

**City of Lubbock, TX  
Library**

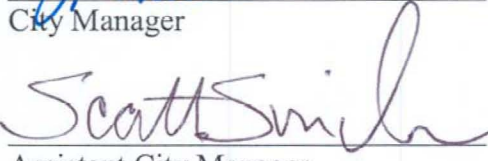
**Administrative Policies and Procedures**

**Subject:** Library Service Objectives **Effective Date:** 05/01/04

**Approved by:**

  
\_\_\_\_\_  
City Manager

**Revised Date:** 01/30/09

  
\_\_\_\_\_  
Assistant City Manager

  
\_\_\_\_\_  
Library Director

**Applies to:** Library Staff

**Policy:** The Lubbock Public Library services the community through open access to information, recreation, cultural awareness, and lifelong learning resources. The library's general services objectives are as follows:

- To assemble, preserve, and administer, in organized collections, books and related education and recreational material in order to promote an enlightened citizenship and enrich personal lives.
- To serve the community as a center of reliable information.
- To provide a place where people of all ages have access to a variety of viewpoints and ideas.
- To support educational, civic, and cultural activities of groups and organizations.
- To provide opportunity and encouragement for lifelong learning and education.
- To identify community needs, provide programs to meet such needs, and cooperate with other organizations, agencies, and institutions that provide programs or services, to meet these needs.
- To provide opportunity for reaction through the use of literature, music, films and other art forms.

- To provide access to information through the use of technology.

**Roles and  
Responsibilities:**

*Library Administration/Board/Staff*

- Recognizes that no single library can meet all the demands of the community.
- Seeks opportunities for cooperation with other libraries in order to strengthen the services and resources of the library.
- Serves all residents of the State of Texas. Service are not to be denied or abridged because of religious, racial, social, economic, physical, or political status. Non-residents are eligible for selected library services, such as computer use and in house use of materials.

**Procedures:**

The use of the Library or its services may be limited when excessive demands of groups or individuals tend to curtail service to the general public. Such demands may include those made by any person or group whose demands for staff time, available materials, or space would prohibit attention and service to other individuals or groups.

The use of the library and its services may be denied for due cause as defined in the Library User Code of Conduct.

**Checks and  
Balances:**

The Library Director and supervisory staff ensure that the service policy is followed by library staff through training and observation.