

Unger Memorial Library

Policies & Procedures

Services

(February 13, 2007; rev. February 12, 2013; rev. October 11, 2016)

Funded primarily by the City of Plainview, the Unger Memorial Library serves as the information center for our community. As the public library serving Plainview, Hale County, and the surrounding area (as a condition of membership in the TexShare program the Unger Library actually offers services to the entire population of Texas!) the Unger Memorial Library provides the following services to our community.

- **Books, audiobooks, DVDs, periodicals**

The heart of the library's collection—and its raison d'être—is the book collection. The adult collection features fiction, nonfiction, reference, and paperback books and the juvenile collection houses picture books, books + read-alongs, fiction, nonfiction, and paperback books. There is also a reference collection of genealogy and local history books housed on the balcony. Books circulate for a two-week period except for reference (including genealogy) books which may have pages photocopied but may not leave the building. A few titles have been designated "circulating reference" and may be checked out for 1 week at a time.

Hundreds of audiobooks in both the adult and juvenile collections are recorded on CD and contain either abridged or unabridged audio versions of popular titles. They may be checked out for 2 weeks. Our DVD collection contains mostly award-winning feature films in numerous languages (foreign films are subtitled). There are also how-to and travel videos in addition to various educational programs. DVDs circulate for one week at a time.

The library subscribes to more than 100 magazines and newspapers, putting them on display in the Periodicals section of the library. Twenty area and national newspapers supplement a wide variety of magazines which cover news, fashion, people, and special interests. Archives of magazines and newspapers, indexed online, can be useful for research projects. Generally, the periodical collection is designed to be read in the library but older issues of magazines may be checked out for a week at a time.

- **Circulation services**

As inviting as the library is, our hours are limited and, too, people often like to read in the comfort of their homes. Circulating books and audiobooks can be checked out for two weeks at a time and can be renewed as long as no one is waiting for them. Likewise, DVDs can be checked out for one week at a time. Magazines other than the current issues circulate for one week. While we do not renew materials over the telephone, patrons can renew their own materials once online as long as no one is waiting for these materials (i.e., on reserve for an item that is checked out) or the materials are not overdue (fines must be paid first).

- **Interlibrary loan**

Although containing around 50,000 books, the library's collection is still rather limited, especially for in depth research. Therefore, we rely on a national network of public and academic libraries (and even the Library of Congress) to loan us requested material to fill in the inevitable gaps in our collection. Circulation rules differ a bit on ILL materials because of varying rules imposed by lending libraries but generally patrons will have at least two weeks to read materials borrowed from another library. Please see the Interlibrary loan policy for more information.

- **Reference and referral services**

The Information Desk is the hub of library service, usually manned by library staff who will try to answer questions posed by patrons. Questions range from locating library materials either in our library or another (see section above on Interlibrary loan) for research to requesting assistance in obtaining social services. Staff will consult with the librarian on difficult questions in an attempt to make sure a patron leaves the library with a satisfactory answer. Referral to other, more appropriate agencies for service or inquiry is also an option. Library staff will not provide city directory (AKA criss-cross) information on the telephone; however, patrons are welcome to come to the library and ask for the city directory at the front desk for referral. In-person library service (reference, check-out, etc.) will take precedence over telephone reference and phone-ins may need to leave a number to have their requests addressed as time permits.

Telephone and written (including email) requests for photocopies of articles or obituaries from the Plainview Daily Herald will need to have specific dates provided in order to be researched. Our limited staff simply does not have the resources to do research beyond looking up entries with specific bibliographic criteria. Also, obituary requests fulfilled will be accompanied by a suggestion for a donation to the Hi-Plains Genealogical Society, since this nonprofit adjunct organization laid the foundation for the cemetery records database.

- **Internet and computer programs, printing and scanning**

Since 1996 the library has offered free Internet service to library patrons, beginning with one computer, then two, then six, then ten computers and now 14 computers clustered in the Reference area. These computers also feature Microsoft Office programs—particularly valuable is Word for use in typing reports and résumés—and are connected to network printers which allow black & white as well as color printing for a nominal fee. At the start of each day patrons may reserve a computer for one hour per day. Also, the library offers wireless access to the Internet for individuals with laptops, tablets, smartphones, etc. Wireless users only have access to a black-and-white laser printer. Internet surfers are bound by the library's Internet use policy. There is an additional Internet/Office computer for public use which is limited to a 15-minute signup.

There is one free standalone scanner shared among the 15 public computers. Patrons may scan documents to a flash drive or send documents to print. Flash drives are available at the Information desk at a cost of \$8.00.

- **Unger Library web page**

Since 1996 the Unger Library has hosted a web page to promote the library and serve as a reference tool for finding useful websites focusing on a wide variety of subjects. Our current (for the past 20 years) address is unger.myplainview.com. The web page is periodically updated to cull out of-date links and add new ones.

- **Photocopying and faxing**

A photocopier which makes copies on 8½" x 11" (letter) or 8½" x 14" (legal) paper is located on the first floor and costs 10¢ per copy. Please note the copyright restrictions which are posted on the machine. The library fax machine is available to the general public. The faxes are sent only by library staff. Only outgoing faxes are permitted. No international fax transmissions are allowed. Faxing is available at the Information Desk for sending only at \$2 for the first page and 50¢ for each succeeding page.

- **Local history and Genealogy collection**

The public library is the logical repository of Hale County historical materials in book and magazine format. To that extent the library will make every effort to obtain books which make reference to Hale County since the library serves as the official county library even though there are smaller public libraries in Hale Center, Abernathy, and Petersburg. The library also houses a complete run of the Hale County Historical Quarterly (published from 1971-1987) and has an archival collection of the Plainview Daily Herald dating back to 1908 on microfilm as well as more recent microfilm copies of newspapers from Hale Center, Abernathy, and Petersburg and, too, other Plainview newspapers. A microfilm reader/printer is available for browsing microfilm and making printouts or digital copies of specific pages. A digitization of our local newspaper microfilm archives project has begun and the last 16 years of the Herald are now available online in PDF format at the library's website; also, since 2008 the newspaper online archives are in color! We also keep back issues of local telephone directories and city directories for historical and genealogical research. Hale County census records on microfilm are housed in the genealogy department's microfilm cabinet. Plainview High School yearbooks, the Plain View, are available for consultation dating back to 1914.

- **IRS forms and workstation**

For more than 30 years the Unger Library has worked with the Banks, Post Office, and Libraries program (now just us!) of the Internal Revenue Service to provide the public free copies of basic 1040 forms, schedules, and instructions. Each year starting in January the library gets a shipment of these forms. Of course nowadays these forms are also available online and can be printed for a fee but the free forms and, especially, instructions, are still very popular up to—and through—April 15 at which time the extension forms become highly sought after. A computer specially marked for IRS use allows patrons direct connection to IRS.gov to retrieve any of the IRS forms or publications from the current or previous years.

- **Automated External Defibrillator (AED) and CPR**

The following is taken from the American Heart Association's web page: The automated external defibrillator (AED) is a computerized medical device. An AED can check a person's heart rhythm. It can recognize a rhythm that requires a shock and it can advise the rescuer when a shock is needed. The AED uses voice prompts, lights and text messages to tell the rescuer the steps to take. The Unger Library purchased an AED in 2006 and library staff was trained in its use for sudden cardiac arrest. Some staff has also been trained in cardiopulmonary resuscitation (CPR) techniques and, should an emergency in the library arise, be able to administer first aid until emergency technicians arrive. The librarian will work with the Plainview EMS department to help keep staff up-to-date on AED use and CPR techniques.

- **Meeting room**

The library's meeting room will seat 50 people at tables (or up to 200 children sitting on the floor!). A public address system, overhead and opaque projectors, and video projector with an

Internet laptop attached are available for use by nonprofit groups. Participants are expected to set up the folding tables and chairs however they wish and to take them down again following their meeting. A kitchen with a range and refrigerator is also available. This is the only part of the library in which food and drink may be consumed and participants must clean up after themselves. Please see the Meeting room and displays policy for additional information.

- **Displays**

The library sponsors monthly displays in the three display cases located near the entrance. An additional flat case, located next to the front door, displays a rotating collection of photographs of animals available for adoption from the Plainview Humane Society. Generally the staff will set up thematic displays but groups wishing to host a display may contact library staff to determine eligibility and an appropriate time for display. Each May the Creative Quilters club hangs 18-20 full-size quilts from the balcony along with filling these display cases. Please see the Displays section for guidelines on presenting a display at the library. Please see the Meeting room and displays policy for additional information.

- **Notary public**

The librarian along with the rest of the library staff are certified as notary publics and will notarize appropriate documents when presented with the proper identification (usually a Texas driver's license). Notarization will be done as time permits and we may need to limit the number of documents notarized depending on staff availability. There is no charge for this service.

- **Programming**

The library hosts several programs throughout the year. A weekly pre-school storytime is geared toward 3-5 year olds and is held on Wednesday mornings during the school year. During the summer, the Texas Reading Club and a co-program, the Read-to-Me Club (for younger children), are sponsored by the library staff. Daily programs in June featuring local professionals such as the county entomologist and representatives of the police and fire departments in addition to a wide variety of other people with special skills (e.g., a local violinist or the Plainview Promenaders square dance club) or library staff-hosted programs are held for children from 4 years old up to 6th graders. The Friends of the Library organization serves as hosts for library open houses and may sponsor special programs from time to time. Also, the Hi-Plains Genealogical Society holds their own monthly meetings, open to the public, on the first Tuesday of each month during the school year. The genealogical society occasionally holds a workshop for aspiring family historians.

- **Tours and public speaking**

Groups may request tours of the library at any time during regular library hours. Also, the librarian is available to speak to service clubs and other groups about the library.