

The Blue Book

AUGUSTA-RICHMOND COUNTY PUBLIC LIBRARY POLICIES & PROCEDURES MANUAL

Air Conditioning and Heating, See also Disruption of Library Operations

1. Check the thermostat setting:
Recommended settings at the branches: Summer - 78°; Winter - 68°
All thermostats at headquarters are locked and set to 74° year-round.
2. At the branches, if the thermostat is improperly set, the Branch Manager will change the setting; it takes 30-45 minutes to register a change in temperature.
3. If the thermostat is set correctly, and the reading on the thermometer does not correspond with the setting, take the following action:
 - Headquarters: Notify the Information Technology Department or Administration; if the Administrative offices are closed, notify the staff member in charge of the Information Desk.
 - Branches: Notify the Head of Branch Services. If the Head of Branch Services is not available, call the service contractor. Calls are answered day, night or weekends. Inform the Head of Branch Services at the start of the next business day of any service calls made during his or her absence.

Annual Leave, SEE ALSO "Attendance and Leave [Vacation Leave/Sick Leave Accrual]" in the *Augusta-Richmond County Policy and Procedure Manual, Section 100.007 on page 17* and Augusta Richmond County Annual Leave Request/Authorization under Forms.

1. Necessary absences other than those covered by Sick Leave or "floating holidays" are counted against Annual Leave. On rare occasions, if it is to the advantage of both the Library and the employee, time may be made up (this requires a supervisor's approval).
2. Vacations are for rejuvenating both physical and mental faculties and all employees are urged to avail themselves of vacation periods. Annual Leave may be used for vacations and personal leave. All full-time employees shall be entitled to earn and accrue paid time off. Temporary and part-time employees shall not be eligible for Annual Leave or Sick Leave. **Note:** Part-time employees working a regular schedule who were hired before September 30, 2001 will receive Annual Leave and Sick Leave accruals.
3. Employees that need to use Sick Leave must notify their supervisors as soon as practicable of this need, but in any event no later than thirty (30) minutes after the employee's scheduled start time. Failure to notify your supervisor of this need to use Sick Leave in a timely manner may result in any applicable day being classified as AWOL. If an employee has requested Sick Leave for a period of three (3) consecutive working days, a physician's certification must be furnished to permit payment for Sick Leave.
4. Annual Leave allotments are sent to departments and branch libraries by February 10. Requests for Annual Leave may be made between February 1 and March 1 based on seniority. A vacation projection calendar will be routed to departments and branch libraries. The vacation you projected for a new year is not the approved leave. It is merely a projection of leave time in which you would like to have approved. Supervisors should only approve leave within 2 months (and certainly not more than 3 months) in advanced of leave being taken. Master's Week and time off during the Christmas holidays should be negotiated within departments and branch libraries, taking into account who has requested these dates in the past.
5. Supervisors will make every effort to grant requests, but some adjustments may be necessary

in case of overlapping requests.

Note 1: Employees scheduled to work on Saturdays and Sundays may swap weekend days with fellow staff members. Although this is an employee-to-employee arrangement, all swaps must be approved by your supervisor. Each employee must submit an Augusta-Richmond County Leave Request/Authorization to their supervisors. (See Forms)

Note 2: Leave requests from Department Heads will be approved by the Director. Department Heads must submit an Augusta-Richmond County Leave Request/Authorization to their supervisors. (See Forms)

6. Requests for Annual leave should be coordinated with those who do similar jobs. Accumulated compensatory time may be taken with Annual Leave when this does not interfere with another vacation schedule, and when it is cleared with the Department Head.
Note: Exempted employees do not receive compensatory time.
7. Holidays falling within an annual leave period are not counted as part of the Annual Leave allowance.
8. Saturdays and Sundays which are scheduled working days, EXCEPT those falling within a full week's vacation (Sunday through Saturday), may not be taken as Annual Leave unless an exchange has been made with another staff member. This applies to all requests for Annual Leave or Floating Holidays on a scheduled work weekend day.
9. Pay checks and direct deposit stubs due when an employee is on Annual Leave will be placed in mailboxes or Branch Delivery unless the Secretary/Assistant Director is instructed to do otherwise by the employee. Checks will not be given to another person unless the Secretary/Assistant Director is authorized in writing to do so by the employee.
10. Staff members who are ill on or before the first day of scheduled Annual Leave may take Sick Leave instead of Annual Leave until the end of the illness. Such a transfer of Annual Leave to Sick Leave must be cleared by calling their immediate supervisor on the first day of scheduled Annual Leave. (These transfers apply only to Annual Leave and to Floating Holidays or compensatory days.)
9. Probationary employees will accumulate Annual Leave immediately and will be entitled to take Annual Leave upon completion of six (6) months of employment. If a probationary employee's service at the library is terminated for whatever reason within this 12-month period, he/she will forfeit all cumulated Annual Leave. No accrual of Annual Leave or Sick Leave is allowed while on leave of absence without pay while suspended, or while on worker's compensation or salary continuation in lieu of worker's compensation.
10. Non-professional staff members receive Annual Leave per month as follows:
 - a. 0-1 year employed ½ day
 - b. 1-3 " " 1 day
 - c. 3-5 " " 1¼ days
 - d. 5-10 " " 1½ days
 - e. 10-15 " " 1-¾ days
 - f. 15+ " " 2 days
11. Professional staff members receive Annual Leave per month as follows:
 - a. 0-1 year employed 1 day
 - b. 1-2 " " 1½ days
 - c. 2-3 " " 1-¾ days
 - d. 4+ " " 2 days
12. Annual Leave is credited to the employee's account at the end of each pay period (based on 26 pay periods per year). At the end of every pay period, all employees receive a Vacation

Leave/Sick Leave Report from the Assistant Director showing how much leave has been taken in a given year, and how much remains for every staff member in his or her department/branch. The maximum amount of annual leave which may be accrued at any one time is 288 hours.

Attitude and Conduct, See also Appendix A, *Attitude and Conduct*.

1. The library holds very high standards for its personnel as well as for its service. Each staff member should make every effort to comply with the concepts of attitude and conduct. If problems arise concerning any regulation, you are urged to resolve it at the lowest supervisory level first and finally to the Director. Occasional exceptions to policies and regulations are made when conditions warrant.
2. Eating, drinking, and chewing gum are not permitted in public/customer service areas.
3. You must exercise caution when eating and drinking in your work space and the staff lounge to prevent spillage onto the desk, computer, and carpet. Clean up after yourself.
4. Smoking is not permitted in county buildings per Augusta-Richmond County ordinance. Therefore, no smoking is permitted in the library.
5. Employees should always appear well groomed and should dress in a manner befitting the dignity of the library. Extremes in hair style and clothing are discouraged. See also Appendix G, *Dress Code*.
6. Quality customer service and proper respect must be rendered at all times to staff and fellow employees.

Biological Agent Threats

See Appendix C, *How to Handle Anthrax and Other Biological Agent Threats*.

Bomb Threat

For procedures in handling bomb threats, see APPENDIX B, *Handling Bomb Threats* and FORMS, *Bomb Threats*.

Book Return Boxes (See Also Return of Materials)

1. Book Return Boxes are placed in convenient drive-up locations at the Headquarters Library and its Branches. The boxes are open 24 hours a day except on holidays when they are locked to prevent overfilling.
2. Audio-visual material should not be returned to the Book Return Box because of possible damage or special handling requirements. Special video return boxes are available at Friedman and Maxwell Branches.
3. Book Return Boxes are normally emptied in the morning by the Custodian and then periodically throughout the day by either the Custodian or Student Assistants. Staff members should guard against misleading the public with statements such as, "If you drop the material in before the library opens, there will be no fines" or "If you get the materials back before 8:00 a.m. (or other designated hour), you will not be charged," etc. Patrons who ask how late they may return materials before incurring overdue charges should be informed that technically the materials are overdue as of midnight on the due date.

Books Published by the Library

- The Library has published several books which are available for purchase from the Friends of the Library bookstore. For further information regarding the purchase of these titles, individuals may visit the store or contact the Friends by phone at (706)-469-3356 or by email at:

friendsofaugustalibrary@gmail.com.

- Pricing for the books is as follows:
 - *Personal Name Index to the Augusta Chronicle*, 4 volumes. \$25.00/volume
 - *Catalog of the Augusta City Directories*. \$10.00
 - *Registers of Signatures of Depositors in the Augusta, Georgia, Branch of the Freedman's Savings and Trust Company*. \$35.00

Branch Abbreviations:

- The following branch abbreviations are to be used for delivery and other identification purposes:

Headquarters	Main
Appleby	AB
Diamond Lakes	DL
Friedman	FB
Maxwell	MB (or JMB)
Wallace	WB

Branch Delivery

1. The Library provides delivery of books, mail, office and building supplies, etc., from the Headquarters Library to each Richmond County Branch and returns to Headquarters.
2. Delivery schedules are available from the Circulation Manager at the Headquarters Library.

Branch Locations. (See Appendix F)

Branches

1. Appleby Branch
 - In 1954, the Appleby Branch was given to the City of Augusta and Richmond County by Mr. Scott B. Appleby and Mr. James Scott Appleby in memory of their wife and mother, Mrs. Annie de Prairie Appleby.
 - Since 1955, a series of weekly concerts, lectures, etc., has been held each summer in the garden of the Appleby Branch. Known as “Evenings in Appleby Garden”, the series is planned and produced by the Library and financed by the Appleby Trust Fund.

2. Jeff Maxwell Branch
 - In 1971, Mr. Jeff Maxwell offered the Library \$90,000 if it could be matched with another \$90,000. Federal funds, contributions from individuals and corporate donors, and funds from the Richmond County Commission enabled the Library to match these funds.
 - Funds collected were used for the construction of the Jeff Maxwell Branch Library in South Augusta. The new building was opened in February 1973.
3. Wallace Branch
 - In 1952, when the “Community Library” became a branch of the Augusta Library, it was renamed Wallace Branch for one of its founders, the Rev. S.B. Wallace.
 - In 1958, the old Wallace branch building was replaced by a new 6,000 square foot structure.
4. Friedman Branch
 - In 1984, the A.A. Friedman Foundation offered a gift of \$150,000 towards the cost of a new library in West Augusta. This was matched by an appropriation from Richmond County and added to a State Construction Grant to build the Friedman Branch Library.
 - The Friedman Branch was opened in January 1987.
5. Diamond Lakes Branch
 - In September 2005, the Diamond Lakes Branch opened in Hephzibah, Georgia.

Breaks

1. Breaks are a privilege and are not guaranteed. Taking a break should not interfere with providing public service.
2. Two (2) 15-minute breaks are allowed for each 7.5 hour day or one for each 3¾ hour period. (**EXCEPTION:** No break is allowed after 5:00 p.m. or on Sunday shifts, since short staffing requires all staff members be on duty.) **In an emergency**, exceptions may be made by the supervisor.
3. Library employees may leave the library premises during breaks if the 15-minute period is observed.
4. Breaks cannot be added to lunch hours, make up tardiness or to leave work early.
5. Breaks should be taken between 10:30 a.m. and 11:15 a.m. and between 3:15 p.m. and 4:00 p.m.

Building Evacuation Plans

See Appendix P, *Building Evacuation Plan- Appleby Branch*
 See Appendix Q, *Building Evacuation Plan- Diamond Lakes Branch*
 See Appendix R, *Building Evacuation Plan- Friedman Branch*
 See Appendix S, *Building Evacuation Plan- Headquarters*
 See Appendix T, *Building Evacuation Plan- Maxwell Branch*
 See Appendix U, *Building Evacuation Plan- Wallace Branch*

Bulletin Boards, Public (See Also Soliciting and Distributing)

1. The libraries' Public Bulletin Boards assist educational, civic, cultural, non-sectarian and non-partisan groups in publicizing special events. Commercial advertising is not accepted.
2. At the Headquarters Library, the Circulation Manager will normally place notices on the public Bulletin Board, after verifying that they qualify under the provisions of paragraph 1, and will

remove them after the event has been held. The Library Assistant II--Circulation will post and remove notices in the absence of the Circulation Manager. Branch Managers will post such notices at their respective branches.

3. Notices should be small, as the Bulletin Boards are of moderate size and several events may be publicized simultaneously. Notices are posted as received regardless of the event date. If a notice announces an event occurring in the near future, however, something already on the Bulletin Board with a later event date may be removed temporarily to allow space for the higher priority item.

Bulletin Boards, Staff

1. Staff Bulletin Boards are seen and read by staff members only. The Headquarters Library has three bulletin boards in the Staff Lounge; two for library business only and one for personnel matters. There are additional bulletin boards in some departments and branches.
2. The following types of items typically appear on these boards: memos from the Director and Department Heads, projected vacation schedules, notice of meetings, new practices, and any other relevant library matters.
3. It is the responsibility of all staff members to read their respective bulletin boards at least once daily, and to sign any important memos. Branch Heads and Department Heads are responsible for posting materials on branch and departmental bulletin boards.
4. The Head of Administrative Services, Circulation Manager, and Branch Managers are responsible for keeping the bulletin boards cleared of old material.

Cellular Phones

The use of personal cellular telephones by library staff is not allowed in public service areas. If a staff member wants to make a call on his or her cellular phone, they may do so during their lunch hour or on their break. Cellular telephones should be turned OFF while employees are at work. Personal phone calls may be received on library business phones, if necessary. See Telephone.

Certification

1. Librarians employed in professional positions must be licensed by the Georgia State Board of Certification for Librarians. These licenses are renewed as of July 1 every two years.
2. Since certification is a condition of employment for professional positions at the Library, the completed renewal must be given to the HR Liaison by July of the renewal year.
3. All certified librarians must complete ten hours of acceptable continuing education during the two year period immediately preceding each biennial renew date, as a condition for license renewal. See also Training.

Children in the Library, See also Closing Procedures, Appendix D, *Library Closing Procedures- Abandoned Children* and Appendix XX, *Unattended Child and Child Safety Policy*

1. Children nine years of age and under must be accompanied by a person who is at least 16 years old.
2. When young children are left unaccompanied in any of the libraries, an immediate effort should be made to locate a parent or other adult responsible for them. If no parent or other responsible person can be located, refer the matter to the Children's Librarian, Branch Manager, the person in charge of the building at that time or the Director, if

necessary. The library staff cannot be responsible for the safety of children who are left unattended in the libraries.

3. Older children who are not accompanied by an adult may be required to leave the library building if they create problems for library staff or patrons. If their behavior outside of the building continues to create problems, they may be requested to leave the library grounds. The library staff cannot be responsible for the safety of children who leave a library building or grounds, either voluntarily or by request of the staff.
4. Children of staff members should not be at the workstation of parents. All of the above rules apply equally to these children.

Closing Procedures, See Also Security.

Appropriate closing procedures have been established for each library building. Before the staff leaves, all patrons must be out, and the building locked and secured. There are four closing announcements time frames: 30 minutes before closing, 15 minutes before closing, 5 minutes before closing and closing. For the branches, staff should walk through the building informing the patrons of the library's closing announcements. At times, there may be emergency announcements made. If any unaccompanied children under 16 years old remain at the library after closing, two staff members and the security guard should wait with the children until they are picked up. If the children are not picked up after 10 minutes, a staff member should call the Augusta-Richmond County Sheriff's Department and request assistance. Staff members should then remain until the police arrive. See Appendix D, Abandoned Children During Library Closing.

Collection Agency

Long overdue materials (lost items or overdue fines) in amounts over \$25.00 are sent to a collection agency, Unique Management Services, after 3 months have passed without payment. Unique contacts patrons with delinquent accounts by phone and letter.

Once an account is turned over for collection, a \$10.00 long overdue fee is assessed by Unique, and added to the account. A processing fee of \$5.00 per item is charged on a lost item, in addition to the cost of the item. If the item is found and returned in acceptable condition, the amount owed will be reduced by the value of the item. Long overdue fees, processing fees and fines are not refundable.

Properly posting returns and payments on the computer is the responsibility of the Circulation staff.

Collections, Audio-Visual

- Audiobooks are purchased in CD format. Titles are purchased according to patron demand and reviews. Works of best-selling authors are represented primarily in unabridged versions. The nonfiction collection covers a range of subject areas including best sellers, instructional and self-improvement selections on topics such as computer use, and exercise, and guides for the teaching of English as a second language.
- The DVD collection exists to serve the informational, educational and recreational needs of the library community by enhancing the library's existing nonfiction and fiction collections. The library does not try to mimic or to duplicate the stock of local video rental stores. DVDs are considered for collection inclusion based on critical reviews, prior viewing, patron request, and the reputation of the makers and distributors. DVD items are evaluated as whole and not on the basis of particular scenes or segments. A work will not be automatically excluded from the collection because it presents an aspect of life honestly or because it exhibits frankness of

expression. An item need not meet all of the selection criteria to be acceptable. In some instances, an item may be purchased because of its artistic merit, because of scholarship, as a historic record, as critical to the information needs of the community, or because of substantial demand. **Please note that patrons must be 18 years of age or older to checkout DVDs or other video material.**

Collections, Book

Adult

- High interest, popular materials are collected from the entire Dewey range. The fiction collection provides reading materials for both leisure and high-school assignments. The collection should comprise popular, literary, and genre fiction to ensure that a broad range of reading materials are available to meet the varied tastes of patrons. English is the predominate language represented in the collection. Hardback editions are purchased unless unavailable. Titles on the New York Times bestseller lists are generally to be bought (unless obviously not meeting our selection criteria) because of high patron demand. Other titles are selected from reviews in the selection journals. All patron requests are carefully considered and purchased whenever possible, but are subject to the same standards and financial constraints as other acquisitions. Books from non-traditional publishers written by residents of Augusta-Richmond County may be donated and added to the local collection provided that the books do not conflict with this Collection Development Policy.

Young Adult (Teen)

- The Young Adult collections support recreational reading for ages 13 through 18. High interest, popular materials are collected from the entire Dewey range. English is the predominate language represented in the collection. For curricular and academic research, teen patrons may rely on the adult and children's collections. Materials are selected from professional review sources and suggestions by teen patrons. Young Adult books are marked **YA**. Non-fiction YA books are typically intershelved with Adult non-fiction, however, **741.5** (Graphic Novels) maybe shelved separately depending on the branch. YA fiction is shelved in the Young Adult area.

Juvenile/Children's

- While children (birth through age 13) are the primary users of these collections, teens and adults also use them. Parents, teachers, budding and experienced children's authors and illustrators, library school graduate students, students of children's literature, preschool teachers, adults and children learning a new language, adults studying for their early childhood accreditation, and children's literature researchers all find much to use here. Popular interest topics, children's classics, materials with great child-appeal and materials needed by children to complete school assignments comprise the majority of these collections. These collections include fiction and the entire Dewey range of nonfiction. English is the predominate language represented in the collection. Selections are made to reflect the interests of this diverse community and to meet education-related requests in this area. The Library relies on parents or guardians to decide what is appropriate for their family to read or view. Works by local authors and illustrators are considered, applying the same criterion that is used for all other children's materials

Paperback Collections

- The Library has uncataloged collections of adult, children's, and young adult paperback books on a variety of subjects. These paperbacks receive a minimum of processing before being put in racks for circulation. These books are not charged out to a specific patron, but are counted at the Circulation Desks. Fines are not charged on paperback books from these collections.

Compensatory Time

1. Compensatory time in lieu of overtime pay is granted for work beyond the normal work week. Accrual of compensatory time is based on hours worked each week. Therefore, whenever possible, long days should be balanced with short days within the pay period to avoid the accumulation of extra hours. Compensatory time off must be approved by the supervisors **in advance**.
2. Compensatory time from an earlier week **cannot** be use to balance a second week.
3. No non-exempt employee may work over 40 hours per week. It is the employee's responsibility not to exceed this limit. If an employee notices that he or she is going to exceed this 40-hour limit, then the supervisor should be notified immediately.
4. An exempted salaried employee is defined as work meeting the rules of exemption from overtime provisions of the federal FLSA. Employees with exempt status are compensated for the results they are expected to accomplish regardless of the number of hours worked. Each of these employees would qualify under the Administrative, Professional, Computer-Related Professional or Executive exemption standards of FLSA.

Complaints from the Public, See also Selection Policies.

Complaints should be resolved at the lowest level possible and elevated to higher supervisory level as needed. When the front line staff cannot resolve a complaint in an accurate, respectful and positive manner, it should be forwarded to the respective department head for resolution and finally to the Director, if needed. Staff members should not attempt to explain policies or solve problems outside of their sphere of knowledge or outside of their department.

Computer Problems, Reporting

1. If a staff member has a problem with a library computer, he or she should first complete the following four steps before reporting the problem:
 - Are all the connections solid and in the correct ports? (Power, Mouse and keyboard?)
 - Has the computer been rebooted? (Restart or power down & restart?)
 - Are all parts of the computer properly powered up? (Monitor powered on in addition to the computer?)
 - Is the network log-on correct?
2. If the computer still does not work properly after completing these steps, open a helpdesk ticket at <http://support.arpls.net/>. In the case of the loss of internet connection, contact the Information Technology Department by phone.

3. The Technology Assistant will visit each branch at least once every two weeks to repair or adjust computers and/or peripherals. When the Technology Assistant makes an emergency visit to a branch, this will count as the bi-weekly call, since any outstanding problems will also be dealt with at this time.

Computer Resources, Staff PC Configuration and Software

Library staff personal computers are configured to access and run library and work-related applications. There are certain things that staff may NOT do to the personal computer assigned to them in their department, whether it is a "shared" PC or one used only by one individual.

1. No changes to settings may be made on the computer. This includes network settings, especially Internet LAN and Proxy settings.
2. A staff member may not uninstall or otherwise remove any programs that have been installed on his or her computer. No changes to the file structure, with the exception of adding folders to "My Documents," the Staff "P Drive" or to e-mail applications, are allowed. If it is felt that a program needs to be uninstalled, open a helpdesk ticket.
3. No files or programs should be downloaded and installed from the Internet without the Information Technology Manager's permission, due to the potential security risk of viruses. This includes, but is not limited to chat or messenger applications, games, Peer-to-peer downloading applications, illegally obtained software and browser toolbars and add-ons.
4. Staff may not load any programs on a library computer without the System Administrator's approval. NO programs for personal use may be loaded on a library computer.

Computer Resources, Staff use of, See also E-Mail, Staff

The Library authorizes use of library computing resources for personal reasons with the following minimum guidelines in effect:

1. Personal use will be on an employee's personal time.
2. It will not interfere with any work-related activity.
3. The staff member will supply or pay for their own paper (payment to be made to the appropriate service desk), and their own external media (flash drives).
4. Hard disk space should be reserved for departmental tasks rather than for personal use.
5. Staff may make personal use of library computers on their desks or in their departments provided they have an authorized login account and password and provided all other rules in the *Blue Book* relating to computers are followed. Staff may also use the public access computers, under the same terms as the general public. Personal use of library computers shall be restricted to regular building hours (SEE Entry of Building).
6. If the above-mentioned computers are in use for library functions, the staff member will be required to wait until one is available.
7. The use of computer games is not permitted on library time, except for training purposes.
8. Unauthorized access of library records is grounds for disciplinary action. (See also Confidentiality).
9. Students are restricted to public access computers for personal use.
10. Staff is bound by the same rules for computer use and Internet access as are members of the general public. Personal use by staff of library computers should be considered a privilege granted by the library, not a right. Inappropriate use of the library computers, including the accessing of inappropriate Internet sites or other abuses of this privilege will result in the loss of this privilege for the individual, and may result in disciplinary action up to and including termination.
11. The Library Administration reserves the right to view the files on ANY library computer, and to track computer use of any employee, as it deems necessary.

Computer/Data & Server Room Security

Unauthorized personnel are not allowed access to the computer rooms without the approval of the Information Technology Manager.

Computers for Public Use

See *Internet Safety Policy and Public Computer Use Guidelines* on the library's web site (www.arcpls.org).

Conduct, Patron, See Appendix E, *Patron Behavior Policy*.

Conference Rooms

Some Branches have small conference rooms that are available for public use. They must be reserved in advance for use in compliance with the Library's Meeting Room Policy (See Appendix K).

Conferences with Director

1. Department Heads' conferences with the Director are scheduled as needed.
2. Other staff members who need to discuss a matter at length with the Director, should check with the Secretary regarding the Director's availability and indicate whether the matter needs immediate attention. The Secretary will make the Director aware of the need for a conference and let the staff member know when it can be scheduled.
3. The Director maintains an open door policy; drop-ins and direct phone calls are welcomed from any staff member who needs to make a brief contact or in the event of an emergency.

Conferences, Workshops, Seminars, Etc.

1. Staff members who attend conferences, workshops, seminars, etc., as official representatives of the Library receive time with pay, including travel time, to attend those meetings. As travel budgets are limited, requests to attend programs must be approved by the Director.
 - When travel time and attendance at workshops, conferences, seminars, etc., include more hours than a staff member's normal working day, the Director will use discretion in allowing a reasonable amount of compensatory time.
 - Staff members attending conferences, such as ALA, GLA, SELA, etc., will be compensated for days of attendance beyond the 5-day work week rather than on an hourly basis.
2. Membership in the organization is required for attendance at ALA, GLA, and SELA conferences. As far as possible, attendance at conferences is rotated among members in good standing by March 1 of the conference year. Preference will be given to members with continuous membership and to those who are officers, committee members and/or presents for the organization.

Confidentiality, See also Library Ethics

The Augusta-Richmond County Public Library Systems policy on confidentiality directly reflects Georgia Code 24-9-46 that states:

- (a) Circulation and similar records of a library which identify the user of library materials shall not be public records but shall be confidential and may not be disclosed except:
 - (b) To members of the library staff in the ordinary course of business;
 - (c) Upon written consent of the user of the library materials or the user's parent or guardian if the user is a minor or ward; or
 - (d) Upon appropriate court order or subpoena.
1. Under no circumstances will any staff member allow non-employees access to circulation files or communicate any information, either orally or in writing, which would reveal who has borrowed books on certain subjects or certain specific titles. Legal requests of third parties must be referred to the Director. If the Director is unavailable, refer the requestor to the Assistant Director. Call the Director at home if law enforcement officers request such records during evening hours or on weekends.
 2. If patrons or parents wish to find out what is checked out on their card or their child's, they must verify identity with a current picture ID.
 3. Computer sign-in sheets are also confidential records, and should not be disclosed without a subpoena. After computer use statistics are tabulated at the end of each day, the sign-in sheets should be shredded or torn into small pieces and discarded.
 4. Patrons signing out material from ready-reference or from special collections for use in the library are also guaranteed confidentiality. When the material is checked in, the patron's name should be completely obliterated with an indelible marker.

Copying Services, See also Lost and Found

The Library maintains copying machines for both public and Library use. The Circulation Desks make change for use in photocopiers if needed. If there is any malfunction of the copiers, and it cannot be handled by staff, Pollock Co. will be notified.

1. Copying from printed sources
 - Patrons may make copies of printed materials on the coin-operated copying machines, which are located in branch libraries and on the first and second floor of the Headquarters Library.
 - Both the Circulation and Information Desks answer questions about the location and operation of the copying machine at the Headquarters Library, and help any patrons who need assistance in using the machine. This is handled by service desk personnel at the branches.
2. Hard copies of Augusta city directories from the special collection may not be photocopied (it breaks the spine), except by staff of the Georgia Room. Directories dating from 1874 to 1960 are available on microfilm, and copies may be made from this medium (see 3 below).
3. Copying from Microform materials
 - Copying from microform materials may be done at the Headquarters Library, in the Georgia Room on the third floor, at a per page charge. However, the majority of the collection is now digitized and available on-line.
4. Copying machines, which are in non-public locations in the Library are to be used by authorized staff in making copies for Library business only.
5. Staff may make personal copies on their own time for 15¢ a copy.

Custodians

1. Staff members needing the services of the custodian at the Headquarters Library should submit **all** requests through Administrative Services and the branches should submit **all** requests to the Branch Manager. The Business Manager will handle all requests during the absence of the Head of Administrative Services. Except in emergencies, these requests should be made in writing, using the form, "Building Maintenance Problems to be Reported" (see FORMS).
2. Library custodians are not permitted to do personal errands for staff members during their scheduled workday.

Discarded Materials

1. When library materials no longer meet the selection criteria for inclusion in the collections the following options are available:
 - Redistribute to public-benefit, non-profit organizations such as the Friends of the Library.
 - Offer to Outreach collections.
 - Offer to other libraries.
 - Refer branch last copies to Headquarters Library.
 - Recycle damaged materials.
 - Discard government property in compliance with federal, state and local laws.
2. The authority to withdraw materials from the general collections falls to the Branch/Department Manager, in conjunction with the Head of Technical Services. Core collections and last copies should not be withdrawn without first consulting with the Head of Technical Services. The ultimate authority on withdrawing materials falls with the Director of the Library.
3. Before discarded material is turned over to any of these organizations, all property stamps and library markings should be removed or obliterated and the item stamped WITHDRAWN. Only discarded items in good condition should be given to any of these organizations.
4. Worn-out, mutilated, and outdated materials, which have been discarded from the Library collection, may not be given to any individual, private groups or organizations. Such materials should be set aside for recycling. Items should be clearly marked as withdrawn:
 - All library property stamps and call number obliterated
 - Barcodes obliterated; RFID tags, if present, removed
 - Stamped WITHDRAWN
5. Patrons who have paid for damaged materials which are being withdrawn may be given the material to keep after it is clearly marked "Damaged and Paid For" and is signed and dated by the proper authority. Patrons must pay ALL fees for the item (cost of item, processing fee, and any overdue fines) as well as any other fines/fees on their account before they are allowed to keep an item for which they have paid.

Disruption of Library Operations, See also Emergencies, Disasters, Riots, Etc., Bomb Threat, Fires, Tornadoes, and Weather Problems

1. Loss of Vital Public Services.
 - a. Interruptions in electrical power, natural gas, water or telephone service may affect the ability of the library to function effectively and safely. Temporary, short-term interruptions may not require the cessation of library operations. The Headquarters Library does have a generator for power backup.
 - b. Any interruption should be reported to their supervisors first with an on-site assessment of the problem and its ramifications, such as lack of lights, no power for computers, HVAC not functioning, no water, etc.
 - c. Administration will determine whether the building should be closed, when it should be reopened, and whether staff should go home or be reassigned. The Outreach Services

- Manager will be responsible for notifying the media of any closures.
- d. If the problem occurs at night or on a weekend, every attempt should be made to reach the Director or Assistant Director.
 - e. Lack of mail/delivery service or financial services poses an inconvenience, but does not normally result in the cessation of library operations.
2. Building/Physical Plant Failures.
- a. Malfunctions in heating, air conditioning, ventilation systems, elevators, security systems, fire warning & suppression systems and computer systems can have varying degrees of effect on library operations, often dependent on whether they are temporary or long-term. Loss of HVAC resulting in extremely high or low temperatures in the building should be immediately reported to their supervisors for a determination of action while the problem is being repaired. If the working environment presents a health or safety risk as determined by the library administration, the facility may be closed and staff reassigned.
 - b. Malfunctioning security systems and fire warning and suppression systems generally will not result in a building closure, although the final determination will be made by Administration.
 - c. Loss of computer access can seriously interfere with many library services. The stand-alone system may be used in the short-term to allow minimal library service. It may be necessary to limit the number of books and materials a patron may check out. A determination as to whether the interruption of computer access is of sufficient gravity to necessitate the closure of the library will be made by Administration.

Dress Code, See APPENDIX G, *Dress Code*.

E-mail (Electronic Mail)

1. Every full-time and part-time staff member is required to have an e-mail account on the library's email system. If a staff member does not have an e-mail account, his or her supervisor should contact the Information Technology Department so one may be set-up. Student Assistants do not have e-mail accounts through the library's email system.
2. Staff members should check their e-mail on a daily basis. Most communication within the library is accomplished by e-mail, so it is critical that all regular staff members make this a part of their daily routine.
3. Employees should refrain from checking personal e-mail during working hours. Personal e-mail may be checked using personal time (lunch or breaks), following the same public computer use guidelines that are currently in place.

Education, Higher, for Library Personnel

Regular staff members who wish to pursue opportunities in higher education may be allowed to adjust their work schedules to accommodate their schooling, subject to prior approval by both their supervisor and the Library Director. In order to take advantage of this opportunity, students must be matriculated in an accredited two or four year technical school, college or university. Employees will still be expected to work a 37½ hour work week, but more flexibility may be possible in their actual work schedule. If a scheduling conflict should arise, the needs of the library will take precedence.

Electronic Equipment, Patrons

Patrons may use hand-held listening devices with headphones in the library. When using such equipment, patrons are expected to be quiet. If staff can clearly hear sounds from this equipment, the patron should be told to turn down the volume.

Emergencies, Disasters, Riots, etc., SEE ALSO Bomb Threat, Disruption of Library Operations, Fires, Tornadoes, and Weather Problems

Verify reports of disaster by calling local authorities: Augusta-Richmond County Sheriff's Department, Fire Department and/or the Emergency Management Agency. Notify the Director, Department Heads/Branch Managers of the situation. Use the help of responsible people as needed to maintain order. Follow the instructions of the authorities.

If it becomes necessary to close the library because of an emergency situation, the following actions should be taken by the senior person in charge of the Headquarters Library and branches:

1. All branches and departments must be called to let them know that the library will be closing. Speak to the senior person on duty and provide as much information as possible.
2. Call the security guard company to let them know that the library will be closing, and that a guard will not be needed in the evening.
3. Remind all Department/Branch Heads to call their staff who will be working the evening shift, so no one will show up for work when the library is closed.
4. Remind all Department/Branch Heads to take home a Staff Directory (the Blue Sheet) so staff may be called the next day if the library is closed.
5. The Outreach Services Manager will notify the news media of the library's closing.
6. The IT Department will place a notice on the library website informing customers of the library closure.
7. The Technical Services Department will notify PINES administrators as necessary.
8. Take down the flags.
9. Place signs on entrance doors indicating that the library is closed.
10. The Secretary/Meeting Room Coordinator and branch heads should call the contact person for any group scheduled to use the auditorium/meeting room in a branch or at Headquarters during the time the library is closed.
11. Regular closing procedure should be followed. The Information staff (Reference Department) at Headquarters will verify all patrons have departed the facility and then secure the building. The security guard will check all outside doors at Headquarters, and at branches where a guard is posted.
11. The library(ies) will reopen at regular times the following day unless staff is otherwise notified.
12. Department/Branch Heads should check time sheets and correct the student hours where necessary.
13. The senior person in charge will carry out all of the above responsibilities, if time permits. Please keep in mind, safety for persons is top priority and safety of the facility is the next priority.

Entry of Building

In general, staff is not permitted inside library buildings except during regular building hours. Regular building hours are from the normal time of opening by an authorized person to the normal time of closing by an authorized person. Authorized persons are those whose specific job

responsibilities include opening or closing a building, or administrative and supervisory personnel whose positions require them to be able to enter or close buildings as necessary outside of normal building hours. Entry of library buildings for personal reasons after hours is not permitted. Exceptions to this policy must be approved by the Director.

Evacuation of the Building, See also Appendix P,Q,R,S,T,and U for evacuation plans for Headquarters and the branches.

1. Calm, speedy action is needed in order to save lives and property.
2. If the fire alarm should sound off, accomplish the steps below. If there is a bomb threat, DO NOT pull the fire alarm and accomplish the steps below.
 - a) CALL 911 and report that there is a fire or a bomb threat.
 - b) The designated person will clear the facility of patrons and staff. The designated person at the branch is the Branch Manager (or senior person in charge). The designated persons at the Headquarters Library are: Circulation Manager (or senior person in charge of Circulation), Head of Public Services (or senior person in charge of the 2nd floor), and Head of Administrative Services (or senior person in charge of the 3rd floor). Since the Headquarters Library is a fairly large facility, the designated person on each floor MUST be assisted by one other staff member to accomplish the evacuation.
 - c) To prevent panic, do not incite fear in patrons and staff by mentioning the reason for the evacuation, but you must insist on their evacuation.
 - d) All branches should be completely evacuated in less than 5 minutes and the Headquarters Library in less than 10 minutes.
 - e) In the Headquarters Library, you must remember: When the fire alarm sounds, the elevators stop working. Everyone will have to exit via stairs. The person clearing the building must check all restrooms (public and staff) and stairwells.
 - f) The designated person will make the following announcement in a loud voice: “May I have your attention, please! We have been asked by the authorities to evacuate the building right away. Please make haste, but do not run. Please use the nearest exit and leave the building immediately. Repeat, please use the nearest exit and leave the building immediately.” You must make this announcement as many times as necessary until the facility is cleared of patrons and staff.
 - g) All staff members will meet together at a designated location far enough from the library building to avoid explosive danger or flying debris. Note: The meeting place at the Headquarters Library is the sidewalk near the Catholic school. At the meeting place, the person who cleared the facility will conduct a head count.
 - h) The final check of the facility will be made by the security guard, if on duty.
 - i) No one may reenter the building under any circumstances until authorized to do so by the fire or police department.
3. Note: In case of a small fire, use the fire extinguisher until the firemen arrive. DO NOT use a WATER extinguisher on electrical fires!
4. A fire drill/building evacuation drill will be conducted on an annual basis with the date and time to be determined by the Head of Administrative Services.

Examinations, Proctoring

- The library proctors examinations for students who are taking distance education courses. Any regular staff member (not Student Assistants) may proctor an examination as long as it does not interfere with his or her duties at the library.
- Examinations must be scheduled at least one week prior to taking. Confirmation is required at least 24 hours in advance to verify the date of the examination and method of delivery for the testing materials.
- Staff should be sure to fill out the necessary paperwork accurately, and make sure that it is forwarded as required per the school's requirements.
- The student must sit in the public area where he/she can be seen from the service desk by a staff member while taking the examination. Staff members cannot sit with the student.
- All students must bring photo ID for proper verification before examinations may be administered.
- **The student is to cover all costs including scanning, printing, faxing, mailing envelopes, postage, etc.**

Exhibits

1. Library exhibits are intended to acquaint the public with library materials and resources, and exhibits are primarily assembled from these sources to enhance the educational and cultural level of the community.
2. Individuals associated with the library may exhibit their privately-owned collections for a limited period of time, with the approval of the Library Director.
3. On occasion, community collections of general interest and holding genuine aesthetic or educational, value may be exhibited in the library for a limited time, and must then be returned to the owner(s).
4. Potential exhibitors are responsible for seeking approval for an exhibit (and for instructions concerning place, manner and conditions of display) from the Library Director or his/her delegate.
5. The Library is not responsible for any loss or damage to exhibited materials.

Expense Accounts

1. All staff members who are eligible for reimbursement for travel within the region or to professional meetings relating to the Library, are responsible for submitting their expense accounts to the Business Manager within 5 days after the trip. The Administrative Secretary has a supply of expense report forms. All receipts must be attached when the form is submitted.
2. For reimbursement rates and current travel regulations, visit the Georgia State Accounting Office web site at sao.georgia.gov/state-travel policy.

Fax Machine, See APPENDIX H, *Fax Policy*.

There is a fax machine in the administrative office copy room on the third floor at the Headquarters Library and at each branch for library use only. The public should be referred to the Public Fax Machine beside the Circulation Desk at the Headquarters Library. Staff may occasionally send or receive personal fax messages on library equipment, provided permission from their supervisor is secured in advance. Any long distance phone charges incurred will be paid by the employee to the Business Manager.

Fees

No fee or tip may be accepted by a staff member for service performed in connection with Library responsibilities.

Fines

1. Fines are charged as an incentive for patrons to return Library materials promptly, as overdue materials are not available to other patrons. Regular staff members are not normally charged fines, but they are expected to return materials promptly (fines may be charged if a staff member chronically abuses this privilege). Staff is charged for any loss of or damage to Library items. Student Assistants also receive this privilege on their library cards as long as they are employed at the Library.
2. Fines for overdue books, audio books and CDs, both adult and children, are \$.20 per day with a \$10.00 maximum.
3. Fines for overdue DVDs or videotapes are \$.50 per day with a \$10.00 maximum.
4. PINES fines may be paid at any participating library.

Fire

When you notice a fire, do the following:

- Pull the fire alarm.
- If the fire is small, use a fire extinguisher until the firemen arrive. The location of extinguishers is provided on the Evacuation Plan posted by each interior door. Note: Do not use a WATER extinguisher on electrical fires!
- If the fire is large or out of control, get out of the building immediately. Do not risk your life.
- Follow the Building Evacuation Plan for your library. See each plan in the following appendix:
 - Appendix S – Headquarters Library
 - Appendix P – Appleby Branch
 - Appendix Q – Diamond Lakes Branch
 - Appendix U – Wallace Branch
 - Appendix T- Maxwell Branch
 - Appendix R- Friedman Branch

Friends of the Augusta Library

1. The Friends of the Augusta Library is a volunteer citizens group, which recognizes Augusta's need for growing library needs, and believes it is important to help provide them. Membership is open to all.
2. The Friends give equipment and materials to the libraries and assist with various library programs.

3. Membership dues begin at \$20.00 per year and may be accepted (along with membership forms) at the Circulation Desks, or they may be mailed to: Friends of the Augusta Library, 823 Telfair Street, Augusta, GA 30901.

Funeral Leave. See *Funeral Leave* in Augusta, Georgia Personnel Policy and Procedures Manual.

Funeral leave must be approved by Administrative Services. A copy of an obituary of the deceased family member must be provided to Administrative Services to document approved funeral leave. Leave with pay (not to exceed 3 hours) may be approved for attendance at local funerals of staff members or their families (parents, children, spouses).

GALILEO

- GALILEO stands for **Georgia Library Learning Online**. GALILEO is an online library portal to authoritative, subscription-only information that isn't available through free search engines or Web directories. Participating institutions may access over 100 databases indexing thousands of periodicals and scholarly journals. Over 10,000 journal titles are provided in full-text. Other resources include encyclopedias, business directories, and government publications.
- Patrons may access the GALILEO databases at any Augusta-Richmond County library. Access is also available outside the library, once they obtain a password from the library. In order to obtain a password, patrons must present a valid PINES library card at any branch service desk. If the card is in good standing, then the patron will be issued the password for that quarter. Passwords change every three months. The Head of Technical Services will distribute that information to the library staff once it is made available.
- **Under no circumstances should a password be given out over the phone or via email. The patron must come to the library and present his or her library card. These restrictions are necessary to meet the licensing requirements of the database providers.**

Georgia Reference Collection

- The Georgia Reference Collection, located in the Georgia Room on the third floor of the Headquarters Library, is a **non-circulating** genealogical and historical collection. The purpose of the Georgia Room is to develop and maintain an in depth collection of materials having lasting historical and genealogical value to support the informational, educational and research needs of its users which consist of students, historians, genealogists and Augusta-Richmond County citizens as well as visitors.
- Material concerning Augusta-Richmond County and the state of Georgia is of primary importance, with an emphasis on genealogical and historical materials relating to the southeastern United States. Geographic and subject coverage of these materials reflect and support the migration patterns of movement to and from Georgia. The collection also includes national genealogical and historical resources including select Northern sources. Historical materials selected reflect diverse points of view. These materials include church histories, state and county histories, personal narratives, diaries and letters or any other accounts of events which have shaped the history of the area.

- Materials requested by patrons and that relate to the collection are considered for possible purchase. The Georgia Room does not purchase individual family histories, but does accept them as donations.
- Most of the materials in the Georgia Reference Collection are in book form. However, microfilm copies of historic local newspapers and early city directories are available for use. Other formats include maps, photographs, clippings, unbound papers and documents. The collection does not include realia (three-dimensional, real life objects such as textiles, specimens, badges, emblems, insignia, etc.).

Gifts and Memorials

1. The Library keeps a small collection of new books on hand, which are available for use as memorials. When the opportunity presents itself, inform the public of this service. It helps enrich the Library's collection and is tax deductible. These gifts and memorials are frequently given by organizations, as well as by individuals.
2. Memorial gift books, with their appropriate bookplates, are held at the Information Desk at the Headquarters Library or at the appropriate branch library for a short while before shelving, to allow interested parties to examine them.
3. Refer all inquiries concerning such gifts or memorials to the Administrative Office, Reception where the collection of available books is housed. Patrons and staff are encouraged to browse these books for use as a memorial. (Note: a book may be given in "honor" of someone as well as in "memory" – but are still referred to as "memorials".)

Gifts of Books, Recordings, etc.

- Donations of materials are accepted with the understanding that the Library has the right to determine the disposition of gift items. Materials not added to the Library's collections are offered to the Friends of the Library for its book sales (the proceeds of which are used to fund library programs), or may be shared with other appropriate institutions.
- Due to the volume of gifts received, the Library cannot acknowledge, track or return unsolicited items received from publishers or individuals.
- Gift materials will be added only if they fall within the guidelines of the Collection Development Plan and the Library's goals and objectives. Augusta-Richmond County Public Library applies the same standards of selecting gift materials to be added to its collections as it does when selecting materials for purchase.
- When someone brings material to donated to the Library, hand the person the "Policy on Gifts" (see FORMS), suggesting that he or she review our policy. If the person decides to give the materials, ask the donor to fill out the reverse of the form. At Headquarters, place the form with the materials, and send it the Technical Services Department. Branches should count the donations and then forward the form to Technical Services immediately, even if the materials cannot be sent right away.
- If the gift is offered for a particular branch of the Library, that branch will be given first consideration.

- Examples of materials that may not be added to the collection include those that: are outdated, are in poor physical condition, lack any reviews or are poorly reviewed in professional reviewing sources, or are duplicates of items the Library already owns in sufficient quantity.
- The Library cannot accept magazine subscriptions purchased by the donor.
- The Library is not legally permitted to appraise the value of a non-cash gift.
- The library will acknowledge the gift by letter and maintain a file substantiating the type, quantity, condition, etc., of the gift. It is the donor's responsibility to maintain all personal records pertaining to a gift for which s/he is claiming a tax deduction.
- Inquiries concerning the formal presentation of materials by an organization should be referred to the Director.

Headquarters Library

1. History: The precursor to the Augusta Library was the Young Men's Library Association, which was formed in 1848. This was a private lending library, which was supported by paid membership. The library operated in several locations in the downtown area. In 1929, it moved to the old Richmond Academy building on Telfair Street, where it remained until the new Headquarters building opened at its present location in 1960. The library became free to the public in July 1937.
2. The Headquarters Library is the central point of service for the Augusta-Richmond County Public Library System. The Administrative Offices and the offices of all Department Heads are located at 823 Telfair Street.
3. The following processes and services are at the Headquarters Library: 1) primary center for reference and information, 2) selection of library materials, 3) ordering, cataloging, and processing of all library materials, 4) old master fine file for Richmond County, 5) final procedures for long overdue materials for Richmond County, and 6) administration of computer system.

Holds

1. The staff may fill special requests for placing books, audio material, and DVDs at the Circulation Desk or branch service desk for pickup by a patron by closing of the following day. These requests may be taken by telephone. These items are placed on the 24-hour hold shelf. If items are not picked up, they are promptly returned to the shelves.
2. The staff will also place holds on books that are not immediately available for check-out, either because they are in-process or checked out to another patron.
3. Patrons will be notified via e-mail that the materials they requested are available. Those who do not supply e-mail addresses on their registration card will be called by a library staff member.

Holidays

1. Library employees, with the exception of Student Assistants receive 11 paid holidays per year. These are: New Year's Day, Martin Luther King, Jr. Day, Memorial Day, Independence Day, Labor Day, Veteran's Day, Thanksgiving and the day after, Christmas Eve, Christmas Day, and

the day after Christmas. If Christmas falls early or late in the week, staff will receive a floating holiday in lieu of Christmas Eve or the day after Christmas.

2. Employees whose day off for the week falls on a holiday receive a compensatory day off within the pay period with the approval of their supervisors.
3. Permanent part-time employees hired after September 30, 2001 do not receive paid holidays.
4. Temporary or irregular part-time employees do not receive paid holidays.

Hospitalization

1. Full time staff who work 37.5 hours a week are eligible to participate in the State Health and Flexible Benefits Plans. Families of employees may be included in the hospitalization plan for an additional cost. Hospitalization premiums are deducted from a staff member's paycheck.
2. For a list of physicians and other information see the Department of Community Health (State Health) website at <http://dch.georgia.gov> or Flexible Benefits website at <http://team.georgia.gov> .

Hours of Service

Current schedules for all service points are maintained at the Secretary's and Information Desks; changes are provided to all departments as they occur. (See Appendix F)

Hours of Work, See also *Augusta-Richmond County Personnel Policy and Procedures Manual Section 100.002 and Section 100.005*.

1. Staff members are paid on the basis of a scheduled work week. Therefore, staff members are expected to be at their posts ready for work at the hour specified, and to remain at their posts until the specified close of the work day. Flex time is not allowed, except in certain situations (See *Augusta-Richmond County Personnel Policy and Procedures Manual, Section 100.038 Training and Education, p.37.*)
2. Full-time employees work 37.5 hours a week/75 hours every two weeks.
3. Part-time employees may work up to 30 hours a week/up to 60 hours every two weeks.

When Sunday work is required of regular staff on public desks, compensatory time off is granted during the following week.

Housekeeping

1. Cleaning. Cleaning at Headquarters and the branches is handled by a professional cleaning service and/or custodians. Staff members should keep an eye on their own desks and work areas and use a duster as necessary to keep them neat and clean. It is the duty of each staff member to report in writing to Administrative Services or the Branch Manager any areas which need attention to special cleaning, depleted toilet supplies, extreme disarrangement of furniture, and other custodial problems (use a *Building Maintenance Problems* form, see FORMS).
2. Toilets. Sewer gases in toilets at Headquarters can be eliminated by pouring a couple of gallons of water down the bathroom floor drain. If odor persists after a reasonable time, fill out a *Building Maintenance Problems* form and submit to Administrative Services.
3. Pests. Administrative Services should be notified of the existence of any pests, so an exterminator may be called to take care of the problem. All employees are responsible for reporting such problems. An exterminating service sprays for insects at all service points on a monthly basis.

4. Neatness. It is the duty of the entire staff to help keep the Library neat and tidy by pushing in chairs, straightening tables, and picking up scrap paper, etc. Anyone on duty at the Desks can use free minutes to see that the Library is in order.

Illness or Injury, Public

1. In case of a sudden or severe patron illness or accident, immediately call 911 to report the problem.
2. Do not move the patron.
3. In case of a milder illness, ask patron if he/she is okay, offer to call 911 to report the problem or allow them the use of a desk phone to call for personal assistance.
4. If a patron falls or is injured in any way on library property, notify the supervisor immediately, even if the patron assures you he/she is not hurt. Staff members who observe the accident should complete a copy of the blue "Richmond County Incident Report" (see FORMS). The Report should include the patron's name, address, phone number and circumstances of the accident. Give the completed Report to Administrative Services as soon as possible.
5. In all instances, the first and major consideration is the care and safety of the person.

Inquiries Concerning Staff

1. As a protection to the staff, it is the Library's policy to refrain from revealing names, addresses, and telephone numbers of employees.
2. If an inquirer indicates a legitimate need to get in touch with a staff member, ask for the caller's name and telephone number, and try to contact the staff member or offer to take a message. The sole reason for caution is to protect the staff member from undesirable callers.

Institutional Cards

The Library issues special borrower's cards to qualifying organizations or institutions for use in checking out materials.

1. A person in a position of responsibility within the institution (President, Secretary, Social Committee Chairperson, etc.) must request the institutional card in writing on letterhead stationery, with a name and signature which can be verified. The request should be sent to either the Director or to the Head of Circulation Services. A list of individuals authorized to use the card must be included.
2. Materials checked out on an institutional card are subject to the same policies as those checked out on a card issued to an individual. No items may be checked out except to the authorized users.

Interlibrary Loan

- **Interlibrary loan** (abbreviated **ILL**) is a service whereby a user of one library can borrow books or receive photocopies of documents that are owned by another library outside of the PINES system. The user makes a request with their local library, which, acting as an intermediary, identifies owners of the desired item, places the request, receives the item, makes it available to the user, and arranges for its return. The lending library usually sets the due date and overdue fees of the material borrowed. In many cases, nominal fees accompany interlibrary loan services.

- Refer all inquiries regarding interlibrary loan service to the Information Desk at Headquarters or to the Circulation Desk at the Branches. Patrons may also visit the library website for additional information or to submit a request for materials.

Internet, See *Internet Safety Policy and Public Computer Use Guidelines* on the library's web site (www.arcpls.org.).

Intralibrary Loan

Intralibrary loan (or IntraPINES) is the loan of resources between the libraries in the Georgia PINES system or between libraries in the ARCPLS. Few libraries use this designation; however, a few continue to do so.

Journals, Professional

The library system subscribes to a variety of professional journals to assist library staff in the development of services, programs and collections. Staff members at all locations have access to these materials and are strongly encouraged to review them to keep informed of news and the trends shaping public libraries.

Jury or Court Service, See also *Augusta, GA Employee Handbook*, p. 36.

1. Any permanent employee called to jury duty or subpoenaed as a witness during scheduled working hours will, upon submitting the court notice to the Department Head, be considered "on the job" during periods of court service. A copy of the summons must be given to the Head of Administrative Services for submission to the County Human Resources Department before jury duty leave begins.
2. Court service which extends over 7½ hours in a day will **not** accrue compensatory time at the library.
3. While on court service, the employee will be expected to return to work during those hours when not in court.
4. Any compensation paid by the court will be retained by the employee.
5. An employee appearing in court as a plaintiff or defendant must use annual leave or take Leave Without Pay for time away from work.

Keys

1. Only full time staff is issued keys upon receiving the library's orientation. Employees are responsible for the safekeeping of the keys.
2. Staff members will be required to sign and date a log when they receive their building keys.
3. Loss of a library key should be reported to the Assistant Director immediately, so a determination can be made on whether locks should be changed.
4. At the Headquarters library, staff members resigning from his/her position must return keys to the Assistant Director. Branch staff members who resign from his/her position should return his/her keys to the Branch Manager. Branch managers who resign should return their keys to the Assistant Director
5. All employees should be conscientious in using keys to keep non-public areas of the buildings

locked; this is important for the protection of the staff and for the prevention of loss or damage to the buildings or materials.

6. Non-employees working for the library who need keys should be referred to the Assistant Director.
7. When offices are closed, refer workers to the Public Services Desk. Keys must not be given to workers by other personnel unless on special instructions.

Laptop Computers

Laptops are acceptable for use in the library as long as they do not disturb other patrons. If the laptop requires the use of an electrical outlet, make sure that the cord does not cross the floor where someone may trip over it.

Leave of Absence, SEE ALSO Leave of Absence Without Pay in the *Augusta-Richmond County Personnel Policy and Procedures Manual Section 100.031 Leave of Absence Without Pay p. 34 and Section 100.032 Leave of Absence Without Pay Regulations p.35*

1. Leave of Absence (Leave Without Pay) is granted only when an employee has exhausted all accumulated Annual Leave and Sick Leave for circumstances covered by FMLA. An employee who has a medical condition which does not qualify under FMLA must adhere to the provisions outlined in the Member's Guide for the Teachers Retirement System of Georgia. (www.trsga.com)
2. If an employee has exhausted all FMLA leave, cannot perform the duties of his/her position, and it doesn't create an undue hardship on the organization, the Director has the option to place the employee on Leave Without Pay for an additional ninety (90) days with a doctor's certification. A doctor's certification/recommendation is required for employees to resume full duty at the end of the ninety (90) days and that they are fit for duty and can return to work.
3. No sick leave or annual leave will be earned by an employee for the time an employee is on leave without pay. If the employee works at least half of a pay period (37.5 hours), only half of the accrual will be received for that pay period).

Library Ethics, SEE ALSO Appendix L, *A Code of Ethics For Public Library Employees and Confidentiality*.

1. Georgia Law (GA Code 1981, 24-9-46, 1987) prohibits divulging information about patrons and materials they have borrowed except in very specific circumstances (See Appendix M). Do not tell a patron the name of another patron who has library materials, regardless of the urgency of the need or the length of time the materials may be overdue. It is unethical to reveal any information about one patron to another patron.
2. Never talk about a member of the public to another member of the public, either in front of a patron, as the person walks away, or after the patron has left. Such behavior is not only discourteous but is a breach of ethics and of etiquette. Any remarks made to another staff member should be made privately.

Lights

1. Save electricity. Every member of the Library staff should make a conscious, consistent effort

to turn off any light that is not needed. This can result in a substantial cost savings for the Library. Exception: Fluorescent lights in restrooms should be left ON when the library is open. Turning the lights off and on shortens the life of the ballasts.

2. Headquarters Library

a. First Floor:

The Circulation Desk staff is responsible for turning on the lights on the first floor of the Headquarters Building. They are also responsible for turning off any lights which are not needed.

At dusk, the Desk Assistant who is on evening duty at the Circulation Desk turns on the nightlights. If foul weather conditions make it necessary to turn on the nightlights early, then the person in charge of the Information Desk should do this.

b. Second Floor

The Information Desk staff is responsible for turning on the lights on the second floor of the Headquarters Building. They are also responsible for turning off any lights which are not needed.

Loan Period

1. Fourteen days for most books, magazines (those which circulate), Audiobooks, music CD's, and Playaways
2. Seven days for recent fiction, DVDs, and VHS (located at branches)
3. Fourteen days for PINES (intralibrary) loans
4. Most of these items can be renewed twice unless a hold request has been placed. DVDs and VHS may not be renewed.
5. Interlibrary loan (non-PINES) due dates are set by the lending library.

Lockers

Lockers are available to the staff of the Headquarters Library to store personal items. See Administrative Services for a locker assignment.

Lost and Found

1. *Unidentified items.* Staff members finding unidentified coats, raincoats, hats, umbrellas, etc. should place them on the shelves behind the Circulation Desk on the first floor (at HQ). Notation of the date found should be attached to the article or put in the pocket. Items of value (money, jewelry) should be held at the Circulation Desk or Branch Desk for identification. All other unidentified articles should be placed in the "Lost and Found" box at the Circulation Desk, behind the Information Desk or in a Branch Workroom.
2. *Identified items:* If any identification can be found on an article found in the Library, the article should be taken to the Circulation Desk or Branch Desk where the staff member on duty will make every reasonable effort to get in touch with the owner. Valuable items (money, jewelry) should be held for identification at the Circulation Desk or Branch Desk. Other identified articles should be held at the Circulation Desk or Branch Workroom to await pickup by the owner. Notation of date found should be attached to all articles.

3. *Papers* left in the copy machine should be dated and held in a folder at the Circulation Desk, Information Desk or Branch Desk. If the item is of intrinsic value, staff should make every reasonable effort to get in touch with the owner.
4. Refer all queries about lost articles to the Circulation Desk or Branch Desk.
5. If the owner is not located, any unclaimed money or other items will be considered the property of the Library, rather than the staff member who found them. Other items of no value will be disposed of. Found items are held up to one year. Unclaimed phones are donated to Safe Homes.

Lunch Hour

1. One hour of the employee's own time each day is allotted for lunch. Time may not be made up during lunch hours without the express consent of the Department Head/branch manager.
2. Outreach Services personnel may eat their lunch at the nearest public eating establishment. For the sake of appearances, library vehicles may never be taken to the homes of employees or their friends, either during lunch hours or en route.

Lunch Meetings

If a staff member attends a meeting where lunch is served, but the business at hand is work-related, one hour of the time spent in the meeting is considered the employee's lunch hour. If the meeting lasts longer than one hour, the remaining time is counted as hours worked.

Mail

1. Staff members at the Headquarters Library should check their mailboxes at least twice a day.
2. Mailboxes must not be used for personal items or food. Lockers are available for personal items that need to be stored.
3. Official work-related mail should be placed in the tray located in the mailroom at the Headquarters Library on the third floor, so postage can be added. The secretary will NOT mail personal letters/parcels.

Marketing & Publicity

1. All internal and external marketing and publicity efforts on behalf of the Augusta-Richmond County Public Library System (A-RCPLS) must be pre-approved by the Director.
2. At the Director's discretion, the Outreach Librarian and/or other staff may be assigned to undertake marketing and publicity activities on behalf of A-RCPLS.
3. In general, A-RCPLS does not lend its name or resources for marketing, promotion or fundraising for other organizations/causes. In rare instances, the Director may pre-approve limited activity of this kind specifically in conjunction with an inter-agency collaborative effort or event. Any inquiries into promotions or fundraising purported to be sponsored by A-RCPLS should be immediately referred to the Director for confirmation and/or clarification.
4. A-RCPLS assumes no responsibility for misrepresentation in marketing and publicity originated from outside sources. This includes marketing and publicity produced by groups paying to use A-RCPLS facilities for events. Immediately direct all questions regarding marketing and publicity visibly not originating from A-RCPLS staff to the Director.

5. In relation to A-RCPLS procedure, “marketing & publicity” is defined as:
 - a. Social, print and broadcast media packages
 - b. Flyers, leaflets and other handouts
 - c. Banners and signage
 - d. Media, speaking and other public appearances (ie: parades)
 - e. Various other event/program-specific means of public communication and branding

Materials on Order

Titles which are on order but which are not “in process” yet will NOT appear in the PINES catalog. Please call the Technical Services Department to determine if a book is on order. Note that an item is only “in process” when an item record has been created, and a staff member is actively working on processing the item. Items which have arrived in Technical Services are not immediately “in process.”

Please do not tell a patron that a given title that is being processed in the Technical Services Department is about ready for use, etc. *Such reports may cause bad public relations if the book is delayed in processing.* You should only inform the patron that the title has been ordered. A title which we have “in process” will display as such in the PINES catalog. Books with this status may be placed on hold. SEE procedure for placing holds in the *Pines Policies and Procedures Reference Manual*.

Meeting Rooms, Use of, SEE ALSO Appendix K, Meeting Room Policy

1. The Auditorium and Branch meeting rooms of the Augusta-Richmond County Public Library are available for Library sponsored programs and for legitimate public meetings.
2. The Secretary/Meeting Room Coordinator is responsible for scheduling the use of rooms at the Headquarters Library. Branch Managers have this responsibility in their respective Branches. A reservation for the use of a meeting room must be made in advance, in person, by phone or email, and is posted on a calendar on the Library's web site.
3. Specific guidelines for the use of meeting rooms have been established by the Library Board. Copies of this policy are available at the Information Desk and at the service desk in each Branch, as well as on the Library's web site. Each person who inquires about the use of library meeting rooms should be given a copy of the policy (See Appendix K). Groups desiring to use a meeting room must sign the agreement attached to the *Meeting Room Policy* at least one day before the scheduled meeting. Groups denied the use of meeting rooms may be referred to the Director for clarification of the policy.
4. The meeting rooms at Headquarters are available during the library's service hours and after hours (with payment for an After Hours Staffing Fee). Wallace Branch does have a meeting room available for Sunday and after-hours use. Special arrangements must be made in advance for this use.
5. Each group which uses a meeting room is expected to complete a "Meeting Room Attendance" form. When completed, this form should be given to a staff member at the Circulation Desk or the After Hours Staff.
6. Meeting room attendance figures are compiled in the monthly reports of the Secretary/Meeting Room Coordinator and all of the branch managers.

Mission Statement

The Library's Mission Statement is as follows:

1. To make accessible materials, information and resources, which serve the needs of the broadest possible base of its population;
2. To provide a wide spectrum of educational, cultural, recreational and informational activities;
3. To foster an informed citizenry by encouraging and supporting lifelong learning for the individual;
4. And to enhance the quality of life in its community through the library's unique capabilities and its activities in cooperation with other agencies.

Monthly Reports

1. All Department Heads who supervise public desks are required to submit monthly reports as directed by the 5th (unless this falls on a Sunday, in which case they are due on the following Monday) of each month.
2. Information included on the Monthly Report includes circulation/patron statistics, attendance statistics, volunteer hours, non-system loans, output measures, staff changes, information on exhibits/special displays and a section on the success on a particular program or event.

Nepotism

The library does not employ two immediate members of a family to work in the same department or branch. No library employee is permitted to supervise another library employee who is a member of the same family. Immediate family members include: spouse, child, father/mother, brother/sister, son-in-law/daughter-in-law, brother-in-law/sister-in-law, grandparents and grandchildren.

Non-Resident Service and Fees

1. A Non-Resident is defined as a patron not residing in the state of Georgia.
2. Non-Resident patrons who attend school, are employed or own real or personal property in Georgia are eligible for a free card for a term of one year. Current ID must be shown at the time of registration. Property owners who do not reside in the state will be required to show proof of ownership in the form of a tax receipt. Persons employed or attending school in Georgia will be required to show proof of employment, such as a current pay stub, or enrollment, such as a class schedule.
3. To renew a Non-Resident card, proof of GA property ownership, employment, or school enrollment must again be presented and verified.
4. Out-of-state residents may receive a card for 1 year for a fee of \$25.00. A 6-month card can be purchased for \$12.50.
5. Non-Residents qualify for services on an individual basis. The Library does not provide programs or tours for non-resident groups.

6. The Talking Book Center supplies books to South Carolina residents if the patron gets the equipment from the Columbia S.C. Talking Book Center, and provided the patron picks up and returns materials here. No mail service is provided.

On-Line Public Access Catalog

- The Library's **Online Public Access Catalog (OPAC)** is the card catalog on computer. It is the key to the Library's holdings and reflects titles and items that are held at all libraries in PINES system. The **OPAC** is searchable by author, title, subject, and keyword.
- The PINES catalog is also available through the library's website.
- For more detailed information on how to use the PINES system, see the *PINES Policies and Procedures and Reference Manual*.

Organization Chart, See *Appendix N*

Output Statistics. SEE ALSO Monthly Reports

1. Output statistics are gathered at every service point beginning on Monday of the second full week of every month.
2. Counts are made of the number of reference questions answered during this time period.
3. These output measures are reported on the monthly ARCPLS Service Statistics Report.

Outside Employment

Outside employment is not encouraged, since a full-time library schedule makes heavy demands on a staff member. Any such employment must be scheduled either before or after the employee's regular library working hours. Such employment must be cleared through the Department Head and the Director. Should any scheduling conflicts arise, the needs of the Library will prevail.

Overdue Notices, See also Fines

1. Although it is the patron's responsibility to return materials on or before the due date, the PINES system sends periodic notices as a courtesy reminder.
2. The first notice is generated 7 days past the due date of the item, and is an automated phone call. The second call notice is made 14 days past the due date, and a final notice, which assesses the replacement cost of overdue material is sent at 30 days past the due date.
3. These notices are not sent by the Library, but by the PINES staff in Atlanta.
4. The phone calls will not reflect a dollar amount owed by the patron. Patrons must call the library to find out how much is owed. These questions should be referred to the Circulation Desk at the Headquarters Library. Branch staff may answer these inquiries when they are made to them.

Paging

The Library does not provide paging service. In case of emergency, refer the request to

the Information Librarian, who will use discretion in trying to locate the person by physical description. Other requests should be turned down.

Parking, Public

The Library maintains parking lots for the benefit of its patrons while using the libraries. Illegally parked cars should be reported to the Information Desk or the person in charge at the Branches, giving make, color, and license number of the car. An announcement will be made to see if the car belongs to someone in the library. If not, the police will be called to tow the car away.

Parking, Staff (Headquarters)

1. Parking has been provided for staff members who drive their cars to work.
2. Spaces are available on a "first-come" basis.
3. As a courtesy, staff should always park in the spaces furthest from the building. At the Headquarters Library, staff parking is limited. Staff members who will be working a night shift may park near the door.

Patrons Behind Service Desks

1. Patrons are not permitted behind the Service Desks.
2. If a patron should come behind the Service Desk, a staff member should ask the patron to wait on the public side of the desk until assistance is available.

Pay Checks, See also Annual Leave

1. All employees are paid bi-weekly, on Friday.
2. Direct deposit of paychecks may be arranged through the Head of Administrative Services or through the County's Payroll Department.
3. Direct deposits for employees can't be guaranteed posting to their bank accounts until 11 a .m. on paydays.
4. If an employee is not at work on a payday and wishes for his/her paycheck to be picked up by another person, the employee must notify the Head of Administrative Services in writing authorizing the particular individual to pick up their paycheck.

Personal Business

Staff members should not use library time to transact personal business. Telephone calls, visitors, and private matters which are not of an emergency nature should be kept to a minimum.

Personnel Policies

The Augusta-Richmond County Public Library abides by the policies set forth in the *Augusta, GA Employee Handbook*. Any exceptions are included in this *Blue Book*.

Photographers

Patrons, visitors, or commercial photographers are permitted to take pictures in the

Library, except where the nature of the photograph is questionable, where locked-off areas must be opened, where normal library services would be impaired, or where the unreasonable arrangement of books or furniture is required.

Plumbing

For general plumbing repairs, notify the Head of Administrative Services during regular business hours.

Emergency Plumbing Repairs

- For plumbing emergencies, the first step is to stop the flow of water immediately. Do this by turning off the main water shutoff valve. Employees should know the location for this valve. If you turn off the main water supply, turn off the hot water heater also by turning off the circuit breaker and the gas supply to the hot water heater.
- If there are broken pipes or flooding, call the Head of Administrative Services. If no one from HQ Administration is available, call the Fire Department, and ask them to come and turn off the water.
- If the problem is in the restrooms, lock them so they cannot be used until the damage is repaired.
- For serious plumbing problems, call Universal Plumbing at 706-738-4471.

Police and Fire Departments

Police and Fire Departments may be reached by dialing 911 for emergencies. The police dispatcher (non-emergency) may be reached at 821-1080.

Press

1. Appropriate internal and external customer relations exchanges are expected of staff at all times; this includes dealings with the press and media.
2. Suggestions for news or feature stories from staff are encouraged, but must be pre-approved by the Director. Appropriate follow-up is determined by the Director, who may choose to assign related tasks through the Outreach Librarian.
3. Immediately refer members of the press that appear at desks or in work areas for impromptu interviews or quotes from staff to the Director, Head of Administrative Services, or Outreach Librarian (in that order). If no one in Administration is available, inquiries should be referred to the department head or the librarian on duty (if the department head is not available) who should immediately attempt to make emergency contact with above-mentioned Administration staff.
4. Specific requests (verbal or written) for personal/professional opinions on library or city/county-related issues, requests for general Library statistics or requests for policy/procedural statements must be referred to the Director for an official response on behalf of the library system.
5. Interviews may be pre-arranged by the Director or the Outreach Librarian (as the Director's designee) for staff interested in and qualified to speak to the issue in question.
6. Each staff member is personally responsible for the accuracy of any information given to the press. Staff will ultimately be held personally accountable for their publicly-issued statements and should be aware of this prior to agreeing to be interviewed.
7. Staff members are always empowered to courteously decline to answer questions from the press and media.

Printer Cartridges

1. Use the *Printer Supplies Order Form* (See FORMS) to order laser or ink jet printer cartridges. One extra cartridge should be kept in stock for each printer operated by a department/branch.

When the spare cartridge is put into use, order a new one by sending the requisition to the Assistant Director.

2. Used cartridges (both ink jet and laser) should be sent back to the Headquarters Library for recycling. Branches should put the cartridges in branch delivery; Headquarters Library staff may place used cartridges on the table designated for them in the closed stack area opposite the compact shelving.

Printing

In order to assure the printing process runs smoothly and in a timely manner, staff members are requested to design a master copy or revisions for printed materials in advance of the date required. Emergency requests should be kept to a minimum and should be cleared through your supervisors. Extra time is required when ordering special paper or supplies. It is important the same procedure be followed throughout the library system.

1. New or Revised Items.
 - a. Staff members must prepare an electronic file or a printed copy.
 - b. Supervisors may request a staff member to design forms, posters, signs, publications, etc.
 - c. Supervisors must approve all designs for printing.
 - d. Electronic files sent to Printer should be very detailed or attach a printed copy to include the following:
 1. How many Copies
 2. Paper Color
 3. Black/Color Ink
 4. Card Stock
 5. One/Two Sided
 6. Collate
 7. Staple
 8. Flyer
 9. Booklet
 10. Bookmark
 11. Business Card
 12. Sign/Poster
 13. Special Instructions
 - e. If there is a problem, Supervisors should make adjustments with the originator, with the advice from the Assistant Director, if necessary.
 - f. When the printed documents are ready, the Printer notifies the originator that materials are available for pick up or placed in branch delivery.
 - g. All documents are saved electronically.
 - h. Don't print in color ink.
2. Reprints. Each Department/Branch Libraries should request reprinted forms on a *Printed Items Requisition* form (see FORMS) on a monthly basis: Fill out requisition as followed:
 - a. Old Items – Publications, Forms, Signs or Posters, etc.: Request by name of form and quantity: attach sample to *Printed Item Requisition* form. The Printer notifies the Supervisors if a new master file is necessary. Supervisors should follow procedure in *New or Revised Items*.
 - b. If a publication or form is not kept in stock, follow the procedure under *New or Revised Items*.

Probationary Period. See also Augusta-Richmond County Personnel Policy and Procedures Manual Section 800.20

1. No employee shall have a property interest in his/her position during any probationary period which is twelve (12) months in duration.
2. Probationary employees will be evaluated quarterly by his/her supervisor during the probationary period.
3. Probationary employees may use vacation hours accrued after six (6) months of work.
4. During any probationary period, the employee may be terminated or returned to his/her previous position without notice. Employees dismissed during the probationary period will be paid for the number of hours worked and not for annual leave which has accrued during the probationary period.
5. Dismissal of an employee during the probationary period carries no right to appeal the decision.

Reading by the Staff. See Training.

Reading Guidance

It is the duty of staff members on the Information and Children's Desks, and in the branches, to advise patrons on their reading needs. Other staff members should send patrons to these desks for this advice, as well as for assistance in using PINES, and in locating materials. Staff should be familiar with new titles in order to guarantee maximum service to our customers. On-line reference sources such as *NoveList* should be consulted to assure that patrons receive as many options as possible.

Reappointment

An employee who resigns in good standing is eligible for reappointment at a future time, and may be considered when an opening is available, providing the employee meets the job qualifications. At the time of reappointment, annual leave and sick leave privileges are the same as for a new employee.

Reference Materials

1. The library system's non-circulating reference collections provide authoritative information about a variety of current and historical topics. These collections are published in a variety of formats: almanacs, encyclopedias, dictionaries, yearbooks, handbooks, indexes, directories, bibliographies, plot summaries/critiques, price guides, statistical compilations, geographical sources, and legal, medical guides, and electronic resources. To a limited extent, most reference collections include some items not produced in one of these formats. Some items included in a reference collection may be duplicated in a library's circulating collection.
2. A branch library's reference collection will contain a core of basic reference materials found in all branch libraries, supplemented by specific resources of interest to that particular agency's community.
3. The reference collection at the Headquarters Library contains materials that cover the entire range of the Dewey Decimal Classification System. These materials vary in degree of difficulty from basic introductory level to a research level in selected Dewey areas.

Reimbursement for Purchases

Staff members may be reimbursed for small purchases of items needed by their departments. These purchases must be approved IN ADVANCE by the Department Head or Branch Manager. To receive a reimbursement check, complete a "Petty Cash Reimbursement" form (see FORMS), attach the receipt for the item purchased, and send it to the Business Manager. The Business Manager will then give the forms to the Director for final approval. Any large purchases should be ordered through the Business Manager on a "Special Order Supply Requisition" (See FORMS).

Renewals

1. Patrons may renew books twice, providing the material is not on hold. The renewal procedure may be accomplished in person, by telephone, or on-line if the patron has a current PIN. Books may be renewed at any service point.
2. DVD and VH tapes (at Branches) are non-renewable.

Requests for Library Materials to be Added to the Library's Collection

1. All staff members and the public may recommend materials to be considered for purchase. Recommendations are directed to the appropriate selector and considered in accordance with the established selection policies.
2. Request forms for use by the public are available at all service desks.
3. The Director has final authority for the decision to purchase or not to purchase a particular item and for the decision to retain, relocate, or withdraw an item from the collection.

Requisitions

One person in each department or branch has the responsibility for ordering printed matter and library supplies for the next calendar month. Three different requisition forms are provided for this purpose. Each department turns in the requisitions to the Secretary on the 20th of each month or on the following Monday if the 20th falls on the weekend.

1. Use a *Stock Room Supply Requisition* (see FORMS) to order items that are normally kept in the stock room.
2. Use a *Special Order Supply Requisition* (see FORMS) to order supplies that are NOT normally stocked. This form may be submitted at any time during the month, and should go to the Business Manager. The Business Manager may not place the order immediately, as most suppliers require a certain dollar amount for a minimum order.
3. See "Reprints" under Printing for information on ordering reprints of printed forms.
4. For ordering computer printer cartridges, see Printer Cartridges above.

Resignations

1. Resignations are submitted in writing to the Director or Head of Administrative Services. Under ordinary circumstances, a minimum of 2 months' notice is expected for department heads, one month's notice for professional and pre-professional positions, and two weeks' notice for clerical positions.
2. Employees who leave the library receive compensation for the number of days worked and for all accrued Annual Leave. Employees who have worked for the Library for less than one year are still probationary and will not be paid for any cumulated Annual Leave.

Retirement

1. **All** library employees are covered by Social Security.
2. **All** salaried library employees are covered by the Teachers Retirement System of Georgia.
2. Part-time Custodians and Student Assistants are not eligible for membership in Teachers Retirement System of Georgia. Full-time custodians are eligible for participation in the Augusta-Richmond County Government 08GMEBS retirement plan.
3. TRS contributions are tax-deferred for Federal tax purposes.
4. Contributions to Social Security and the Teachers Retirement plans are made through regular bi- weekly salary payroll deductions.
5. For detailed information on the Teachers Retirement System of Georgia, visit their web site at www.trsga.com.

Return of Materials, See also Book Return Boxes

1. Patrons coming into the library should be encouraged to return Audio-visual materials to the Circulation Desk, rather than the Book Return Box.
2. In general, materials borrowed from any PINES library may be returned to any service point.
3. Book Return Boxes are available and may be utilized if the patron is not able to come into the library.
4. Audio-visual material should not be returned to the Book Return Box because of possible damage or special handling requirements. A Video return box is available at the Friedman Branch only.

Robberies

1. Should the Library be the victim of an armed robbery, staff members should hand over the money at the demand of the intruder. A staff member's responsibility in such an emergency is to protect lives rather than money.
2. Call 911 immediately in the event of a robbery.
3. Notify the Director as soon as the police have been called.
4. It is critical that a Richmond County Incident Report be filled out in the event of any crime (See FORMS). Attach a copy of the police report, and forward the form to the Assistant Director.

Safety

The Circulation Manager has been designated the Safety Officer for the Library system. As a part of Augusta-Richmond County's Safety Program, we are required to hold monthly meetings on some phase of safety in the workplace. This is usually held in conjunction with the regular staff meeting.

Employees can access this information on the official Augusta-Richmond County Government website at www.augustaga.gov for detailed information or the personnel manual, *Augusta-Richmond County Personnel Policy and Procedures Manual Section 1000.001-1100.405 pgs.185-222*, which includes sections on Risk Management.

School Assignments, Contests, Quizzes

Only ready reference questions will be taken over the telephone. Involved questions and school assignments cannot be handled over the phone; the inquirer should be urged to come to the Library for help in locating the information needed for the assignment. The Library does not knowingly give answers by telephone to questions from contests or quizzes. The inquirer should be asked to come to the Library, where they can be shown how to use the Library's resources.

Security. See also Entry of Building, Closing Procedures

All libraries are protected by an electronic security system. Staff members who open and close the building are given a security code to activate and deactivate the system. Employees who do not have a security code must not enter the building. In order to secure the library building at the close of a work day, employees should follow the opening and closing procedures:

1. Opening:
 - a. The first employee with a security code to enter the building will deactivate the security system.
2. Closing:
 - a. Staff should make certain all protected doors; both interior and exterior are secured.
 - b. Staff should gather at the designated closing area to leave together.
 - c. If the cleaning crew is in the building, do not activate the system.
 - d. If the cleaning crew is not in the building, and the key pad indicates "ready", enter your security code and leave immediately, making sure the door is secured.
 - e. If the key pad does not indicate "ready" locate the problem area and recheck that area.
 - f. If there is a problem at closing, call 706-821-1010 and place a business watch on the library building and notify the Head of Administrative Services on the next business day.
3. Students should never be left alone in a library building. Full-time staff member must be present at all times when the library is open.
4. Contractors working after library hours should contact the Head of Administrative Services or the Branch Manager for a temporary security code.
5. Entry into the building by staff without a security code will deactivate the system which will result in an immediate response by the Sheriff's Department and may constitute as unlawful entry.
6. The last staff member leaving the building should make certain the system is armed.

Security Guards. See APPENDIX J, *Duties of Security Guards*.

Security guards are hired to patrol library parking lots and the vicinity immediately outside the buildings, and to assist with any problem or emergency inside the buildings. The security guards are trained to handle emergencies, and library staff should report any problems to them immediately. Security guards are available during the entire period the Headquarters Library is open, and during the evening hours in which the branches are open (Wallace Branch also has a guard in the afternoons).

Selection Policies

1. The selection policies have been adopted by the Augusta-Richmond County Public Library Board. For detailed information see the library's *Collection Development Policy*.

2. Questions concerning whether the Library has a policy regarding specific materials should be referred immediately to the appropriate staff member or to the Library's homepage where a copy of Library's *Collection Development Policy* may be accessed.
3. In the case of complaints concerning any material in the Library's collection, library staff is asked to follow the **Selection Review Procedures** (See [Appendix O](#)).

Shipments

1. Any staff member who receives a shipment, (FedEx, Parcel Post, UPS, etc.) should make a note of any broken cartons, water damage, etc., on all copies of the bill of lading before signing and dating. This does not mean that the cartons must be opened and inspected for damages, but if damage should be found later, the Library would not be held liable. The delivery people make a note in their electronic bill of lading if a package is damaged--staff should point out any damage they notice and make sure that the delivery person does this. The signed and dated bill of lading should be given to the Business Manager.

Sick Leave, See also *Sick Leave*, in *Augusta-Richmond County Personnel Policy and Procedures Manual Section 100.015-100.025*

1. One (1) working day (7.5) sick leave per month is granted to all full-time employees. An amount proportionate to the approved number working hours is granted to part-time employees working a regular schedule who were hired before September 30, 2001.
2. Part-time employees working a regular schedule who were hired after September 30, 2001 do not receive paid sick leave.
3. If you are ill or unable to report to work, call your supervisor at least an hour before you are scheduled to report to work. If you are unable to reach your supervisor at home, call the appropriate work number @ 8:30 a.m. to talk to or leave a message for your supervisor on the designated telephone line.
4. If you cannot reach your supervisor, and you are scheduled for a desk shift, call another staff member to take your desk shift.
5. If you know you're out for a certain number of days, give this information to your supervisor when you call the first day. If you are scheduled to work the weekend, call your supervisor on Friday morning to notify him/her of your status.
6. A physician's statement must be furnished to permit payment for employee claiming sick leave for a period of three (3) consecutive working days.
7. Sick leave is to be used for medical appointments. If an employee has no sick leave, annual leave must be used for the appointments. If an employee has neither, and the employee must see an attending physician for themselves or a family member as covered by Family Medical Leave Act (FMLA), time may be made up by working additional hours if the following conditions are met:
 - a. Make-up time of the employee must be approved by the employee's supervisor in advanced.
 - b. A signed note or letter from the physician is submitted to the supervisor, prior to the make-up time, stating that the employee did have an appointment with said physician during the time absent from work.

If the time is not made up, the employee will be placed on leave without pay in compliance with the Family Medical Leave Act (FMLA).

9. Unused sick leave may be accrued up to 990 hours, and may be carried indefinitely. Accrued sick leave is lost upon termination of employment, with the exception of retirement. The Teachers

Retirement System of Georgia will grant credit for unused sick leave upon retirement at the rate of one (1) month credit for each twenty (20) days eight (8) hours of unused sick time to receive additional creditable service time. The employee must have sixty (60) days of unused sick time. The Assistant Director keeps a record of sick time accrued over 990 hours, for retiring employee wanting to take advantage of this benefit.

10. Sick leave may be used for necessary care during the illness of family members. Family members are defined as an employee's parents, spouse, and children.
11. Abuse of sick leave privileges may result in the requirement of a doctor's certificate for all illnesses. False or fraudulent use of sick leave is cause for disciplinary action, and may result in dismissal.

Signatures

All notes, memoranda and forms should be dated and signed with the initial of the staff member's first name and the full last name.

Smoking

No smoking is allowed in Augusta-Richmond Public Library buildings or grounds.

Soliciting and Distributing

1. Soliciting of patrons or staff is not permitted on library property inside or outside of the buildings. Soliciting means: taking orders, canvassing, selling or begging.
2. The first staff member who is approached (or who notices that patrons are being approached) should say politely, "I'm sorry, but soliciting is not allowed on library property." If the solicitor is difficult, call the security guard or the Information Librarian on duty (or Branch Manager) if he/she is not available. In their absence call the Police.
3. Any selling by staff members to other staff of cookies, jewelry, tickets, etc., and delivery of such must be restricted to break or other off-duty time, and must take place in the Staff Lounges.
4. The library does not accept commercial advertising for distribution to the public. Bookmarks, etc., which promote the library or reading may be distributed, but they may show only the donor's business name, i.e., "Courtesy of John Doe Enterprises."
5. Non-profit organizations may leave flyers and signs to be posted on the public bulletin board. All flyers and signs must be approved by the Head of Circulation Services before they may be displayed (See also Bulletin Boards, Public).

Staff Committee

1. The Staff Committee is responsible for social, benevolent and housekeeping functions on behalf of and for the benefit of the entire staff, as deemed appropriate by the Director.
2. The Committee is responsible for:
 - a. planning staff social functions
 - b. sending appropriate cards and/or memorials for hospitalizations, illnesses, or deaths of staff and/or their families
 - c. completing other benevolent activities deemed necessary by the Director
 - d. alphabetically choosing and posting the monthly Lounge Clean-up Committee at Headquarters
3. Upon payment of dues, membership is valid for one calendar year. Current dues are as follows:

- a. Full Time Professional Staff - \$6.00
- b. Full Time Paraprofessionals - \$3.00
- c. Part Time Staff - \$2.00
4. Annual selection of representatives in each department is based on alphabetical rotation. If those selected decline to represent, solicitation of staff may be required. The Director must approve the appointment of the final committee.
5. The committee is comprised of two staff members from Headquarters and one staff member from the branches.
6. Dues and all other accrued funds are to be held by the Business Officer until committee members request them for specific purposes.

Staff Lounge

1. Staff lounges are for the convenience of the staff and are not for use by the public. No one unaccompanied by a staff member should be directed to or allowed in the lounge.
2. Occasionally, a staff member may invite a relative or friend to the lounge.
3. The staff must cooperate to help keep their lounge neat and clean. At the Headquarters Library two staff members are assigned lounge clean-up at the end of each month, and assignments are rotated alphabetically. Instructions for clean-up duties are posted on the cupboard door in the lounge. After eating, staff members must wash, dry and put away their own dishes, and clean the tables, sink, counters and microwave. All food items should be placed in refrigerators or lockers--not in mail boxes or in sinks or tables.

Staff Meetings, See also Safety

1. All regular staff members (with the exception of branch custodians and student assistants) must attend the following meetings:
 - a. Monthly staff meetings and safety meetings
 - b. Departmental meetings
 - c. Departmental or Library in-service training sessions
 - d. Any specially-called staff meetings
2. If a staff member knows he or she will be unable to attend, it must be cleared with the department head *in advance*.
3. Monthly staff meetings are held at 8:00 a.m. in the Auditorium of the Headquarters Library on the Tuesday following the third Monday of each month unless otherwise notified. One-half hour of compensatory time accrued on this day may be taken at the end of the day or carried over until the end of the pay period. Supervisors must be notified when the employee plans to use the plus time.
4. It is important to be prompt, since time is limited. Members on duty at Public desks should leave in time to reach the desks at Headquarters Library by 9:00 a.m. or the branch's opening time.

Status Change

If there is a change in an employee's name, address, telephone number or marital status, the Head of Administrative Services must be notified by a *Notice of Status Change* form. These forms are available from Department and Branch Heads and from the Head of Administrative Services.

Stolen Articles

The Library is not responsible for articles stolen from a patron or a staff member while in the Library or in the Library parking lot. If a theft does occur, however, the staff member who learns of the theft should at once notify the Security Guard. The Director, the Information Librarian in charge (or the Branch Manager) should then be notified, and that individual will call the police. A Richmond County Incident Report (see FORMS) should be filed with the Head of Administrative Services.

Story Times, Preschool

1. During preschool story time, a responsible person in addition to the storyteller will be present in the story time room, thus insuring that there will always be supervision in the room.
2. The additional person may be a parent volunteer or a member of the library staff.
3. Day care personnel are required to attend story time with their class. At the discretion of the library staff, additional volunteers may be asked to work if a large crowd or other situation warrants this.

Each location is to keep a log of story time dates and the names of additional persons in the story time room.

Student Assistants

1. Student Assistants are governed by the *Augusta-Richmond County Blue Book* and a special policy manual, *The Handbook for Student Assistants*. New Student Assistants must sign an acknowledgement form indicating they have read and are familiar with this handbook.
2. Student Assistants should not be left alone in a library building. A full-time staff member must be present when a library building is open.

Suggestions

The Director and Department Heads welcome ideas and suggestions for the improvement of library services. Staff may discuss their ideas with their Department Heads, or may bring suggestions to the attention of the Director.

Talking Book Center

Talking Books are books recorded verbatim onto digital cartridges and audiocassettes for the use of the blind, visually impaired or physically handicapped. Materials and equipment are furnished free of charge to those eligible for the service. The Augusta Talking Book Center is located at 823 Telfair Street, Augusta, GA. on the third floor. It is a sub-regional center serving nine counties in Georgia: Burke, Columbia, Jefferson, Lincoln, McDuffie, Richmond, Taliaferro, Warren, and Wilkes. Special funding is received from the state to operate the center and most materials are supplied by the Library of Congress in Washington, D.C.

Tardiness

1. Employees are considered tardy when they are not at their assigned places and ready for work at the scheduled hour.
2. Promptness in relieving desk shift is important. Arriving a few minutes early to allow for briefing is a courtesy to other staff members.
3. Supervisors should monitor repetitive or habitual tardiness on an individual basis.
Tardiness must be counted against annual leave or compensatory time. Arrangements for making up time up may be made in special circumstances, but must be approved by the supervisor in advance.
4. Being delayed by traffic, train, or car problems are not legitimate excuses. All employees are expected to be at their appointed place at the appointed time.

Telephone, SEE ALSO Cellular Phones

1. Desk phones are for library business. Patrons may sometimes be allowed to use a desk phone for brief messages when circumstances warrant (e.g., handling an emergency, a child needing to call a parent for a ride home, etc.).
2. Telephone Manners
 - Speak clearly so that you are sure the person can understand you.
 - Make your voice as pleasant and as cordial as you can.
 - Identify yourself immediately, both in making and receiving calls.
 - Acknowledge all requests with “Thank you” or some other appropriate phrase.
 - When the line is open, avoid conversation with other people in the room, which may be overheard by the person calling in. Put the call on hold in these cases.
 - Never leave a caller unattended on the line for a long period of time.
3. Personal calls should be kept to a minimum, and should not be transacted on public desk telephones. Try to make personal calls at breaks and at lunch time, and do not tie up lounge and office phones with lengthy chats.

Telephone Answering Machines

Branch Libraries have answering machines which operate when the location is closed. The answering machine gives the caller the hours of operation for that location. The Branch Managers are responsible for making the recordings and verifying that the information remains current.

Time Cards

1. Each employee is responsible for recording his/her attendance in the ADP Enterprise ETime and Labor Management System by clocking in and out via Timestamp (Web) daily.
2. Each employee is required to keep an Augusta-Richmond County Public Library Timesheet as an accurate record of time worked for audit reviews.
3. New hires are entered in ADP Enterprise ETime and Labor Management System by the Human Resources Special II on the hired date to begin work.
4. All supervisors are timekeepers who are responsible for keeping ADP ETime timestamps and timesheets for their departments/branch locations up-to-date.
5. Timekeepers are responsible for missed punches or unexcused absences by updating the ADP

Enterprise ETime and Labor Management System by either contacting the employee or making the change themselves with an explanation.

6. Timekeepers should make sure all employees have completed and approve their ADP ETime timestamps and timecards prior to taking action.
7. Timekeepers are responsible for the final approval ADP ETime timestamps and timecards on a pay period basis for the departments/branch locations.
8. At the end of the pay period, each employee is expected to total the Augusta-Richmond County Public Library Timesheet, sign and give timesheet to their supervisor who is the official timekeepers for the department/branch. The supervisor signs the documents and forwards the timesheets to the Business Manager/Assistant Director on Thursday by 3 p.m. before the pay period ends.
9. See FORMS for an example of timesheet.

Tours of the Libraries

1. Tours of the Headquarters Library building are frequently a part of a program planned for school classes, groups, etc. that are in the library service area. Such group visits must be scheduled well in advance with the head of the department involved.
2. Requests for tours of the Headquarters Library by children or teen groups should be referred to the Head of Children's Services or to the Outreach Librarian.
3. Except on special occasions, the Library does not conduct individuals on tours of the building. Any requests for access to locked-off areas must be cleared through the Director's office.
4. Requests for tours of the branches must be referred to the Branch Manager.

Tornadoes

1. Staff should be aware of local weather conditions and be watchful when conditions could result in tornado activity.
2. All service points have NOAA weather radio. A flashlight should be on hand in each department and branch library.
3. When a **WATCH** is issued, one staff member should be assigned to monitor the weather broadcasts and keep the supervisor/person in charge updated. A watch means tornados are possible.
4. When a tornado **WARNING** is received, staff should announce clearly there is a tornado warning for the area. Staff and patrons should move quickly to the designated safe place within the building. A tornado warning means a tornado has been sighted or detected by radar. During a tornado warning, follow these procedures for inside and outside of the building:

Inside

- Stay away from all windows and doors
- Move to an interior corridor away from windows
- Stay away from lobbies, walkways, atriums and other large glassed-in areas, and large open areas
- Take cell phone if possible, NOAA public alert radio and flashlight
- Crouch down along the wall and protect your head with your hands from possible and debris
- Remain in sheltered area given until all is cleared

Outside

- When instructed or conditions warrant, seek shelter in the nearest building
- Stay away from all windows and doors
- Move to an interior corridor away from windows

- Stay away from lobbies, walkways, atriums and other large glassed-in-area and large open areas
 - If there is not shelter available, lie in a ditch or other earthen depression.
 - Never attempt to outrun a tornado
5. The library participates in an annual drill during Tornado Awareness Month. This provides staff the opportunity to practice the procedures outlined above.

Training

1. The Library is very concerned about staff development, and offers training through in-house sources, professional journals, visits to other libraries, and through Georgia Public Library Service.
2. All employees should clear any training requests with their Department/Branch Head before registering for the course. Courses which require payment must be pre-approved by the Director.
3. All certified librarians must complete ten hours of acceptable continuing education during the two year period immediately preceding each biennial renewal date, as a condition for license renewal. Each librarian is expected to maintain a copy of their certificate of completion for each course and provide a copy to the Head of Administrative Services upon request.
4. New employees are expected to study the *Augusta-Richmond County Public Library Policy and Procedures Manual* (also known as the Blue Book).

Vehicles, See also *The Augusta-Richmond County Personnel Policy and Procedures Manual*, Sections 1000.101-1000.119, pgs. 190-200.

1. The van or SUV is available for use in conducting library business only.
2. Staff whose job requires using the van or SUV must be approved by the Director and receive basic driver's training.
3. The van and SUV must be reserved in advance by contacting the Secretary I and record the following information in the Van or SUV Reservation Book:
 - Departure time
 - Expected return time
 - Driver
 - Destination/purpose
4. If there are conflicts with who drives the van/SUV, it will be resolved by the Director, based on factors as distance to be traveled, quantity of cargo or passengers, duration of trip, etc.
2. If the van/SUV is unavailable to a staff member needing to travel on library business, that person may use a personal vehicle and submit an Employee Expense Statement. The reimbursement for travel will be a Tier 1 Rate of \$0.56 per mile.
3. If a staff member could drive the van or SUV, but chooses to drive a personal vehicle, mileage reimbursement will be a Tier 2 Rate of \$0.235 per mile.
4. All persons traveling in a library's vehicle or personal vehicle being used on library business must wear a seat belt.
5. Drivers of the van and SUV are permitted to get gas with the library's credit card. Those staff members with Fuelman PIN numbers should use the Fuelman card whenever possible.

Voter Registration

In compliance with the *Voter Registration Act of 1993* (also referred to as the Motor Voter Law), individuals who register for a library card must also be offered the opportunity to register to vote. Registration forms are available at any service point which takes library card registrations.

Voting

1. Staff members are encouraged to vote at all elections. Up to 60 minutes prior to work or up to 60 minutes at the close of the employee's duty hours is permitted for voting.
2. Arrangements for time off should be made in advance with your Department Head.

Weather Problems, See also Emergencies, Disasters, Riots, etc. and Tornadoes

1. Augusta-Richmond County Libraries will follow the decisions of Augusta-Richmond County Government regarding weather-related closing.
2. The Director will contact the Augusta-Richmond County Board of Trustees for final closing approval.
3. For predictions of inclement weather, the library operations will continue until we are notified of an early closing.
4. For early closings, the person in charge should perform regular closing procedures and secure the building.
5. All radio and TV announcements stating that Augusta-Richmond County Government Offices will be closed or will open late due to inclement weather will apply to the library. The inclement emergency number is **706-842-3000**.
6. If the library opens later, every effort will be made to contact each staff member with this information.
7. A media announcement that Augusta-Richmond Government County offices will open at "X time" should be interpreted all staff is expected to report to their work location one-half hour prior to the announced time of opening UNLESS their reporting time is later or they are on approved leave. Staff members who are unable to report to work at the specified time should call in as they would on any work day. Tardiness must be made up with annual leave, unless the supervisor allows employee to make up the time.
8. If a staff member has scheduled a vacation day when the library is closed for inclement weather, the hours will still count against annual leave.
9. If the library opens later than normally scheduled, and a staff member is sick or cannot come in, leave time will be counted as if the library were open for an entire day, i.e., if a staff members is sick and the library reopens at 11:00, 7.5 hours will be counted as sick leave.
10. Part-time employees will be paid for time off due to inclement weather-related closings.

Weather Radios, See also Tornadoes

1. Each branch, the Circulation Department, and Administration has a NOAA weather radio. It should remain on at all times to monitor the local weather conditions.
2. If a tornado warning is announced, staff should follow the procedures under "Tornadoes".
3. The NOAA weather radio should be checked frequently to ensure its receiving a signal. If no broadcast is received, move the NOAA weather radio to another location until a distinguishable broadcast is heard.
4. Replace batteries as necessary.
5. If the NOAA weather radio does not receive a broadcast, notify the Assistant Director.

Web Site

1. The URL for the Library's web site is www.arcpls.org.
2. Numerous links to useful sites are provided, including ones to PINES, GALILEO, and to the

- library's events and meeting room calendars.
3. When patrons inquire about the library, be sure to provide them with the URL.

Withholding Forms

1. Each new staff member is required complete and sign a W4- Employee's Withholding Allowance Certificate and a State of Georgia Employee's Allowance Certificate forms so the Augusta-Richmond County Human Resources and the Augusta-Richmond County Payroll Departments may withhold federal and state income taxes from each paycheck. These forms indicate filing status, marital status and numbers of dependents and exemptions.
2. Employees may want to complete and sign a new W4-Employee's Withholding Allowance Certificate and a State of Georgia Employee's Allowance Certificate if financial situation changes. Forms are available from the Assistant Director or the Augusta-Richmond County Human Resources Department.
3. By January 31 of each year, staff members are provided with a Wage and Tax Statement (W-2) for salary paid the previous calendar year.
4. Employees who resigns or retires should provide the Assistant Director a forwarding address so their Wage and Tax Statement (W2) may be mailed to the correct address.

REVISED 2014

APPENDICES

APPENDIX A

ATTITUDE AND CONDUCT

Patrons have a right to expect alert and interested service at all times. Each request, no matter how apparently trivial or poorly expressed, must be regarded as a valid one, and should receive prompt and courteous attention. An appearance of indifference or an attitude of superiority or amusement may undo the good work of others on the staff who have worked hard to make a good impression.

Bear in mind the fact that each day you may be the sole interpreter to some new patron, of the spirit and purpose of the library. Your work, regardless of what your job is, affects the library's public relations. Whether you are a librarian helping to select a book, a library assistant taking a registration or a student directing someone to a part of the building, the quality of your work is important. You should keep in mind the fact that when you are dealing with a patron, YOU are the Augusta-Richmond County Public Library.

It is a definite responsibility of the library to introduce reference tools to patrons, to teach them the elements of self-service, and to give computer and reading guidance as the opportunity presents itself.

The work you do is important and necessary to the smooth operation of the library. Thousands of citizens are affected directly or indirectly by what you do and how you do it. You should be constantly aware of the fact that you and every other employee have a significant contribution to make in giving our customers maximum service at a minimum cost. You will do this by doing an honest day's work, being thorough and dependable, and being pleasant and helpful to your fellow workers and to the public.

The library attempts to maintain a friendly, informal atmosphere; however, those manning public desks are reminded that they should not lounge or sit on the desks, and should keep their voices low and well-modulated. Visiting should not be indulged in at the desk, either with patrons or employees. Personal telephone calls are not permitted at customer service desks and should be kept to a minimum of two minutes. Employees should never make derogatory comments about patrons or about their information needs. It is both mean-spirited and unprofessional to do so.

The library is an impartial institution supplying, as nearly as possible, material on all aspects of controversial questions, but offering no personal interpretations. Employees are requested, while on duty or in any way representing the library, not to voice personal opinions about controversial matters of any sort, either political, religious or social. Employees should never try to interpret legal or medical information for patrons. We are neither doctors nor lawyers, and there may be legal repercussions associated with acting as such.

Be friendly and courteous- courtesy is contagious. A gracious and helpful manner toward your fellow workers and toward the public pays off. You will usually receive graciousness and helpfulness in return.

Be observant of activity in the library, but do not take pride in being a disciplinarian or detective. A library is not a classroom.

Enjoy your work. A good part of your life is spent on the job, so enjoying your work will, to a large extent, mean enjoying your life. Be alert to ways of making your work more interesting and enjoyable. By doing so, you will be serving both yourself and those who use this library.

Employees should promote good morale by eliminating personal antagonisms, by suppressing rumors, and by refraining from gossip. Where real grievances or injustices exist, adjustments should be made through the proper supervisory channels. Criticism of the policies of the library should be made constructively and only to the proper authorities. Loyalty to the administration and to co-workers is a basic essential. Each employee should believe in himself, in the value of his contribution to the library service, and in the integrity of his colleagues and the administration. Every effort should be made to promote the smooth, harmonious operation of the library.

Personal appearance is a reflection of attitude. Employees should always comply with the dress code presented in this manual.

It is the responsibility of each employee to welcome new employees, to assist in orienting them to the library and to their jobs, and in acquainting them with their colleagues.

APPENDIX B

Guides for Handling Bomb Threats

Those staff members who are answering telephones should take the following sequence of actions to be followed in the event a bomb threat is received:

1. The person receiving the call should attempt to keep the caller on the line as long as possible. Record (in writing if possible) every word spoken by the person making the call on the Bomb Threat Form.
2. If the caller does not voluntarily indicate the location of the bomb or the time of possible detonation, the person receiving the call should ask the caller to provide this information.
3. It may be advisable to inform the caller that the building is occupied and that the detonation of a bomb could result in a death or serious injury to many innocent people.
4. Pay particular attention to any strange, unusual or peculiar background noises such as motors running, background music, type of music, voices or any other sounds which might give even a remote clue as to the location from which the call is being made.
5. Listen closely to the voice (male or female), voice quality, accents, and speech impediments. Immediately after the caller hangs up, the person receiving the call should report this information to the Director, Assistant Director or the Branch Services Manager. If the calls are received after the normal business hours, then the call should be reported to the person in charge of the building (senior staff member manning the Public Services Desk or the senior staff person at the branch).

Notification actions: The designated individual (see the 5 points above), upon receipt of a bomb threat information should:

1. Notify the Augusta-Richmond County Sheriff's Department, Fire Department and the Emergency Management Agency by dialing 911.
2. The Augusta-Richmond County Sheriff's Department will respond to bomb threats and assist facility personnel in supervising searches but may require assistance if a bomb is found.

Evacuation Procedures:

1. If evacuation is advised, make the following announcement (at Headquarter use the PA system and the branches have to use his/her voice): "May I have your attention please! We have been asked by the authorities to evacuate the building as quickly as possible. Please use the nearest exit". Make further announcements if necessary, until the building is evacuated. Supervise the public's vacating of the building.
2. If the library is evacuated, take special care that no one enters or re-enters.
3. Remove staff and patrons to a safe distance from the library to protect them against debris and other flying objects in the event of an explosion. If the facility is evacuated, considerations should be given to turning off all electricity, gas and fuel lines at the main switches or valves. As a minimum, appropriate utilities should be notified of the evacuation.
4. Re-enter the building only when the police declares it safe to do so.

It is your responsibility to know the evacuation procedures.

How to Deal With Someone Threatening You with a Weapon/Evenings or Weekends

Most workplace violence is committed by strangers. If you come face-to-face with someone threatening you with a gun, knife, or other weapons, there are steps that you can take to make the situation less dangerous.

Here are the steps:

1. First and foremost, it is very important to stay calm. If you get the opportunity, quietly signal for help. Try and keep things as normal as possible with the public.
2. You should focus on one thing: cooperating with the robber and getting him/her out the building as quickly as possible. You may say something like "I'm going to cooperate and do whatever you say" to let the robber know what your intentions are.
3. Maintain eye contact with the assailant.
4. Stall for time until help arrives or you can try to escape.
5. Keep talking, but follow the instructions from the person who has the weapon. Let them know that you are cooperating.
6. Do not try to grab the weapon.
7. Watch for a possible chance to escape to a safe area.
8. Do not be a hero and risk harm to yourself or others.
9. Do not verbally or physically challenge the person with the weapon.
10. Make no sudden moves. If you need to move, tell the person with the weapon first.
11. Do not resist.
12. As soon as the assailant leaves and you feel safe, close the library and call 911. Do not allow anyone to leave or enter the library until the police arrive and assure your safety.

Tips:

1. Be prepared to give the assailant your cash, wallet or jewelry. It is not worth the risk. Your life is more valuable than material possessions, which can be replaced.
2. If the shooter opens fire, attempt to take cover behind heavy furniture or any other heavy obstacle. If there is nothing close, simply drop to the floor and remain quiet and still.
3. Try to remember the assailant's appearance and clothing, but do so carefully, without staring.
4. Keep doors, cash registers, and safes locked at all times. If a thief thinks they will have difficulty stealing money from the branch, maybe they will move onto another easier target.
5. After the confrontation immediately call 911 as soon as possible. Notifying the police quickly will increase the chance of apprehending the suspect and preventing future victims. Call the appropriate library staff.

Please contact your supervisors immediately

Augusta-Richmond County Public Library Emergency Action Plan

BOMB THREAT REPORT FORM

INSTRUCTIONS: BE CALM. BE COURTEOUS. LISTEN - DO NOT INTERRUPT THE CALLER. NOTIFY SUPERVISOR AND/OR SHERIFF'S DEPARTMENT (911).

Date: _____ Time: _____

Exact words of person Placing Call: _____

QUESTIONS TO ASK:

1. When is the bomb going to explode? _____
2. Where is the bomb right now? _____
3. What kind of bomb is it? _____
4. What does it look like? _____
5. Why did you place the bomb? _____

TRY TO DETERMINE THE FOLLOWING (CIRCLE AS APPROPRIATE)

<i>Caller Identity:</i>	Male	Female	Adult	Juvenile	Age	Year s
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<i>Voice:</i>	Loud	Soft	High Pitch	Deep	Raspy	Pleasant
	Intoxicated	Other:				

<i>Accent:</i>	Local	Not Local	Foreign	Region
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<i>Speech:</i>	Fast	Slow	Distinct	Distorted	Stutter	Nasal
	Lisp	Other:				

<i>Language:</i>	Excellent	Good	Fair	Poor	Foul	Other:
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<i>Manner:</i>	Calm	Angry	Rational	Irrational	Coherent	Incoherent
	Deliberate	Emotional	Righteous	Laughing	Intoxicated	

<i>Background Noise:</i>	Traffic	Office Machines	Factory Machines	Trains	Music	Other:
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Additional Information (use back of form is necessary): _____

ACTION TO TAKE IMMEDIATELY AFTER THE CALL: Notify your supervisor/ Sheriff's Department

as instructed (911). Talk to no one other than instructed by your supervisor/Sheriff's Department.

Name & phone # of person taking the call: _____

Appendix C

How to Handle Anthrax and other Biological Agent Threats

Do Not Panic

1. Anthrax organism can cause infection in the skin, gastrointestinal system of the lungs. To do so, the organism must be rubbed into abraded skin, swallowed or inhaled as a fine, aerosolized mist. Disease can be prevented after exposure to the anthrax spores by early treatment with appropriate antibiotics. Anthrax is not spread from one person to another person.
2. For anthrax to be effective as a covert agent, it must be aerosolized into very small particles. This is difficult to do, and requires a great deal of technical skill and special equipment. If these small particles are inhaled, life-threatening lung infection can occur, but prompt recognition and treatment are effective.

Suspicious Unopened Letter or Package Marked with Threatening Message Such as “ANTHRAX”:

1. Do not shake or empty the contents of any suspicious envelope or package.
2. Place the envelope or package in a plastic bag or some other type of container to prevent leakage of contents.
3. If you do not have any container, then cover the envelope with anything (e.g., clothing, paper, trash can, etc.) and do not remove this cover.
4. Then leave the room and close the door, or section off the area to prevent others from entering.
5. Wash your hands with soap and water to prevent spreading any powder to your face.
6. Report the incident to your supervisor immediately. Supervisors should report to the Director or Assistant Director, who will call the Augusta-Richmond County Sheriff's Department. If the Director or Assistant Director is not available, then supervisors should call 911 immediately.
7. List all people who are in the room or area when this suspicious letter or package was recognized. Give this list to both the local public health authorities and to law enforcement officials for follow-up investigations and advice.

Envelope with Powder and Powder Spills out onto Surface:

1. **DO NOT** clean up the powder. Cover the spilled contents immediately with anything (e.g. clothing, paper, trash can, etc.) and do not remove this cover.
2. Then leave the room and close the door or section off the area to prevent others from entering.
3. Wash your hands with soap and water to prevent spreading any powder to your face.
4. Report the incident to your supervisor immediately. Supervisors should report to the Director or Assistant Director, who will call the Augusta-Richmond County Sheriff's Department. If the Director or Assistant Director is not available, then supervisors should call 911 immediately.
5. Remove heavily contaminated clothing as soon as possible, and place it in a plastic bag or some other container that can be sealed. This clothing bag should be given to the emergency responders for proper handling.
6. Show with soap and water as soon as possible. Do not use bleach or other disinfectant on your skin.
7. If possible, list all people who were in the room or area, especially those who had actual contact with the powder. Give this list to both the local public health authorities and to law enforcement personnel so that proper instructions can be given for medical follow-up, and for further investigation.

How to Identify Suspicious Packages and Letters

Some characteristics of suspicious packages and letter include the following:

1. Excessive postage
2. Handwritten or poorly typed addresses
3. Incorrect titles
4. Title, but no name
5. Misspellings of common words
6. Oily stains, discolorations or odor
7. No return address
8. Excessive weight
9. Lopsided or uneven envelope
10. Protruding wires or aluminum foil
11. Excessive security material such as masking tape, string, etc.
12. Ticking sound
13. Marked with restrictive endorsements, such as "Personal" or "Confidential"
14. Show a city or state in the postmark that does not match the return address.

It is your responsibility to know these procedures.

APPENDIX D

LIBRARY CLOSING PROCEDURES--ABANDONED CHILDREN

The attached closing procedures policy was approved by the Augusta-Richmond County Library Board at its meeting on June 18, 1990, and was revised on June 26, 2014. The following is an explanation of procedures which staff members should follow at closing time.

1. Closing announcements. Script is attached for 30 minutes, 15 minutes and 5 minutes prior to closing. **30 minutes prior to closing guards and staff should make every attempt to ensure that all underage patrons have transportation. In this situation, it is ok for children to use the phone.**
2. If the staff is aware of a child who has not been picked up by closing time, two staff members should stay with the child. For security of staff, two staff should stay until the child is picked up or the officers arrive. This insures that the child is not left alone while phoning, and the staff member is not left alone after the child is picked up. The person in charge of the building should make the decision as to who will stay, and those who stay must understand the procedure to be followed in handling the situation. At Headquarters, the person in charge of the building may ask for volunteers to stay. If no one volunteers, staff members will be designated to remain with the child. At the branches, the regular staff member who is on duty and the student assistant will be required to remain. Regular staff will be given compensatory time off after reporting the additional time to his/her supervisor. Student assistants will be paid for the additional time.
3. If the parent has not arrived 10 minutes after closing time, one of the staff members must then call the Sheriff's Department (821-1080) to report the problem. After an officer arrives, the staff members may then leave the child in the care of the officer. If a parent arrives before the officer arrives, a staff member should cancel the call to the Sheriff's Department.
4. We are advised that the child should not be taken back inside the building--use your cell phone outside, if possible. If there is cell phone available, one staff member may go back into the building to make the call while the other remains with the child. If the parent comes before the police arrive, and a call must be made from inside the library, both staff members should enter and leave the library together and depart at the same time. We are also advised that any lawsuits resulting from adherence to this policy will be handled by an appointed attorney according to county policy.
5. At the **BRANCHES**, staff members should bring their cars around to the front of the building at closing time. You are allowed to use your cellphone to contact law enforcement. However, if you choose not to use your personal phone, please re-enter the building to call the Sheriff's Department.
6. At the **HEADQUARTERS LIBRARY**, if staff must wait with children, the two staff members who stay should follow the regular closing procedures, but **DO NOT** turn on the security system. The two staff members should then wait inside the lobby with the children. One staff member can then come back in to the Circulation Desk to make necessary phone calls while still having the other staff member and the child in sight. After the parent or officer arrives to take care of the child, if the cleaners are not in the building, the two staff members should come through the building (be sure to lock the front door), and set the security system as they exit the shipping door at the back.

7. When a security guard is on duty, he will stay with the staff until someone picks up the child or the law enforcement officers arrive. If the security guard is there, **both** staff members must stay.

LIBRARY CLOSING ANNOUNCEMENTS

30 Minutes Before Closing:

“May I have your attention, please? The library will close in 30 minutes at (9:00) (5:30). If you wish to check out any library materials or obtain any services you must do so before (9:00) (5:30). Thank you.”

15 Minutes Before Closing:

“May I have your attention, please? The library will close in 15 minutes at (9:00) (5:30). If you wish to check out any library materials or obtain any services you must do so before (9:00) (5:30). Thank you.”

5 Minutes Before Closing:

“May I have your attention, please? The library will close in 5 minutes at (9:00) (5:30). All services and the building are in the process of closing. For security reasons we must close at (9:00) (5:30). Thank you.”

Closing:

“The library is now closed”.

Emergency Announcement:

“May I have your attention, please? We have been asked by city authorities to evacuate the building as quickly as possible. Please use the nearest exit.”

APPENDIX E

PATRON BEHAVIOR POLICY

The Augusta-Richmond County Public Library seeks to provide materials and services to the public in an environment that is safe, pleasant, and conducive to comfortable library use. Therefore, the Library has adopted the following policy for behavior. Library staff members and security guards have been authorized to enforce these regulations. When noncompliance takes place, the staff may require a patron to leave the library premises and may call the police.

You are welcome to:

- Ask questions of staff and receive needed information in the library
- Borrow certain materials by using your library card through established lending procedures and take them home for use, treating them carefully so others may use them after you are finished
- Bring your children to the library and enjoy materials and programs
- Use the materials in all public areas of the library. The Augusta-Richmond County Public Library is committed to ensuring the safety of all its patrons, with a special emphasis on the safety of children in our libraries. For this reason, the materials, services, and equipment in the children's areas are intended primarily for the use of children, their parents and/or caregivers. Others needing to access materials or services specific to the children's area do so with the understanding that the library staff will determine whether or not a particular use or activity is appropriate in the children's area. Thus, patrons may be asked to use alternative area of the library, at the discretion of the library manager or designee.
- Read, study, type and write while using library materials
- Register and use free library computers
- Speak quietly with others in the library

The following activities and behaviors are prohibited:

- Engaging in any physically intimidating or assaultive behavior; making any threats of violence or unlawful activities. The Library has a policy of zero tolerance for threats and acts of violence. Any person engaging in such behaviors will be immediately ejected from the Library.
- Possessing, selling, distributing, consuming or being under the influence of any alcoholic beverage, illegal drugs or controlled substance
- Trespassing by entering or remaining on Library premises after having been notified by an authorized individual not to do so, and entering or remaining on the Library premises during the period in which an individual has been banned from the premises
- Refusing to follow the reasonable directions of Library staff and security on duty
- Engaging in any behavior that a reasonable person would find to be disruptive, harassing, or threatening in nature to Library users or staff including: excessive or disruptive conversations, talking loudly, screaming, banging on computer keyboards, using electronic equipment at a volume that bothers others, rowdiness, running, noise, vandalism, obscene or vulgar language, stalking, prolonged staring, lurking, offensive touching, and obscene acts such as sex acts and indecent exposure, or following another with the intent to annoy or intentionally behaving in a manner that could reasonably be expected to annoy or disturb other patrons
- Neglecting to provide proper supervision of children or leaving children under the age of 9 unattended on Library premises per the Library's *Unattended Child and Child Safety Policy*

- Engaging in any sexual contact, activities or conduct
- Selling, soliciting, surveying, distributing written materials, panhandling or canvassing for any political, charitable or religious purposes inside a library building, doorway or vestibule without prior authorization of the Library Director or designee
- Smoking or other use of tobacco products
- Eating while using Library computers or in spaces designated as free from food
- Sleeping, napping or dozing in or on Library premises
- Not wearing shoes or shirt within the library
- Entering or remaining upon library premises with a bodily hygiene so offensive that it constitutes a nuisance to others
- Moving furniture without the express consent of the library staff or use of furniture in any manner that may damage the furniture, to include placing feet on the furniture
- Using library materials, furniture, equipment or facilities in any manner inconsistent with the customary use thereof or the theft or intentional damaging of library materials including: mutilation of library materials by marking, underlining, removal of pages, removing electronic detection devices or in any way defacing library property furniture, equipment or facilities
- Bringing in more than two bags; no more than two bags of any type may be brought into the library.
- Blocking of aisles with personal items or leaving such items unattended on library premises at any time; items may be removed from the library premises if they reasonably appear to be abandoned or have been left unattended for 30 minutes or more
- Interfering with the safe and free passage of library staff or patrons on the premises, including but not limited to the placement of objects in hallways, aisles, flooring or elsewhere in a manner that impedes the free passage of such persons about the library
- Bringing any animal into the library except service animals
- Entering non-public areas of the library without permission
- Improperly using library restrooms or facilities for purposes such as bathing, shaving or changing clothes
- Taking library materials into rest rooms
- Violating the Library's rules for acceptable use of the internet and library public computers. A user accepts these rules before accessing the Internet through a library computer. Copies of these rules will be made available by staff upon request. See *Internet Use Policy and Guidelines*.
- Engaging in any activity in violation of federal, state, local or other applicable law, or Library policy
- Stealing, damaging, altering, or inappropriate use of Library property in Library facilities or on Library grounds, including computer hardware and software, printers, copiers, phones, and other equipment
- Fighting or challenging to fight, running, pushing, shoving, or throwing things
- Gambling and group activities which are disruptive to the Library environment
- Using cell phones, pagers, and other communication devices in a manner that disturbs others Cell phone and pager audible ringers must be turned off.
- Littering
- Bringing in garbage, articles with a foul odor, or articles which, alone or in their aggregate, impede the use of the library by other users
- Using wheeled devices in Library property or on Library grounds, except in designated areas, including skateboarding, roller-skating, bicycling, scooters, and shopping carts (exceptions i.e. wheelchairs, walkers, and strollers)
- Concealing library materials for the exclusive use of an individual or group
- Refusal to abide by library regulations regarding the return of materials and payment of fines

Library Response to Violations of Behavior Policy

Any person who violates the behavior policy will be handled in a professional and courteous manner by staff, but the degree of the violation will determine the response. Staff is instructed to call 9-1-1 immediately in response to any behavior that is deemed dangerous. Staff will call the police for any behavior that is in violation of federal, state or local ordinances. Staff will call the police if a person or group of persons is asked to leave the library and they refuse to leave and/or become difficult with the staff member. For most other inappropriate behavior, one warning will be given. Continued violations will result in patron being asked to leave the library for the day. A serious violation or repeated violations, or a violation where the police are called, may result in longer exclusions from the library up to permanent banning from the library. An individual who is banned from the library may be criminally charged with trespassing if they return to library property during the term of the ban. Any individual who is banned and whose library privileges have been revoked, may request to have the decision reviewed by the Library Director after the suspension period has ended.

Approved June 16, 2014 by the Augusta-Richmond County Library Board of Trustees

Augusta Richmond County Public Library System

Addresses/Telephone/Fax Numbers

Hours of Service

July 1, 2014

HEADQUARTERS LIBRARY

823 Telfair Street
Augusta, GA 30901
General Info. (706) 821-2600
Interbranch (706) 821-2619
Fax Admin. (706) 724-6762
Fax Info. (706) 821-2629
Hours:
Mon. – Thurs. 9–9
Fri. & Sat. 9–5:30
Sun. 2–5:30

TALKING BOOK CENTER

Audrey Bell, Manager
823 Telfair Street
Augusta, GA 30901
General Info. (706) 821-2625
Fax (706) 724-5403
Hours:
Mon. – Fri. 9-5
Sat. & Sun. Closed

GEORGIA ROOM

Tina Monaco
General Info. (706) 826-1511
Mon. – Sat. 9-5:30

APPLEBY BRANCH

Jennifer Stallings, Manager
2260 Walton Way
Augusta, GA 30904
General Info. (706) 736-6244
Fax: (706) 481-0616
Interbranch: (706) 481-0972
Hours:
Mon. 9-7
Tues.-Fri. 9-5:30
Sat. 10-5:30

DIAMOND LAKES

Cathy Joseph, Manager
101 Diamond Lakes Way
Hephzibah, GA 30815
General Info. (706) 772-2432
Fax (706) 772-2433
Interbranch (706) 560-3901
Hours:
Mon. & Wed. 9-8
Tues., Thurs., Fri. 9-5:30
Sat. 10-5:30

FRIEDMAN BRANCH

Eileen McCoy, Manager
1447 Jackson Rd.
Augusta, GA 30909
General Info. (706) 736-6758
Fax: (706) 737-2034
Interbranch: (706) 737-5987
Hours:
Mon. & Wed. 9-8
Tues., Thurs., Fri. 9-5:30
Sat. 10-5:30

MAXWELL BRANCH

Jeff Stinson, Manager
1927 Lumpkin Rd.
Augusta, GA 30906
General Info. (706) 793-2020
Fax & Interbranch (706) 790-1023
Hours:
Tues. & Thurs. 9-8
Mon., Wed., Fri. 9-5:30
Sat. 10-5:30

WALLACE BRANCH

Paulette Scurry, Manager
1237 Laney-Walker Blvd.
Augusta, GA 30901
General Info. (706) 722-6275
Fax: (706) 724-0715
Interbranch: (706) 724-7899
Hours:
Mon. & Wed. 9-5:30
Tues. & Thurs. 9-8
Fri. & Sat. 12:30-5:30

APPENDIX G

DRESS CODE

This dress code has been designed by the staff in order to create a more professional work environment, and to help promote a positive public image of the Augusta-Richmond County Public Library.

HATS

No hats, caps or other types of headgear are to be worn on the job. Exception: Custodian may wear a hat or cap during outside work; storytellers may wear head gear when it is program-related.

T-SHIRTS, TOPS

No T-shirts or sweatshirts with writing or advertisements may be worn. Solid colored T-shirts and knit shirts are allowed, but T-shirts with pockets are not. T-shirts with designs (i.e., animals, craft, holiday, etc.) may be worn for appropriate holiday seasons and related programming activities. Summer Reading T-shirts can only be worn during the Summer Reading Program. These shirts should be the one printed for the current year. No sheer clothing, crop tops, midriff tops, or tank tops may be worn at work.

DRESSES, SKIRTS, SKORTS

Dresses, skirts, and skorts should be no more than three inches above the knee. Denim dresses, skirts, skorts and jumpers are acceptable.

JEANS, SHORTS, WIND SUITS

No denim blue jeans. Exception: Custodian and Printer. Colored jeans may be worn (i.e., green, black, brown, etc.). Jeans should have cut-outs or tears. No shorts, wind suits, or sweat suits may be worn to work.

SHOES

Opened-toe sandals are acceptable, with stockings being optional; flip-flops are not allowed. Tennis shoes may have one or two colors and must be clean. Socks must be worn when wearing tennis shoes and loafers.

OTHER

Smocks may be worn during dirty jobs.

Holiday-themed wear during the month of the holiday (Halloween, Thanksgiving, Christmas, etc.).

Program-related dress may be worn for crafts and storytelling.

Ties are optional for men.

All apparel should be clean and in good repair.

All employees are asked to maintain good personal grooming and hygiene.

EXCEPTIONS

Exceptions to the dress code will be made on a case-by-case basis for health or religious reasons, or to accommodate specific jobs.

AMENDMENTS

Additions, changes, or deletions may be made to the dress code at any time it is deemed necessary to do so.

ACTIONS TO BE TAKEN FOR NOT ADHERING TO THE DRESS CODE:

1st Warning- A VERBAL WARNING will be given by the immediate supervisor. The Employee will be told to go home and change clothes. Time used to do so will be taken as annual leave or made be made-up with the permission of the supervisor.

2nd Warning- A MEMORANDUM will be written by the supervisor and given to the HR Liaison for filing in the employee's personal folder.

3rd Warning- Employee will be given a 3-day suspension without pay.

4th Warning- Termination.

APPENDIX H

AUGUSTA-RICHMOND COUNTY PUBLIC LIBRARY FAX POLICY

This policy applies to the facsimile (FAX) machines at the Headquarters Library and the branches.

1. All faxes at the branch locations and departments are for library business use only. The library will not send or receive FAX transmissions for non-library purposes. Patrons requesting personal fax service should be referred to the Headquarters Library.
2. The FAX service at the Headquarters Library is contracted to a public faxing service. Currently, their charges are:
 - a. \$1.75 for the first page, and \$1.00 for each additional page for USA, Canada, and Caribbean faxes. International faxes are \$3.95 for the first page, and \$3.45 for each additional page.
 - b. The fax service requires a credit or debit card. The service cannot accept cash payments.
 - c. The fax machine is self-service. however, the library staff will assist as needed.
 - d. Any problems or concerns should to be addressed to the FAX24 service, as this service is independent of the Augusta-Richmond County Library System.
 - e. The service will not receive faxes.
 - f. The prices are subject to change by the fax service.

APPENDIX J

DUTIES OF SECURITY GUARDS

The primary mission of a Security Guard is to provide protection for people, property and assets. Security guards are available at the HQ library when the library is open. The Security guard reports directly to the librarian on duty. This includes submitting incident reports to the librarian on duty. The Security Guard is to maintain a highly visible presence to deter inappropriate and illegal actions. Guards use methods of observation, either directly through patrols, or by monitoring alarm systems and/or video cameras for signs of policy violations, disorder and crime. The Security Guard takes action to prevent and/or stop negative actions against people, property and assets. The guard alerts the proper authorities and writes reports of incidents to the library administrator.

Duties of the security guard encompass all areas of the library inside and out: Circulation, Children's Department, Administration, Information Department, Georgia Room, Technical Services and the entire library campus.

Duties of Security Guards at HQ Library:

1. Assists in the resolution of any problems or emergencies as they occur or as requested by the staff or patrons.
2. Monitors the camera images on the screens at the first floor security desk.
3. Patrols all three floors of the library, the parking lot, the campus surrounding the library, and the old library parking lot across 9th Street. Recommended patrol times are every half hour to hour, staggering the times and places so as to avoid discernible routine.
4. Checks outside emergency doors during rounds to ensure doors are closed and locked securely.
5. Escorts patrons to their vehicles if requested to do so.
6. Escorts staff members to book return boxes.
7. Makes casual observations of patrons using public access computers to insure that Internet/computer guidelines are being followed. The guard reports any policy violations to the staff member in charge of the service desk on the floor on which the problem occurs. Pornography, obscenity and inappropriate viewing incidents are to be witnessed by a full-time staff member before any action takes place.
8. When observing violations of the Patron Behavior Policy (copy attached) the guard is advised to ask the patron to stop the behavior. If the behavior persists after the first warning, the guard is advised to ask the patron to leave the library premises for the remainder of the day. If this occurs, the guard immediately reports the incident to the library staff member in charge on that floor.
 1. Typical problems which should be addressed by the guard include, but are not limited to:
 - a. Smoking in or on library property/campus. This includes the sidewalks and parking lots.

- b. Eating and drinking in the building. Bottled water must have a cap on it and be kept out of sight.
- c. Bathing in the restrooms.
- d. Sleeping in the library.
- e. Solicitation inside and outside the library.
- f. Persons loitering in the parking lot or on the front steps of the library.
- g. Loud disturbances by patrons inside the building.
- h. Loitering by adults in the Children's Area when they are not accompanied by children. (Teachers or parents may look for books.)
- i. Observing voyeuristic/exhibitionistic behavior.
- j. Obstruction of the library entrance or handicapped access by bicycles, motorcycles or other modes of transportation and/or people.
- k. Patron use of radios, cell phones, or other electronic devices with audible sound and speech inside the building. Patron use of sound on personal laptops or library computers without the aid of headphones. Patrons may use our wireless Internet for smart phones, iPads, eReaders and other similar devices; however, the use of these devices must not result in external sound.
- l. Recharging of mobile devices.
- m. Viewing pornography on any computer in the building or grounds. The guard should alert the staff on duty as to the computer station or location of the viewer. The staff member must approach the patron to ascertain if the patron is viewing pornography. The staff member then tells the patron that the session is over for the day. The staff member then places a signed note on the patron's library account. If a patron is witnessed viewing pornography again, the staff member must see the material on the screen and ask the patron to leave. Another note is placed on the patron's account. If a patron is found viewing pornography verified by a staff member, for a THIRD time, the patron is asked to leave and told that his/her Internet privileges are revoked for a year. The staff member prepares an incident report for the Director, who makes a final determination of the patron's status.
- n. Patrons violating any part of the Patron Behavior Policy.

Due to the nature and importance of the Security Guard's presence in the Library, it is *crucial* that the Security Guard not participate in actions which violate our Patron Behavior Policy such as: receiving cell phone calls, talking on cell phones, carrying on loud conversations with patrons and/or staff, or sitting behind staff desks. The Security Guard on duty should have a visible presence, patrol the floors, and should be reachable at all times by the staff.

Duties of the Weeknight Guard at the Headquarters Location

1. Same as duties outlined for weekday guard.
2. At approximately 5 pm or 8:30 pm, when the computers automatically shut down, the guard should be on patrol in the parking lot to make sure that patrons and staff get to their vehicles safely.
3. Approximately fifteen (15) minutes before closing, the guard should assist the staff in securing all three (3) floors of the building to make sure that patrons have exited and the bathrooms are empty and locked.

4. The guard accompanies the staff out of the building at closing. The guard is not to leave the premises until all staff members have been picked up or have started to drive away in their vehicles. The guard should be the last person to leave the premises. In the event of unattended children left at the library after closing, the guard is to remain with the librarian in charge and one additional staff member.

Duties of the Weekend Guard at the Headquarters Location

1. Same as duties outlined for Weekday and Weeknight guard.

APPENDIX K

Augusta-Richmond County Public Library System Meeting Room Policy

The Augusta-Richmond County Public Library makes available its meeting rooms for informational, educational, recreational, civic, and cultural purposes. When the meeting rooms are not being used by the library or library-sponsored or co-sponsored events, the space will be made available to various educational, civic and cultural groups on equal terms, regardless of the beliefs or affiliations of individuals or groups requesting their use. Provision of library meeting rooms for use does not constitute endorsement by Augusta-Richmond County Public Library System.

FREE USE OF LIBRARY MEETING ROOMS

Library meeting rooms are available for use, free of charge, to groups or individuals meeting all of the following criteria:

- The group or organization sponsoring the event must be a 501(c)3 non-profit group or an individual or group that is indisputably not commercial in nature. Determination of whether a group or individual meets these criteria rests with the Library Director or his/her designee.
- Library meeting rooms are available for educational, cultural, informational or governmental/civic activities only. These activities may include public lectures, panel discussions, workshops and other similar functions. No private parties, commercial sales or profit-making uses of the meeting rooms are allowed.
- Meetings/events/programs must be open to any member of the public who wish to attend, within the maximum allowed capacity of the space.
- With the exception of library-sponsored or co-sponsored events, no fees or donations may be solicited or collected for admission to, or participation in, any such program, meeting or event, nor may any sales be conducted, or any business conducted which is entrepreneurial in nature or intended to realize profit for the sponsoring individual, group, or organization at a later date.

Note: If food is served, a facility maintenance fee may be charged (see attachment 1).

RENTAL OF LIBRARY MEETING ROOMS

Individuals or groups who do not meet the criteria for “free use” will be required to pay a maintenance fee as outlined in Attachment 1.

OTHER REQUIREMENTS

1. A contract must be signed prior to the fulfillment of a reservation. See Attachment 2. A copy of the signed contract will be given to the signer.
2. Only persons with an Augusta-Richmond Public Library Card may sign the contract.
3. Items in the rooms include table(s) and chairs. Some rooms are also accompanied by audiovisual equipment and caterer's kitchen.
4. If the room is left as it was found, the individual/organization may be permitted to reserve library space again in the future. If the room is left damaged, untidy, or in a disarray (as determined by the Library Staff), the individual/organization may be suspended from using the facility for future engagements. The contract signer may inspect the room PRIOR TO the event and give a "physical" note of facility condition/problems to the meeting room coordinator. This note will immediately be attached to the contract.
5. Reservations are made on a first-come, first-serve basis, and may not be made more than two months in advance.
6. If an individual/organization fails to show for a reserved time slot, after 30 minutes the library may cancel the reservation and allow another use of the room.
7. If an individual/organization fails to utilize a meeting room reservation without notifying the library of the cancellation at least three days prior to the scheduled use, the library may decline to schedule any further reservations for that individual/organization.
8. The library is not responsible for connecting or troubleshooting personal computers, electronic, or communication equipment brought to the library by room users.
9. When making a reservation, please take into account the time needed to set up and cleanup for your event. **An individual or group may not enter the meeting room before their reserved time or stay past the allotted time.**
10. Library sponsored events or co-sponsored events will be considered first, before room reservations are made.
11. **Although rarely, a reservation can be canceled by the Library Director.** If this should happen, the Library will make every effort to notify the individual/group of the cancellation within 24 hours of the scheduled reservation.
12. Meetings, events, programs or activities that might disturb regular library operations are not permitted. If a meeting or event in progress does disturb regular library operations, the library reserves the right to immediately terminate the meeting or event. The group, upon notification of a disturbance, will immediately discontinue the disturbance or vacate the premises.
13. Library staff is not available to assist with setup or cleanup. You are responsible for room setup, decoration, clean up, takedown of tables and disposing of your garbage. The library will not supply materials, photocopies, or office supplies for your function. You must provide your own materials and supplies and take them with you when you leave. However, the library will provide garbage bags for trash, a broom, and vacuum cleaner to assist in your cleanup.

14. No material of any kind can be posted directly on the walls of the meeting rooms.
15. Only library staff members are allowed to move the divider wall at the Main Library. If the wall needs to be moved, please notify the front desk.
16. **Please notify the Meeting Room Coordinator at least 48 hours in advance of a need for audiovisual equipment or Wi-Fi access.** The library will provide Wi-Fi passes at no charge, but we must be notified in advance.
17. Any event at which alcohol is served requires that a deputy be hired.
18. Meeting rooms are not available until the library is officially open for business. No exceptions.
19. Solicitation, admission fees or other charges, money-raising activities, and/or sales are not allowed.
20. The individual booking the room and signing the contract must be at least 18 years old. Children must be supervised by an adult at all times.
21. Smoking, open flames, burning incense, and lit candles are not allowed. Illegal drugs are not permitted on the premises. Alcohol intoxication is not permitted. Individuals who behave disorderly will be escorted out of the library facility immediately. Please see *Patron Behavior Policy*.
22. No illegal activities are allowed.
23. The library establishes capacity for each room. Groups are responsible for ensuring attendance at meetings does not exceed capacity. See room capacity at Attachment 1.
24. Groups meeting on Sundays may only have an event lasting from 2pm-5pm in the first floor auditorium of the Main Library.
25. All groups must complete a *Meeting Room Attendance Form* and leave it at the library Circulation Desk.
26. Library staff may attend or observe any event at any time.
27. The library reserves the right to deny future usage of meeting rooms if an individual or group fails to comply with all policies.
28. The Meeting Room Coordinator at the Main Library can be reached at: 706-821-2631. See branch libraries' contact information on Attachment 1.
29. The Library assumes no responsibility for personal injuries, thefts, or losses of private property while on or using library facilities.

Attachment 1

Main Library Meeting Rooms Capacity and Maintenance Fee

Meeting spaces are available ONLY DURING normal library hours of operation. No before or after-hours reservation may be made.

Full Auditorium (Maintenance Fee: \$40.00 per hour)

Dimensions: 60x60 = 3600 square feet

Capacity:

- Theater: 288
- Classroom: 180
- Dinner: 150
- Reception: 288

Half Auditorium (Maintenance Fee: \$20.00 per hour)

Dimensions: 60x30 = 1800 square feet

Capacity:

- Theater: 144
- Classroom: 90
- Dinner: 75
- Reception: 144

Atrium (Maintenance Fee: \$25.00 per hour)

Dimensions: 40x25 = 1000 square feet

Capacity:

- Theater: n/a
- Classroom: n/a
- Dinner: 50
- Reception: 100

Other Meeting Spaces (available only during library hours):

- Writing Lab: seats 16-20 people
- Computer Lab: seats 16-32 people
- Teen/YA Area: seats 100 people

- Second Floor Open Lounge Area: seats 40 people
- Third Floor Executive Board Room: seats 30-40 people
- Children's Programming Room

Attachment 1 - Continued

Branch Libraries Meeting Room Capacity and Maintenance Fee

(Please call each individual Branch to make a room reservation)

Diamond Lakes Branch Library

101 Diamond Lakes Way
Hephzibah, GA 30815
706-772-2432
Meeting Room Capacity: 60
Conference Room Capacity: 10
Maintenance Fee: \$25.00 per day

Friedman Branch Library

1447 Jackson Road
Augusta, GA 30909
706-736-6758
Meeting Room Capacity: 55
Conference Room: 15
Maintenance Fee: \$25.00 per day

Maxwell Branch Library

1927 Lumpkin Road
Augusta, GA 30906
706-793-2020
Meeting Room Capacity: 60
Maintenance Fee: \$25.00 per day

Wallace Branch Library

1237 Laney-Walker Boulevard
Augusta, GA 30901
706-722-6275
Meeting Room Capacity: 75
Maintenance Fee: \$25.00 per day

Attachment 2

CONTRACT FOR LIBRARY MEETING ROOM USAGE

By signing this contract, you understand and agree that you are liable for library property.

I have read and understand the *Meeting Room Policy of the Augusta-Richmond County Public Library System*. I understand that I am responsible for the room setup, decoration, cleanup and takedown of tables and chairs. I am also responsible for payment of the maintenance fee (when required), payment of the After Hours Staffing Fee (if applicable), and payment for the Marshal's Office security (if applicable). As signer of this contract, I will be held responsible for damages to or theft of library property. I understand the Library will seek compensation for its loss(es) to the extent allowable under the law. I have been advised that surveillance cameras are in use on the library property. I have received a copy of the *Meeting Room Policy* and *Patron Behavior Policy*.

Note: All lines on this contract must be completed.

Name (Printed): _____

Organization: _____

Mailing Address: _____

Phone Number: _____

Email: _____

Room/Space Reserved: _____

Occupancy/Reservation Date and Time: _____

Signature: _____

Date Signed: _____

*****CUSTOMERS DO NOT WRITE BELOW THIS
LINE*****

Library Staff: _____

Room/Space Reserved: _____

Occupancy/Reservation Date and Time: _____

Date Signed: _____

APPENDIX L
A CODE OF ETHICS FOR PUBLIC LIBRARY EMPLOYEES

Ethics has been defined as a discipline dealing with human values and based on standards or principles, which guide a person in making morally right choices in daily activities.

Staff members of a Public Library have a special responsibility:

To be familiar with and to support the policies of the Library, and if there is concern with or objection to the policies, philosophy or programs of the Library, to express them to the administration;

To be aware of and to adhere to the personnel policies of the Library and the City, to fulfill the obligations of employment, and to refrain from personal actions which would be an abuse of the working conditions, benefits or the privileges of employment;

To avoid any possibility of personal financial gain at the expense of the Library;

To carry out, cooperatively and to the best of one's ability, those duties and responsibilities which may be assigned under the policies of the library;

To acknowledge the importance of the work done by all staff in all departments and to maintain a sense of loyalty to, and cooperation with, fellow staff members;

To share one's knowledge and expertise freely with others;

To make the resources and services of the Library known and easily accessible to all current and potential users;

To maintain an attitude of understanding, courtesy and concern for library patrons and their needs;

To serve all patrons equally according to their needs;

To protect the essential confidential relationship which exists between a library user and the Library, recognizing that information pertaining to inquiries or to the circulation and use of library materials by patrons is private and not to be divulged to other patrons, members of the public or outside agencies?

APPENDIX M
GEORGIA CODE ON CONFIDENTIALITY

24-9-46. Confidential Nature of Certain Library Records.

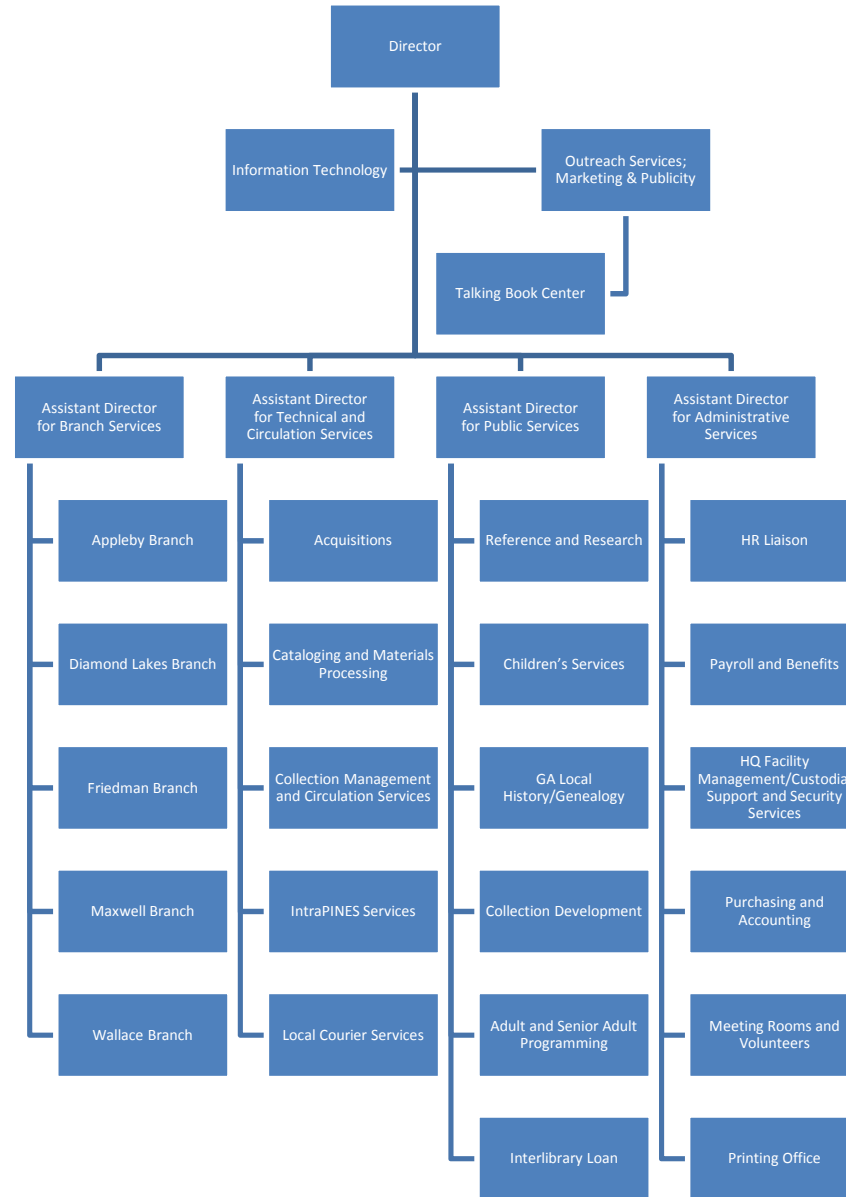
(a) Circulation and similar records of a library which identify the user of library materials shall not be public records but shall be confidential and may not be disclosed except:

- (1) To members of the library staff in the ordinary course of business;
- (2) Upon written consent of the user of the library materials or the user's parents or guardian if the user is a minor or ward; or
- (3) Upon appropriate court order or subpoena.

(b) Any disclosure authorized by subsection (a) of this Code section or any unauthorized disclosure of materials made confidential by that subsection (a) shall not in any way destroy the confidential nature of that material, except for the purpose for which an authorized disclosure is made. A person disclosing material as authorized by subsection (a) of this Code section shall not be liable therefore.

Code 1981, 24-0-146, enacted by Georgia Legislature 1987, Page 595, 1.

Augusta-Richmond County Public Library System



SELECTION REVIEW REQUEST

The material in question is:

Author _____ Call # _____

Title _____

Book: Hardback _____ or Paperback _____; Video/DVD _____; Audio _____; Other _____

Publisher, if known _____

1. What is objectionable about this material? Please be as specific as possible, citing pages, passage, scenes, etc. _____

2. What might be the effect or result of the use of this material?

3. What are the positive aspects of this material? _____

4. Have you read/viewed/listened to the entire work? _____ If not, how much of the work are you personally familiar with?

5. Have you read or heard any professional reviews or critiques of this material?

6. Please comment on what you think is the theme or purpose of this material

1. What other work would you recommend that would fill a similar need and could take its place in the library's collection?

If additional space is needed to answer these questions, please use the back of this sheet.

=====

This request is being submitted on behalf of:

____ Myself ____ An Organization** ____ Other Group**

**Please identify _____

Person submitting request _____

Street address _____ Telephone _____

City, State and Zip _____

Signature _____ Date _____

Completed form should be submitted to:

**Director
Augusta-Richmond County Public Library
823 Telfair St. Augusta, GA 30901**

Appendix O

SELECTION REVIEW PROCEDURES

- A general comment indicating disapproval is not to be construed as a complaint. If a patron strongly objects to certain materials, the senior staff member on duty will attempt to resolve the complaint at the service point.
- If the patron persists in the complaint, the staff member will give the patron the option of completing a **Selection Review Request** form*. The staff member will fill in service point, name and date.
- If a **Selection Review Request** is filled out, the form is sent to the Director.
- Upon receipt of such a request, the Director will convene a panel of the staff to re-assess the challenged decision, and, after considering their recommendation, will decide whether to accede to the patron's request.
- The patron may appeal the decision to the Library Board of Trustees by making a written request to the president.

*Copies of this form are in the *Collection Development Policy*

APPENDIX P

BUILDING EVACUATION PLAN- APPLEBY BRANCH

1. Staff members will following this evacuation plan when *directed to do so by the authorities or senior library personnel (to include the Director, Department Heads, Manager of Branch Services or Branch Manager)* OR **whenever it is necessary**. Please carry out your responsibilities in a calm, non-hysterical, yet expeditious manner. The safety of lives is priority one and the safety of the facility is priority two.
2. Whenever it is necessary, the senior employee will make this announcement: “We have been told by the authorities to evacuate the building. Please follow the instructions of the library staff and exit the building immediately. Repeat. We have been told by the authorities to evacuate the building. Please follow the instructions of the library staff and exit the building immediately.” **OR upon activation of the FIRE ALARM**, “The Fire Alarm is activated, please leave the building immediately.”
3. **All staff members EXCEPT those designated as safety monitors will exit the facility immediately** using the nearest exit door. Do not check out books or answer reference questions. Do not tarry.
 - a. Do not run, jump, push, shout or panic.
 - b. Walk deliberately to the nearest fire exit.
4. Staff members will proceed to the designated meeting point which is the rear of the building, **the sidewalk outside the entrance gate on Johns Road**. The senior library staff member will conduct a head count of all staff members and will serve as the contact person with the authorities. **No one may re-enter the building for any reason until directed by the authorities to do so**. Staff members will do the following:
 - a. Report to the designated person(s) at the emergency assembly point.
 - b. Remain at the emergency assembly point and follow instructions.
 - c. Report missing persons to the designated person.
 - d. Do not return to the building for missing persons.
 - e. Do not return to the building for personal effects or work until authorized by the incident commander or the fire department leader.
5. Responsibilities of the safety monitors:

1st floor - Person #1 (Reading Room, Adult Fiction, restroom, Computer Room area (near patio))

The senior person on duty will complete the following tasks, starting from the Reading Room, Adult Fiction to the Computer Room (near patio):

- Repeat the announcement.
- Direct the public, volunteers and part-time employees to the Walton Way exit.
- **DO NOT** check out materials or answer reference questions.
- Check, and clear the first floor restroom

- Clear the public from the computers and book stacks.
- Remain at the front door entrance to prevent others from entering the area and building.
- Ask the public to stand at least 25 yards from the building. Ask, but do not force them to do so.
- Proceed to the designated meeting point which is the rear of the building, **the sidewalk outside the entrance gate on Johns Road.**

1st and 2nd floors – Person #2 (Children’s Reference, Staff Lounge, Work Room and Upstairs)

The next senior person on duty will complete the following tasks:

- Repeat the announcement.
- Direct all personnel to the Walton Road exit door.
- *Check and clear staff lounge (First Floor), staff work room and children’s reference.*
- Proceed to the 2nd floor, using the back stairway, and clear public areas – Children’s Story Time Room and Picture Book Room.
- Check and clear the 2nd floor restroom.
- If the storage room is unlocked, check and clear this room.
- Quickly proceed down the front stairway and exit the building using the Walton Road exit.
- Ask the public to stand at least 25 yards from the building. Ask, but do not force them to do so.
- Proceed to the designated meeting point which is the rear of the building, **the sidewalk outside the entrance gate on Johns Road.**

NOTE: *If there is a third staff person, this person will perform the 1st floor duties under the header above.*

Staff members are required to carry out these responsibilities in a calm and expeditious manner. The senior person on duty will complete an Incident Report and submit it to Manager of Branch Services no later than the next business day.

APPENDIX Q

BUILDING EVACUATION PLAN- DIAMOND LAKES BRANCH

1. Staff members will following this evacuation plan when *directed to do so by the authorities or senior library personnel (to include the Director, Department Heads, Manager of Branch Services or Branch Manager)* **OR whenever it is necessary**. Please carry out your responsibilities in a calm, non-hysterical, yet expeditious manner. The safety of lives is priority one and the safety of the facility is priority two.

2. Whenever it is necessary, the senior employee will make this announcement: “We have been told by the authorities to evacuate the building. Please follow the instructions of the library staff and exit the building immediately. Repeat. We have been told by the authorities to evacuate the building. Please follow the instructions of the library staff and exit the building immediately.” **OR upon activation of the FIRE ALARM**, announce “The Fire Alarm is activated, please leave the building immediately.”

3.
Note: The Diamond Lakes Branch Library shares the building with the Diamond Lakes Community Center. Evacuation or emergency actions could be initiated by their leadership located in this building.

4. **All staff members EXCEPT those designated as safety monitors will exit the facility immediately** using the nearest exit door. Do not check out books or answer reference questions. Do not tarry.
 - a. Do not run, jump, push, shout or panic.
 - b. Walk deliberately to the nearest fire exit.

5. Staff members will proceed to the **designated meeting point which is the staff parking lot on the south side of the building**. The senior library staff member will conduct a head count of all staff members and will serve as the contact person with the authorities. **No one may re-enter the building for any reason until directed by the authorities to do so.**
Staff members will do the following:
 - a. Report to the library senior staff member (designated person) at the emergency assembly point.
 - b. Remain at the emergency assembly point and follow instructions.
 - c. Report missing persons to the senior library staff member (designated person).
 - d. Do not return to the building for missing persons.
 - e. Do not return to the building for personal effects or work until authorized by either the incident commander or the fire department leader.

6. Responsibilities of the safety monitors:

Person #1 (Children's Area, Public Restrooms)

The senior person on duty will complete the following tasks, starting from the Children's area to the emergency exit in children's area:

- Repeat the announcement.
- Direct the public to the emergency exit door in the children's area.
- **DO NOT** check out materials or answer reference questions.
- Clear the public from the computers and book stacks.
- Check and clear the public restrooms (in corridor leading to the Community Center).
- Remain at the library's main entrance doors to prevent others from entering the area.
- Wait here until the other two safety monitors have cleared their assigned areas.
- Depart the building using the main exit.
- Ask the public to stand at least 25 yards from the building. Ask, but do not force them to do so.
- Proceed to the designated meeting point which is the **staff parking lot on the south side of the building**.

Person #2 (Circulation Desk, Staff Work Room, Staff Restrooms)

The senior person on duty will complete the following tasks, starting from the Circulation Desk to the Staff Work Room:

- Repeat the announcement.
- Staff should exit through the closest exit (staff entrance in the work room).
- Do NOT check out materials or answer reference questions.
- Check and clear the staff restroom.
- Check and clear the staff lounge.
- Depart the building using the staff exit, **AFTER** all safety monitors have cleared their areas.
- Ask the public to stand at least 25 yards from the building. Ask, but do not force them to do so.
- Proceed to the designated meeting point which is **the staff parking lot on the south side of the building**.

Note: When only two (2) staff persons are available, tasks under Persons 1 & 2 should be performed by 1 person.

Person #3 (Computer Lab, Adult Reading Area)

The next senior person on duty will complete the following tasks and clear all persons from these areas:

- Repeat the announcement.
- Direct the public to the exit door in the adult area.
- Ask the public to stand at least 25 yards from the building. Ask, but do not force them to do so.
- Proceed to the designated meeting point which is **the south side of building, staff parking lot**.

Staff members are required to perform these responsibilities in a calm and expeditious manner. The senior person on duty will complete an Incident Report and submit it to Administrative Services no later than the next business day.

APPENDIX R

BUILDING EVACUATION PLAN- FRIEDMAN BRANCH

1. Staff members will following this evacuation plan when *directed to do so by the authorities or senior library personnel (to include the Director, Department Heads, Manager of Branch Services or Branch Manager)*, **OR whenever it is deemed necessary**. Please carry out your responsibilities in a calm, non-hysterical, yet expeditious manner. The safety of lives is priority one and the safety of the facility is priority two.
2. When directed to do so, the senior person on duty at the Circulation Desk will make this announcement: “We have been told by the authorities to evacuate the building. Please follow the instructions of the library staff and exit the building immediately. Repeat. We have been told by the authorities to evacuate the building. Please follow the instructions of the library staff and exit the building immediately.” **OR upon activation of the FIRE ALARM**, announce, “The Fire Alarm is activated, please leave the building immediately.”
3. **All staff members EXCEPT those designated as safety monitors will exit the facility immediately** using the nearest exit door. There is an exit in the work room. Do not check out books or answer reference questions. Do not tarry.
 - a. Do not run, jump, push, shout or panic.
 - b. Walk deliberately to the nearest fire exit.
4. Staff members will proceed to the designated meeting point which is located at the **far front corner (near Jackson Road)** of the parking lot. The senior library staff member will conduct a head count of all staff members and will serve as the contact person with the authorities. **No one may re-enter the building for any reason until directed by the authorities to do so.**

Staff members will do the following:

 - c. Report to the designated person(s) at the emergency assembly point.
 - d. Remain at the emergency assembly point and follow instructions.
 - e. Report missing persons to the designated person.
 - f. Do not return to the building for missing persons.
 - g. Do not return to the building for personal effects or work until authorized by the incident commander or the fire department leader.

5. Responsibilities of the safety monitors:

Person #1 (Children’s Area, Meeting Room, Multipurpose Room, Restrooms)

The senior person on duty will complete the following tasks, starting from the Children’s area to the meeting room area:

- Repeat the announcement.
- Direct the public to the main exit door.
- **DO NOT** check out materials or answer reference questions.

- Clear the public from the computers and book stacks (children's area).
- Check and clear the two (2) public restrooms.
- Clear the lobby area.
- Remain at the front entrance to prevent others from entering the area.
- Wait here until the other two safety monitors have cleared their assigned areas.
- Ask the public to stand at least 25 yards from the building. Ask, but do not force them to do so.
- Proceed to the designated meeting point which is located at the **far front corner (near Jackson Road)** of the parking lot.

Person #2 (Circulation Desk, Public Computers, Adult area)

The next senior person on duty will complete the following tasks, starting from the public computer stations to the circulation desk:

- Repeat the announcement.
- Direct the public to the exit door in the adult area.
- Do NOT check out materials or answer reference questions.
- Ask the public to stand at least 25 yards from the building. Ask, but do not force them to do so.
- Proceed to the designated meeting point which is located at the **far front corner (near Jackson Road)** of the parking lot.

Person #3 (Staff Work Room, Staff Lounge, Staff Restroom)

The next senior person on duty will complete the following tasks:

- Repeat the announcement.
- Direct staff in this area to the staff entrance door.
- Check and clear the staff restroom.
- Check and clear the staff workroom.
- Check and clear staff lounge.
- Ask the public to stand at least 25 yards from the building. Ask, but do not force them to do so.
- Proceed to the designated meeting point which is located at the **far front corner (near Jackson Road)** of the parking lot.

NOTE: When only two (2) staff persons are available, tasks under Persons 2 & 3 should be performed by 1 person.

Staff members are required to perform these responsibilities in a calm and expeditious manner. The senior person on duty will complete an Incident Report and submit it to Administrative Services no later than the next business day.

APPENDIX S

BUILDING EVACUATION PLAN- HEADQUARTERS

1. Staff members will following this evacuation plan when directed to do so by the authorities or senior library personnel (to include the Director, Dept. Heads, or senior staff on duty). Please carry out your responsibilities in a calm, non-hysterical, yet expeditious manner. The safety of lives is priority one and the safety of the facility is priority two.
1. When directed to do so, the senior person on duty at the Circulation Desk will make this announcement on the public address system: “We have been told by the authorities to evacuate the building. Please follow the instructions of the library staff and exit the building immediately. Repeat. We have been told by the authorities to evacuate the building. Please follow the instructions of the library staff and exit the building immediately.”
2. After this announcement is made, the IT Dept. will shut down all public computers within 3 minutes.
3. **All staff members EXCEPT those designated as safety monitors will exit the facility immediately** using the nearest exit door or exit stairwell. Do not check out books or answer reference questions. **Do not use the elevators.** Do not tarry.
4. Staff members will proceed to the designated meeting point which is the sidewalk near the church. The senior library staff member will conduct a head count of all staff members and will serve as the contact person with the authorities. **No one may re-enter the building for any reason until directed by the authorities to do so.**
5. Responsibilities of the safety monitors:

1st floor - Person #1 (Children’s Dept.)

The senior person on duty will accomplish the following instructions, starting from the Children’s Dept. entrance to the Greene Street emergency exit:

- Repeat the announcement.
- Direct the public to the Greene Street emergency exit door.
- Do NOT check out materials or answer reference questions.
- Discourage the customers from using the self-check station.
- Check, clear, and lock the three (3) public restrooms and changing station.
- Clear the public from the computers and book stacks.
- Stand at the Children’s Dept. entrance to prevent others from entering the area.
- Wait here until the other two safety monitors on the 1st floor have cleared their assigned areas.
- Depart the building using the Greene Street emergency exit AFTER all three safety monitors have cleared their assigned areas.
- Ask the public to stand at least 25 yards from the building. Ask, but do not force them to do so.
- Proceed to the designated meeting point which is the sidewalk near the school.

1st floor – Person #2 (Circulation Desk)

The senior person on duty will accomplish the following instructions, starting from the Periodical Reading area to the Telfair Street exit:

- Repeat the announcement.
- Direct the public to the Telfair Street exit door.
- Do NOT check out materials or answer reference questions.
- Discourage the customers from using the self-check station.
- Check, clear, and lock the 2 public restrooms and 2 staff restrooms.
- Stand at the lobby entrance to prevent others from entering the area.
- Wait here until the other two safety monitors have cleared their areas.
- Depart the building using the Telfair Street exit AFTER all safety monitors on the 1st floor have cleared their areas.
- Ask the public to stand at least 25 yards from the building. Ask, but do not force them to do so.
- Proceed to the designated meeting point which is the sidewalk near the school.

1st floor – Person #3 (Circulation Desk)

The next senior person on duty will accomplish the following instructions and clear all persons from the auditorium:

- Repeat the announcement.
- Direct the public to the parking lot exit door.
- Do NOT permit persons to exit using the doors near the restrooms.
- Check, clear, and lock the 2 public restrooms.
- Check, clear and lock the kitchen.
- Check, clear and lock the storage room.
- Stand at the lobby entrance to prevent others from entering the area.
- Do NOT lock the auditorium doors.
- Wait here until the other two safety monitors have cleared their assigned areas.
- Depart the building using the Telfair Street exit AFTER all three safety monitors on the 1st floor have cleared their assigned areas.
- Ask the public to stand at least 25 yards from the building. Ask, but do not force them to do so.
- Proceed to the designated meeting point which is the sidewalk near the school.

1st floor – Person #4 (Technical Services)

The senior person on duty will accomplish the following instructions:

- Repeat the announcement.
- Direct all personnel to the parking lot exit door.
- Check, clear and lock the doors to Technical Services.
- Do NOT permit persons to exit by going into the public service area.
- Check, clear, and lock the 2 staff restrooms.
- Check and clear the garage.
- Check and clear the delivery room.
- Depart the building using the exit near the parking lot.
- Ensure the back doors locks after you exit.

- Ask the public to stand at least 25 yards from the building. Ask, but do not force them to do so.
- Proceed to the designated meeting point which is the sidewalk near the school.

2nd floor – Person #1 (Information/Reference Dept.)

The senior person on duty will accomplish the following instructions, starting from the elevator to Telfair Street:

- Repeat the announcement.
- Direct EVERYONE to the Telfair Street exit door.
- Clear and lock the staff work room.
- Clear and lock the 2 public restrooms and the 2 staff restrooms.
- Clear the public from all computers. This will be difficult, but it must be done.
- Clear and lock the 3 study rooms.
- Clear and lock the Friends room.
- Do NOT check out materials or answer reference questions.
- Discourage the customers from using the self-check station.
- Stand at the Telfair Street windows and prevent others from entering the area. Wait here until the other safety monitor has cleared their area.
- Depart the building using the Telfair Street exit WHEN both safety monitors have cleared their areas.
- Ask the public to stand at least 25 yards from the building. Ask, but do not force them to do so.
- Proceed to the designated meeting point which is the sidewalk near the school.

2nd floor – Person # 2 (Information/Reference Dept.)

The next senior person on duty will accomplish the following instructions, starting from the reference collection to Greene Street:

- Repeat the announcement.
- Walk down the wall on the 9th Street side of the building, clear the area of all customers; look down through the non-fiction stacks and clear these areas of customers also.
- Walk back toward the reference desk using the center aisle and clear all customers from the fiction stacks.
- Walk down the wall opposite 9th Street and clear the area of all customers.
- Direct EVERYONE to the Greene Street exit door.
- Do NOT check out materials or answer reference questions.
- Discourage the customers from using the self-check station.
- When all areas are cleared of customers, stand near the elevator and prevent others from entering the area.
- Wait here until the other safety monitor has cleared their assigned area.
- Depart the building using the Greene Street exit stairs AFTER you and the other safety monitor have cleared your assigned areas.
- Ask the public to stand at least 25 yards from the building. Ask, but do not force them to do so.
- Proceed to the designated meeting point which is the sidewalk near the school.

3rd Floor – Person #1 (Georgia Room)

The senior person in the Georgia Room will accomplish the following instructions:

- Clear and lock the Georgia Room.
- Clear and lock the Talking Book Center.
- Clear and lock the Writing Lab and small Conference Room.
- Depart the building using the exit door located next to the small Conference Room.
- Ask the public to stand at least 25 yards from the building. Ask, but do not force them to do so.
- Proceed to the designated meeting point which is the sidewalk near the school.

3rd floor – Person #2

The following instructions will be accomplished by the secretary (1st) or Printing Office personnel (2nd) or Head of Administrative Services (3rd):

- Clear and lock the 2 public restrooms.
- Clear and lock the staff lounge.
- Exit the building using the stairs to the right of the elevator.
- Ask the public to stand at least 25 yards from the building. Ask, but do not force them to do so.
- Proceed to the designated meeting point which is the sidewalk near the school

3rd floor – Person #3

The following instructions will be accomplished by the Head of Administrative Services (1st) or the senior person in the IT Dept.:

- Lock the door to Administration.
- Clear and lock the Computer Lab.
- Clear and lock the small Meeting Room.
- Check to ensure all personnel in Administration have departed the building.
- Check and clear the Board Room.
- Check and clear the IT Dept.
- Check and clear the 2 staff restrooms.
- Exit the building using the stairs near the staff restrooms.
- Ask the public to stand at least 25 yards from the building. Ask, but do not force them to do so.
- Proceed to the designated meeting point which is the sidewalk near the school.

Staff members are required to carry out these responsibilities in a calm and expeditious manner. The senior person on duty will complete an Incident Report and submit it to Administrative Services no later than the next business day.

APPENDIX T
BUILDING EVACUATION PLAN- MAXWELL BRANCH

1. Staff members will following this evacuation plan when *directed to do so by the authorities or senior library personnel (to include the Director, Department Heads, Manager of Branch Services or Branch Manager)* **OR whenever it is necessary**. Please carry out your responsibilities in a calm, non-hysterical, yet expeditious manner. The safety of lives is priority one and the safety of the facility is priority two.

2. Whenever it is necessary, the senior employee will make this announcement: “We have been told by the authorities to evacuate the building. Please follow the instructions of the library staff and exit the building immediately. Repeat. We have been told by the authorities to evacuate the building. Please follow the instructions of the library staff and exit the building immediately.” **OR upon activation of the FIRE ALARM**, announce “The Fire Alarm is activated, please leave the building immediately.”

- 3.
4. **All staff members EXCEPT those designated as safety monitors will exit the facility immediately** using the nearest exit door. **There is a staff entrance door in the workroom.** Do not check out books or answer reference questions. Do not tarry.
5. Do not run, jump, push, shout or panic.
6. Walk deliberately to the nearest fire exit.
7. Staff members will proceed to the **designated meeting point which is the grassy area that is through the far left side of the parking lot (near Lumpkin Road)**. The senior library staff member will conduct a head count of all staff members and will serve as the contact person with the authorities. **No one may re-enter the building for any reason until directed by the authorities to do so.**

Staff members will do the following:

- a. Report to the library senior staff member (designated person) at the emergency assembly point.
 - b. Remain at the emergency assembly point and follow instructions.
 - c. Report missing persons to the senior library staff member (designated person).
 - d. Do not return to the building for missing persons.
 - e. Do not return to the building for personal effects or work until authorized by either the incident commander or the fire department leader.
8. Responsibilities of the safety monitors:

Person #1 (Adult area, computer work stations)

The senior person on duty will complete the following tasks, starting from the adult area to the Lumpkin Road exit:

- Repeat the announcement.
- Direct the public to the main entrance, Lumpkin Road exit door.

- **DO NOT** check out materials or answer reference questions.
- Clear the public from the computers and book stacks.
- When necessary, assist in clearing the children's area.
- Remain at the Lumpkin Road entrance to prevent others from entering the building.
- Ask the public to stand at least 25 yards from the building. Ask, but do not force them to do so.
- Proceed to the designated meeting point which is the **grassy area that is through the far left side of the parking lot (near Lumpkin Road)**.

Person #2 (Circulation Desk and Work Room)

The next senior person on duty will complete the following tasks, starting from the Circulation Desk area to the staff workroom entrance:

- Repeat the announcement.
- Direct staff, volunteers, students, etc., in the circulation area, manager's office and workroom area to exit through the staff entrance door.
- **DO NOT** check out materials or answer reference questions.
- Check and clear the staff restroom.
- Ask the public to stand at least 25 yards from the building. Ask, but do not force them to do so.
- Proceed to the designated meeting point which is the **grassy area that is through the far left side of the parking lot (near Lumpkin Road)**.

•

Person #3 (Children's area, Multipurpose Room, Public Restrooms)

The next senior person on duty will complete the following tasks, starting from the Children's area.

- Repeat the announcement.
- Direct the public in the children's area to the Lumpkin Road exit door.
- **DO NOT** check out materials or answer reference questions.
- Check and clear the two (2) public restrooms.
- Direct the public in the multipurpose room to leave the building through the two (2) exit doors in this room.
- Ask the public to stand at least 25 yards from the building. Ask, but do not force them to do so.
- Proceed to the designated meeting point which is the **grassy area that is through the far right side of the parking lot**.

Staff members are required to perform these responsibilities in a calm and expeditious manner. The senior person on duty will complete an Incident Report and submit it to Administrative Services no later than the next business day.

APPENDIX U
BUILDING EVACUATION PLAN- WALLACE BRANCH

1. Staff members will following this evacuation plan when *directed to do so by the authorities or senior library personnel (to include the Director, Department Heads, Manager of Branch Services or Branch Manager)*, **OR whenever it is deemed necessary**. Please carry out your responsibilities in a calm, non-hysterical, yet expeditious manner. The safety of lives is priority one and the safety of the facility is priority two.
2. When directed to do so, the senior person on duty at the Circulation Desk will make this announcement: “We have been told by the authorities to evacuate the building. Please follow the instructions of the library staff and exit the building immediately. Repeat. We have been told by the authorities to evacuate the building. Please follow the instructions of the library staff and exit the building immediately.” **OR upon activation of the FIRE ALARM**, “The Fire Alarm is activated, please leave the building immediately.”
3. **All staff members EXCEPT those designated as safety monitors will exit the facility immediately** using the nearest exit door. Do not check out books or answer reference questions. Do not tarry.
4. Do not run, jump, push, shout or panic.
5. Walk deliberately to the nearest fire exit.
6. Staff members will proceed to the designated meeting point which is located on **the front of the building (Laney Walker Boulevard) on the sidewalk directly in front of the church**.
7. The senior library staff member will conduct a head count of all staff members and will serve as the contact person with the authorities. **No one may re-enter the building for any reason until directed by the authorities to do so.**

Staff members will do the following:

- a. Report to the designated person(s) at the emergency assembly point.
 - b. Remain at the emergency assembly point and follow instructions.
 - c. Report missing persons to the designated person.
 - d. Do not return to the building for missing persons.
 - e. Do not return to the building for personal effects or work until authorized by the incident commander or the fire department leader.
8. Responsibilities of the safety monitors:

Person #1 (Adult Area, Computer Lab, Children’s Area)

The senior person on duty will complete the following tasks, starting from the Adult Area to the Children’s Area and Computer Lab:

- Repeat the announcement.
- Direct the public, volunteers and part-time employees to the Laney Walker Boulevard exit.
- **DO NOT** check out materials or answer reference questions.

- Clear the public from the computers and book stacks.
- Check and clear the two (2) public restrooms.
- Check and clear the meeting room.
- Remain at the front entrance to prevent others from entering the area.
- Ask the public to stand at least 25 yards from the building. Ask, but do not force them to do so.
- Proceed to the designated meeting point which is on the **front of the building (Laney Walker Boulevard) on the sidewalk directly in front of the church.**

Person #2 (Staff Lounge, Staff Work Room, Staff Restroom)

The next senior person on duty will complete the following tasks:

- Repeat the announcement.
- Check and clear staff lounge, staff work room and staff restroom.
- Direct all staff, volunteers, etc. in this area to the rear exit door.
- Ask the public to stand at least 25 yards from the building. Ask, but do not force them to do so.
- Proceed to the designated meeting point which is on the **front of the building (Laney Walker Boulevard) on the sidewalk directly in front of the church.**
-

Staff members are required to carry out these responsibilities in a calm and expeditious manner. The senior person on duty will complete an Incident Report and submit it to Manager of Branch Services no later than the next business day.

NOTE: In the event that only one (1) staff person is available, tasks for Person #1 and Person # 2 will be performed by the only staff member.

FORMS

Augusta-Richmond County Public Library Emergency Action Plan

BOMB THREAT REPORT FORM

INSTRUCTIONS: BE CALM. BE COURTEOUS. LISTEN - DO NOT INTERRUPT THE CALLER. NOTIFY SUPERVISOR AND/OR SHERIFF'S DEPARTMENT (911).

Date: _____ Time: _____

Exact words of person Placing Call: _____

QUESTIONS TO ASK:

1. When is the bomb going to explode? _____
2. Where is the bomb right now? _____
3. What kind of bomb is it? _____
4. What does it look like? _____
5. Why did you place the bomb: _____

TRY TO DETERMINE THE FOLLOWING (CIRCLE AS APPROPRIATE)

<i>Caller Identity:</i>	Male	Female	Adult	Juvenile	Age	Year s
-------------------------	------	--------	-------	----------	-----	-----------

<i>Voice:</i>	Loud	Soft	High Pitch	Deep	Raspy	Pleasant
	Intoxicated	Other:				

<i>Accent:</i>	Local	Not Local	Foreign	Region
----------------	-------	-----------	---------	--------

<i>Speech:</i>	Fast	Slow	Distinct	Distorted	Stutter	Nasal
	Lisp	Other:				

<i>Language:</i>	Excellent	Good	Fair	Poor	Foul	Other:
------------------	-----------	------	------	------	------	--------

<i>Manner:</i>	Calm	Angry	Rational	Irrational	Coherent	Incoherent
	Deliberate	Emotional	Righteous	Laughing	Intoxicated	

<i>Background Noise:</i>	Traffic	Office Machines	Factory Machines	Trains	Music	Other:
--------------------------	---------	-----------------	------------------	--------	-------	--------

Additional Information (use back of form is necessary): _____

ACTION TO TAKE IMMEDIATELY AFTER THE CALL: Notify your supervisor/ Sheriff's Department as instructed (911). Talk to no one other than instructed by your supervisor/Sheriff's Department.

Augusta-Richmond County Public Library Building Maintenance Form

Date: _____ **Time:** _____

Please Circle One. Location: AB DL FB JMB Main (Administration, Circulation, Children's, Technical Services, and Public Services) WB TBC

BUILDING MAINTENANCE PROBLEMS TO BE REPORTED: Please be very specific.

INSIDE:

OUTSIDE:

RECOMMENDED ACTION (IF ANY):

PERSON REPORTING:

Please keep one copy for your file and forward a copy to Administrative Services. Please send your copy to Administrative Services when the problem has been resolved.

Augusta Commission INCIDENT REPORT

Date of Incident _____

1. Employee Name:	2. Department:	3. Time ___ A.M. ___ P.M.
-------------------	----------------	---------------------------------

CATEGORY OF INCIDENT

___ NO DAMAGE ___ NO INJURY	Reported to Sheriff's Department ___ Yes ___ No
___ Damage to Private Property ___ Damage to County Property ___ Injury to General Public ___ Injury to Employee	___ Theft to General Public ___ Theft to County Property ___ Vandalized County Property ___ Other: _____

<i>INJURY</i>	<i>DAMAGE/LOSS</i>
4. NAME:	9. OWNER:
5. ADDRESS:	10. ADDRESS/PHONE:
6. PHONE:	11. ASSET #/SERIAL #/ITEM
8. NATURE OF INJURY:	12. ESTIMATED LOSS/DAMAGE/REPAIR:
7. ___ EMPLOYEE ___ GEN. PUBLIC	

D E S C R I P T I O N	13. Describe injury or damage (who, what, when, where, how, why - Fleet Accident Report is to be used for vehicles). _____ _____ _____ _____ _____ _____ _____ _____
--	--

14. Medical Treatment (Employee/supervisor is to submit First Report of Injury - Workers Comp)	
DOCTOR:	HOSPITAL:

A N A L Y S I S	15. What acts, conditions, of failure to act, contributed most directly to this incident? _____ _____ _____ _____ _____ _____
--	--

A C T I O N	16. Corrective Action applied? (if repair is to be made, indicate who and where) _____ _____ _____ _____ _____
--	--

17. SUPERVISOR SIGNATURE:	DATE:
---------------------------	-------

WC-1 EMPLOYER'S FIRST REPORT OF INJURY OR OCCUPATIONAL DISEASE

GEORGIA STATE BOARD OF WORKERS' COMPENSATION

EMPLOYER'S FIRST REPORT OF INJURY OR OCCUPATIONAL DISEASE

NOTE: FAILURE TO SUBMIT THIS REPORT TO INSURER IMMEDIATELY MAY RESULT IN PENALTY. MUST BE TYPED OR PRINTED IN BLACK INK.

Board Claim No.	Employee Last Name	Employee First Name	M.I.	Social Security Number	Date of Injury
-----------------	--------------------	---------------------	------	------------------------	----------------

A. IDENTIFYING INFORMATION

EMPLOYEE	<input type="checkbox"/> Male <input type="checkbox"/> Female	Birthdate	Phone Number	Employee E-mail
Address		City	State	Zip Code
EMPLOYER	Name Augusta-Richmond County Commission	NAICS Code	Nature of Business (Trade, Transport, Mfg.,etc.) Government	
Address 530 Greene Street, Room 217		Phone Number (706) 821-2302	Employer FEIN	
City Augusta	State GA	Zip Code 30901	Employer E-mail jblackstone@augustaga.gov	
INSURER / SELF-INSURER	Name Augusta-Richmond County Commission	Insurer/Self-Insurer FEIN	Insurer/ Self-Insurer File #	
CLAIMS OFFICE	Name Svc'd by Georgia Administrative Services	Claims Office FEIN #	Claims Office Phone (770) 963-7732	Claims Office E-mail senglish@gaadminsvcs.com
SBWC ID# (five digit no.) 21676	Address 1775 Spectrum Drive, Suite 100		City Lawrenceville	State GA Zip Code 30043
EMPLOYMENT/WAGE	Date Hired by Employer	Job Classified Code No.	Number of Days Worked Per Week	Wage rate at time of Injury or Disease: <input type="checkbox"/> per Hour <input type="checkbox"/> per Day <input type="checkbox"/> per Week <input type="checkbox"/> per Month
Insurer Type Code <input type="checkbox"/> I - Insurer <input type="checkbox"/> S-Self-insurer <input type="checkbox"/> Group Fund	List Normally Scheduled Days Off			
INJURY/ILLNESS & MEDICAL	Time of Injury <input type="checkbox"/> am <input type="checkbox"/> pm	County of Injury	Date Employer had knowledge of Injury	Enter First Date Employee Failed to Work a Full Day
Did Employee Receive Full Pay on Date of Injury? <input type="checkbox"/> Yes <input type="checkbox"/> No	Did Injury/Illness Occur on Employer's premises? <input type="checkbox"/> Yes <input type="checkbox"/> No	Type of Injury/Illness	Body Part Affected	
How Injury or Illness / Abnormal Health Condition Occurred				
Treating Physician (Name and Address)		Initial Treatment Given: <input type="checkbox"/> None <input type="checkbox"/> Minor: By Employer <input type="checkbox"/> Minor: Clinical/Hospital <input type="checkbox"/> Emergency Room <input type="checkbox"/> Hospitalized > 24hrs	Hospital / Treating Facility (Name and Address)	If Returned to Work, Give Date: Returned at what wage _____ per Week If Fatal, Enter Complete Date of Death
Report Prepared By (Print or Type)			Telephone Number	Date of Report

B. INCOME BENEFITS Form WC-6 must be filed if weekly benefit is less than maximum

Previously Medical Only <input type="checkbox"/> Yes <input type="checkbox"/> No	Average Weekly Wage: \$ _____ Weekly benefit: \$ _____	Date of disability: _____
Date of first Payment: _____	Compensation paid: \$ _____	or Date salary paid: _____ Penalty paid: \$ _____
BENEFITS ARE PAYABLE FROM _____ FOR:		
<input type="checkbox"/> Temporary total disability <input type="checkbox"/> Temporary partial disability <input type="checkbox"/> Permanent partial disability of _____ % to _____ for _____ weeks.		
UNTIL _____ WHEN THE EMPLOYEE ACTUALLY RETURNED TO WORK WITHOUT RESTRICTIONS. ALL OTHER SUSPENSIONS REQUIRE THE FILING OF FORM WC-2 WITH THE STATE BOARD OF WORKERS' COMPENSATION AND THE EMPLOYEE.		

C. NOTICE TO CONTROVERT PAYMENT OF COMPENSATION

Benefits will not be paid because:

D. MEDICAL ONLY INJURY No disability paid or controverted

(Insurer / Self-Insurer: Type or Print Name of Person Filing Form)	Signature	Date
Phone and Ext.	E-mail	

IF YOU HAVE QUESTIONS PLEASE CONTACT THE STATE BOARD OF WORKERS' COMPENSATION AT 404-656-3818 OR 1-800-533-0682 OR VISIT <http://www.sbcw.georgia.gov>

WILLFULLY MAKING A FALSE STATEMENT FOR THE PURPOSE OF OBTAINING OR DENYING BENEFITS IS A CRIME SUBJECT TO PENALTIES OF UP TO \$10,000.00 PER VIOLATION (O.C.G.A. 134-9-18 AND 134-9-19).

GEORGIA STATE BOARD OF WORKERS' COMPENSATION

GEORGIA STATE BOARD OF WORKERS' COMPENSATION

NOTICE TO EMPLOYER

1. Provide prompt medical attention; allow the employee to select a physician from your posted panel, and explain the panel to the employee.
2. Complete Section A of this form immediately upon your knowledge of an injury and send the WC-1 to your insurance company or self-insurer claims office. **FAILURE TO DO SO MAY RESULT IN A PENALTY.**
Do not send this form to the State Board of Workers' Compensation.
3. If you need additional help, call your insurance company or self-insurer claims office.
4. Report serious injuries immediately by telephone to your insurer's claims department, then file this form with your insurance company or self-insurer claims office.

NOTICE TO INSURER / SELF-INSURER

1. Complete Section B, C, or D.
This form must be filed with the State Board of Workers' Compensation. A copy of both sides of this form must be sent to the claimant(s) and all counsel of record. Form W-6 must be filed if weekly benefits are less than the maximum.

NOTICE TO EMPLOYEE

1. This form is provided for your information only.

If Section B is completed, you will receive income benefits on a weekly basis and the employer will pay medical expenses from approved doctors. If you do not receive payment of benefits, or medical bills are not paid, call your employer or your employer's insurance company or self-insurer claims office.

If Section C is completed, your claim of injury has been denied by the employer/insurer. If you disagree with this denial, you must file a form WC-14, Notice of Claim, within one year of the accident with the **State Board of Workers' Compensation, 270 Peachtree Street N.W., Atlanta, Georgia 30303-1299.**

For Information or Assistance, contact:

STATE BOARD OF WORKERS' COMPENSATION

Toll Free Telephone: 1-800-533-0682

In Atlanta: (404) 656-3818

<http://www.sbwcc.georgia.gov>

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Printer Supply Order Form

REQUESTED BY - NAME: _____

Approved by Supervisor: _____

DATE: _____

DEPARTMENT / BRANCH: _____

Brand	MODEL	CARTRIDGE	ORDER CODE	QUANTITY NEEDED
HP	Deskjet 6122	78 (color)	78	
		45 (B&W)	45	
HP	LaserJet P1006	HEP21006MR	35A	
HP	LaserJet 1320	Q5949X	49X	
HP	LaserJet P1505	CB436A	36A	
		CB436micr	36 micr	
HP	LaserJet 2015DN	Q7553X	53X	
HP	LaserJet 2035N/P2055dn	CE505A	05A	
HP	Laserjet CM2320 & 2025dn	CC-530A - K (black)	530A	
		CC-531A - C (cyan)	531A	
		CC-532A - Y (yellow)	532A	
		CC-533A - M (magenta)	533A	
HP	LaserJet 2430	11A (Q6511A)	11A	
HP	LaserJet 4000T	C4127X	27X	
HP Color	LaserJet CP4005dn	CB400A Black CL Toner	400A	
		CB401A Cyan CL Toner	401A	
		CB402A Yellow CL Toner	402A	
		CB403A Magenta CL Toner	403A	
HP Color	LaserJet 4025 & 4525	CE260A - K (black)	260A	
		CE261A - C (cyan)	261A	
		CE262A - Y (yellow)	262A	
		CE263A - M (magenta)	263A	
		CE265A - collection unit	265A	
		CE246A Fuser Kit	246A	
		CE249A Transfer Kit	249A	
HP	HP 4050	C4127A	27A	
HP	LaserJet Pro 400, m475dn	CE410X - K	410A	
		CE411A - C	411A	
		CE412A - Y	412A	
		CE413A - M	413A	

Brand	MODEL	CARTRIDGE	ORDER CODE	QUANTITY NEEDED	
HP	OfficeJet L7680	printhead	C9381A HP88 K/Y		
		"	C9382A HP88 M/C		
		cartridge	C9385AN HP88 Black XL		
		"	C9386AN HP88 Cyan		
		"	C9387AN HP88 Magenta		
HP	DesignJet 110+	"	C9388AN HP88 Yellow		
		C4837AN HP11 Magenta			
		C4838AN HP11 Yellow			
		C4836AN HP11 Cyan			
		28 ml - .095 fl oz Toner >	C4844A HP10 Black		
			C4812A HP11 Magenta		
			C4813A HP11 Yellow		
			C4811A HP11 Cyan		
	Printhead >	C4810A HP11 Black			
Lexmark	Form Prt. 4227plus	13L0034			
Okidata	Microline 320turbo	OKI52107001 (NuKote)			
Ricoh	MPC4500	black	841342	342	
		cyan	841345	345	
		yellow	841343	343	
		magenta	841344	344	
Samsung	ML-2525W	MLT-D105L	105L		
Star Receipt	SP200	RC200P	SP200		
Brother	Intellifax 1270e	PC201*	PC201		
Epson	TM-T88IV	1228 thermal paper	1228		
Ithaca Itherm	Receipt Printer	9078-1387			
Konica Minolta	Copier	Bizhub 200	TN211		
Verifone	vx510LE Charge Card Machin	120601 thermal paper	120601		

PETTY CASH REIMBURSEMENT

NAME: _____ DATE: _____

AMOUNT TO BE REIMBURSED: _____

REASON FOR EXPENDITURE: _____

DEPARTMENT HEAD APPROVAL: _____

*RETURN THIS FORM WITH ALL RECEIPTS TO THE BUSINESS MANAGER, HEADQUARTERS LIBRARY. **TO RECEIVE REIMBURSEMENT, RECEIPTS MUST BE ATTACHED.**

.....

PETTY CASH REIMBURSEMENT

NAME: _____ DATE: _____

AMOUNT TO BE REIMBURSED: _____

REASON FOR EXPENDITURE: _____

DEPARTMENT HEAD APPROVAL: _____

*RETURN THIS FORM WITH ALL RECEIPTS TO THE BUSINESS MANAGER, HEADQUARTERS LIBRARY. **TO RECEIVE REIMBURSEMENT, RECEIPTS MUST BE ATTACHED.**

STOCK ROOM SUPPLY REQUIAITION

(Use Special Order Supply Requisition for Items Not Listed) Revised 3/5/2010

BRANCH/DEPT: _____ APPROVED BY: _____ DATE: _____

QTY	ITEM	REQUESTOR
-----	Adhesives/Glues	-----
	Elmer's (large)	
	Elmer's (small)	
	Glue Stick	
	Rubber Cement (refill)	
	Super Glue	
-----	Computer Supplies (Order ribbons & cartridges on special requisition)	-----
	Floppy Disks (3 ½")	
	Anti-Static Wipes	
	USB Flash Drives	
	Compressed Air	
-----	Envelopes	-----
	ARCPL (white)	
	ARCPL (window)	
	Delivery Pouches	
	ILL (window)	
	Manila 9 x 12"	
	Manila 10 x 13"	
	Manila 9 ½ x 6 ½	
	Manila 5 ½ x 3"	
	Plain #10 (4 x 9 ½")	
-----	Folders/Binders	-----
	Hanging Files, Letter	
	Hanging Files, Legal	
	Manila File, Letter	
	Manila File (Legal)	
	3-Ring Binder 1"	
	3-Ring Binder, 1 ½"	
-----	Labels, Computer	-----
	Avery Address #5161	
	Avery Address, Pin-fed	
	Avery Address, 8162	
	Avery Address, 5160	
	Steno Pad	

QTY	ITEM	REQUESTOR
-----	Letterhead	-----
	ARCPL Letterhead	
	ARCPL Black Sheets	
-----	Miscellaneous	-----
	Band Aids	
	Batteries, 9 Volt	
	Batteries, AA	
	Batteries, AAA	
	Batteries, C	
	Batteries, D	
	Gem Clips, regular	
	Gem Clips, large	
	Red String	
	Binder Clips 1-1/4 in.	
	Rubber Bands, #16	
	Rubber Bands, #32	
	Rubber Bands #64	
	Stamp Pad, black	
	Stamp Pad, red	
	Stamp Pad Ink (R/B)	
	Staples, standard	
	Staples B-8	
	Staples (other:)	
	Wite-Out	
	Correction Tape	
-----	Paper	-----
	Adding/Calculator 2 ¼"	
	Cash Register	
	Computer, pin-fed	
	Legal pad 8 ½ x 11"	
	Legal Pad 8 ½ x 14	
	Legal pad, junior	
	Lined, 3 ring	
	Plain White 8 ½ x 11	
	Plain White 8 ½ x 14	
	Post Cards (plain)	
	Post-It Notes, small	
	Post-It Notes, medium	
	Post-it Notes, Large	
	Making Tape	

	Receipt Printer (PINES) Thermal	
	Receipt Printer (PINES) Thermal	
	Scratch Paper, 3 x 5 "	
-----	Pens/Pencils, etc.	-----
	Eraser, art gum	
	Eraser, with brush	
	Eraser, pencil tip	
	Flair Pen, black	
	Flair Pen, green	
	Flair Pen, red	
	Hi-Liter, green	
	Hi-Liter, pink	
	Hi-Liter, yellow	
	Marker, Sharpie fine	
	Marker, Sharpie thick	
	Marks-A-Lot, black	
	Pen, ballpoint, blue	
	Pen, ballpoint, black	
	Pen, ballpoint, red	
	Pencil, #2 black	
	Pencil, red	
	Pencil, golf	
-----	PINES Supplies	-----
	Barcodes, book	
	Barcodes Library Cards	
	Patron Registration Cards	
	Bubble Wrap	
	Index Cards	
	Mail Bags	
	Sealing Strips, plastic	
-----	Tape	-----
	Book Tape 845, 1 ½"	
	Book Tape 845, 2"	
	Box Sealing Tape	
	Double-Sided Tape	
	Magic Tape ½ x 1296"	
	Magic Tape ¾ x 1296"	
	Magic Tape 1 x 1296"	
	Magic Tape ½ x 2592"	
	Magic Tape ¾ x 2592"	
	Magic Tape 1 x 2592"	

-----	Building Supplies	-----
	Alcohol, rubbing	
	All-purpose cleaner	
	Ammonia	
	Bleach	
	Cleanser, powdered	
	Furniture Polish	
	Pine-Sol	
	OdoBan	
	Lysol Spray	
	Lysol Fresheners	
	Lysol/Clorox Wipes	
	Windex	
	Disposal Plastic Gloves	
	Fire Ant Killer	
	Roach Killer	
	Weed Killer	
	Light Bulbs, 25 Watt	
	Light Bulbs, 40 Watt	
	Light Bulbs, 60 Watt	
	Light Bulbs, 75 Watt	
	Light Bulbs, 100 Watt	
	Light Bulbs, fluorescent Specify size:	
	Soap, bar	
	Soap, liquid hand	
	Dishwashing Liquid	
	Hand Sanitizers	
	Paper Towel, multi-fold	
	Paper Towel, C-fold	
	Paper Towel, roll	
	Toilet Tissue, roll	
	Toilet Tissue, regular	
	Toilet Tissue, lrg. roll	
	Trash Bags, kitchen	
	Trash Bags, Lawn/leaf	
	Trash Bags, waste basket	
	Brown Leaf Paperbags	

**AUGUSTA-RICHMOND COUNTY PUBLIC LIBRARY
TIME SHEET**

Employee

Department

Pay Period _____, _____ through _____, _____

Week 1	Sat	Sun	Mon	Tue	Wed	Thu	Fri	Weekly Totals ¹
Worked								
Sick								
Vacation								
Comp. Taken								
Funeral								
Floating Holiday								
Scheduled Holiday								
LWOP ¹								
Workers Comp								
Totals								

Grand Totals

Worked/ Scheduled Holiday	
Sick	
Vacation	
Comp. Taken	
Funeral	
Floating Holiday	
LWOP	
Workers Comp	
Comp Time Accrued	
Grand Total	

Week 2	Sat	Sun	Mon	Tue	Wed	Thu	Fri	Weekly Totals ¹
Worked								
Sick								
Vacation								
Comp. Taken								
Funeral								
Floating Holiday								
Scheduled Holiday								
LWOP ²								
Workers Comp								
Totals								

Compensatory Time Calculation
--

Beginning Balance From prior period	
Comp Time Used	---
Time Accrued	+
Balance to carry to next pay period	

¹Non-Exempt Employees **may not** work over 40 hours per week.

²Leave Without Pay *must* be approved by the Assistant Director *before* using.

Employee's Signature

Supervisor's Signature

Augusta-Richmond County Public Library Leave Request/Authorization

NAME _____ EMPLOYEE NUMBER _____ LIBRARY _____

Date: From _____ To _____

Time: From _____ To _____

Total Hours Requested _____

Type of Leave/Absence (Check appropriate box/boxes below)
--

<input type="checkbox"/>	SICK LEAVE Family/Medical
--------------------------	-------------------------------------

<input type="checkbox"/>	VACATION
--------------------------	-----------------

<input type="checkbox"/>	MILITARY LEAVE
--------------------------	-----------------------

<input type="checkbox"/>	LEAVE WITHOUT PAY
--------------------------	--------------------------

<input type="checkbox"/>	COMPENSATORY TIME OFF
--------------------------	------------------------------

<input type="checkbox"/>	OTHER PAID ABSENCES
--------------------------	----------------------------

Remarks:

Purpose: ___ Illness/injury/incapacitation of requesting employee ___ Medical/dental/optical examination of requesting employee ___ Care of family member including medical/dental/optical examination of family member, or bereavement ___ Care of family member with a serious health condition ___ Other (Please indicate reason)
--

Certification: I hereby request leave/approved absence from duty as indicated above and certify that such leave/absence is requested for the purpose(s) indicated. I understand that I must comply with my employing agency procedures for requesting leave/approved absence (and provide additional documentation, including medical certification, if required) and that falsification on this form may be grounds for disciplinary action, including termination.

Employee Signature	Date
---------------------------	-------------

Official Action on Request <input type="checkbox"/> Approved <input type="checkbox"/> Disapproved
--

Reason for Disapproval

Supervisor Signature	Date
-----------------------------	-------------