



River Oaks Public Library

Policies and Services



Mission Statement

The mission of the River Oaks Public Library is to improve and enrich the lives of our users through open access to information, resources, education and recreation.

Vision Statement

“To be an integral and vital part of the development and betterment of the community we serve.”

Library Cards & Lending Services

- Books, audiobooks, and magazines may be checked out for 2 weeks (14 days).
- DVD's may **only** be checked out once for one week (7 days) and must be returned by their due date. DVD's may not be renewed. They must be on the shelf for 24 hours before being checked out again.
- Books, audiobooks, and magazines may be renewed once, unless another patron has placed a reserve on it. You can call the circulation desk at 817-624-7344 or go online and logon to your account to renew materials.

Adult Card Holder Lending Limits

- Adults: Maximum number of items borrowed 15, with a maximum limit of 5 DVD's.

Children and Young Adult Card Holder Lending Limits

- Young Adult (12-17 years old): Maximum number of items borrowed 10, with a maximum limit of 3 DVD's.
- Children (5-11 years old): Maximum number of items borrowed 5, with a maximum limit of 2 DVD's

Who is Eligible for a Library Card?

You are Eligible for a library card if you are:

- A River Oaks Resident
- A River Oaks Business Owner
- A City of River Oaks Employee
- A CISD Student
- A CISD Employee
- A TexShare Card holder



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What Documentation is needed to receive a Library Card?

If a RIVER OAKS RESIDENT:

- Valid DL/ID With current address
 - **AND**
- Proof of Residence (Utility Bill with your name on it)
 - **OR**
- Lease or Rental Agreement

If a RIVER OAKS BUSINESS OWNER:

- Valid DL/ID
- Water Bill with your name on it

If a CITY of RIVER OAKS EMPLOYEE:

- Valid DL/ID
- Proof of Employment (Work ID OR Recent Paystub)
- Must be either a Full Time or Part-Time Employee with the City (Not a contract or temporary employee)

If a CISD STUDENT:

- Parent or Guardian's Valid DL/ID
- Student's Current School ID
 - **AND**
- Most recent Report Card or Class Schedule

If a CISD EMPLOYEE:

- Valid DL/ID
- Proof of Employment (Work ID OR Recent Paystub)

If a FORT WORTH RESIDENT:

- Valid DL/ID With current address
- Valid TEXSHARE Card from your Home Library

What forms of ID are valid?

Valid forms of ID include:

- State issued DL/ID



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- Government issued ID
- Passport
- Military ID
- Matricula Consular ID
- Current school ID

How do I get a Library Card?

- Adult River Oaks residents, business owners, and employees qualify for a free library card when they show a photo ID and proof of residency, such as a valid driver’s license, DPS identification card, voter registration card, lease or rental agreement, utility bill, or other identifying document showing a current address. Business owners must show proof of ownership or valid lease agreement.
- Children ages 4-17 are permitted to get a library card. In order to get a card, a parent or legal guardian is required to come into the library with their child and fill out the library card application. When a minor obtains a card the parent or guardian is agreeing to be responsible for the child’s account.
- You may fill out the application online and bring it in to the library or you may fill one out at the library.
- Non-Residents’ may obtain a card for a \$10.00 annual fee. When applying for a non-resident card proof of residency and a valid form of ID must also be presented.
- Statewide TexShare holders are able to obtain a card by presenting a valid ID, their TexShare Card, and fill out the library card application.
- If you lose your library card, you have a 30 day grace period to try and find it before you must replace the card. The cost of a replacement library card is \$6.00.

Fines & Fees

- A fine will be assessed on overdue materials beginning the day after the item was due.
- Books, audiobooks, and magazines will accrue a fine of \$0.25 per item, per day with a maximum fine of \$15.00.
- DVD’s will accrue a fine of \$1.25 per item, per day with a maximum fine of \$20.00.
- Interlibrary loan materials will accrue a fine of \$0.50 per item, per day with a maximum fine of \$15.00.
- The River Oaks City Council has approved the following fine and fee schedule for overdue or damaged library materials and fees for services listed:

Fines:

- Books, magazines, and audiobooks \$0.25 per item per day
- DVD’s \$1.25 per item per day



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- Replacement Card..... \$6.00 per card

Fees for Services:

- Fax (Local or Toll Free Number-817,682, 800, 888, or 855)..... \$1.00 per page, \$0.50 each additional page, & \$0.15 for confirmation page
- Fax (Long Distance or Out of Area)..... \$1.50 per page, \$1.00 each additional page, & \$0.15 for confirmation page
- Printing (copier or from computer B&W only)..... \$0.10 per side of page
- Interlibrary Loan (Return Shipping)..... \$3.00 per item

Damaged or Lost Items:

- A fee will be assessed if an item is damaged or lost.
- An item is considered damaged if:
 - The item is un-repairable
 - The item shows evidence of water or mildew
 - The item has multiple missing pages
 - The item has been chewed or severely torn
 - The audio or DVD has been scratched, cracked or broken
 - Writing or coloring in or on the material
 - Other damages that render the item unusable
- If an item has been determined to be damaged beyond repair, the customer will be assessed a fee based on the replacement cost of the item in addition to the following processing fees:
 - Books and media (audiobooks and DVD's)..... \$10.00
 - Magazines \$1.00
 - Replacement Barcode \$2.00
 - Wings or corners \$0.75
 - Hardcover Book Jacket \$0.50
 - DVD Cases \$1.00
 - Book or Audiobook Pocket..... \$0.50
 - Security Tag..... \$1.00
- Once an item has been paid for it is now property of the patron to dispose of or keep.

Note: If you are unable to pay your overdue fines or fees you may volunteer at a rate of \$7.25/hour to pay off your debt. This is subject to approval by the Library Director.



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Public Computers

Public computers with Internet access are available free of charge to anyone with a valid ID.

Computer usage is limited to 1 hour per day, per person. Extended time can be arranged if you are actively searching for a job and filling out application, completing school work, or resumes. Please consult with staff regarding extended use. All extended use is at the discretion of the staff.

Limited assistance is available, but must be balanced with the needs of our other patrons.

We charge 10¢ per page for black and white printing. Color printing is not available at this time.

Public Wi-Fi

Free wireless Internet access is available for mobile computing. The password to use the wireless Internet access is provided by the staff. Printing is not available for wireless computers, but files may be transferred to printing computers by flash drive.

Copyright, child protection, and other laws must be followed. Violation of these regulations will be referred to the River Oaks Police Department for investigation.

Use of the wi-fi at the library is subject to the same computer use regulations as those using the public access computers.

Interlibrary Loans

Due to limited space and budget, the library may not always be able to provide all materials that are requested. Therefore, Interlibrary Loan is used to obtain materials from other libraries that patrons may not otherwise have access to.

Patrons requesting Interlibrary Loan services are required to pay the cost of return postage for requested items. The patron also accepts responsibility for lost or damaged Interlibrary Loan items. To find out what we can request, you may contact a staff member or the librarian. Please reference our Service Fees section to find out about costs.

At this time only River Oaks Residents and CISD patrons are able to use this service. TexShare patrons must go to their home libraries for this service.



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Reference

We can help you find information on home and car repair, directions to places, and more. We are trained in how to find and evaluate information so we can help you find useful information faster. We can also help you locate organizations that help with educational, legal, medical, tax, debt and other problems.

Proctoring Services

We provide proctoring services for exams free of charge. However, advance notice is required in order to insure a space can be reserved for the exam. For further information call 817-624-7344.

TexShare

River Oaks Public Library participates in the Texas State Library and Archives Commission TexShare Program which allows patrons to visit other participating libraries and use their collection.

In order to get a TexShare card patrons accounts must be in good standing and current.

Each library has different policies regarding TexShare permissions. Please contact the library you would like to visit in advance to learn if they participate in the program and their regulations.

Databases

The library has access to 51 databases provided through our participation in the Texas State Library and Archives Commission TexShare program. These databases are free of charge to River Oaks card holders. These are readily accessed on our patron computers in the library or you can access them at home with the libraries unique user ID and password. For additional information please speak with a staff member.

Driver's Education Online

The River Oaks Public Library in partnership with Driving-Tests.org, a company dedicated to driver safety and education, to offer free DMV practice tests to library patrons. The service includes free tests, written specifically based on the state DMV materials, and is the only site of its kind to include accessibility tools that allow users to hear selections read aloud, make them into MP3s, translate pages into other languages, magnify text, and mask sections of the screen for greater visibility on driving practice tests. For further information visit: <http://riveroakspl.driving-tests.org>



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ESL Courses Online

The River Oaks Public Library has partnered with Basic ESL Online to provide patrons with a self-paced, web-based English language learning program for free.

Basic ESL Online is an English language learning program that delivers simple, effective, and quality English lessons. There is nothing to download, and there is no set-up time. All that is needed is a pc or tablet computer with internet access, along the will to learn English. Basic ESL can be accessed from the local library or at home, and is available 24 / 7 / 365 days a year. Basic ESL provides English audio pronunciations and native language support online, and through the accompanying workbook students can continue learning English offline. Basic ESL is self-paced, which means that the student learns on their own and at their own pace.

OverDrive Digital Collection

Digital titles are available 24/7 through OverDrive for library card holders. This service provides digital books and audiobooks. Your library card must be current and in good standing to use this service. To access the River Oaks Public Libraries OverDrive collection go to: <http://indiatesx.lib.overdrive.com>

Community Service and Volunteers

We accept both volunteers and those who need to complete community service hours. In order to be allowed to volunteer or complete community service hours you must complete our volunteer application so that we can conduct a background check. If you are over 18 years of age a valid ID or Driver's License must be presented when you turn in your application. For additional information or questions feel free to contact us by phone or email.

Weeding

An up to date collection is maintained through a continual withdrawal and replacement process. Replacement of worn volumes is dependent on current space, demand, usefulness, and availability of newer editions. The ongoing process of weeding is the responsibility of the Library Director. Withdrawn materials will be handled in a similar manner and under the same authority as donated materials.

Collection Development



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The ultimate responsibility for selecting materials belongs to the library director within the structure of the policies. This responsibility may be shared with designated staff members within the library; however, the final decision of selections made may be approved or rejected by the library director. We make every effort to provide an up to date collection with a wide variety of topics and interests to meet the needs of all River Oaks residents.

Donations

The River Oaks Public Library does accept donations or gifts of new or gently used books and movies with the understanding that they will only be added to the collection if appropriate and needed. If not needed due to duplication, condition, or dated information the director can dispose of them as he/she sees fit. The same criteria used for purchasing materials will be used when considering donations or gifts. Memorial gifts of books or money are also accepted with suitable bookplates placed in the book.

By law, the library is not allowed to appraise the value of donated materials, but can provide an acknowledgement of receipt of the items upon request.

Challenges

The River Oaks Public Library recognizes that some materials are controversial and that any given item may have the potential to offend some patrons. Selection of materials will not be made on the basis of anticipated approval or disapproval, but solely on the basis of the principles stated in this policy.

Library materials will not be segregated from the collection or marked in any way to indicate approval or disapproval of the content. An item segregated from the general collection is done solely for the purpose of protecting it from damage or theft.

Parents and legal guardians are solely responsible for children's reading materials. Selection of library materials will not be hindered by the possibility that materials may come into possession of children. We do make all reasonable efforts to keep material appropriate for children in the children's area, but the final decision on what a child checks out is the responsibility of the parent or legal guardian.

In the event that you find something in the collection you may submit the attached form to request that the material be reviewed you can fill out the attached form for committee review. Once the committee has had the opportunity to review the challenge a ruling on the material will be made. The challenge form can be found in the forms section of this page.

Patron Behavior Policy



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It is a patron's responsibility to maintain necessary and proper standards of behavior in order to protect his or her individual rights and the rights and privileges of other patrons. If a patron creates a public nuisance, that patron may be restricted from the library and the use of library resources, materials, and facilities. Those who are asked to leave or do not leave when requested to by the library staff within a reasonable amount of time, after being asked to leave the premises, will be subject to intervention by law enforcement authorities and may be permanently banned from the library.

Children under the age of 10 years of age require a parent or guardian to accompany them at the library. The library staff is not expected to assume responsibility for the care young children. If a child is attending a program, we require that a parent/responsible party remains in the library throughout the program.

Older children visiting the library without a parent/responsible party are subjected to the same behavior policies as any other adult. The library staff realizes that when children visit for homework, recreational reading, and program attendance that children by nature may cause more commotion, which is normal for children. If a child(ren) are exceeding noise levels or causing a disruption they will receive a warning. If the behavior continues a second warning will be issued. If the behavior continues after the first warning the child(ren) will be asked to leave. If they need to contact a parent, they may wait with a staff member until the parent arrives.

Tobacco and Alcohol Policy

The City of River Oaks has determined the following in regards to the use of tobacco and alcohol on/in municipal properties:

Sec. 6.04.001 Use of burning tobacco products in municipal buildings

(a) Definitions. In this section:

Burning. The lighting or combustion of a tobacco product.

Municipal building. A structure having a roof and enclosed on all sides by walls and which is owned or leased by the city, except, a municipal building does not include a structure occupied as a residence.

Smoke or smoking. Emitting or exhaling the smoke of a burning tobacco product by the person.

Tobacco product. A cigar, cigarette, pipe and any type of tobacco suitable for smoking in a pipe, cigarette or cigar or a similar product intended for consumption by combustion.

(b) Smoking prohibited in certain areas. A person commits an offense if the person smokes or possesses a burning tobacco product inside a municipal building.

(c) Exception for employee areas. The mayor, by written policy and in consultation with the department heads, shall:



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- (1) Designate areas within municipal buildings in which employees may smoke; and
- (2) Cause the posting of conspicuous signs in these designated areas, displaying the message, "employee smoking area."
- (d) Posting of signs. The mayor shall cause a conspicuous sign to be posted at each entrance of a municipal building. The sign shall contain the words "No Smoking, City of River Oaks Ordinance" or other language that clearly prohibits smoking.
- (e) Penalty. A person who violates subsection (b) shall be fined as provided in section 1.01.009 for each offense.

(Ordinance 497 adopted 5/27/97)

Sec. 1.09.003 Consumption or possession of alcoholic beverages prohibited

A person commits an offense if the person consumes any alcoholic beverage, or possesses such alcoholic beverage, in the community center building or upon real property owned and operated by the city for the community center unless otherwise approved by the city council.

Confidentiality

Your privacy and confidentiality are our top priority. We do not share information about our patrons with anyone outside of general statistical information and at no time do we share information outside of the continued operation of the library. If someone requests information regarding a patron, the person requesting information will be denied unless prior authorization has been made and noted on the account. In the case of a patron under the age of 18, only a parent or legal guardian listed on the account will be allowed access to their account.

The River Oaks Public Library follows the Code of Ethics established and adopted by the American Library Association. For more information about our code of ethics please visit:

<http://www.ala.org/advocacy/proethics/codeofethics/codeethics>