

# CITY OF COPPELL

## LIBRARY OPERATING PROCEDURE

Circulation Services 101	Issue Date: 10/07/02
<b>Hours and Services Guidelines</b>	Revision Date: 10/11/18

1. The Cozby Library and Community Commons shall consist of the public library facility at 177 N. Heartz Rd., and other remote locations as recommended by the Library Board and authorized by the City.

2. The library will have regularly scheduled hours and have them posted. Currently, the hours are:

Monday – Thursday	10 a.m. - 9 p.m.
Friday	10 a.m. - 6 p.m.
Saturday	10 a.m. - 5 p.m.
Sunday	1 p.m. - 5 p.m.

The drive-through service window will be staffed one hour prior to the above-stated opening times. Service will cease 30 minutes prior to the closing times.

The Lobby and Commons areas will be open one hour prior to the above-stated opening times from Monday through Friday. The Lobby and Commons areas close when the library closes.

3. Each person wishing to borrow materials from the library must complete an online application and agree to comply with the rules of the library, make good any loss or damage to materials, and give immediate notice of change of address or telephone number. A parent/guardian may obtain a library card for minor children from ages 3 through 17. Any children aged 18 or older are considered an adult.
4. Anyone 18 and older must show identification along with the completed online application to obtain a library card. This identification must be a photo ID issued by a government agency, such as a driver's license, state-issued identification card, U.S. passport, etc. If the photo ID does not include a current street address, it must also be supported by other documentation, such as a utility bill, phone bill, rental agreement, etc. that proves current Texas residency.
5. Coppell resident library cards are subject to address verification. A limit of 40 items may be checked out, although some collections may have smaller limits.
6. Non-resident library cards may be purchased annually or every six months. Non-resident cards are subject to address verification annually or every six months. A

limit of 40 items may be checked out, although some collections may have smaller limits.

7. Non-residents who attend or are employed by the Coppell Independent School District or other Coppell private/charter schools are eligible for a free limited-access CISD card. Non-residents who live in the CISD boundaries and are homeschooled are also eligible for the CISD card. CISD cards are subject to address verification at the beginning of each school year. A limit of five books may be checked out.
8. Non-residents who own a business or head a non-profit organization that is located within Coppell city limits or are a member of the Coppell Chamber of Commerce are eligible for a free limited-access business card. Applicants must present documentation identifying the business or non-profit organization, its location within the city of Coppell, and the applicant as the owner, head, president, or similar top-level position. Such proof may include a current corporate/business license, paid tax receipt, Coppell Chamber membership, tax ID, 501(c)3 designation, or certificate of existence. Business cards are subject to address verification annually. A limit of five books may be checked out.
9. Borrowers must use their own library card to check out materials.
10. Magazines may be borrowed for one week. Movies may be checked out for one or three weeks depending on collection. All other items may be borrowed for three weeks unless otherwise specified.
11. Materials may be renewed twice. Renewals are dependent upon whether or not someone else has requested the item, or the renewal limit has been reached. As long as items are eligible, materials will automatically renew two days before the due date. Materials may be manually renewed via the online catalog or by contacting the library.
12. Overdue materials must be renewed or returned before other items may be borrowed.
13. Materials must be checked out at one of the self-check machines or a service desk before being taken from the library. This includes interlibrary loan items or other items on the hold shelf.
14. Materials will be kept on the hold shelf for seven days following the initial attempt to contact the citizen who requested the item.
15. Reference materials and newspapers are provided for in-house use only.

16. A library card must be presented in order to check out an internet computer or library laptop. Library accounts must be clear of fees and overdue materials before checking out a computer or laptop. A limited-use guest pass will be available for non-card holders to check out an internet computer.
17. Interlibrary Loan services are only available for residents of Coppell. Library accounts must be clear of fees and overdue items before placing a request. Borrowers may request no more than ten interlibrary loan items in a 30-day period. Additionally, borrowers may not request an item that the library currently owns.
18. Residents of Coppell are eligible to obtain a TexShare card from the Cozby Library and Community Commons. Library accounts must be clear of fees and overdue items before issuing a card. TexShare cards are valid for one year but may be renewed annually.
19. Non-residents of Coppell may present a TexShare card issued by their home library in order to obtain limited borrowing privileges. A current photo ID with proof of address must also be presented. All TexShare borrowers are limited to five items. These items are eligible for renewals as described above.
20. Borrowers who fail to comply with any of these rules may be denied use of the library.