

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.