

SUBJECT: Library Operations  
Operating Hours

PUBLIC SERVICE 100.01

PURPOSE: To establish regular hours of operation and holiday hours at all libraries.

POLICY: The libraries will observe the following schedules of operation:

La Retama Central Library will be open the following hours:

Monday	2 p.m. to 6 p.m.
Tuesday –Wednesday	10 a.m. to 6 p.m.
Thursday – Friday	9 a.m. to 6 p.m.
Saturday	9 a.m. to 1 p.m.
Sunday	Closed

(Local History and Genealogy Division closes 30 minutes prior to library closing)

Library branches will be open the following hours.

Anita & W.T. Neyland Public Library 1230 Carmel Parkway  
M-T: 10 am -6 pm, W-Th: 10am -7pm; F: 10 am -6 pm; Sat: 10 am -2 pm; Closed Sunday

Ben F. McDonald Public Library 4044 Greenwood  
M-W: 10 am – 7 pm; Th -F: 10 am -6 pm; Sat: 11 am -3 pm; Closed Sunday

Dr. Clotilde P. Garcia Public Library 5930 Brockhampton  
M- F: 10 am -8 pm; Sat: 2 pm -6 pm; Closed Sunday

Janet F. Harte Public Library 2629 Waldron Rd.  
M-F: 10 am -7 pm, Sat: 10 am -2 pm; Closed Sunday

Owen R. Hopkins Public Library 3202 McKinzie Rd.  
M-W: 9 am -7 pm; Th-F: 9 am -6 pm; Sat: 9 am -1pm; Closed Sunday

Corpus Christi Public Libraries close for the following designated City holidays: Memorial Day, Fourth of July, Labor Day, Thanksgiving and day after, Christmas and New Year's. The Library Director may determine the need to close for other circumstances.

SUBJECT: Library Operations  
Customer Service

PUBLIC SERVICE 100.02

PURPOSE: To meet the diverse needs of the community

POLICY: Corpus Christi Public Libraries strive to offer excellent library services. Every staff member will strive to make visiting the library a positive experience. Staff will provide quality service to every library user regardless of age, race, sex, nationality, educational background, physical limitations or any other criteria. To ensure quality service, the following principles will be followed by every staff member.

### **Attitude**

Each staff member is a representative of the Corpus Christi Public Library and is expected to act in a friendly, helpful manner, ensuring that the customer will walk away feeling that his/her experience at the library was a positive one. A friendly, helpful attitude ensures a positive experience even when the message conveyed is not a pleasant one.

### **Ethics**

The needs and requests of library patrons will be taken seriously and treated with respect. Equal consideration and treatment will be given to users in a non-judgmental environment. All interactions and transactions with the customer or groups of customers will be considered confidential and will be discussed only in a professional context. Such matters include, but are not limited to, registration information, materials selection, loan transaction records, reference questions, and requests for materials. Discussion of confidential patron issues will be handled discreetly, preferably in non-public areas. Staff members will not offer personal opinions or advice to customer queries.