use library computers, and will have access to e-resources. No audiovisual materials will be checked out on a Limited Use card. Limited use status can be converted to regular use status when required documents are provided.

Emancipated minors must provide court order documentation. If unable to provide such documentation a Limited Use card can be issued to them and their dependents, upon approval of Library Director or designee.

Only the parent or legal guardian who signed the application and is listed as the responsible party for a library card is permitted to access account information. Guarantors will need to present their photo ID, and if available, the youth library card to check out materials or access youth account information at the circulation desk.

Two parents or legal guardians living in the same household can be placed on the same minor card as the responsible guarantor. If one parent or legal guardian has already accepted responsibility for a minor's card, the responsible parent or guardian is required to give permission to add the second parent or legal guardian to the same card. Each parent or legal guardian accepting responsibility will be required to provide the necessary documents. A parent or legal guardian sharing responsibility for a minor card may choose to remove their name from the account if it is clear from fines, fees, and material. They may fill out a new application to create a minor card as a separate responsible guarantor.

A minor may have a separate account for each responsible parent or legal guardian living in separate households. Each parent or legal guardian accepting responsibility will be required to provide the necessary documents.

*Revised 11/07/2024*

*Revised 5/25/2025*

SUBJECT: Patron Designations and Library Cards  
Limited Use Corpus Christi Resident

CIRCULATION 200.04

PURPOSE: To authorize limited use privileges for anyone using Corpus Christi Public Libraries (CCPL).

POLICY: CCPL will permit any city resident to register for a Limited Use card that cannot provide proof of local residency. Patrons 18 or older must agree to take a photo that will be attached to their patron record.

A patron with a Limited Use card will be entitled to check out one book, use library computers, and will have access to e-resources. No audio-visual materials will be checked out on a Limited Use card.

Limited Use status can be converted to regular use status when proof of local residency is provided. A patron 18 or older must sign the library card application in the presence of staff.

SUBJECT: Patron Designations and Library Cards  
Non-resident

CIRCULATION 200.05

PURPOSE: To facilitate library use privileges for non-residents.

POLICY: For an annual fee of \$25 (semi-annual fee of \$12.50), non-residents may obtain a library card with the same privileges as residents. Nonresidents temporarily residing in the city six weeks or more are regarded as residents with the same privileges as residents and are not required to pay nonresident fee.

Must provide government-issued photo identification showing current address.

[Patrons paying property taxes in Corpus Christi **are not required to pay non-resident** fee. Patron must provide tax appraisal letter as proof or staff can verify information in Nueces County Appraisal District website. See Policy 200.03 for Corpus Christi Resident Cards]

**PURPOSE:** To facilitate library use privileges for Non-resident minors and establishing parent or legal guardian responsibility as guarantor. Non-resident minor is defined as anyone under the age of eighteen (18). For an annual fee, non-residents may obtain a library card with the same privileges as residents.

**POLICY:** A library card is available to all non-resident minors through age 17. A Parent or legal guardian must sign the *Youth Library Card Application* (Appendix H) and assume full responsibility for the library card. Signatures indicate an acceptance of responsibility for:

- i. The minors use of all library resources, including access to the Internet.
- ii. Supervision of the minor's choice of materials.
- iii. Return of all materials when due.
- iv. All losses and damages to materials borrowed.
- v. Fees or fines incurred

One of the following documents must be provided for non-resident patrons 17 years of age and under: birth certificate, immunization record, insurance card, current year school enrollment (report card) or school identification, Ident-a-Kid card, military ID provided to family members, social security card (number will not be recorded). Any other documents require library director or designee approval.

Only the parent or legal guardian who signed the application and is listed as the responsible party for a library card is permitted to access account information. Guarantors will need to present their photo ID, and if available, the youth library card to check out materials or access youth account information at the circulation desk.

Two parents or legal guardians living in the same household can be placed on the same minor card as the responsible guarantor. If one parent or legal guardian has already accepted responsibility for a minor's card, the responsible parent or guardian is required to give permission to add the second parent or legal guardian to the same card. Each parent or legal guardian accepting responsibility will be required to provide the necessary documents. A parent or legal guardian sharing responsibility for a minor card may choose to remove their name from the account if it is clear from fines, fees, and material. They may fill out a new application to create a minor card as a separate responsible guarantor.

A minor may have a separate account for each responsible parent or legal guardian living in separate households. Each parent or legal guardian accepting responsibility will be required to provide the necessary documents.

SUBJECT: Patron Designations and Library Cards  
Institutional Borrower

CIRCULATION 200.06

PURPOSE: To facilitate the use of library circulating materials, through the authorization of institutional borrowing privileges.

POLICY: The principal administrator of a business, corporation, school, daycare, or residential/long-term care facility may register for an institution library card. Registration is activated by completing an *Institution Library Card Application* (Appendix K) and returning it to library administration for Library Director approval. By signing an institutional borrower's application, the applicant affirms the institution's agreement to accept responsibility for all items borrowed on the card, including overdue fines, lost or damaged items, and any other applicable fees.

When using the institution library card, authorized borrowers must present their personal photo ID listed on the application. It is the responsibility of the principal administrator of the institution to update the application if an authorized borrower needs to be removed. The card can be renewed annually by submitting a letter to library administration from the principal administrator of the institution, or by submitting a new *Institution Library Card Application*.

*Revised 3/27/2025*

SUBJECT: Patron Designations and Library Cards  
Staff

CIRCULATION 200.07

PURPOSE: To authorize library privileges for staff employed by the City of Corpus Christi.

POLICY: Staff must possess a library card to borrow and use library materials and must provide a City of Corpus Christi employee badge to receive the "City Employee" or "CCPL Library Staff" patron designations. Staff accounts are designated as resident, regardless of residential address.

Checkout periods may be extended for Corpus Christi Public Libraries staff if material is used for work related purposes.

*Revised 3/13/2025*

SUBJECT: Patron Designations and Library Cards  
Library Card Options for Minors

CIRCULATION 200.08

PURPOSE: To facilitate library use privilege options for minors with Minor Resident patron designations.

POLICY: Parents or legal guardians of a resident minor have the option to choose from the following library card options for minors.

- Youth Library Card:
  - Available to all minors, ages 0-17.
  - Youth library cards can have the patron designation of Resident, Non-resident, or Limited Use. Designation will depend on eligibility according to the applicable policy (See Policies 200.01, 200.03.1, and 200.05.1).
  - New card applicants may choose their card design. The 1,000 Books Before Kindergarten card image is exclusively accessible to active program participants.
  - Cardholders in good standing may use their library card to:
    - Check out any available material from the library.
    - Log in to library computers.
    - Access all digital library resources.
- Juvenile Library Card
  - Available to all minors, ages 0-17, who are residents of Corpus Christi and present required documentation described in policy 200.03.1.
  - Cardholders in good standing may use their library card to:
    - Check out material from the Juvenile collections.
    - Access CCPL digital resources, except CloudLibrary
  - Cardholders **may not** use the juvenile library card to:
    - Check out any material from the Teen, Young Adult, Adult collections, or collections that do not identify any age.
    - Log in to library computers capable of accessing the internet.
    - Access CloudLibrary.
  - When checking out at the circulation desk, patrons should do the following:
    - Present library card. Library staff can look up the account if the guarantor is present and presents their current photo ID.
    - Separate out any items not from the Juvenile collections. Non-eligible items will need to be borrowed on an appropriate library card.
- Teen Library Card:
  - Available to minors, ages 13-17, who are residents of Corpus Christi and present required documentation described in policy 200.03.1.
  - Cardholders in good standing may use their library card to:
    - Check out material from the Juvenile and Teen collections.
    - Access CCPL digital resources, except CloudLibrary
  - Cardholders **may not** use the teen library card to:
    - Check out any material from the Young Adult, Adult collections, or collections that do not identify any age.
    - Log in to library computers capable of accessing the internet.
    - Access CloudLibrary.
  - When checking out at the circulation desk, patrons should do the following:
    - Present library card. Library staff can look up the account if the guarantor is present and presents their current photo ID.
    - Separate out any items not from the Juvenile or Teen collections. Non-eligible items

will need to be borrowed on an appropriate library card.

Although all efforts have been made to limit access to only the permitted material for juvenile and teen patron designations, library staff and vendors are limited in oversight ability. Parents or legal guardians should monitor the selection of material and use of their child's card, regardless of patron designation.

Patron designations for a minor may only be selected or changed by the minor's account guarantor. If a guarantor chooses to change from one library card option to another, the guarantor must complete a new application, and a new card is issued. Replacement card fees may apply but will not be charged when changing from Juvenile to Teen. Youth cards issued before June 2025 can switch to either the Juvenile or Teen card without charge.

Minors who turn 13 will not automatically be changed to the Teen Library Card. Their cards will remain either Youth or Juvenile until otherwise requested from the account guarantor and a new application is provided.

*Revised 5/25/2025*

**PURPOSE:** To encourage use of library resources by authorizing limited use cards for students who are part of a class visit.

**POLICY:** A teacher who schedules a class visit to a Corpus Christi public library may facilitate a student's effort to acquire a Limited Use card. The teacher must pick up, distribute, collect, review for completion, and return *School Outreach & Class Tour Public Library Limited Youth Card Applications* (Appendix D) to the library no later than two weeks prior to a class visit. Exceptions can be made at the youth librarians' discretion. A student with a Limited Use card will be entitled to check out one book, use library computers and will have access to e-resources. No audio-visual materials will be checked out on a Limited Use card. Limited Use cards can be converted to minor Resident cards when required documents are provided. (See Policy 200.03.1)

*Revised 11/07/2024*

SUBJECT: Borrowing and Use Privileges  
Good Standing

CIRCULATION 202.00

PURPOSE: To inform patrons how to remain in good standing to maintain borrowing and use privileges.

POLICY: A patron is considered in good standing when **NONE** of the following conditions exist:

Has outstanding fees or fines of \$5 or more.

Has overdue materials.

Has returned checks due to insufficient funds.

Has interlibrary loan claims.

Has had borrowing privileges suspended or revoked by Library Director.

Has more than 5 current Claim Returns on their account.

SUBJECT: Borrowing and Use Privileges  
Materials Check Out Limits

CIRCULATION 202.01

PURPOSE: To establish total number of items a borrower may check out.

POLICY: Check out limits for specified item types are listed below.

LIMITED USE BORROWER (e-resources accessible)

ITEM TYPE	CHECKOUT LIMITS
Book	1
Media	0
CloudLibrary e-materials	Unlimited
e-Magazines	Unlimited

RESIDENT BORROWER, NON-RESIDENT, INSTITUTIONAL BORROWER  
(select e-services are accessible)

ITEM TYPE	CHECKOUT LIMIT
New Books	25
Books	Unlimited
New Read Along Audio Books	5
Read Along Audio Books	Unlimited
New Books on CD	25
Books On CD	Unlimited
New Music CDs	25
Music CDs	Unlimited
New DVDs/Blu-Ray	5
DVDs/Blu-Ray	Unlimited
Honor Books	Unlimited
Periodicals (excludes latest issue)	5
CloudLibrary e-materials	Unlimited
e-Magazines	Unlimited
Board Games	5
Baking Equipment	3
Special Collections, Equipment or Kits	Limits may vary; inquire at the circulation desk

*Revised 3/13/2024*

SUBJECT: Borrowing and Use Privileges  
Loan Periods

CIRCULATION 202.02

PURPOSE: To establish loan periods for specified types of circulating materials.

POLICY: Materials that circulate have the following designated loan periods:

<b>ITEM</b>	<b>LOAN PERIOD</b>
Books	14 days
Read Along Audio Books	14 days
Books On CD	14 days
Music CDs	14 days
DVDs/Blu-Ray	14 days
Honor Books	Unlimited
ILL Items	14 days
CloudLibrary e-materials	14 days
e-Magazines	Unlimited
Board Games	14 days
Baking Equipment	14 days
Special Collections, Equipment or Kits	Loan Periods may vary; inquire at the circulation desk

*Revised 12/22/2024*

SUBJECT: Borrowing and Use Privileges  
Renewals

CIRCULATION 202.03

PURPOSE: To extend the loan period of borrowed library materials.

POLICY: Items on library accounts in good standing will automatically renew on their due date up to a maximum of four (4), 14-day periods. The following items are exempted from automatic renewals:

Items on hold

Interlibrary Loan items

Some kits, equipment, or special collections

Items on hold for another patron must be returned by their due date. Interlibrary Loan renewals can be requested over the phone or in person and are dependent on due dates or renewals given by the lending library. Library card numbers and other personal identifying information are required when renewing by telephone. Patrons who want to continue to borrow items after they passed four renewals must bring their items and library card into a Corpus Christi public library to return and recheck their items.

Please see Policy 100.01 for each library location and hours.

Renewals by email or voice mail will not be accepted.

Patrons can check the status of their material by visiting <https://corpustx.bywatersolutions.com/> and logging in with their library card number and password. Setting a secure password is strongly recommended.

*Revised 08/14/2024*

*Revised 5/30/2025*

SUBJECT: Borrowing and Use Privileges  
          Holds

CIRCULATION 202.04

PURPOSE: To establish a method for reserving an item that is not immediately available to a patron for check out.

POLICY: A patron may have up to 15 items on Hold at the same time. A Hold can be placed on any item with one of the following statuses:

- In
- Checked out
- Item being held
- In transit

A Hold **cannot** be placed on an item with a status of:

- Bindery
- Lost
- Damaged
- On librarian desk
- Mending
- Missing
- Withdrawn

Patron will be notified when the item is available by email or text.

*Revised 12/22/2024*

SUBJECT: Borrowing and Use Privileges  
Interlibrary Loan Materials

CIRCULATION 202.05

PURPOSE: To provide access to library materials not owned by Corpus Christi Public Libraries (CCPL).

POLICY: Patron must possess a library card and be in good standing to request items. All formats except entire issues of periodicals may be requested. Resident and non-resident library cardholders must pay a fee of \$2.75 per item before material is ordered from a lending library.

Interlibrary loan requests from out of state borrowers will be required to pay a fee of \$15 fee per item, before material is ordered from CCPL.

Interlibrary Loan fee established by Ordinance no. 028695 adopted 12/13/2011

SUBJECT: Equipment  
Public Use Typewriters

CIRCULATION 203.00

PURPOSE: To regulate the use of public typewriters.

POLICY: Public typewriters are available at the La Retama Central Library only. Patron must provide own supplies with exception of typewriter ribbon.

SUBJECT: Library Charges  
Forms of Payment

CIRCULATION 204.00

PURPOSE: To establish forms of payment for library charges.

POLICY: Corpus Christi Public Libraries accept the following forms of payment:

- Cash
- Check (for exact amount only)
- Credit or Debit Card (VISA, MasterCard, Discover, American Express)
- Apple Pay and Google Pay
- Online Payments

SUBJECT: Library Charges  
Damaged Material

CIRCULATION 204.01

PURPOSE: To define financial responsibility for damaged material.

POLICY: An item will be declared damaged if it or any part of it is unusable. Patron is responsible for cost of item and any applicable fees. A patron returning an item that has been damaged will be billed for the cost on record. If there is no cost on record or indicated on the item, patron will be charged according to the default cost.

DAMAGED ITEMS

Materials cost or default cost (A processing fee of \$5 will be added to the price of items that are damaged beyond repair)

DEFAULT COST

<b>Print Items</b>		<b>Audio/Visual Items</b>	
Adult/YA/Teen Hardback	\$20.00	Blu-ray/DVD	\$20.00
Adult/YA/Teen Paperback	\$10.00	Juvenile Blu-ray/DVD	\$15.00
Juvenile Hardback	\$15.00	Music CD	\$15.00
Juvenile Paperback	\$7.00	Juvenile Music CD	\$10.00
Juvenile Theme Packet	\$25.00	Book on CD	\$30.00
Periodical	\$5.00	Juvenile Book on CD	\$20.00
Reference Material	\$30.00	Juvenile Book with CD	\$15.00
		Read Along Audio Books	\$50.00
Replacement cost for kits and equipment will vary			

REPLACEMENT OF DAMAGED ITEM:

With approval of Library Director or designee, a patron may replace a damaged item in lieu of paying replacement charges if the following criteria are met:

1. The item is the same or preferably newer edition.
2. The item is the same format (hardback, paperback, etc.).
3. The item is in “like new” condition.

*Revised 12/22/2024*

SUBJECT: Library Charges  
Lost Material

CIRCULATION 204.02

PURPOSE: To identify conditions for determining *lost* status and set guidelines for recovering cost for lost materials.

POLICY: An item with the status of “*Overdue*” will be converted to “Lost” after 37 days from the date it became “*Overdue*.” A patron whose record shows a “Lost” item or items must remit payment, along with any applicable fees for each item. If there is no cost on record or indicated on the item, patron will be charged according to the default cost.

The acceptance of items in “Lost” status is up to the discretion of the librarian. No items will be accepted after one year from “Lost” status.

The Library Director, or designee, may waive all or part of fines or fees under extenuating circumstances. (See Waive Policy 205.03)

### LOST ITEMS

Materials cost or default cost (A processing fee of \$5 will be added to the price of item.)

#### DEFAULT COST:

Print Items		Audio/Visual Items	
Adult/YA/Teen Hardback	\$20.00	Blu-ray/DVD	\$20.00
Adult/YA/Teen Paperback	\$10.00	Juvenile Blu-ray/DVD	\$15.00
Juvenile Hardback	\$15.00	Music CD	\$15.00
Juvenile Paperback	\$7.00	Juvenile Music CD	\$10.00
Juvenile Theme Packet	\$25.00	Book on CD	\$30.00
Periodical	\$5.00	Juvenile Book on CD	\$20.00
Reference Material	\$30.00	Juvenile Book with CD	\$15.00
		Read Along Audio Books	\$50.00
Replacement cost for kits and equipment will vary			

#### REPLACEMENT OF LOST ITEM:

With approval by Library Director or designee, a patron may replace a *Lost* item in lieu of paying replacement charges if the following criteria are met:

1. The item is the same or preferably newer edition.
2. The item is the same format (hardback, paperback, etc.).
3. The item is in “like new” condition.

*Revised 12/22/2024*

SUBJECT: Library Charges  
Fines

CIRCULATION 204.03

PURPOSE: To establish fines for items.

POLICY: Overdue fines will be calculated automatically from first day item becomes overdue and will include holidays and closed days. Items returned in book drops during a closed period will be checked in as of the last day any Corpus Christi Public Library was open. (*Book drops are maintained as a convenience for the patron and the patron remains liable for all materials deposited in book drops until such items are checked in by library staff. Corpus Christi Public Libraries cannot guarantee the security of items deposited in book drops and will not waive charges on items claimed to have been stolen from book drops.*)

The maximum fine for an overdue item (*that has not gone to LOST status*) will not exceed actual replacement cost or original cost of the item, whichever is greater.

Library Director, or designee, may waive fines under extenuating circumstances (See Waive Policy 205.03). If there is no cost on record or indicated on the item, patron will be charged according to the default cost below.

Fines accrue as follows:

<u>OVERDUE ITEMS</u>	<u>AMOUNT</u>	<u>TIME</u>
A/V materials/Kits/Equipment	\$ 1.00	Per Day
Non A/V materials	\$ .25	Per Day

Fines established by Ordinance no. 026907 adopted 7/25/2006

DEFAULT COST:

<b>Print Items</b>		<b>Audio/Visual Items</b>	
Adult/YA/Teen Hardback	\$20.00	Blu-ray/DVD	\$20.00
Adult/YA/Teen Paperback	\$10.00	Juvenile Blu-ray/DVD	\$15.00
Juvenile Hardback	\$15.00	Music CD	\$15.00
Juvenile Paperback	\$7.00	Juvenile Music CD	\$10.00
Juvenile Theme Packet	\$25.00	Book on CD	\$30.00
Periodical	\$5.00	Juvenile Book on CD	\$20.00
Reference Material	\$30.00	Juvenile Book with CD	\$15.00
		Read Along Audio Books	\$50.00
Replacement cost for kits and equipment will vary			

Revised 12/22/2024

SUBJECT: Library Charges  
Fees

CIRCULATION 204.04

PURPOSE: To establish a fee schedule for transactions other than fines.

POLICY: The following fees will be charged:

<b>FEE TYPE</b>	<b>COST</b>	<b>Ordinance no.</b>
Processing Fee for Lost/damaged Items	\$5.00 per item	028695 adopted 7/20/2010
Overdue Print Material	25¢ per day/per item	029579 adopted 7/31/2012
Overdue Media, Kits, & Equipment	\$1.00 per day/per item	029579 adopted 7/31/2012
Copies	30¢ per page	15690 adopted 8/13/1980
Computer Printouts	30¢ per page	15690 adopted 8/13/1980
Replacement Card	\$2.00	029579 adopted 7/31/2012
Non-resident Fee	\$25.00 per year (\$12.50 per 6 months)	029161 adopted 7/26/2011
Interlibrary Loan	\$2.75	029328 adopted 12/13/2011

For Lost and damaged fees, see policies 204.01 & 204.02.

*Revised 3/27/2025*

SUBJECT: Library Charges  
Refunds

CIRCULATION 204.05

PURPOSE: To identify conditions entitling patron to refunds or partial refunds.

POLICY: A library patron is responsible for all materials checked out. Corpus Christi Public Libraries (CCPL) will accept a Lost item if the item is returned within a year from being declared Lost. The returned item will be treated as an overdue.

To receive a partial refund for a Lost item which was paid for, the item must be in good condition and returned within 60 days from date item was paid for. The \$5 processing fee will also be reimbursed. Overdue fees will be assessed up to half the cost of the item.

Cash register, self-checkout, or online payment receipts are required for all refunds, and must be requested within 60 days. If an Interlibrary loan was canceled due to lack of lenders, a refund can be requested within 150 days of payment. Refunds are not immediate as they will need to be processed through the City of Corpus Christi Central Cashiering.

No refunds available for printed copies or library merchandise.

*11/2016*

*Revised 2/28/2025*

SUBJECT: Library Procedures  
Library Card Photo Policy and Authorization Policy

CIRCULATION 205.00

PURPOSE: A photo of patrons 18 years and older will be attached to patron's library account. This will reduce the ability of unauthorized individuals to use a patron's library card.

POLICY: Effective January 23, 2012 patrons 18 years of age and older will be required to have a photo in their library patron record. Anyone refusing to have their photo taken will be unable to check out library materials or use library computers.

Individuals wanting others to check out on their library account must complete an *Authorization for Checking Out Material* (Appendix L). Authorization form must be approved by a branch manager. Authorized users must present the ID that is on record and the library card of cardholder at checkout. Authorization is valid for one year and must be renewed each year. Parents or legal guardians wanting their minor children to use their library card must also fill out an Authorization form.

SUBJECT: Library Procedures  
Overdue Notices

CIRCULATION 205.01

PURPOSE: To encourage return of library material that is overdue and is accumulating fines.

POLICY: At checkout, staff will provide an itemized receipt of materials checked out with due date. As a courtesy an email notice or text will be sent to the card holder notifying them when items are past due if patron has provided an email address or phone number. **Fines will not be waived or reduced for patrons who claim not to have received a notice.** Patrons can check the status of their accounts online or by calling any location and providing their library card number. Patrons must keep contact information up to date on their account.

SUBJECT: Library Procedures CIRCULATION 205.02  
Integrated Library System (ILS) goes offline

PURPOSE: To continue basic library services when Integrated Library System (ILS) goes offline.

POLICY: The following circulation services and functions will be performed manually when the ILS goes offline.

- Check out (only with library card) will be limited to five items.
- Library cards will be issued with appropriate identification (see Policy 200.03) until the system is restored. New patrons will be permitted to checkout only one item.

Fines will not be collected until the system is operative. Overdue fines will be adjusted accordingly.  
Manual records will be maintained for 30 days.

SUBJECT: Library Procedures  
Waives

CIRCULATION 205.03

PURPOSE: Establish procedure for waives of fines and/or fees and who is authorized to approve a waive of fines and/or fees.

POLICY: Library fines and/or fees may be waived under extenuating circumstances. Staff will complete a waiver request form and submit it to their branch manager or designee, who will make a determination. If needed, the branch manager will send the request to the Waive committee, as established by the Library Director, for final decision. Patron will then be notified of the decision. No other staff member, other than those identified herein, is authorized to waive fines and/or fees.in

SUBJECT: Library Procedures  
Claim Returns

CIRCULATION 205.04

PURPOSE: To establish a procedure for Claim Returns. Claim returns are items the patron claims to have returned but library staff have not cleared from record.

POLICY: When a patron claims to have returned an item still shown on their account, staff will follow procedure to check for item at each branch for one month from claim date. Staff will remind patron of agreement to accept responsibility for all items borrowed on their card, including overdue fines, lost or damaged items, and any other applicable fees.

If item is found at any location by library staff, item will be checked in and any related fines cleared from patron's account. If item is found by patron, patron is responsible for any overdue fines. If item is not located, item will go to Lost status and patron is responsible for all charges (see Policy 204.02).

SUBJECT: Local History  
Archive Collection

LOCAL HISTORY 300.01

PURPOSE: Corpus Christi Public Libraries (CCPL) will collect, preserve and make available material that documents the history of Corpus Christi, Nueces County and immediate surrounding communities, not collected by other institutions.

POLICY: Material in the archives, some dating back to the late 1800s, was primarily acquired in the early 1900s through donations from area families. The collections consist of photographs, manuscripts, ledgers, diaries, business and personal correspondence, scrapbooks and minutes. Although CCPL does not actively seek to acquire collections it will accept donations if the material meets the following criteria. Material adds to our knowledge of the history and development of the area because of:

- a) The collector or owner of the material
- b) The subject
- c) The date
- d) Images over fifty years old will be accepted whether or not identified if it can reasonably be assumed that the subject pertains to Nueces County.
- e) Images less than fifty years old will be added based on the uniqueness and significance of the person, thing, place or event in the photograph, quality of the image and/or the significance of the photographer.

*A Deed of Gift Form*, which describes the material being donated, must be signed by the donor. The agreement serves to transfer any rights to CCPL. Donors must understand that the material becomes the permanent property of CCPL. Staff members are not authorized to appraise or otherwise place a monetary value on donations. Donors wishing to take income tax deductions must obtain an independent appraisal.

Collections consisting of artifacts, realia or other 3-dimensional objects, best suited to a museum, will not be accepted unless they are a small part of the overall collection. Also not accepted is material which is in poor physical condition, for example badly torn, moldy or water damaged material that is beyond repair. Donated material will be isolated until the collection is inspected for possible contaminants.

Preservation methods include but are not limited to scanning and digitizing material. CCPL does not have a trained archivist on staff; however, staff seeks expert advice on preservation methods and archival standards. Collections will be inventoried and housed in archival approved enclosures. Information on the collections is accessible through CCPL's online digital archives and the special collections inventory database.

The archive collections are non-circulating and can only be accessed by library staff. Material from the collections is available for private study, scholarship or research. Permission, from CCPL, is required when using material for publication. Archive material cannot be removed from the area designated by staff. Material must be handled with care and making markings of any kind is prohibited. Library staff may refuse to allow photocopying or handling of rare or fragile materials.

Reproductions from the Archive collection must be credited with the standard credit line: Courtesy of Corpus Christi Public Libraries. In authorizing the reproduction of works within its collection the Corpus Christi Public Libraries does not surrender its own right to publish or grant permission to others to do so.

Corpus Christi Public Libraries does not claim to control the copyright for material in its archives. CCPL is not responsible for the improper or illegal use of any copies of materials from its archive collections. It is the

responsibility of the user to comply with the copyright law of the United States (Title 17, U.S. Code).

The archive collections are organized in the following categories:

### **General Photograph Collection:**

The General Photograph Collection contains over 7,000 photographs, covering the development of Corpus Christi beginning in the late nineteenth century and continuing well into the twentieth century. With over twenty subject categories the photographs range from street scenes to the destruction left behind by hurricanes such as the 1919 hurricane and Celia which hit Corpus Christi in 1970.

### **Doc McGregor Collection**

In 1929 Dr. John Frederick "Doc" McGregor (1893-1986) arrived in Corpus Christi with his family. Although a practicing chiropractor the need to supplement his income during the depression and his love of photography led him to open a small photography business in his home at 1015 N. Chaparral. As a photographer for the Caller and Times newspapers he documented the daily news and events of the city. The collection consists of more than 3,000 photographs documenting the history of Corpus Christi during the 1930s and 1940s. An agreement form must be signed when using photographs from this collection and the following credit line must be used: Photo by Doc McGregor, Corpus Christi Public Libraries.

### **Louis de Planque Collection**

It is believed that photographer Louis De Planque, a native of Prussia, came to Mexico with Maximilian's army and eventually set up studios in Matamoros and Brownsville. He arrived in Corpus Christi in 1868 where he established his home and studio. Louis De Planque traveled throughout the South Texas region photographing people, places and events.

### **Individual and Family Collections**

There are over eighty Individual and Family collections. Documents in these collections include, but are not limited to maps, photographs, correspondence, newspaper clippings, brief biographies, minutes, invitations, journals, diaries, scrapbooks, notes, postcards, church papers and family group sheets. .

These documents have proven an invaluable source for researching early Corpus Christi residents.

### **Postcard Collection**

This collection consists of over 300 postcards documenting the history of Corpus Christi and Nueces County.

### **City and County Records**

The Cities and Counties Collection contains over 3,000 records in 51 collections. Historical records for City departments, such as the Police and Fire department, events such as the 1919 Hurricane and organizations which have impacted the economy of the area such, as the Port of Corpus Christi, are collections found under this category. Documents include but are not limited to correspondence, business letters, programs, legal records, newspaper clippings, minutes, and photographs.

### **Clubs and Organizations**

There are forty-nine collections in this category. The collections contain photographs, newsletters, clippings, programs, scrapbooks, minutes and correspondence related to Corpus Christi clubs and organizations.

## DIGITAL ARCHIVES

The following criteria is used to identify the priority level of an item:

- a) Does the item have historical value pertaining to Corpus Christi, Nueces County or the South Texas Region?
- b) What is the condition of the item, if it is fragile is access to it at risk of being lost unless it is digitized?
- c) High use items should be digitized to provide greater access to researchers and minimize damage due to wear and tear.
- d) Priority will be given to items dated prior to 1950 and to rare and unique items.
- e) All photographs of scenes pertaining to the area will be digitized. Photographs of individuals, whether clearly identified or not, will be digitized.
- f) Rare books pertaining to local history and which are in the public domain will be digitized, whether they are made available online will be determined based on copyright. An example of book which will be digitized is "Education in Corpus Christi, Texas 1846-1900" by Gladys Gibbon, 1941.
- g) Only one copy of duplicate digital images will be inputted into the Digital Archives database; however, the record will indicate how many copies of the image exist in the collection.
- h) Sensitive material or material where copyright is in question may be digitized, for preservation purposes, but not placed online. An inventory record will be available through the Special Collections database.
  - i) After selection process is complete item will be scanned at a 300-dpi resolution and saved as a JPEG/TIFF file. A Collection folder will be created and a copy of the file will be saved on an external hard drive and some images are also transferred to DVD/CDs. The digital image will be then be uploaded into Digital Archives.

SUBJECT: Local History  
Corpus Christi Reference

LOCAL HISTORY 300.02

PURPOSE: To acquire and make available material relating to Corpus Christi and Nueces County for research purposes.

POLICY: Corpus Christi Public Libraries (CCPL) will collect, preserve and make available material which documents the history of Corpus Christi, Nueces County and immediate surrounding communities, not collected by other institutions.

- A. The geographical area of concern is Corpus Christi and Nueces County. Material on other counties may be included because of boundary changes, migration and economic patterns and/or proximity.
- B. CCPL will identify and acquire published and/or commercially available items which support the purpose of the collection.
- C. Other materials not available for purchase will be acquired through donation or copying with permission.
- D. Donated materials will be evaluated by CCPL staff to determine its value and appropriateness to the collection.
- E. There is no time limit on publication date of material; however, a greater selectivity is exercised on items published within the past fifty years because of the volume of material and the duplication of information.
- F. Subject content rather than standard selection criteria governs selection for this collection.
- G. Types of material added on a routine basis are:
  - 1) Published manuscripts. Includes most books published on local topics, general histories, biographies, histories of businesses, churches, schools, organizations.
  - 2) School yearbooks. Includes all school districts in Nueces County.
  - 3) Corpus Christi telephone and city directories.
  - 4) Corpus Christi Caller-Times. The primary newspaper in the county dating back to 1883, is maintained on microfilm. Newspaper clippings on subjects specific to Corpus Christi and Nueces County is maintained in a vertical file collection. A database of abstracts pertaining to births, deaths, marriage reports, divorces and early black history from 1883 to 1903 is accessible through an online database. The obituary index, which is also maintained online, currently dates back to the 1940s.
  - 5) Other newspapers may be added depending on:
    - i) Content. Must contain unique coverage of regional subjects. Unique coverage is defined as:
      - a) More extensive coverage of a limited subject or neighborhood (e.g. *Flour Bluff Sun*)
      - b) Coverage from a different point of view (e.g. *Corpus Christi Sun*)

- ii) Date. Coverage of regional subjects over a time period where *Caller-Times* or other local publications are lacking
  - iii) Other factors. The individual significance of the publisher, editor or purpose of publication will affect the decision to obtain or preserve a newspaper.
- 6) Maps
- a) Maps showing Nueces County in all or in part are acquired.
  - b) Street maps of Corpus Christi, showing land ownership, landmarks, and settlements which no longer exist and/or places which have changed names are important research tools.
- 7) Periodicals, advertising and other ephemera  
Items will be examined and evaluated for historical significance and uniqueness of contents.
- 8) No fiction will be added unless the historical significance of the publication, content or author is such that inclusion will enhance the research integrity of the collection.

SUBJECT: Local History  
Texas Reference

LOCAL HISTORY 300.03

PURPOSE: To acquire and make available research materials relating to Texas history, specifically South Texas.

POLICY: The collection will focus on the history and development of Texas with an emphasis on South Texas.

- A. The Texas Reference Collection primarily contains published manuscripts relating to the social and natural history of Texas.
- B. Published material on the history of South Texas and major reference works on Texas history in general are collected.
- C. Unpublished material will not be collected unless:
  1. Directly related to South Texas
  2. Of exceptional historical interest
  3. Contains information not available elsewhere
- D. Unpublished material will be retained in some form other than archival original such as photography, binding, microform, digital.
- E. Maps of the state before 1900 will be added. Others will be added only if they document the development of South Texas in a significant way.
- F. Microfilmed copies of nonlocal newspapers may be added on the basis of dates covered, the area of news coverage, and historical significance. Special consideration is given to newspapers which might document activity in the Corpus Christi area during periods not covered by the *Corpus Christi Caller-Times*.
- G. A collection of Texas County records is maintained on microfilm and microfiche.
- H. Free online resources will be evaluated and placed on Corpus Christi Public Libraries' website. Subscriptions to online resources will be evaluated and obtained if funding permits.

SUBJECT: Local History  
Genealogy Reference

LOCAL HISTORY 300.04

PURPOSE: To acquire and make available Genealogy resources and information for research purposes.

POLICY: The collection consists of national and international genealogical resources, with an emphasis on Texas and the South.

- A. Although there are no geographic limits to the general genealogy collection, emphasis is given to those areas of the world of highest interest to regional genealogist or those which are significant because of the ethnic heritage of the community.

**Priorities for selection in rank order:**

1. Major sources which cover a wide geographic area or subject of general interest to genealogists including indexes, how-to books, inventories, bibliographies, directories.
  2. Material relating to Texas.
  3. Materials on specific geographic areas important to regional researchers.
  4. Materials specific to geographic areas of lesser importance to local researchers.
  5. Published family histories if warranted by regional interest.
- B. The United States Federal Census on microfilm is available for select states, primarily Southern and Eastern, through 1920. The Census collection for Texas is complete through 1930, purchases for Texas will continue as funding permits. A link will be placed on Corpus Christi Public Libraries (CCPL)'s website to the US National Archives 1940s census.
- C. A very limited map collection is maintained. Maps other than atlases will be purchased only if they cover an area deemed important or fill a specific need such as showing areas which have changed boundaries or names, or which locate places of major interest as cemeteries or small communities.
- D. Genealogy periodicals are obtained on subscription basis. In addition, periodicals are obtained by gift subscription or by donation of individual issues. Most current issues are kept on periodical shelves. Noncurrent issues may be retained in bound and cataloged format if the content is of sufficient value; others are kept in boxes or binders if incomplete or of marginal value for a time period determined on a case by case basis.
- E. A significant percentage of the additions to the Genealogy collection are gifts and donations. Although the decision to add a donation is made on the basis of appropriateness and available space, the priorities for purchase will not be applied. Family histories and source records from any area may be added based on potential user interest and condition.
- F. A microfilm and microfiche collection of historical records is maintained for Texas Counties. The collection consists of birth, death, marriage and divorce records, tax rolls, probate minutes, deed and will records, cemetery records, district court criminal minutes, family histories, declaration of

intentions, naturalization records, passenger lists and newspapers.

- G. A microfilm and microfiche collection of historical records is maintained for select states. The collection consists of marriage and death records, deeds and will abstracts, state census, periodicals, family histories, Native American records, official records of the Union and Confederate armies, Civil War regimental histories.
- H. Free online resources will be evaluated and placed on the Corpus Christi Public Libraries' genealogy website. Subscription resources, identified as having significant value, will be obtained if funding is available.

SUBJECT: Local History  
Hispanic Genealogy Collection

LOCAL HISTORY 300.05

PURPOSE: To acquire and make available resources and information for Hispanic genealogy research.

POLICY: A genealogy collection of resources, in Spanish or English, relating to Spanish and Mexican genealogy will be maintained. Both source material and general reference works will be collected relating to the following:

1. Pre-Republic Texas (before 1836)
2. Mexico, primarily the states of Tamaulipas, Nuevo Leon and Coahuila.
3. Spain, primarily relating to New World immigrants.
4. Genealogies of Hispanic families.

B. A microfilm collection of historical baptismal, birth, death and marriage civil and church records is maintained for Texas and Northern Mexico.

C. A collection of periodicals and newsletters, published by Hispanic genealogy organizations, is maintained.

D. Free online resources will be evaluated and placed on Corpus Christi Public Libraries' Hispanic genealogy website. Subscription resources, identified as having significant value, will be obtained if funding is available.

SUBJECT: Collection Development

COLLECTION 400.00

**PURPOSE:** To articulate the principles, policies, and criteria that guide the staff in selecting materials to develop responsive collections for the library system and to inform the public on these principles and selection standards used by the Library.

**MISSION:** The mission of the Corpus Christi Public Libraries (CCPL) is to improve literacy, enhance knowledge, and create a sense of community by making useful information easily accessible to the Corpus Christi area.

**COMMITMENT:** We are committed to providing easy access to books, digital resources and information for all ages through responsive professionals, engaging programs, and state-of-the-art technology in a safe and friendly environment.

Corpus Christi Public Library (CCPL) prioritizes a commitment to equity ensuring that all members of the Corpus Christi community have equitable access to library services and programs.

CCPL remains committed to providing the entire Corpus Christi community access to books, ideas, and knowledge, and to fostering a Library for All.

**PRINCIPLES:** The Corpus Christi Public Library Collection Development Policy is based on the following principles:

- A. Materials are selected which provide for the interest, information, enlightenment, entertainment, education, development, and enrichment of all library patrons, within budgetary constraints and availability of materials.
- B. The freedom to read, along with the freedom to hear and to view, is protected by the First Amendment to the Constitution of the United States. This freedom, under the First Amendment, will be upheld, supported, and defended in the selection and accessibility of all library materials. In this regard, the library is guided by some of the principles of the American Library Association's Library Bill of Rights, Freedom to Read, Freedom to View, Statement on Labeling, and Free Access to Libraries for Minors as supported by the Texas Library Association.
- C. Selection of materials does not constitute or imply agreement with or approval of the content, viewpoint, implications, or presentation of the materials.
- D. CCPL respects the rights of parent(s)/guardian(s) and will not serve in loco parentis—in place of the parent(s)/guardian(s). CCPL encourages parent(s)/guardian(s) to be involved with their child's use of library resources and to guide and monitor their child's selection of library material. It is the parent(s)/guardian(s), and only the parent(s)/guardian(s), who may restrict their children and only their own children, from access to library materials. Selection of library material will not be inhibited by the possibility that materials may inadvertently come into the possession of children.
- E. CCPL is not a judicial body. Laws governing obscenity, pornography and other questionable matters are subject to interpretation by the courts. Material challenged on these grounds, or any other category covered by law, will not be removed from the library unless there is a legal judgement on the material by a court of competent jurisdiction. It is the responsibility of those objecting to the material to provide a valid court order from a court with applicable jurisdiction. Materials previously judged unlawful by a court of competent jurisdiction will not knowingly be selected.

**POLICY:** In accordance with the above principles, the following policies apply in regard to materials selection and accessibility for the general library collection.

- Materials transfer between library locations to fulfill community needs and requests.

- With limited exception, the collection is maintained on “open shelves” and is available for browsing and loan to all patrons using their library card.
- CCPL does not restrict access to any section based on age. Our collections are curated to serve the vast reading and viewing interest of the following age ranges:
  - Juvenile Collection: Infancy through age 12
  - Teen Collection: Ages 13 through 17
  - Young Adult Collection: 18-25
  - Adult Collection: Ages 18+
- Limiting a minor’s (under 18 years of age) access to utilization of the collection is entirely within the purview of and is solely the responsibility of the minor’s parent or guardian.
- Materials missing or withdrawn from the library’s collection are not automatically replaced.

It shall be the goal of the CCPL through its collection policies in areas designated for minors, to meet the educational, informational, and recreational needs of the community. The juvenile and teen sections shall exclude:

1. Any picture, photograph, drawing, sculpture, motion picture film or similar visual representation or image of a person or a portion of the human body which depicts nudity, sexual conduct or sado-masochistic abuse and which is harmful to minors, or
2. Any book, pamphlet, magazine, printed matter however reproduced, or sound recording which contains any matter enumerated in subsection (1) above, or explicit and detailed verbal descriptions or narrative accounts of sexual excitement, sexual conduct or sado-masochistic abuse and which, taken as a whole is harmful to minors.

Harmful to minors means:

1. Predominantly appeals to the prurient, shameful or morbid interest of minors, and
2. Is patently offensive to prevailing standards in the adult community as a whole with respect to what is suitable material for minors, and
3. Is utterly without redeeming social importance for minors.

SELECTION: The selections made follow the aforementioned principles while attempting to maintain diversity, quality, and responsiveness to patron interest patterns. As such, selections are made on the basis of any one, several, or all of the following considerations:

- A. Budgetary constraints limit the purchase of materials.
- B. Diversity is pursued by attempting to meet the needs of all ages, backgrounds, and educational levels, by providing as many subject fields as possible, and by providing alternative perspectives on unpopular or unorthodox as well as popular materials. The collection represents various opinions and viewpoints on all issues of general concern and should broadly reflect the various ethnic and social groups in the City.
- C. The collections contain materials that represent people of diverse populations such as ages, races and ethnicities, abilities and disabilities, religions, cultures, gender, and sexual orientation. Some material presents alternative or minority viewpoints, ideas, issues, and lifestyles, special insight into human and social conditions, or their experience and contributions.
- D. Quality is pursued by applying professional discretion and standards established by the library profession and through the use of appropriate selection aids, including book reviews, bestseller lists, etc.
- E. The Library staff responds to community interests by careful consideration of the following: patron requests for purchases, use patterns for existing materials, purchase trends of similar materials from retailers, and any other source of information indicating community interests. The Library collection serves, to the degree possible, the interests of a diverse community without exclusion. Responsiveness

to the interest of one individual or group is not restricted on the basis of dislike or objection of another individual or group.

- F. Undue duplication of materials is avoided, either in the library itself, or with other institutions in the community. Esoteric or very technical works, and materials available elsewhere to special interest groups, are generally excluded from the collection. Materials may also be excluded if the existing collection already covers the field.
- G. Materials with formats that do not conform or lend themselves to library use are usually excluded.
- H. Gifts, unsolicited materials, and patron suggestions for purchases are all evaluated under the same policies, principles, and selection criteria as regularly purchased materials.

**CRITERIA:** Library materials, whether purchased or donated, are subject to the criteria listed below. An item need not meet all of these standards to be included in the Library's collection:

- Public interest or demand
- Relevance to the community
- Contemporary significance
- Enduring value
- Readability and style
- Treatment of subject for the intended audience
- Physical durability, and attractiveness
- Suitability of the format for library use
- Creative, literary, or technical quality
- Cost
- Availability from our contracted vendors
- Reviews in professional journals
- Reviews in popular media
- Professional or literary reputation of the author, publisher, or producer
- Circulation of similar material
- Relation to existing collection and other materials on the subject

Materials missing or withdrawn from the Library's collection are not automatically replaced. The decision to replace items is based on the following criteria:

- Not every subject gap will be filled
- Availability of other copies or editions in the collection
- Public interest
- Adequacy of coverage in the subject area
- Circulation of withdrawn or missing item
- Cost
- Availability from our contracted vendors

Formats collected include books, periodicals, newspapers, maps, audio and video recordings, graphic novels, braille, online eBooks and audiobooks, online databases, and a "library of things" such as MakerSpace tools, baking pans, crochet hooks, etc. New and/or emerging formats will be considered when appropriate. The collection does not include pop-up books, coloring books, workbooks, cutout books, or fragile, multipart items that will not withstand circulation.

Periodicals and newspapers are selected to include current information not available in book format. Back issues are retained in paper, microform, or electronic formats considering reference usefulness, customer interest, and space limitations.

CCPL is not responsible for materials available through databases or consortiums.

The Corpus Christi Local History Room at LaRetama Central Library, a special collection of the library, collects, preserves, and manages information about Corpus Christi and Nueces County. Due to the nature of the materials collected, the Corpus Christi Local History Room has its own collection development policy.

**RECONSIDERATION:** CCPL maintains freedom of information for all and does not restrict a user's right to read, view, or listen to Library materials. As such, CCPL collects and makes available a wide variety of information, resources, and materials. With such a broad spectrum of ideas and information available, it is inevitable that people will occasionally encounter resources they believe to be inappropriate, offensive, or controversial.

A city resident who has been a CCPL Library cardholder for at least 3 months and currently in good standing may submit a *Request for Reconsideration* form (Appendix F). Prior to submitting the Request, the patron is encouraged to read the work in its entirety.

- The Request for Reconsideration form must be completely filled out, signed, and dated to be accepted. Library users who object to material in the library must follow the Request for Reconsideration process before any adjustments are considered by library staff.
- The Library Director or designee will assign a staff committee to review the reconsideration request in a timely, professional manner. During the reconsideration process, the material may temporarily be unavailable to the public only if it is needed by the Review Committee. The committee will evaluate the item and submit its findings to the Library Director or designee.
- The Library Director or designee will make a decision based on the recommendation received from the Review Committee and will inform the patron of the decision in writing via postal mail and/or email.
- The patron has the right to appeal the Library Director's decision. The appeal must be submitted in writing within 30 days to the Library Director.
- Appeals will be forwarded to the Library Board for review at a Library Board meeting. The patron will be notified of the date, time, and location at which their appeal will be addressed and will have the opportunity to address the board during public comment.
- The Board can vote to uphold the staff decision or make another recommendation. If staff is not in agreement with the recommendation; the City Manager or designee will make the final decision.
- After a final decision is made, Corpus Christi Public Libraries will not review subsequent requests for reconsideration of the same material for 2 years.

**WEEDING:** CCPL will evaluate its collections on an ongoing basis in response to the changing nature and needs of the community. CCPL will withdraw materials based on the elimination of outdated materials, materials no longer of interest or in demand, duplicates, and worn or mutilated items. Professional Librarians use the Integrated Library System (ILS) to obtain various views of collection performance. These and other guidelines are from *CREW: A Weeding Manual for Modern Libraries from the Texas State Library and Archives Commission*. Frequency of circulation, community interest, and availability of newer and more valid materials are considered.

The processes of inventory and maintenance are continuous. CCPL maintains an active practice of systematic weeding to keep the collection responsive to patron's needs, to ensure its vitality and usefulness to the community, and to make room for newer materials. Local History and Genealogy Room materials are an exception.

Weeding is an integral part of collection development. Weeded materials will be disposed of through means determined by the Library. The Library retains those materials in good condition that continue to have enduring or permanent significance to its mission and overall collection goals.

**DISPLAYS AND PROGRAMS:** Library-initiated programs and displays support the mission of the Library by providing patrons with additional opportunities for accessing information, education, and recreation. CCPL believes in promoting the collection through a variety of programs and displays representing the diversity of genres, formats, ideas, and expressions with a multitude of viewpoints and cultural perspectives that reflect the diversity in our community. Library displays increase awareness of programs, resources, and services. Displays and programs in juvenile and teen sections may not include images, illustrations, representations, or written descriptions of sexual conduct. Some programs or displays may incorporate sensitive issues of civic engagement and explore diverse ideas. CCPL believes in the ability to transform controversy into a learning moment of the nature of diverse opinions and experiences.

Library sponsorship of a program does not constitute an endorsement of the program content, or the views expressed by the participants or speakers, any more than the purchase of resources for the library collection or curation of a display constitutes an endorsement of the resources' content or its creator's views.

CCPL creates programs for an intended age group or audience based on educational suitability and audience interest; however, restrictions on participation based solely on the gender, chronological age, or educational level of patrons violate this right and should be enforced only when not doing so would adversely impact the safety of the participants or interfere with the intended purpose of the program.

Parents and guardians may restrict their own children's access to library programs, but no person or organization can interfere in others' access and participation.

Concerns, questions, or complaints about library-initiated programs and displays are handled according to the Request for Reconsideration process.

Collection Development Policy is reviewed biannually or as needed.

*Revised 3/4/2025*



### Corpus Christi Public Libraries Application for use of Meeting Rooms

Organization: \_\_\_\_\_ Presiding Officer: \_\_\_\_\_

Phone Number: (cell): \_\_\_\_\_ Office: \_\_\_\_\_

Contact Person: \_\_\_\_\_ Library Card Number: \_\_\_\_\_

Mailing Address: \_\_\_\_\_

City: \_\_\_\_\_ State: \_\_\_\_\_ Zip: \_\_\_\_\_

Phone Number: (cell) \_\_\_\_\_ Office: \_\_\_\_\_

Purpose: \_\_\_\_\_

Expected Attendance: \_\_\_\_\_ Library: \_\_\_\_\_ Room: \_\_\_\_\_

Dates: (No more than twice a month, two months in advance). NO BOOKING IN JUNE/JULY

Time Meeting Begins: \_\_\_\_\_ Time Meeting ends: \_\_\_\_\_

# of Chairs: \_\_\_\_\_ # of Tables: \_\_\_\_\_ (Alcohol Prohibited)

**Available Meeting Rooms:**

**La Retama Central Library**

T-F: 10 a.m.-5:30 p.m.  
Sat-Sun: 1 p.m.- 4:30 p.m.

**Dr. Clotilde P. Garcia Public Library**

M: 10 a.m.-1:30 p.m.  
T-Th: 10 a.m.-3:30 p.m., 5 p.m.- 6:30 p.m.  
F-Sat: 10 a.m.- 3:30 p.m.

**Ben F. McDonald Public Library**

M-F: 10 a.m.- 5:30 p.m.  
Sat: 11 a.m.-2:30 p.m.

**Janet F. Harte Public Library**

M, W, F: 4 p.m.- 7:30 p.m.  
T, Th: 9 a.m.-12:00 p.m., 4 p.m.- 7:30 p.m.  
Sat: 9 a.m.- 5:30 p.m.  
Sun: 2 p.m.- 5:30 p.m.

**Owen R. Hopkins Public Library**

M-TH: 9 a.m.- 5:30 p.m.  
F-Sat: 9 a.m.-12:30 p.m.

I have read the Meeting Room Policy Statement and will inform our membership of their responsibilities for using library meeting rooms. On behalf of this organization, I accept responsibility for leaving the room in good order and for any damages that may occur to the facility or equipment resulting from our use.

Representative: \_\_\_\_\_ Date: \_\_\_\_\_

Adult Sponsor (if different from above): \_\_\_\_\_ Date: \_\_\_\_\_

Library Director/Branch Manager: \_\_\_\_\_ Date: \_\_\_\_\_

**CORPUS CHRISTI PUBLIC LIBRARIES  
Library Visit Confirmation Form**

**Complete this form after arrangements have been made with the library you plan to visit.**

La Retama Central Library  
805 Comanche, 78401  
361-826-7000  
centrallibrary@corpuschristitx.gov

Dr. Clotilde P. Garcia Public Library  
5930 Brockhampton, 78414  
361-826-2360  
garcialibrary@corpuschristitx.gov

Ben F. McDonald Public Library  
4044 Greenwood Dr. 78416  
361-826-2356  
mcdonaldlibrary@corpuschristitx.gov

Anita and W.T. Neyland Public Library  
1230 Carmel Pkwy, 78411  
361-826-2370  
neylandlibrary@corpuschristitx.gov

Janet F. Harte Public Library  
2629 Waldon Rd., 78418  
361-826-2310  
hartelibrary@corpuschristitx.gov

Owen R. Hopkins Public Library  
3202 McKinzie Rd., 78401  
361-826-2350  
hopkinslibrary@corpuschristitx.gov

Name of School/Organization: \_\_\_\_\_

Contact Person: \_\_\_\_\_

Email Address: \_\_\_\_\_ Phone: \_\_\_\_\_

Library Visiting: \_\_\_\_\_ Date: \_\_\_\_\_ Arrival Time: \_\_\_\_\_

Number of Children: \_\_\_\_\_ Ages: \_\_\_\_\_ Grade Level: \_\_\_\_\_ Number of Adults: \_\_\_\_\_

**Check Needed Services**

Tour    Storytime    Research    Library Cards    Craft    STEM Activity

**Please Write Your Detailed Request Below**

\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

Email or deliver this request with your signature to the library you are visiting at least one week before your visit. If requesting library cards, deliver completed library card applications to the library you're visiting at least two weeks before your visit. Once your Visit Confirmation Form is received, a library staff member will contact you within 1 business day to finalize the arrangements for your visit.

I have read the Corpus Christi Public Libraries Policy for Library Tours and Class Visits (Policy #101.07)

\_\_\_\_\_  
Visitor Name (Please Print)

\_\_\_\_\_  
Visitor signature

\_\_\_\_\_  
Corpus Christi Public Libraries Staff

\_\_\_\_\_  
Date Received

## School Outreach & Class Tour

### Public Library Limited Youth Card Application – Requires Parent/Guardian Approval

At this time, if you **do not** want your child to receive a public library card, please decline on the back of this application.

The Parent/Guardian is responsible for the **use and monitoring of their youth's card, INCLUDING selection of materials, fines, fees, and use of electronic resources, including the Internet.** One print item can be checked out on this limited-use card, visit the library to upgrade to a full-use card. Please complete this application even if your child already has a library card. By completing this application, you approve your child to borrow one item during their library tour. By completing this application, you consent to permit staff of the Corpus Christi libraries to send information about matters concerning this library account, materials borrowed, or advertising library services to the current address, phone, and/or email provided.

**Student Information - Please PRINT Clearly** Temporary Password (4-digit number): \_\_\_\_\_

First Name: \_\_\_\_\_ Middle Name: \_\_\_\_\_

Last Name: \_\_\_\_\_ Date of Birth: \_\_\_\_\_

Street Address: \_\_\_\_\_

City/State: \_\_\_\_\_ Zip Code: \_\_\_\_\_

Parent/Guardian Full Name: \_\_\_\_\_

Parent/Guardian Phone (cell): \_\_\_\_\_ Parent/Guardian Email: \_\_\_\_\_

Parent/Guardian Signature: \_\_\_\_\_ Date: \_\_\_\_\_

Additional Parent/Guardian Full Name (optional): \_\_\_\_\_

Additional Parent/Guardian Signature: \_\_\_\_\_ Date: \_\_\_\_\_

(Remove and keep for your records)

## Youth Library Card

### Welcome to the Corpus Christi Public Libraries

Access account at <https://corpustx.bywatersolutions.com/> or call any library branch.

Visit the library and present your current government-issued photo ID to upgrade their card to a full-use card.

CCPL supports and respects parental rights to make decisions about what is or is not appropriate for their children.

**Parent or legal guardian is assuming full responsibility for the following:**

- Supervision of the minor's choice of materials and use of all library resources, including Internet
- Fines for overdue items; fees for lost or damaged items

### Lost cards should be reported immediately.

**Use your limited-use library card to check out:**

1 Book or Magazine

**Unlimited:** eBooks, eAudiobooks, and eMagazines

**Upgrade to a full-use library card to also check out:\***

**25:** New Books, New Books on CD, and New Music CDs

**5:** New DVD/Blu-Rays, New Read Along Audio Books, and Print Magazines (current issues excluded)

**Unlimited:** Books, DVDs, Blu-Rays, Read Along Audio Books, eBooks, eAudiobooks, and eMagazines

**Renewal of items:\***

14-day checkout periods. Items automatically renew on due date up to a maximum of four (4) times.

**Following items will not auto-renew:**

*Items on hold or Interlibrary Loans.*

**Overdue fines per day per item:\***

25¢ per non-A/V item

\$1.00 per A/V item or kit

\$2.00 replacement card

\*Special Collections, Equipment, and Kits may have different checkout limits, periods, renewal settings, or overdue fines.

**Fees:**

Lost and Damaged item cost, plus \$5 processing fee

**To Decline** (please print clearly):

I do not want my child, \_\_\_\_\_, to receive a library card at this time.

Parent Name: \_\_\_\_\_

Signature: \_\_\_\_\_ Date: \_\_\_\_\_

**School Staff Use Only:**

School: \_\_\_\_\_ Class: \_\_\_\_\_

Teacher Name (PRINT): \_\_\_\_\_

Teacher Signature: \_\_\_\_\_

**Library Staff Use Only:**

Date: \_\_\_\_\_ Card #: \_\_\_\_\_

Staff Name (PRINT): \_\_\_\_\_ Branch: \_\_\_\_\_

Outreach

Tour

*Form Updated 5/30/2025*

**Corpus Christi Public Libraries**

**La Retama Central**

805 Comanche St.

(361) 826-7000

**Dr. Clotilde P. Garcia**

5930 Brockhampton St.

(361) 826-2360

**Anita & W.T. Neyland**

1230 Carmel Pkwy.

(361) 826-2370

**Janet F. Harte**

2629 Waldron Rd.

(361) 826-2310

**Ben F. McDonald**

4044 Greenwood Dr.

(361) 826-2356

**Owen R. Hopkins**

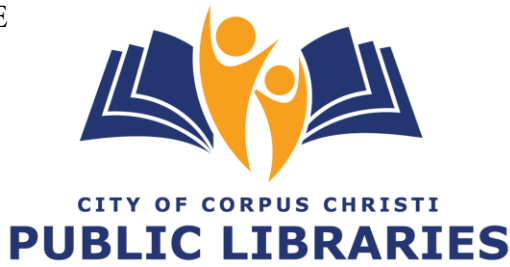
3202 McKinzie Rd.

(361) 826-2350

For library hours and to update your password, scan the QR code or visit [corpustx.bywatersolutions.com](http://corpustx.bywatersolutions.com)

Temporary Password: \_\_\_\_\_





# Customer Comment Form

The staff of the Corpus Christi Public Libraries is committed to providing you with the high level of service you've come to expect. Your comments and suggestions are important to us. Please fill out this short form to let us know how we are doing or email [Library@corpuschristitx.gov](mailto:Library@corpuschristitx.gov). Thank you for your help.

*Laura Garcia*, Library Director

**My Library contact was:**  In person  By phone  Facebook/Email \_\_\_\_\_  Other (specify)

**Please check the Library you visited/contacted.**

- |  |   |
|--|---|
| <input type="checkbox"/> Anita & W.T. Neyland Public Library   | <input type="checkbox"/> Ben F. McDonald Public Library |
| <input type="checkbox"/> Dr. Clotilde P. Garcia Public Library | <input type="checkbox"/> Janet F. Harte Public Library  |
| <input type="checkbox"/> La Retama Central Public Library      | <input type="checkbox"/> Owen R. Hopkins Public Library |

**Date and Time:** \_\_\_\_\_

Please provide comments/suggestions regarding your contact with us (for example: library staff, services, technology, facilities, materials, and/or programs).

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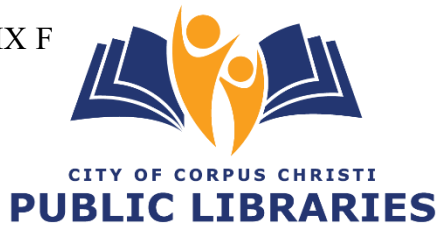
*If you would like for us to contact you regarding your comments/suggestions, please provide:*

Date: \_\_\_\_\_ Name: \_\_\_\_\_

Library Card Number (optional): \_\_\_\_\_

Phone: \_\_\_\_\_

email: \_\_\_\_\_



# Request for Reconsideration

Name

Telephone

Address, City, Zip

Email

Library Card Number

This is my child's library card, and I am the Guarantor

Have you held a Corpus Christi Public Library card for at least three (3) months?  Yes  No

Complainant represents: Self \_\_\_\_ Group or Organization \_\_\_\_\_. If group or organization, please identify your group or organization: \_\_\_\_\_

***Material on which you are commenting:***

Title

Author

Format

CCPL Barcode

1. What brought this title to your attention?
  
2. Did you read/view the entire item? If not, what portions did you read/view?
  
3. What do you believe to be the purpose of this item?
  
4. To what specifically do you object and why?

5. For what age group do you recommend this item?
  
6. What reviews have you read of this item?
  
7. How do you feel this item does not conform to the CCPL Collection Policy?
  
8. What would you like CCPL to do about this item/program?
  
9. Please recommend other materials which you consider to be preferable for the purpose intended.

---

Signature \_\_\_\_\_

Date \_\_\_\_\_

**Thank you for your interest in the Corpus Christi Public Libraries!**

**For Staff use Only:**

Date Received: \_\_\_\_\_ Patron Initial: \_\_\_\_\_ Staff Initial: \_\_\_\_\_

Make a copy and give copy to patron.

Staff Name: \_\_\_\_\_ Branch: \_\_\_\_\_

Library Card Registration Date: \_\_\_\_\_ Account in Good Standing: Yes No

Account Category: Resident Juvenile Resident Other \_\_\_\_\_

Attach checklist and hand form to closest available librarian.

*(3/5/2025)*

## Adult (18 and Up) Library Card Application

Proof of address and photo ID is required.

I am responsible for all **materials, fines, and fees** on this card. Should I allow any other individual (including minors) to use this card, an authorization form must be on file. ***I am responsible for the content of the material checked out by minors.*** I understand that my photo will be taken and placed in my library account. I hereby permit the staff of the Corpus Christi libraries to send information about matters concerning my library account, materials borrowed, or advertising library services to my current address, phone, and/or email provided.

**SIGNATURE:** \_\_\_\_\_ **DATE:** \_\_\_\_\_

### Please Print Clearly

First Name: \_\_\_\_\_ Middle Name: \_\_\_\_\_

Last Name: \_\_\_\_\_ Date of Birth: \_\_\_\_\_

Street Address: \_\_\_\_\_

City/State: \_\_\_\_\_ Zip Code: \_\_\_\_\_

Phone: (cell) \_\_\_\_\_ Email: \_\_\_\_\_

Temporary Password: \_\_\_\_\_

## Welcome to Corpus Christi Public Libraries

Access account at <https://corpustx.bywatersolutions.com/> or call any library branch.

**An authorization form is required for other individuals to use your library card, including minors, and you are assuming full responsibility for the following:**

- Minor's choice of materials and their use of all library resources, including Internet
- Fines for overdue items; fees for lost or damaged items

### Lost cards should be reported immediately.

#### Use your library card to check out:\*

**25:** New Books, New Books on CD, and New Music CDs

**5:** New DVD/Blu-Rays, New Read Along Audio Books, and Print Magazines (current issues excluded)

**Unlimited:** Books, DVDs, Blu-Rays, Read Along Audio Books, eBooks, eAudiobooks, and eMagazines

#### Fees:

Lost and Damaged item cost, plus \$5 processing fee

Non-Resident Fee: \$25 yearly or \$12.50 for 6 months

#### Renewal of items:\*

14-day checkout periods. Items automatically renew on due date up to a maximum of four (4) times.

***Following items will not auto-renew:***

*Items on hold or Interlibrary Loans.*

#### Overdue fines per day per item:\*

25¢ per non-A/V item

\$1.00 per A/V item or kit

\$2.00 replacement card

\*Special Collections, Equipment, and Kits may have different checkout limits, periods, renewal settings, or overdue fines.

## Staff Use Only:

Date: \_\_\_\_\_

Card #: \_\_\_\_\_

Name (PRINT): \_\_\_\_\_

ID Type: \_\_\_\_\_

ID#: \_\_\_\_\_

R—Resident

Limited

NR—Non-Resident

Staff Name (PRINT): \_\_\_\_\_

Branch: \_\_\_\_\_

Outreach Location (If applicable): \_\_\_\_\_

*Form Updated 5/29/2025*

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### Corpus Christi Public Libraries

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**Dr. Clotilde P. Garcia**

5930 Brockhampton St.

(361) 826-2360

**Anita & W.T. Neyland**

1230 Carmel Pkwy.

(361) 826-2370

**Janet F. Harte**

2629 Waldron Rd.

(361) 826-2310

**Ben F. McDonald**

4044 Greenwood Dr.

(361) 826-2356

**Owen R. Hopkins**

3202 McKinzie Rd.

(361) 826-2350

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For library hours and to update your password, scan the QR code or visit [corpustx.bywatersolutions.com](http://corpustx.bywatersolutions.com)

Temporary Password: \_\_\_\_\_



APPENDIX H

Youth (Birth-17) Library Card Application—Requires parent/guardian approval

The Parent/Guardian of the applicant is responsible for the use and monitoring of their youth’s card, INCLUDING selection of materials, fines, fees, and use of electronic resources, including the Internet. Library card accounts can be accessed on our catalog at https://corpustx.bywatersolutions.com/ and must be renewed annually (or every two years for resident cards). By completing this application, you consent to permit staff of the Corpus Christi libraries to send information about matters concerning this library account, materials borrowed, or advertising library services to the current address, phone, and/or email provided.

Youth Information - Please Print Clearly Temporary Password: \_\_\_\_\_
First Name: \_\_\_\_\_ Middle Name: \_\_\_\_\_
Last Name: \_\_\_\_\_ Date of Birth: \_\_\_\_\_
Street Address: \_\_\_\_\_
City/State: \_\_\_\_\_ Zip Code: \_\_\_\_\_
Parent/Guardian Full Name: \_\_\_\_\_
Parent/Guardian Phone (cell): \_\_\_\_\_ Parent/Guardian Email: \_\_\_\_\_
Parent/Guardian Signature: \_\_\_\_\_ Date: \_\_\_\_\_
Additional Parent/Guardian Full Name (optional): \_\_\_\_\_
Additional Parent/Guardian Signature: \_\_\_\_\_ Date: \_\_\_\_\_

Proof of address and photo ID for the Parent/Guardian is required. ID must also be provided for youth and may be one of but not limited to the following: school ID, report card, birth certificate. Prompt notice of change of address or loss of library card must be given.

Youth Library Card
Welcome to the Corpus Christi Public Libraries

Access account at https://corpustx.bywatersolutions.com/ or call any library branch.

CCPL supports and respects parental rights to make decisions about what is or is not appropriate for their children.
Parent or legal guardian is assuming full responsibility for the following:
• Supervision of the minor’s choice of materials and use of all library resources, including Internet
• Fines for overdue items; fees for lost or damaged items

Lost cards should be reported immediately.

Use your library card to check out:\*

25: New Books, New Books on CD, and New Music CDs
5: New DVD/Blu-Rays, New Read Along Audio Books, and Print Magazines (current issues excluded)
Unlimited Books, DVDs, Blu-Rays, Read Along Audio Books, eBooks, eAudiobooks, and eMagazines

Fees:

Lost and Damaged item cost, plus \$5 processing fee
Non-Resident Fee: \$25 yearly or \$12.50 for 6 months

Renewal of items:\*

14-day checkout periods. Items automatically renew on due date up to a maximum of four (4) times.
Following items will not auto-renew:
Items on hold or Interlibrary Loans.

Overdue fines per day per item:\*

25¢ per non-A/V item
\$1.00 per A/V item or kit
\$2.00 replacement card

\*Special Collections, Equipment, and Kits may have different checkout limits, periods, renewal settings, or overdue fines.

## Staff Use Only:

Date: \_\_\_\_\_ Card #: \_\_\_\_\_

Parent/Guardian Name (PRINT): \_\_\_\_\_

Parent/Guardian ID Type: \_\_\_\_\_ ID#: \_\_\_\_\_

#2 Parent/Guardian Name (PRINT): \_\_\_\_\_

#2 Parent/Guardian ID Type: \_\_\_\_\_ ID#: \_\_\_\_\_

Documentation (Youth): \_\_\_\_\_

R—Resident

Limited

NR—Non-Resident

Staff Name (PRINT): \_\_\_\_\_ Branch: \_\_\_\_\_

Outreach Location (If applicable): \_\_\_\_\_

*Form Updated 5/30/2025*

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## Corpus Christi Public Libraries

### La Retama Central

805 Comanche St.  
(361) 826-7000

### Dr. Clotilde P. Garcia

5930 Brockhampton St.  
(361) 826-2360

### Anita & W.T. Neyland

1230 Carmel Pkwy.  
(361) 826-2370

### Janet F. Harte

2629 Waldron Rd.  
(361) 826-2310

### Ben F. McDonald

4044 Greenwood Dr.  
(361) 826-2356

### Owen R. Hopkins

3202 McKinzie Rd.  
(361) 826-2350

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For library hours and to update your password, scan the QR code or visit [corpustx.bywatersolutions.com](http://corpustx.bywatersolutions.com)

Temporary Password: \_\_\_\_\_



## APPENDIX I

### Juvenile (Birth-17) Library Card Application—Requires parent/guardian approval

The parent or legal guardian of the applicant is responsible for the **use and monitoring of their minor's card, INCLUDING selection of materials, fines, fees, and use of electronic resources.** Parents or legal guardians should monitor the selection of material and use of their child's card, regardless of patron designation. This account must be renewed every two years. By completing this application, you consent to permit staff of the Corpus Christi libraries to send information about matters concerning this library account, materials borrowed, or advertising library services to the current address, phone, and/or email provided.

#### Juvenile Information - Please Print Clearly

Temporary Password: \_\_\_\_\_

First Name: \_\_\_\_\_ Middle Name: \_\_\_\_\_

Last Name: \_\_\_\_\_ Date of Birth: \_\_\_\_\_

Street Address: \_\_\_\_\_

City/State: \_\_\_\_\_ Zip Code: \_\_\_\_\_

Parent/Guardian Full Name: \_\_\_\_\_

Parent/Guardian Phone (cell): \_\_\_\_\_ Parent/Guardian Email: \_\_\_\_\_

Parent/Guardian Signature: \_\_\_\_\_ Date: \_\_\_\_\_

Additional Parent/Guardian Full Name (optional): \_\_\_\_\_

Additional Parent/Guardian Signature: \_\_\_\_\_ Date: \_\_\_\_\_

Proof of address and photo ID for the Parent/Guardian is required. ID must also be provided for minors and may be one of but not limited to the following: school ID, report card, birth certificate.

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## Juvenile Library Card

### Welcome to the Corpus Christi Public Libraries

Access account at <https://corpustx.bywatersolutions.com/> or call any library branch.

CCPL supports and respects parental rights to make decisions about what is or is not appropriate for their children.

#### Parent or legal guardian is assuming full responsibility for the following:

- Supervision of the minor's choice of materials and use of all library resources
- Fines for overdue items; fees for lost or damaged items

### **Lost cards and change of contact information should be reported immediately.**

#### **Use your library card to check out JUVENILE material:\***

**25:** New Books

**5:** New DVD/Blu-Rays, New Read Along Audio Books, and Print Magazines (current issues excluded)

**Unlimited:** Books, DVDs, Blu-Rays, Read Along Audio Books,

#### **Renewal of items:\***

14-day checkout periods. Items automatically renew on due date up to a maximum of four (4) times.

***Following items will not auto-renew:***

*Items on hold or Interlibrary Loans.*

#### **Fees:**

Lost and Damaged item cost, plus \$5 processing fee

#### **Overdue fines per day per item:\***

25¢ per non-A/V item

\$1.00 per A/V item or kit

\$2.00 replacement card

\*Special Collections, Equipment, and Kits may have different checkout limits, periods, renewal settings, or overdue fines.

## Staff Use Only:

Date: \_\_\_\_\_ Card #: \_\_\_\_\_

Parent/Guardian Name (PRINT): \_\_\_\_\_

Parent/Guardian ID Type: \_\_\_\_\_ ID#: \_\_\_\_\_

#2 Parent/Guardian Name (PRINT): \_\_\_\_\_

#2 Parent/Guardian ID Type: \_\_\_\_\_ ID#: \_\_\_\_\_

Documentation (Youth): \_\_\_\_\_

R—Resident

Staff Name (PRINT): \_\_\_\_\_ Branch: \_\_\_\_\_

*Form Updated 5/29/2025*

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## Corpus Christi Public Libraries

### La Retama Central

805 Comanche St.  
(361) 826-7000

### Dr. Clotilde P. Garcia

5930 Brockhampton St.  
(361) 826-2360

### Anita & W.T. Neyland

1230 Carmel Pkwy.  
(361) 826-2370

### Janet F. Harte

2629 Waldron Rd.  
(361) 826-2310

### Ben F. McDonald

4044 Greenwood Dr.  
(361) 826-2356

### Owen R. Hopkins

3202 McKinzie Rd.  
(361) 826-2350

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For library hours, to update your password, or change your notification settings, scan the QR code or visit [corpustx.bywatersolutions.com](http://corpustx.bywatersolutions.com)

Temporary Password: \_\_\_\_\_



## Teen (13-17) Library Card Application—Requires parent/guardian approval

The parent or legal guardian of the applicant is responsible for the use and monitoring of their minor's card, **INCLUDING selection of materials, fines, fees, and use of electronic resources**. Parents or legal guardians should monitor the selection of material and use of their child's card, regardless of patron designation. This account must be renewed every two years. By completing this application, you consent to permit staff of the Corpus Christi libraries to send information about matters concerning this library account, materials borrowed, or advertising library services to the current address, phone, and/or email provided.

### Teen Information - Please Print Clearly

Temporary Password: \_\_\_\_\_

First Name: \_\_\_\_\_ Middle Name: \_\_\_\_\_

Last Name: \_\_\_\_\_ Date of Birth: \_\_\_\_\_

Street Address: \_\_\_\_\_

City/State: \_\_\_\_\_ Zip Code: \_\_\_\_\_

Parent/Guardian Full Name: \_\_\_\_\_

Parent/Guardian Phone (cell): \_\_\_\_\_ Parent/Guardian Email: \_\_\_\_\_

Parent/Guardian Signature: \_\_\_\_\_ Date: \_\_\_\_\_

Additional Parent/Guardian Full Name (optional): \_\_\_\_\_

Additional Parent/Guardian Signature: \_\_\_\_\_ Date: \_\_\_\_\_

Proof of address and photo ID for the Parent/Guardian is required. ID must also be provided for minors and may be one of but not limited to the following: school ID, report card, birth certificate.

## Teen Library Card Welcome to the Corpus Christi Public Libraries

Access account at <https://corpustx.bywatersolutions.com/> or call any library branch.

CCPL supports and respects parental rights to make decisions about what is or is not appropriate for their children.

### Parent or legal guardian is assuming full responsibility for the following:

- Supervision of the minor's choice of materials and use of all library resources
- Fines for overdue items; fees for lost or damaged items

### Lost cards and change of contact information should be reported immediately.

#### Use your library card to check out JUVENILE or TEEN material:\*

**25:** New Books

**5:** New DVD/Blu-Rays, New Read Along Audio Books, and Print Magazines (current issues excluded)

**Unlimited:** Books, DVDs, Blu-Rays, Read Along Audio Books,

#### Fees:

Lost and Damaged item cost, plus \$5 processing fee

#### Renewal of items:\*

14-day checkout periods. Items automatically renew on due date up to a maximum of four (4) times.

#### ***Following items will not auto-renew:***

*Items on hold or Interlibrary Loans.*

#### Overdue fines per day per item:\*

25¢ per non-A/V item

\$1.00 per A/V item or kit

\$2.00 replacement card

\*Special Collections, Equipment, and Kits may have different checkout limits, periods, renewal settings, or overdue fines.

## Staff Use Only:

Date: \_\_\_\_\_ Card #: \_\_\_\_\_

Parent/Guardian Name (PRINT): \_\_\_\_\_

Parent/Guardian ID Type: \_\_\_\_\_ ID#: \_\_\_\_\_

#2 Parent/Guardian Name (PRINT): \_\_\_\_\_

#2 Parent/Guardian ID Type: \_\_\_\_\_ ID#: \_\_\_\_\_

Documentation (Youth): \_\_\_\_\_

R—Resident

Staff Name (PRINT): \_\_\_\_\_ Branch: \_\_\_\_\_

*Form Updated 5/29/2025*

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## Corpus Christi Public Libraries

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For library hours and to update your password, scan the QR code or visit [corpustx.bywatersolutions.com](http://corpustx.bywatersolutions.com)

Temporary Password: \_\_\_\_\_



## Institution Library Card Application

**Please Print Clearly**

Name of Institution \_\_\_\_\_

Address \_\_\_\_\_

City/ State/ Zip \_\_\_\_\_

Phone: \_\_\_\_\_ Email: \_\_\_\_\_

**Name of up to three authorized borrowers:**

1. First & Last Name \_\_\_\_\_ Title: \_\_\_\_\_

ID type/number \_\_\_\_\_ Signature: \_\_\_\_\_

2. First & Last Name \_\_\_\_\_ Title: \_\_\_\_\_

ID type/number \_\_\_\_\_ Signature: \_\_\_\_\_

3. First & Last Name \_\_\_\_\_ Title: \_\_\_\_\_

ID type/number \_\_\_\_\_ Signature: \_\_\_\_\_

As the official representative of this organization, I authorize any of the above to borrow library material for the use of the institution. **All authorized borrowers are responsible for the content of the material checked out if the material is used by minors.** The institution accepts full financial responsibility for all materials borrowed on the card issued and agrees to abide by all rules applicable to use of materials. I hereby permit the staff of the Corpus Christi libraries to send information about matters concerning my library account, materials borrowed, or advertising library services to the current address, phone, and/or email provided.

Name/ Title of Director \_\_\_\_\_

Signature: \_\_\_\_\_ Date: \_\_\_\_\_

Please fill out the information above and return to the libraries administrative offices in person or by mail to:  
Corpus Christi Public Library | 805 Comanche | Corpus Christi, TX 78401

## Institution Library Card

Access account at <https://corpustx.bywatersolutions.com/> or call any library branch.

- **Authorized users must present personal photo ID listed on the application when using the card.**
- **The card can be renewed annually by submitting a letter to library administration from the principal administrator of the institution, or by submitting a new application.**
- **Institution is responsible for all fines and fees from overdue, lost, or damaged items.**

**Lost cards or changes in authorized users should be reported immediately.**

**Use your library card to check out:\***

**25:** New Books, New Books on CD, and New Music CDs

**5:** New DVD/Blu-Rays, New Read Along Audio Books, and Print Magazines (current issues excluded)

**Unlimited:** Books, DVDs, Blu-Rays, Read Along Audio Books, eBooks, eAudiobooks, and eMagazines

**Fees:**

Lost and Damaged item cost, plus \$5 processing fee

**Renewal of items:\***

14-day checkout periods. Items automatically renew on due date up to a maximum of four (4) times.

***Following items will not auto-renew:***

*Items on hold or Interlibrary Loans.*

**Overdue fines per day per item:\***

25¢ per non-A/V item

\$1.00 per A/V item or kit

\$2.00 replacement card

\*Special Collections, Equipment, and Kits may have different checkout limits, periods, renewal settings, or overdue fines.

# Staff Use Only:

Send to La Retama Library for director approval.

Approved on:

Date: \_\_\_\_\_

Card #: \_\_\_\_\_

Institution contacted:

Date: \_\_\_\_\_

Temporary Password: \_\_\_\_\_

*Form Updated 05/30/2025*

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**La Retama Central**

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For library hours and to update your password, scan the QR code or visit [corpustx.bywatersolutions.com](http://corpustx.bywatersolutions.com)



## AUTHORIZATION FOR CHECKING OUT MATERIALS For Adult Accounts (Policy 200.22)

TO: Corpus Christi Public Libraries Administration

I, \_\_\_\_\_

_____	_____
Print Name	Library Card Number
_____	_____
Address	Phone Number

am authorizing the individual(s) listed below to pick up, return and check out library material on my library account. I take full responsibility for overdue, lost, or damaged fees of materials checked out by any authorized individuals and content viewed or borrowed by a minor using my card.

_____	_____
Account Holder Signature	Date

Form Updated 9/5/2024

Keep for your records

Authorized Use Form:

- Authorized users are only available to Adult (18+) library accounts.
- The account holder is responsible for all overdue, lost, or damaged fees for material borrowed on their account.
- The library account holder is responsible for the content viewed or borrowed by a minor using the library card.
- Check the status of your library account online at <https://corpustx.bywatersolutions.com/> using your library card number and password.
- The authorization form must be renewed yearly using the photo identification of the library account holder and each authorized user.
- Any authorized user must present proper identification (*if available for minors*) and the cardholder’s library card or card number before library staff check out materials to the cardholder’s account - **NO EXCEPTIONS.**

**Minor Patron Authorization:**

Print Name	Address	DOB	AGE	ID (if available)
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**Non-Minor Patron Authorization:**

Print Name	Address	TX Driver's License or ID
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Print Name	Address	TX Driver's License or ID
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**Please attach a copy of your photo identification and the valid photo identification of the individuals listed above (*if available for minors*).**

\_\_\_\_\_  
Library Director or Designee

\_\_\_\_\_  
Date

-----  
Keep for your records

Authorized Users:

\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

Date: \_\_\_\_\_