

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: Summer - 78°; Winter - 68°.
2. If the thermostat is improperly set, the Facilities Librarian at Headquarters or 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 Facilities Librarian or Administration; if the Administrative offices are closed, notify the staff member in charge of the Information Desk, who will be able to switch the furnace between air conditioning and heating.
 - Branches: Notify the Facilities Librarian. If she is not available, call the service contractor. Calls are answered day, night or weekends. Inform the Facilities Librarian at the start of the next business day of any service calls made during her absence.

Annual Leave, SEE ALSO "Attendance and Leave [Vacation]" in the *Augusta Georgia Employee Handbook*, p.11.

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. Annual Leave allotments are posted in departments by February 1. Requests for Annual Leave may be made between February 1 and March 1.
3. In cases of conflict, requests are granted on the basis of seniority until March 1. After that date, Annual Leave is granted on a first-come basis. Any overlapping requests not resolved by the Department Head may be referred to the Assistant Director for a final decision. EXCEPTION: Master's Week and time off during the Christmas holidays (December 15-31) are not included in Annual Leave requests granted on the basis of seniority. The granting of these particular dates is negotiated within each department on a first-come-first-served basis, taking into account who has requested these dates in the past. The Assistant Director can determine when any employee has taken annual leave in past years. Department heads are the final arbiters for this "holiday leave".
4. 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.
5. Holidays falling within an annual leave period are not counted as part of the Annual Leave allowance.
6. 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.
7. Pay checks and direct deposit stubs due when an employee is on Annual Leave will be placed in mailboxes or Branch Delivery unless the Business Manager is instructed to do otherwise by the employee. Checks will not be given to another person unless the Business Manager is authorized in writing to do so by the employee.
8. 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 the Department Head on the first day of scheduled Annual Leave. (These transfers apply only to Annual Leave and to Floating Holidays or compensatory days.) Any Annual Leave converted to Sick Leave applies only to the illness of the employee and not to members of the employee's family.

9. Probationary employees will accumulate Annual Leave, but may not use it until the successful completion of their 12-month probationary period. 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.
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. 1-12 " 1-¾ days
 - f. 12+ " 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. Part-time employees working a regular schedule who were hired before September 30, 2001 will receive Annual Leave on a pro-rated basis. Student Assistants and part-time employees hired after September 30, 2001 do not receive Annual Leave.
13. 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, department/branch heads receive a 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.
14. The maximum amount of annual leave which may be accrued at any one time is 195 hours.

Applicants

1. Applications for Student Assistant positions may be taken at the Circulation Desk or by the Administrative Secretary at the Headquarters Library. Applications may be taken at the service desks at all branches, but the applications should then be forwarded to the Assistant Director.
2. Applicants for professional librarian positions should be referred to the Assistant Director.
3. All other applicants for library positions should be referred to the Human Resources Department, Room 601, at the Municipal Building. Links to job postings for the library may also be found on the Human Resources Department web page at the Augusta-Richmond County government URL: www.co.richmond.ga.us.

Appointment

Notice of appointment of regular employees is made in writing and states the position to which the person is appointed, terms of salary, probation, tenure, hours of service, and annual and sick leave allowances. Notice of appointment of students is made in writing and states the position to which the person is appointed, terms of wages, and special conditions pertaining to such employees. Acceptance of appointment on the part of the employee carries with it an obligation to abide by the terms specified in the appointment notice.

Attitude and Conduct. See also *Appendix A: Attitude & Conduct.*

1. This library holds very high standards for its personnel as well as for its service. Each staff

member should make every attempt to comply with the concepts of attitude and conduct discussed in Appendix A, as well as with those discussed in this *Blue Book*.

2. If personal problems arise concerning any regulation, you are urged to discuss them frankly with the Assistant Director. Occasional exceptions to policies and regulations are made when conditions warrant.
3. Eating, drinking, and chewing gum are permitted only in Staff Lounges. Gum chewing while on duty is unprofessional; eating is messy and may attract insects--both activities are prohibited. (NOTE: The Director occasionally grants permission for refreshments to be served at certain staff functions outside the Lounge.) This means that staff may not have soda cans, cups from restaurants, etc. on their desks or in their hands while working. Staff may also not have crackers or other food at their workplace. Water is allowed at workstations, but it must be in a closed container or sports bottle.
4. When returning from lunch or break, do not walk through the buildings drinking or eating. Please finish outside or in the staff lounges. It looks bad if a no-eating rule is enforced for patrons, but not for staff.
5. Smoking is not allowed in any county buildings per County ordinance, and therefore is prohibited in all libraries. Those who smoke outside library buildings should be careful to dispose of their butts, spent matches, etc. in an appropriate manner.
6. 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 Appendix G, Dress Code).

Audio-Visual Department

The Audio-Visual Department is housed with the Talking Book Center at the corner of Telfair and Ninth Streets (425 Ninth Street), across the parking lot from the Headquarters Library.

Awards

1. The Friends of the Augusta Library sponsor longevity awards for staff members of the Augusta-Richmond County Public Library.
2. Awards are presented by the Director at the March staff meeting, and cover years of service up until that date.
3. A certificate is offered for five years of service; other awards are presented for 10, 20, 25, and 30 years of service.

Bicycle Parking

Bicycles should be parked in such a way that they do not block the door to the library or the book return. Bicycles are not allowed in the library. Staff members who see bicycles parked near the entrance or book return should tell riders to remove their bicycles. It is critical that bicycles not block the automatic door openers provided for handicapped access to all libraries.

Biological Agent Threats

See Appendix C, *Procedure for Handling Potential Anthrax and Other Biological Agent Threats*.

Board of Trustees

1. The Augusta-Richmond County Public Library is governed by a thirteen-member Board of Trustees. Ten members are appointed by the Augusta-Richmond County Commission, with each representing one of the ten county voting districts, and recommended by the elected Augusta-

Richmond County Commissioner serving the respective district. Two members are appointed by the Augusta-Richmond County Commission upon the recommendation of the Richmond County Delegation in the General Assembly of Georgia. The currently-serving President of the Friends of the Augusta Library sits with the Board in a non-voting capacity.

2. Each Board member serves concurrently with the term of office of the respective appointing commissioner, except that a Board appointment shall expire on March 31 following the end of the commissioner's term of office (on December 31), in order to allow a newly-elected or re-elected commissioner an opportunity to make the Board appointment.
3. A list of present members of the Board is available at the Information Desk or in the Administrative Offices.

Bomb Threat

For procedures in handling bomb threats, see APPENDIX B, *Guide for 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 and at the Audio Visual Department.
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.

Bookmobile. SEE APPENDIX I, *Driving Policy for the Augusta-Richmond County Bookmobile*. See Also, *Augusta, GA Employee Handbook*, "Vehicle Safety" and "Vehicle Accidents", p. 34-38

1. The library has one bookmobile (traveling branch).
2. Copies of the bookmobile schedule are available at each service point. It is also available on the library's web page (www.ecgrl.public.lib.ga.us) under "Library Services". Schedules cover a two-week rotation in Richmond, Columbia, Glascock, Lincoln, Burke and Warren Counties.
3. Telephone calls concerning bookmobile schedules, overdue books, and requests for new stops should be referred to the bookmobile staff (there is a mailbox in the Staff Lounge at the Headquarters Library for the Bookmobile). The Information Desk will handle calls if the bookmobile staff is unavailable.

Books Published by the Library

1. The Library has published several books, which are available for sale to the public.
2. Anyone calling during regular business hours with inquiries about these books should be referred to the Assistant Director. Calls during non-business hours should be referred to the Information Desk.
3. Pricing for the books is as follows:
 - *Personal Name Index to the Augusta Chronicle*, 4 volumes. Each volume sells for \$25.00 if the person picks up the book at the Library. Otherwise, there is a \$2.50 charge for

postage.

- *Catalog of the Augusta City Directories*. This small book sells for \$10.00. There is no additional charge for postage.
 - *Registers of Signatures of Depositors in the Augusta, Georgia, Branch of the Freedman's Savings and Trust Company*. This volume sells for \$35.00 if the person picks up the book at the Library. Otherwise, there is a \$2.50 charge for postage.
4. More information may be found on the Library's web site: www.ecgrl.public.lib.ga.us.

Branch Abbreviations:

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

Headquarters	√ (or Main)	Wallace	WB	Euchee Creek	EC
Appleby	AB	Bookmobile	TB	Warren County	WCo
Maxwell	MB (or JMB)	Audiovisual	AV	Lincoln County	LCo
Friedman	FB	Burke Co.	BCo	Diamond Lakes	DL

Branch Delivery

1. The Library provides daily (Monday through Friday) delivery of books, mail, office and building supplies, etc., from the Headquarters Library to each Richmond County Branch and returns to Headquarters.
2. Regular delivery is scheduled daily (Monday through Friday) to the Gibbs Library in Columbia County. Deliveries from Gibbs to Euchee Creek are also scheduled daily. Harlem receives deliveries once a week, but the day varies.
3. Deliveries are scheduled weekly by the Extension Department, to the Burke County Library, and at least monthly to the Lincoln and Warren County Libraries. The Head of Extension Services is responsible for scheduling and making deliveries.
4. Delivery schedules are available from the Head of Extension Services.

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 the 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 sq. ft. structure.
4. Friedman Branch
 - In 1984, the A.A. Friedman Foundation offered a gift of \$150,000 towards the cost of 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.

Breaks

1. Breaks are a privilege and are not guaranteed. Taking a break should not interfere with providing public service.
2. Two 15-minute breaks are allowed for each 7½ 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 during those times requires that all staff members be on duty.) Exceptions may be made by the Department or Branch Head.
3. Library employees may leave the library premises during breaks only if the 15-minute period is strictly observed.
4. Breaks cannot be added to meal hours, used to 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.

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 Head of Circulation Services 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 I--Circulation will post and remove notices in the absence of the Head of Circulation Services. 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 general notices 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, desk and 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 twice daily, and to sign any important memos. Branch Heads and Department Heads are responsible for posting material on branch and departmental bulletin boards.
4. The Assistant Director and Branch Managers are responsible for keeping the bulletin boards cleared of old material.

Cabinet

1. The Director holds regular monthly Cabinet meeting to discuss important problems, policies, developments, etc. These meetings are held at 9:00 a.m. on the Tuesday following the second Monday of each month.
2. The following staff members make up the Cabinet: Assistant Director, Head of Technical Services, Head of Information Services, Head of Children's Services, Head of Extension Services, Head of Circulation Services, the Systems Administrator, the Facilities Librarian and the Community Services Librarian.

Certification. See Also Training.

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 other year.
2. Since certification is a condition of employment for professional positions at the Library, the renewal forms, along with a check to cover the fee, is to be given to the Assistant Director by June 15 of the renewal year. The Assistant Director will mail all of the renewals to the Certification Board together, thus assuring that everyone who must be certified has renewed.
3. When the new certificate is issued, a copy must be given to the Assistant Director for placement in the employee's personnel file.

Change (Money)

Headquarters staff should try to keep a supply of change for the drink and snack machines. If necessary, change may be obtained from the Business Manager, from authorized administration staff or at the Circulation Desk (when the Business Office is closed). Do not make change yourself at the Circulation Desk--ask the staff member working at the desk for assistance.

Charities

1. The Library cooperates with the United Way through automatic payroll deductions or lump-sum payments handled through the County Payroll Department. The Library urges you to plan to make contributions to this charity through the Library rather than through home solicitation.
2. Information about other charities will occasionally be presented to staff members, so they can contribute if they wish. The Staff Committee typically sponsors a charity during the Christmas season.

Checks, Cashing

1. When necessary, the Business Manager will cash small personal checks for staff members on Tuesdays and Fridays before 10:00 a.m. Requests for this service should be kept to a minimum.
2. A \$25.00 fee will be charged for any returned check.
3. The Business Office will not cash any "two-party" checks nor will it hold checks for cashing at a later date.

Cell Phones

1. The use of personal cellular telephones by library staff is not allowed during working hours. 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, but they must exit the building when making the call. 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.
2. According to the Patron Behavior Policy (SEE Appendix E), library customers should set their cell phones on vibrate so they do not ring in the library. Any conversations should be carried on outside the building.

Children in the Library, See Also Closing Procedures

1. Children under eight years of age 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.

Closed Stacks

1. The Closed Stacks are not open to the public. They are used for storage of back issues of magazines and newspapers, as well for as for books in several categories.
2. All staff members should ensure that access doors to these areas are locked, both for their personal protection and for that of library materials.
3. Each staff member shelving material in these areas or removing material from them should assist in keeping the collection in proper order. Since the public does not have access to these areas, all shelving errors are caused by the staff.
4. The Reservoir Collection at the Headquarters Library is an overflow consisting of less-frequently requested material. These books are marked as "Storage" under home location in the PINES OPAC.
5. The Storage Collection is an overflow collection, necessitated by lack of shelving space or duplicate copies of fiction, and non-fiction. It also includes holiday collections, runs of serials and yearbooks. These books are also marked "Storage" under home location in the PINES OPAC.
6. The Bookmobile (Traveling Branches) collection is also housed in storage (when not on the bookmobile). Juvenile fiction, juvenile non-fiction, and YA and adult non-fiction are kept in a separate collection in the closed stack area. Traveling Branches fiction is intershelved with adult fiction in storage. These books will show up as "BKM" under owner in the PINES OPAC. The home location will be ADULT for those items which are currently on the bookmobile, and STORAGE for those items which are in closed stacks.

Closing Procedures. See Also Security

Appropriate closing procedures have been established for each library building. Before the staff leave, all patrons must be out, and the building locked and secure. An announcement of closing and a reminder to patrons to be sure of their rides must be made well in advance of closing time. 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, Closing Procedures.

Clubs and Organizations List

1. The Community Services Librarian compiles an annual list of local clubs, organizations and service groups. The update is usually available in September or October and sells for \$5.00. A \$2.00 charge for postage is added if the list is mailed.
2. A reference copy of this list is available at all branches.
3. Persons wishing to purchase a copy should be referred to the Information Desk at the Headquarters Library.
4. Monies collected from the sale of this list go for recovery of printing costs and for the purchase of magazine jackets at the Headquarters Library.
5. Information Desk staff are to submit any monies collected from club list sales to the Assistant Director. These funds go into a special account, and should not be placed in the cash register at

the Circulation Desk.

Collect Calls

Collect calls should only be accepted when the caller identifies himself/herself as a library staff member, and the call is related to library business.

Collection Agency

Long overdue materials are sent to a collection agency, Merchants Credit Bureau. A processing fee of \$5.00 per item plus maximum fines are added to the cost of the item. If the item is returned in acceptable condition, the amount owed will be reduced by the value of the item. Processing fees and fines are NOT refundable. Properly posting returns and payments on the computer and sending the appropriate notice to the Head of Circulation Services is the responsibility of the staff member handling the action. All notes sent to the Head of Circulation Services should be signed by the staff member reporting the action. The Head of Circulation Services is responsible for notifying the collection agency.

Collections, Audio-Visual

1. 16 mm films--May be borrowed or reserved at the Audio-Visual department on a personal or institutional card for use with organizations such as civic clubs, church groups, and schools. Admission charges for viewing are forbidden by law.
2. 35 mm filmstrips and filmstrip projectors are located in the AV department and may be reserved.
3. Video cassettes are located in the AV department and at some branches, and may not be reserved by the public, nor are they circulated outside the region on PINES. Videos are also non-renewable.
4. Books on Tape (audio cassette recordings of books) are available at the Headquarters Library and at all branches. They are non-reservable and non-renewable.
5. Compact Discs (CD's) are available at the Headquarters Library and at all branches. They are non-reservable and non-renewable.
6. Foreign language audio cassettes, as well as some musical instruction tapes are available at the Headquarters Library and at some branches. These items are reservable.

Collections, Book

1. Adult
 - The library has books for adults in the following categories: Non-Fiction, Browsing (new non-fiction), Reference, Georgia (circulating), Georgia Reference, Folio, Fiction, 7-Day Fiction (new fiction), Young Adult, Large Print, Adult New Readers, and Story Collections.
 - Western, mystery, and science fiction books are marked with symbols and are intershelved with Fiction. Young Adult books are marked YA. Non-fiction YA books are intershelved with Adult non-fiction; YA fiction is shelved in the Young Adult area. Browsing books and 7-day fiction maintain that status for six months, after which time they are shelved with regular fiction and non-fiction.
2. Juvenile
 - The Library has books for children in the following categories: Picture Books, Easy Shelf, Easy Books, Easy Non-Fiction, Easy Biography, Juvenile Fiction, Juvenile Non-Fiction, Juvenile Biography, Juvenile Reference, and Juvenile Story Collections.
 - Western, mystery, science fiction, dog, horse and sports books are marked with symbols, and are intershelved with juvenile fiction.
3. 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.

- HD (high demand) paperbacks are cataloged and barcoded. They are shelved separately from the regular paperbacks.

Compensatory Time, SEE ALSO *Compensatory Time*, in the *Augusta, GA Employee Handbook*, p. 11.

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 in a two-week pay period, rather than hours worked on a single day. 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 Department Head **in advance**. It should be cleared within thirty days of being earned, or, if this is not possible, the Assistant Director should be so advised.
2. No non-exempt employee may work over 40 hours per week. Time may **not** be balanced over the two-week pay period to average out to 80 hours or less. It is the employee's responsibility not to exceed this limit--supervisors often do not see time sheets until near the end of the two-week pay period, so they may be unaware that the limit has been exceeded. If an employee notices that he or she is going to exceed this 40-hour limit, then the supervisor should be notified immediately, so a substitute may be scheduled while the regular employee takes the time off to keep his or her hours under the allowable maximum.

Complaints from the Public.

Complaints should be referred to the head of the department concerned, to the Director or to the Assistant Director. Notify the Director as quickly as possible of any problem situation that might arise with a patron. When patrons complain to Library employees outside the Library, they should be requested to call the Library to have their difficulties adjusted. Staff members should not attempt to explain policies or solve problems outside 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 breakdown:
 - Are all the connections solid and in the correct ports?
 - Has the computer been rebooted? (Restart or power down & restart?)
 - Are all parts of the computer properly powered up?
 - Is the network log-on correct?
2. If the computer still does not work properly after completing these steps, then a "Computer Problem Report" form (See FORMS) should be faxed to the Systems Administrator or to the Technology Assistant. If the form cannot be faxed, then e-mail should be sent to the Systems Administrator or to the Technology Assistant, delineating the problem. Forms may also be sent via Branch Delivery. A copy of the Computer Problem Report Form should be kept in the department until the machine has been repaired.
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. If a computer is configured to access the Internet only through a Proxy server, limiting its Internet access to the PINES catalog only, this setting may NOT be changed. Access to the Internet or other use (especially personal) must be done from another PC for which the employee has access privileges, or from a public PC, following the same guidelines as the public (including time limits and waiting lists). If it becomes necessary for an employee to need access to the Internet beyond the PINES system in order to do his or her work, then this must be discussed with the supervisor, who will then contact the Systems Administrator.
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" or to e-mail applications, are allowed. If it is felt that a program needs to be deleted, the Systems Administrator must be contacted in advance.
3. No files or programs should be downloaded from the Internet without the System Administrator's permission, due to the potential security risk of electronic viruses. This includes, but is not limited to AOL Instant Messenger, Netmeeting, Yahoo Instant Messenger, ICQ, MIRC or any other chat or messenger application.
4. Staff may not load any programs on a library computer without the Department or Branch Head's or 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 floppy diskettes.
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 password, if required, 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 Room Security

Unauthorized personnel are not allowed access to the computer rooms.

Computer Training, Staff

1. Computer training is encouraged and will be offered on an as-needed basis by the Community Services Librarian or other qualified staff person. Computer training from non-library sources is also available. Requests for such training must be cleared with the staff member's supervisor, and then with the Community Services Librarian, who will take care of registration and any fees which may be involved.
2. To find out which courses are offered by the City of Augusta Information Technology Department, check their web site at www.co.richmond.ga.us (use the pull-down menu to reach IT Training).
3. Next, check the training schedule to determine when classes are offered.
4. After clearing the training request with your supervisor, e-mail the Community Services Librarian and ask to be registered in the class.
5. A calendar is available at www.calsnet.net/rcotraining, which delineates when staff members are scheduled for training.

Computers for Public Use.

See *Internet Safety Policy and Public Computer Use Guidelines* on the library's web site (www.ecgrl.public.lib.ga.us).

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 (or Assistant 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 workshops, conferences, 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 cleared with 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, SELA, and GLA 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 presenters for the organization.

Confidentiality, See also Library Ethics

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 their social security number.
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. Copyright information is posted on each machine. The Circulation Desks make change for use in photocopiers. At the Headquarters Library, the Information Desk handles any problems which arise over the malfunction of the machine. In branches, these duties are assigned according to local circumstances. All service points should notify the Facilities Librarian of problems which cannot be handled by staff.

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 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). Directories dating from 1939 and earlier 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 at a per page charge.
 - The reader-printer which produces prints from microform materials is located behind the Information Desk. It is not possible to make copies from Microfiche, only roll film.
 - The reader-printer is not designed for general public use; members of the Information Desk staff make prints for patrons.
 - Patrons must fill out a "Request for Microcopies" slip, indicating specifically

which pages are desired and how many copies of each. There is a separate form for copies from the U.S. Census.

- If a large number of copies is requested or if the staff is exceptionally busy, patrons may be required to drop off the printing job and come back later to pick it up. The name and telephone number of the patron are required elements on the "Request for Microcopies".
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 copies on their own time for 15¢ a copy.

Credit Union

All employees except students are eligible to join the CSRA Federal Credit Union. There is a small fee for joining, and a minimum deposit is required. Savings for the Credit Union may be deducted from an employee's paycheck. Dividends are paid on savings, and members may borrow from the Credit Union. Information is available from the County Payroll Division (821-2307).

Custodians

1. Staff members needing the services of the custodian at the Headquarters Library or branches should channel all requests through the Facilities Librarian. 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.

Deputy Director, SEE ALSO Director in Building

1. When the Director and Assistant Director are both absent, the Director will designate a librarian to serve as Deputy Director.
2. When the Director and Assistant Director are not in the Headquarters Library building (lunch, evenings, weekends), the Information Librarian on duty will be in charge of the building.
Exception: If the Head of Information Services is not in the building, but the Head of Circulation is, the Head of Circulation Services will be in charge.
3. In the event of a serious problem concerning either a patron or building hazard when the Director, Assistant Director, and department heads cannot be reached, hurried conferences between personnel may be held in the Circulation Workroom and a course of action decided upon. A written report of the situation and the decision should be turned over to the Director as soon as possible.

Director in Building (Headquarters Library):

1. The Director will notify the Circulation Desk and Information Desk when he is in the building on Saturdays and Sundays.
2. Never assume the Director is not in the building without first calling the Director's office. If there is no answer, ask the Secretary and/or the Information Librarian if the Director's whereabouts are known.
3. If the Director is not in the building on nights and weekends, calls for him should be referred to the Information Desk. The Information Staff should then decide whether the Director should be contacted or if the caller should be asked to phone again during regular business hours.
4. When the Assistant Director or Deputy Director is in charge, the above will also apply to that individual.

Discarded Materials

1. Worn-out, mutilated, and out-dated materials, which have been discarded from the Library collection may not be given to any individual, private groups or organizations.
2. Patrons who have paid for damaged materials 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.
3. Some discarded materials are given to tax-supported organizations or made available for sale by the Friends of the Library at their book sales.

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.
 - b. Any interruption should be reported to Administration, 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 and when it should be reopened, and whether staff should go home or be reassigned. Administration 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, Assistant Director or Facilities Librarian (in that order).
 - 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 Administration 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.
3. In the event of a building closure, if it is not in the best interest of the library to reassign student assistants or part-time employees (those hired after September 30, 2001), they will be released for the day, and will only be paid for hours actually worked.

Doors, Emergency Exit (Headquarters Library).

1. When a door alarm is set off, go to the door to see if the person who set it off is still there. If so, point out that it is for emergency exit only.
2. If the alarm continues to go off, check to make sure that the door is completely closed, then use the outside door key to reset the alarm (turn the key all the way to the right, and then back again).

3. If the emergency doors make a beeping sound, the batteries in the Detex system need to be replaced. A supply of 9-volt batteries is kept at the Information Desk. To replace the battery, use the outside door key to disable the alarm (keep the key in the lock). Use the appropriate Detex key (kept at the Information Desk) to open the battery case (check the number on the lock against the number on the key). Turn the key counter-clockwise, until the lock is unscrewed and the cover can be lifted up. Replace the battery, and slide the works back in place, being careful not to pinch any wires. Turn the Detex key clockwise until the cover is seated. Remove the outside door key and wait to be sure that the red light comes back on.
4. To exit through the fire doors without setting off the alarm, place the outside door key in the lock and turn it clockwise until it stops; next, turn the key counter-clockwise as far as it will go and remove the key. There will be 15 seconds to get through the door with out setting off the alarm.
5. To disable the alarm, leave the outside door key in the lock, turned as far clockwise as it will go. This should **NEVER** be done when the building is open to the public.

Dress Code

See APPENDIX G, *Dress Code*.

E-mail (Electronic Mail).

1. Every regular staff member is required to have an e-mail account on the Library's system. If a staff member does not have such an account, he or she should contact the Systems Administrator, so that one may be set up. Student Assistants do not have personal e-mail accounts through the Library's system.
2. Staff members should check their e-mail on a daily basis. Most communication within the library is accomplished via this medium, so it is critical that all regular staff members make this a part of their daily routine. Failure to check e-mail and to delete unwanted files will lock up the Library's entire e-mail system.
3. All personal "web-based" e-mail is banned from use on all Richmond County staff computers. This includes Hotmail, Yahoo, Excite, and any other web-based e-mail. Personal e-mail of this type may be checked on the public access computers using personal time (lunch or breaks), following the same public computer use guidelines that are currently in place. **Exception:** The Branch Substitutes are allowed to use Yahoo Mail for their library e-mail account, since they do not have a set work location.

East Central Georgia Regional Library

1. The Augusta-Richmond County Public Library is the headquarters for the East Central Georgia Regional Library, the public library serving Richmond, Columbia, Glascock, Lincoln, Burke, and Warren Counties. Under the regional library set-up, the member counties contract with the headquarters county for certain types of public library service to their counties. The member counties contribute funds to the regional library, and the State of Georgia allots funds to the headquarters library for each county served.
2. Services provided by the Headquarters Library include centralized book acquisition and processing, consultant services from library specialists, and other assistance needed to strengthen library services in these counties.
3. For a listing of the libraries in the system, including their addresses and hours of service, SEE Appendix F, *East Central Georgia Regional Library, Addresses, Phone Numbers, Fax Numbers*.
4. The East Central Georgia Regional Library is governed by a Board of Trustees composed of representatives from library boards of the member counties. Each county has at least one representative to the Regional Board and any county with a population over 30,000 is entitled to one representative for each 30,000 population or fraction thereof. At present, the Regional Board

is composed of twelve members, six from the Augusta-Richmond County Public Library Board, two from Columbia County and one from each of the library boards of the other member counties.

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, Personal.

Patrons may use dictating equipment or a Walkman-type device 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.

Elevator (Headquarters Library).

The elevator to the second floor is available for adult use but may not be operated by children under 15. Emergency "keys" to open the elevator doors are located in glass-fronted cases on the upper right side of the elevator door.

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

Try to verify reports of disasters by calling the Augusta-Richmond County Sheriff's Department, Fire Department and/or the Emergency Management Agency, if they can be reached. Notify the Director, Assistant Director, or Deputy Director. Use the help of responsible people as needed to maintain quiet and order.

If it becomes necessary to close the library because of an emergency or weather problem, the following actions should be taken by the person in charge of the Headquarters Library at the time, as well as branch heads and department heads, as applicable:

1. All branches and departments should be called, including the Audio-Visual Department, to let them know that the libraries will be closing. Provide as much information as possible.
2. Call the Bookmobile to bring them off the road. Let them know when Headquarters will be closing, so they will know to disarm the security system if necessary.
3. 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.
4. Remind all branch and department 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.
5. Remind all department heads/branch heads to take home a current "Blue Sheet" so staff may be called the next day if the library is closed.
6. The Community Services Librarian will notify the news media of the Library's closing.
7. Take down the flags.
8. Place signs on entrance doors indicating that the library is closed.
9. The Community Services Librarian and branch heads should call the contact person for any group scheduled to use the meeting room in a branch or at Headquarters during the time the library is closed.
10. Regular closing procedure should be followed. The Information staff will check the closed

stacks area and internal doors at Headquarters. The security guard will check all outside doors at Headquarters, and at branches where a guard is posted.

11. Libraries will reopen at regular times the following day unless staff is notified otherwise.
12. Department/Branch Heads should check time sheets and correct the student hours where necessary when the library reopens.

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.

Examinations, Proctoring.

The library is occasionally asked to proctor examinations for students who are taking correspondence classes. 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. The following guidelines apply:

1. The student must agree to come at a prescheduled time, when the library is not usually busy, and the staff feels that the time would be convenient.
2. The student must sit at a table in the public area where he/she can be seen from the Information Desk (at Headquarters) or from the Service Desk at the branches.
3. The student must be responsible for any extra paperwork.
4. Staff may not agree to sit alone with a student to proctor an examination.
5. Make it clear to the student and examining agency, if necessary, that library staff members cannot watch students closely, but that we will time them.
6. Staff should be sure to fill out the necessary paperwork accurately, and make sure that it is mailed as required (envelopes and postage must be provided).

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

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 at the end of each month. The Administrative Secretary has a supply of expense report forms. All receipts must be attached when the form is submitted.

Favoritism

It is the Library's policy to treat all members of the public equally. No special favor or advantage may be granted to friends or acquaintances.

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

There is a fax machine in the administrative office and at the Information Desk at the Headquarters Library and at all branches for library use only. The public should be referred to one of the "Fax Sending & Receiving" services listed in the yellow pages of the phone book. Staff may occasionally send or receive personal fax messages on library equipment, provided permission from their supervisor is secured in advance, and any long distance phone charges are paid 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 receive no staff privileges on their library cards.
2. Fines for overdue books, both adult and children, are \$.10 per day with a \$10.00 maximum.
3. Fines for overdue videotapes are \$.50 per day with a \$10.00 maximum.
4. PINES fines may be paid at any participating library.

Fire

At the Headquarters Library and Branches:

1. Calm, speedy action is needed in order to save lives and property.
2. At Headquarters, set off the fire alarm (located in the fire halls at each end of the building on both floors, plus one by the front door and one by the exit door in the receiving area) to alert building occupants. CALL 911 and report that there is a fire.
3. Vacate the building. To prevent panic, do not mention the reason for the evacuation. Make the following announcement: (At Headquarters, use the public address system. At AV/TBC and branches, call out in a loud voice) "*May I have your attention, please! We have been asked by the authorities to evacuate the building as quickly and quietly as possible. Please use the nearest exit.*" Make further announcements, if necessary, until the building is evacuated.
4. Supervise the public's vacating the building.
5. At Headquarters, fire marshals from Administration will check the first and second floors to be sure they are vacated. When the administrative offices are closed, Circulation and Information staff will check both floors to ascertain that everyone is out of the building. After evacuation, staff should meet on the Greene Street median for a "head count".
6. 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. If the fire is large or out of control, get out of the building immediately rather than risk your life to use a fire extinguisher to save library records, etc. Leave the fire to be fought by professional fire fighters. *Note: Do not use a WATER extinguisher on electrical fires!*

On the Bookmobile:

1. Vacate the Bookmobile.
2. CALL THE FIRE DEPARTMENT, if the Bookmobile is inside the Library building; if on the road, call on the cell phone.
3. Use the fire extinguisher if feasible. The Dry Chemical Fire Extinguisher (ABC) can be used on any kind of fire.

NOTE: The Headquarters Library fire alarms are set to automatically call the Fire Department when the alarm is pulled. Call 911 to be sure.

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 services, and believes it 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 \$10.00 per year and may be accepted (along with membership forms) at the Circulation Desks, or they may be mailed to the Augusta Library, 902 Greene Street.

Funeral Leave. SEE ALSO *Funeral Leave* in *Augusta, GA Employee Handbook*, p. 12.

1. Funeral leave with pay for up to three working days per occurrence for funerals of immediate family members will be provided. Immediate family is defined as: spouse, mother, father, children, sister, brother, father-in-law, mother-in-law, daughter-in-law, son-in-law, brother-in-law, sister-in-law, grandparents, and grandchildren.
2. A copy of an obituary of the deceased family member must be provided to the Assistant Director if funeral leave is used by an employee.
3. Leave with pay is allowed for attendance at local funerals of staff members or their immediate families (parents, children, spouses).

GALILEO

1. Public libraries in Georgia are fortunate in that they can offer numerous on-line databases to their patrons via GALILEO (Georgia Library Learning On-Line). The URL for this service is galileo.usg.edu.
2. Patrons may access the GALILEO databases at any Augusta-Richmond County library. They may also access it using their home computers, IF they obtain a password from the library. In order to obtain a password, patrons must present a valid PINES library card at the Information Desk or at a branch service desk. If the card is in good standing, then the patron will be issued the password for that quarter. Under no circumstances should a password be given out over the phone or via e-mail--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.
3. Passwords change every three months. The Head of Information Services is made aware of the new password, and then she in turn notifies the branch heads and other department heads who work with the public.
4. A bookmark is available that may be handed out to members of the public. It contains the GALILEO URL and a space where the new password may be written in.

Georgia Reference Collection (Locked Cases)

Every member of the staff who works at the Information Desk should be thoroughly familiar with the following statement of policy, and should show it to anyone who questions the restrictions the Library must place on the use of the collection.

1. These materials may be used in the Library only.
2. These materials are not available for mass assignments.
3. The Library has attempted to obtain photocopies of old, out-of-print Georgia reference materials, and to purchase duplicate copies of more recent materials which are still available. Look for such extra copies in the Georgia circulating collection, or inquire for them at the Information Desk.
4. The Library's Information and Reference staff is always happy to help you locate these and other Georgia materials such as directories, annual reports, etc.
5. Augusta City Directories are available on microfilm from 1841-1939, and photocopies may be made from the microfilm. Later directories may NOT be photocopied--the books are fragile and the copying process breaks the spines.
6. The Library welcomes gifts, including duplicates of Augusta or Georgia publications for this collection.

Gifts and Memorials

1. The Library keeps a 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. Memorial gift books, with their appropriate bookplates, are held at the Information Desk (or at the Branch desk, if applicable) for a short while before shelving, to allow interested parties to examine them.
2. Refer all inquiries concerning such gifts or memorials to the Administrative Office where the collection of available books is housed.

Gifts of Books, Recordings, Etc.

1. The East Central Georgia Regional Library will selectively accept books, pamphlets and other materials if the donor is willing for us to sort them and use them as best we can for our own collection, for exchange with other libraries, for donations to needy libraries, or for sale (such money to be used in buying new materials).
2. If the gift is offered for a particular branch of the Library, that branch will be given first consideration.
3. If someone calls to offer gifts of used materials, refer the call to the proper Selection Librarian (Adult, Juvenile, or Young Adult, according to type of material involved).
4. If someone brings used materials to the Library as gifts, hand the person the "Policy on Gifts" (see FORMS), suggesting that he or she read 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 donations and forward the form to Technical Services immediately, even if the materials cannot be sent right away.
5. Inquiries concerning appraisal of gifts for income tax purposes should be referred to the Head of Technical Services or to the Director.
6. Inquiries concerning formal presentation of materials by an organization should be referred to the Director.

Headquarters Library

1. The Headquarters Library is the headquarters of the East Central Georgia Regional Library. The Administrative Offices and the offices of all Department Heads are located at 902 Greene Street.
2. 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) bookmobile collection and garage, 5) old master fine file for Richmond

County, 6) final procedures for long overdue materials for Richmond County, and 7) administration of computer system.

Holds

1. The staff may fill special requests for placing books, magazines and cassettes 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.
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 books they requested are being held. 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 and some part-time staff, receive 10 paid holidays per year. These are: New Year's Day, Martin Luther King, Jr. Day, Memorial Day, Independence Day, Labor 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 the Department Head.
3. Part-time employees hired before September 30, 2001, but who work less than five days per week on a regular schedule, are granted only those holidays which fall on their regular work days.
4. Permanent part-time employees hired after September 30, 2001 do not receive paid holidays.
5. Student, temporary or irregular part-time employees do not receive paid holidays.

*Homebound Books-By-Mail

The Homebound Books-By-Mail program will mail books to persons who are homebound and unable to get to a library or bookmobile due to old age, illness, or handicap. Patrons may register for this service by mail, with proof of eligibility, and may request up to four books per loan. Books are checked out for a regular two-week loan period (they may be renewed twice over the phone), and mailing costs both ways are paid by the library. No overdue fines are charged, but fees for lost or damaged materials will be assessed.

Hospitalization

Regular full-time library employees may join the City of Augusta group hospitalization plan by making application at the time of employment or during open enrollment (usually the month of October in any given year). Families of employees may be included in the hospitalization plan for an additional cost. Hospitalization premiums are deducted from a staff member's paycheck.

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 *Attendance and Leave, Augusta, GA Employee Handbook, p. 10*, and Com- pensatory Time.

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 Education, Higher, for Library Personnel and Sick Leave).

2. Full-time employees regularly work a 37½ hour, 5-day week.
3. When Sunday work is required of regular staff on public desks, compensatory time off is granted during the following week.
4. When a full-time staff member is required to work a night shift, until closing time at the location, the workday is reduced to 7 hours. The extra half-hour is given as time worked to compensate for the necessity of staying a few minutes past the closing time to secure the location. The time is recorded on employee time cards as 7 ½ hours. If an employee chooses to take annual leave for the rest of the day in which a night shift is required, the time worked is only recorded as the actual hours worked. The employee does not receive the extra half hour as time worked. The few extra minutes that may be required for closing on these occasions will be offset by the other nights on which the staff received ½ hour for staying only a few minutes.
5. Hours of branch and bookmobile staff vary according to their service schedules.

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 the Facilities Librarian 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 it to the Facilities Librarian.
3. Pests. The Facilities Librarian 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.
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 patron's sudden or severe illness or accident, it is best not to move the patron. Call 911 to report the problem.
2. In case of a milder illness, help the patron to a seat in the Reading Area or to the public restroom, offer to call 911 to report the problem or allow them the use of a desk phone.
3. If a patron falls or is injured in any way on Library property, the Assistant Director should be notified even though the patron assures you he or she is not hurt. The staff member who observes 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 Incident Report to the Assistant Director as soon as possible. Remember the first and major consideration is the care and safety of the person. **DO NOT MOVE AN INJURED PERSON.** If necessary, call "911" and report the problem. The Library carries Public Liability Insurance to cover injuries to its patrons; however, staff members should offer **NO** information regarding insurance, but should refer all questions to the Director.

Illness or Injury, Staff.

1. In case of illness or injury of a staff member while at work, notify the Department Head for advice and for making any necessary changes in desk schedules. If the illness is severe, help the sick staff member to the Staff Lounge and offer to call his/her physician. (This information is on file in the

Assistant Director's Office.) In severe emergencies (accident or illness) call "911" and report the problem.

2. DO NOT MOVE AN INJURED PERSON. Summon help first and then give what assistance you can until help arrives. Every employee should know the location of the nearest first-aid kit. Kits are located in the Assistant Director's Office, Circulation Desk, Technical Services, and Information Desk at Headquarters, at each Branch and on the Bookmobile. Nights and Sundays when the staff is short, handle the emergency as best you can. A Department Head or the Director may be called at home for advice or assistance. If necessary, a Student Assistant may be stationed at the desk to explain the emergency to the public. In this case, the student will also take down any important messages and give them to the remaining Library Assistant or Information Librarian.
3. Richmond County provides Workmen's Compensation coverage for Library employees. Every accident to staff occurring on the job MUST BE REPORTED WITHIN 24 HOURS on forms available from the Business Manager, branch manager or at Information and Circulation Desks. All details of the accident must be reported and investigated by the supervisor in compliance with County Policy (*See Section 6K, Workers' Compensation in the Augusta, GA Employee Handbook, p. 43*). Employees who receive Workmen's Compensation benefits are not charged Sick Leave for that time covered by the benefits. A white *Employer's First Report of Injury or Occupational Disease* form must be filled out when an accident occurs. Return this form to the Assistant Director as soon as possible (See FORMS).

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

1. The Library issues special borrowers' cards to qualifying organizations or institutions for use in checking out materials.
2. A person in a position of responsibility within the institution (President, Secretary, Social Committee Chairperson, etc.) should request the institutional card in writing, preferably on letterhead stationery. The request should be sent to either the Director or to the Head of Circulation Services.
3. Materials checked out on an institutional card are subject to the same policies as those checked out on a card issued to an individual.

Interlibrary Loan

1. Interlibrary loan is the loan of resources between libraries outside of the Georgia PINES system.
2. Refer all inquiries about interlibrary loan service to the Information Desk at Headquarters or to the Circulation Desk at the Branches.

Internet, SEE *Internet Safety Policy and Public Computer Use Guidelines* on the library's web site (www.ecgrl.public.lib.ga.us).

Intralibrary Loan

1. Intralibrary loan is the loan of resources between the libraries in the Georgia PINES system or between libraries in the East Central Georgia Regional Library system.
2. Refer inquiries about intralibrary loan service to the Circulation Desk at all locations.

Jury or Court Service. See Also *Augusta, GA Employee Handbook*, p. 14.

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 Assistant Director 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. Regular employees are issued keys, which should be in their possession while on duty. Employees are responsible for the safekeeping of the keys. 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. When a staff member resigns from the library, keys must be returned to the Assistant Director at the Headquarters Library or to the branch manager at the branches. Branch managers who resign should return their keys to the Facilities Librarian.
2. Staff members will be required to sign a log when they receive their building keys.
3. 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.
4. Non-employees doing work for the library who need keys should be referred to the Assistant Director. When offices are closed, refer workers to the Information Desk. Keys must not be given to workers by other personnel unless on special instructions. This is very important since:
 - There may be a message, which the worker is to receive before beginning the job.
 - The person might only be posing as a worker to get into non-public areas.

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, GA Employee Handbook*, p. 13.

1. Leave of Absence (leave without pay) is granted only when an employee has exhausted all accumulated Annual Leave and Sick Leave, where illness of the employee or immediate family, or maternity/family leave is involved.
2. No sick leave or annual leave will be earned by an employee for the time that such employee is on leave without pay. Generally, if the employee works for at least half of a pay period (37½ hours), leave will accrue for that pay period).
3. Before beginning a Leave of Absence, staff members who are covered by the county's hospitalization policy must make arrangements with the County Human Resources Department if continued coverage is desired.
4. Staff members covered by the Teachers Retirement System of Georgia who take Leave of Absence

must adhere to the provisions outlined in the Handbook of Information, Teachers Retirement System of Georgia.

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:
 - i. The Information 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.
 - ii. At dusk, the Desk Assistant who is on evening duty at the Information 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. Closed Stacks:
 - i. The long row of lights at the back of the Closed Stacks burns continuously.
 - ii. The long row of lights at the front of the Closed Stacks burns only during the Library's hours of service. Technical Services and the Information Services Department share responsibility for this row of lights, thus:
 - The Technical Services staff turns on the lights Monday through Friday.
 - The Information Desk staff turns the lights on as part of opening procedure on Saturdays and Sundays.
 - The Information Desk staff turns these lights out as part of closing procedures.

Loan Period

1. Fourteen days for most books, magazines (those which circulate), cassette tapes, CD's, books on tape, and pamphlets
2. Seven days for recent fiction, video cassettes, 16 mm films and filmstrips.
3. Fourteen days for PINES intralibrary loans.
4. Interlibrary loan (non-PINES) due dates are set by the lending library.

Location of Staff

If an employee is going to be away from his or her desk for a long period of time, a notation

should be left on the desk or work should be left with a co-worker. The secretary should be notified if a department at the Headquarters Library is going to be unmanned. She should also be notified when desk coverage resumes.

Lockers

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

Lost and Found

1. *Unidentified items.* Staff members finding unidentified coats, raincoats, and hats should hang them in the closet in the Circulation Workroom (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 (nights and weekends they should be locked in the cash drawer). All other unidentified articles should be placed in the "Lost and Found" box in the Circulation Workroom, 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 (nights and weekends, lock them in the cash drawer). Other identified articles should be held in the Circulation Workroom 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 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. Exception: at the Headquarters Library, refer queries about papers left in the copy machine to the Information 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.

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 AND the Assistant Director.
2. Bookmobile Assistants may eat their lunch on the bookmobile, in a school cafeteria or at the nearest public eating establishment. For the sake of appearances, the bookmobile must 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 and any other items that need to be stored.
3. Official work-related mail should be placed in the bin in the mailroom at the Headquarters Library, so the secretary can apply postage. Personal letters may be left in a separate bin for mailing at the

end of the day. All personal mail must have the correct amount of postage applied before it can be mailed. The secretary will NOT mail personal parcels.

Materials on Order

Never tell the patron that a given item (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. PINES lets the patron know when materials are in process, and books with this status may be placed on hold. SEE procedure for placing holds in the *Pines Policies and Procedures Reference Manual*. It is perfectly acceptable to call the Technical Services Department to determine if a book is on order.

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 Community Services Librarian 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, 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 Community Services Librarian or to the Director for clarification of the policy.
4. The meeting rooms are available during the library's service hours except Sundays. 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 left on the table in the meeting room.
6. Meeting room attendance figures are compiled in the monthly reports of the Community Services Librarian and the branch managers of Friedman, Maxwell and Wallace Branches.

Memo Route Slip

1. Memo Route Slips (see FORMS) are to be used for making official announcements, memoranda, or revision of procedures directed to a portion of the staff only. These slips should be dated and signed by the originator, and then passed along the distribution list on the form. Staff should respond to Memo Route Slips immediately.
2. After reading the message, the slip should be dated and initialed and any relevant remarks added. It should then be distributed to the next person on the list.

Mission Statement

The Library's Mission Statement is as follows:

- To make accessible materials, information and resources, which serve the needs of the broadest possible base of its population;
- To provide a wide spectrum of educational, cultural, recreational and informational activities;
- To foster an informed citizenry by encouraging and supporting lifelong learning for the individual;

- 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 to the Facilities Librarian 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 "How I ran my library good."

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. 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 or enrollment.
3. Out-of-state residents may receive a card for an annual fee of \$25.00.
4. Non-Resident Borrowers' cards are not issued for periods of less than 12 months.
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.
7. Additional charges are made to Non-Residents for some AV materials.

On-Line Public Access Catalog

1. 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.
2. The PINES catalog is also available through the library's website: www.ecgri.lib.ga.us.
3. For more detailed information on how to use the PINES system, see the *PINES Policies and Procedures and Reference Manual*.

Oral History

The Augusta Oral History Project is a collection of the spoken memories of citizens of this community concerning what they have witnessed of our city's history. Residents of Augusta were interviewed on tape about their recollections of the area's history. These tapes were then transcribed into printed form and both the tapes and the transcripts are made available to the public. Copies of the transcripts are in the Georgia and Georgia Reference collections. The tapes are in the circulating cassette collection.

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. The Bookmobile also keeps an attendance count (other service points should compile attendance on a monthly basis using data from their door counters).
3. These output measures are reported on the monthly ECGRL 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. The second notice is sent 14 days past the due date, and the 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 notices 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.

Pagers (Staff)

Staff members may carry pagers for emergency use. They must be set on "vibrate" mode, so as to not disturb other staff members. Phone calls in response to pages should be made when the employee's work will not be disrupted, and the responding telephone call should be kept as short as possible. *See also Telephone.*

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 to the back portion of the lot (which exits on Telfair Street), and in the spaces under the trees. Staff members who will be working a night shift may park in the front parking area.

4. Headquarters Library staff must register the tag numbers of the vehicles(s) they drive to work with the Assistant Director as part of their Personnel File.

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. According to Richmond County policy, paychecks are distributed at 11:00 a.m. on payday and may not be distributed before that time. Direct deposit of paychecks may be arranged through the Assistant Director or through the County Payroll Department.
2. If an employee is not at work on a payday and wishes for the paycheck to be picked up by another person, the employee must notify the Business Manager in writing authorizing the particular individual to pick up their paycheck.
3. If any employee is to be away on payday, the Business Manager will mail the paycheck to the bank, if the employee provides a deposit slip and stamped addressed envelope.
4. All employees are paid bi-weekly, on Friday.

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 Office

1. The Assistant Director serves as the Library's Personnel Director.
2. The Assistant Director's Office is located with the administrative offices on the second floor of the Headquarters Library.

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.

PINES

PINES is the acronym for Public Information Network for Electronic Services. This is a statewide public library network with one database, one patron file and one library card. As of 2002, the network includes 105 counties, serving 4.7 million Georgians. Books may be checked out from any participating PINES library in the state.

Plumbing

1. General Plumbing Repairs: For general plumbing repairs, notify the Facilities Librarian during regular business hours.
2. Emergency Plumbing Repairs
 - In case of broken pipes or flooding, call the Facilities Librarian. If no one from Administration is available, call the Fire Department, and ask them to come and turn off the water. At the Headquarters Library, the water meter is located at the S.E. corner of the building on 9th Street, opposite the Children's Department.
 - For serious, but non-emergency repairs, at night or on weekends, call the commercial plumber whose number is listed in the Rolodex File at the Information Desk and at all branches.
 - If the problem is in the bathrooms, lock them so they cannot be used until the damage is repaired.

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. "News sense" is a desirable trait for staff members to develop. Suggestions for news or featured stories are welcome, but must be cleared through the Community Services Librarian or through the Director.
2. In case a member of the press calls you or appears at your desk for an unexpected interview, the reporter should be referred to the Community Services Librarian, the Director or the Assistant Director. If no one in Administration is available, inquiries should be referred to the head of your department, or a professional on duty if the department head is not available. Legitimate questions should be courteously answered, but requests for general Library statistics or policy statements should be referred to the Director.
3. When the Community Services Librarian has set up an interview, each staff member is personally responsible for the accuracy of any information given to the press, and for the impression created by the way it is stated.

Preview Shelf in Headquarters Library Staff Lounge

1. One copy of each new adult printed book title received is placed on the Staff Preview Shelf in the Staff Lounge to give staff members an opportunity to acquaint themselves with books being added to the collection. New juvenile titles and new adult reference material go directly to the Children's Department and Information Desk, respectively.
2. Staff Request Cards are available near the Staff Preview Shelf. The staff member requesting a book on the Preview Shelf should complete a card for each book wanted, making sure the card is dated, and that his or her PINES library card number is provided. Other staff members requesting the same book should add their names to the card, and indicate their order in the queue, so that requests can be filled in sequence. Staff members will be notified when the book is being held at the Circulation Desk for pickup. If staff members want books after they have been brought down from the Staff Lounge, they may place a hold in PINES.
- 3.
4. Staff members should make every effort to return new books as soon as possible, and not take too many new books at one time, so that they may be available to others.

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 that the printing process runs smoothly and in a timely manner, staff members are requested to prepare original drafts or revision for printed materials far in advance of the actual date needed; emergency requests should be kept to a minimum and should be cleared through the Assistant Director. Extra time is needed when ordering special paper or supplies. It is important that the same procedure be followed throughout the library system. Please observe the following steps:

1. New or Revised Items
 - a. Member of department prepares a rough draft and presents the idea to the Department Head or the Department Head requests a member of his or her staff to draw up a given form, publication, etc., or Department Head draws up the item.
 - b. Originator presents rough draft to the Department Head with suggestions as to color and quantity. If necessary, the originator makes changes, fills out a "New Printed Items" form, (See FORMS) and returns it to the Department Head for approval.
 - c. The Department Head gives the final copy to the Assistant Director for approval.
 - d. The Assistant Director notes date needed. In case of a time problem, the Assistant Director makes adjustments with the originator, with advice from the Director, if necessary. The Assistant Director then signs and dates the form, and gives it to the printer.
 - e. The Printer prints, cuts and folds if necessary, and notifies the originator that materials are ready. The printer stores preserved masters.
 - f. If an item is a form, the Printer stores the quantity not initially requested by the department.
 - g. If the item is a publication, the originator saves a few copies for the department file.
2. Reprints. Each department should request reprinted forms on a *Printed Items Requisition* form (see FORMS) on a monthly basis. Fill out the requisition as follows:
 - a. Old Items - Publications: Attach a sample to a *Printed Items Requisition Form*, stating the quantity desired.
 - b. Old Items - Printed Forms: Requisition by name of form and quantity; attach a sample to *Printed Items Requisition* form. The Printer notifies the Department Head if a new master is necessary. Department Head follows procedure in *New or Revised Items*.
 - c. If the form or publication is not one that is usually kept in stock, follow the procedure under *New or Revised Items*.

Probationary Period. SEE ALSO *Probationary Period in Augusta, GA Employee Handbook, p. 5.*

1. The first year of service constitutes a probationary period. The library is not obligated to retain a probationer throughout this period if performance is below par, and there is little evidence that further training will rectify the situation.
2. In no case is notice given without previous warning.
3. An employee dismissed during the probationary period is paid for the number of days worked. The employee will not be paid for any annual leave which has accrued during the probationary period.
4. Dismissal during the probationary period carries with it no right to appeal.

Promotion or Transfer Within the Library

1. The Library follows a policy of promotion from within the staff, when it is deemed in the best interest of the library. Staff members are encouraged to apply for available positions. Announcements of openings are posted on staff bulletin boards and faxed to the branches. Occasionally, jobs are posted only in the library, and are not open to outside applicants.
2. Transfers from one job to another are considered when in the best interest of the Library. They are not usually made without the approval of the staff member.
3. Before a staff member is considered for promotion or transfer, the staff member should have performed satisfactorily in his or her present job for a period of at least one year.

Reading by the Staff

Employees are encouraged to read widely. Staff reading while on duty is limited to professional periodicals, book reviews, and library aids unless a particular assignment requires the reading of other materials. Professional employees are expected to do the major portion of their reading at home.

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. Headquarters Library. The Library has no separate Reference Room; the reference collection is located adjacent to the Information Desk, with a small ready reference collection situated behind the desk. A juvenile reference collection is available in the Children's Department.
2. Branches. Small reference collections are available at each branch, but on-line databases are available at all services points (particularly Galileo). After on-line sources are exhausted, patrons doing detailed research and reference work should be directed to the Headquarters Library.

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, fill in a "Petty Cash Reimbursement" form (see FORMS), attach the receipt for the item purchased, and give it to the Business Manager. 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 or by telephone. Books may be renewed at any service point.
2. Audio-Visual materials are non-renewable.

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

1. Members of the public are invited to suggest titles to be purchased by the Library.
2. Request forms for use by the public are available at all service desks.
3. Use *Books in Print* on Galileo or a commercial source such as Amazon.com to verify bibliographic information.
4. Inquiries concerning Request Forms already submitted should be referred to the Adult Materials Selector at the Headquarters Library, Branch Heads or the appropriate selector.

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.

Reserves, SEE ALSO Preview Shelf in Headquarters Library Staff Lounge and Holds.

The Library does not set up reserve shelves at the request of a school class, club, etc. However, in anticipation of heavy demand for specific titles or subjects, (e.g. DAR essay topic, Science Fair Projects) the Library may temporarily set aside certain books for use in the building only.

Resignations

1. Resignations are submitted in writing to the Director or Assistant Director. Under ordinary circumstances, a minimum of 2 month's 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.

Rest Rooms, Headquarters Library

1. The Library has public rest rooms on the first floor.
2. Second floor rest rooms may be opened for large group meetings in the Auditorium, as deemed advisable by Administration staff--this includes the wheelchair-accessible restroom located next to the elevator. If a group requests that the restrooms be unlocked during the evening or on weekends, the senior staff member at the Information Desk will make the determination.
3. The staff restrooms are located in the Staff Lounge and in the Children's Department.

Retirement.

1. All library employees are covered by Social Security.
2. All salaried and some hourly library employees are covered by the Teachers Retirement System of

Georgia. Custodians and Student Assistants, are not eligible for membership in TRS, but full-time custodians are eligible for participation in the City of Augusta Retirement System.

3. TRS contributions are tax-deferred for Federal tax purposes.
4. Contributions to Social Security and the retirement plans are made through regular salary 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 materials to the Circulation Desk, rather than the Book Return Box.
2. In general, print materials borrowed from any PINES library, may be returned to any service point. Bookmobile materials may also 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. All audio-visual materials must be returned to the service point from which they were borrowed.
5. The Audio-Visual Department/Talking Book Center does not take any print materials for return.
6. Audio-visual material should not be returned to the Book Return Box because of possible damage or special handling requirements. Video return boxes are available at AV/TBC, Friedman, and Maxwell Branches. The video return box at the Audio Visual Department is kept locked during the hours in which the library is open.

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 Assistant Director has been designated the Safety Officer for the Library system. As a part of Richmond County's Safety Program we are required to hold a meeting each month on some phase of safety in the workplace. This is usually held in conjunction with the regular staff meeting. Every employee has a copy of the *Augusta, GA Employee Handbook*, which includes a section on Risk Management (Part 6, page 32); every staff member must be familiar with these policies.

Satellite Dish, Use Of (Friedman)

A satellite dish is available to receive programs at the Friedman Branch. It is not available for public use. For further information on the satellite dish, contact the Friedman Branch Manager or the Facilities Librarian.

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

It is the responsibility of the closing staff in each building to see that the building is properly locked and that night lights are burning at the close of the work day.

1. The Headquarters Library is protected by an electronic security system. Staff members who open and close the building are given a code to use in activating and deactivating the system. Entry to the building by others, either at night after closing or in the morning before the system has been deactivated, will result in an immediate response by the police. Opening and closing are handled as follows.
 - a. Opening - the first person to enter the building enters his or her identification code, which will deactivate the security system.
 - b. Closing:
 - i. See that all protected doors, both interior and exterior, are latched securely.
 - ii. All staff should gather at shipping entrance door to leave together.
 - iii. If the cleaning crew is in the building, do not activate the system.
 - iv. If the cleaning crew is not in the building, and the key pad indicates "ready", enter the code and leave immediately, making sure the door is securely latched.
 - v. If the key pad does not indicate "ready" locate the problem area and recheck that area. When it shows "ready", exit as in #4 above. If it still does not show "ready", follow by-pass instructions.
2. Maxwell Branch is also protected by an electronic security system. Staff members who open and close the building are issued keys to use for activating and deactivating the system. Entry to the building by others after closing or in the morning before the system has been deactivated, will result in an immediate response by the Sheriff's Department. It is the responsibility of the first staff member entering the building to deactivate the system, and the last staff member leaving to make certain the system is properly armed. If there is a problem in activating the security system when closing, the staff member calls SecurityLink (number is in Rolodex).
3. A student is never to be left alone in a library building. A full-time staff member must always be present at any time that the library is open.

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. Selection Policies have been adopted by the East Central Georgia Regional Library Board of Trustees. [For detailed information see the "Policies for the Selection of Materials".]
2. Questions concerning whether the Library has a Selection Policy regarding specific materials should be referred immediately to the appropriate service desk.
3. In case of complaints concerning any material in the Library's collection, staff members should refer patrons to the appropriate materials selector. Patrons may be asked to complete a Selection Comments Form (See Appendix O) to be sent to the materials selector. At the Branches, the Branch Managers give a copy of the form to the Facilities Librarian, and send the original to the

appropriate materials selector. Further complaints must be referred to the Director, since he must bear the final responsibility for interpretation of the Selection Policies. In the Director's absence, refer the patron to the Assistant Director or suggest that the patron set up an appointment with the Director through the Secretary.

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 that if damage should be found later, the Library would not be held liable. The UPS 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.
2. Shipments for AV should not be accepted at the Headquarters Library, but should be delivered to 425 Telfair Street.

Sick Leave. SEE ALSO *Sick Leave*, in *Augusta, GA Employee Handbook*, p. 11.

1. One working day (7½ hrs.) 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. Part-time employees working a regular schedule who were hired after September 30, 2001 do not receive paid sick leave.
2. Student Assistants do not receive paid sick leave.
3. If you are ill or unable to report for duty, call your Department Head at least an hour before you are to report for duty, at home if necessary.
4. In the morning, call the Department Head at the established time. If you are unable to reach the Department Head at home, call Headquarters at 821-2619 at 8:30 a.m. to talk to or leave a message for the Department Head (821-2600 is answered by a recorded message until 9 a.m.).
5. If no official can be reached, and you are scheduled for a desk shift, call another staff member to take your desk duty.
6. If you know you will be out for a certain number of days, give this information to your Department Head when you call the first day you are out. Otherwise, call your Department Head on the day before you expect to return to work. If you are scheduled to work the weekend of a week in which you are ill, call on Friday morning to notify your Department Head of your status.
7. If an employee claims sick leave for a period of three consecutive working days, a physician's statement must be furnished to permit payment for sick leave.
8. 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 a physician attending themselves or a family member as covered by FMLS, the time may be made up by working additional hours if the following conditions are met:
 - a. The make-up time of the employee must be approved by the employee's supervisor prior to when the time is made up.
 - b. The make-up time is a time that the library needs the employee to be at his/her work station.
 - c. 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 FMLA.

9. Unused sick leave may be cumulated up to 995 hours, and may be carried indefinitely.
10. All cumulated 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 month credit for each 20 days (8 hours) of unused sick time. The employee must have at least 60 days of unused sick time. The Assistant Director keeps a record of sick time cumulated over 995 hours, in case a retiring employee wants to take advantage of this benefit.

11. Sick leave may also be used for necessary care during the illness of a family member. Family members are defined as an employee's parents, spouse, and children.
12. Suspected abuse of sick leave privilege 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.

Signs (Show Cards)

1. Anticipate your needs at least a month in advance of your deadline to allow for advance planning by the printer. More time is needed if ordering special paper or supplies.
2. Emergency requests should be kept to a minimum.
3. Use "Showcard Requisition" form (See FORMS) in requesting signs, filling in necessary details. Where a specific size of sign is not needed, write "Your Judgment", which will give the printer authority to make the sign to fit the data. Also, mention on the form whether the sign is intended for floor or counter stand, expanded metal board, or other.
4. If you wish more than one kind of type, see printer
5. For your preference, arrange lines as you wish them to appear on the sign. Underline the most prominent line. Show space for art work.
6. Indicate the number needed now and suggested a total to print. If you wish the sign to be laminated, check the appropriate box (specify front, back or both).
7. Each individual should initial and date the requisition along the left column in the following sequence:
 - a. Originator presents "Showcard Requisition" to Department Head with idea for use. Department Head initials and dates approval.
 - b. Originator initials and dates and hands to Assistant Director. (If needed earlier than three weeks, Originator discusses emergency need with Assistant Director.)
 - c. Assistant Director initials and dates requisition form and gives to Printer, marking "Rush" if so indicated.
 - d. Printer tries to handle all requisitions within a three week period. If "Rush" the Printer speeds up the schedule to meet the deadline.
 - e. When signs are finished, the printer sends them to a branch or they are picked up by the Originator.
8. Re-runs
 - a. If a re-run of an old sign is needed, requisition is made with the regular monthly requisition for supplies. An old sign is turned in with requisition.
 - b. If signs must be printed, the Assistant Director initials and dates the requisition form and gives it to the Printer.
 - c. Printer follows procedure as in #7 above.

Smoking

1. Smoking is not permitted anywhere in library buildings.

2. Smoking is permitted outside of the building on breaks or during lunch hour. Smokers should be careful to pick up any butts or ashes left outside of the building.

Soliciting and Distributing, SEE ALSO Charities

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).

Special Funds, SEE ALSO Charities

1. Appleby Trust Fund
Each year this Library receives funds from the Annie de Prairie Appleby Trust Fund. The annual *Evenings in the Appleby Garden* series is financed by a perpetual annual grant. Another annual grant provides for books for the library system with the understanding that at no time will Appleby Branch receive less than \$1,000 worth of books each year. Special bookplates identify these books.
2. Jeff Maxwell Memorial Book Fund
From time to time the Library receives funds from the Maxwell family and friends for use in purchasing books for the Jeff Maxwell Branch.
3. Other grants
Staff members should be alert for other grants or memorials for which the Library might apply to further enrich its programs.

Staff Committee

The Staff Committee was formed to take care of social, benevolent and housekeeping functions on behalf of and for the benefit of the entire staff. Membership is for one year and includes one representative from each department/division (Systems Administration is included with Administration) plus two additional representatives from the four Richmond County Branches. Selection of representatives in each department is based on alphabetical rotation. The committee is responsible for planning staff social functions, for sending appropriate cards, flowers or memorials for hospitalizations, illnesses or deaths of staff or their families, for other benevolent activities and for posting the monthly Lounge clean-up committee at Headquarters. Dues for full-time staff members are \$1 per month (\$12 per year).

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 stove. Be certain that all burners are turned off. All foodstuffs should be placed in refrigerators or lockers--not in mail boxes or on 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 Assistant Director must be notified by a *Notice of Status Change* form. These forms are available from Department and Branch Heads and from the Assistant Director.

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 Assistant Director.

Story Times, Preschool

During preschool story time, a responsible person in addition to the storyteller will be present in the story time room. This is to insure that there will always be supervision in the room. The additional person may be a parent volunteer or a member of the library staff. 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 *Blue Book* and a special policy manual, *The Handbook for Student Assistants*. New student employees must sign a form indicating that they have read and are familiar with this handbook.
2. Student Assistants are NEVER to be left alone in a library building. A full-time staff member must be present at all times when a library building is open.

Suggestions

The Administration welcomes 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 Administration.

Talking Book Center

Talking Books are books recorded verbatim onto slow-playing phono disc or cassette tape for the use of the blind, visually impaired or physically handicapped. These materials, as well as equipment on which to play them, are furnished free of charge to those eligible for the service. The East Central Georgia Regional Library Talking Book Center is housed with the Audio-Visual Department at the corner of Telfair and Ninth Streets, across the parking lot from the Headquarters Library. It is a sub-regional center serving ten counties in Georgia; the six in the East Central Georgia Regional Library System (Burke, Columbia, Glascock, Lincoln, Richmond, Warren), the three in the Bartram Trail Regional Library System (McDuffie, Taliaferro, Wilkes) and Jefferson County. 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 duty is important. Arriving a few minutes early to allow for briefing is a courtesy to other staff members.
3. It is the responsibility of the Department Head to monitor repetitive or habitual tardiness on an individual basis and to deal with it accordingly.
4. Any 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 Department Head. Please note: "Any tardiness" is construed to include that caused by traffic, trains, or any other types of delays.

Telephone, SEE ALSO Collect Calls, Cellular Phones, Pagers.

1. Desk phones are for library business, and patrons should be referred to a pay phone where one is available. 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
 - a. Speak clearly so that you are sure the person can understand you.
 - b. Make your voice as pleasant and cordial as you can.
 - c. Identify yourself immediately, both in making and receiving calls, whether it is on an inside or an outside line. This is not necessary when receiving calls on a public desk.
 - d. Acknowledge all requests with "Thank you" or some other appropriate phrase.
 - e. When the receiver is off the hook, avoid conversation with other people in the room, which may be overheard by the person calling in. Put the call on hold, or cover the receiver with your hand before conferring with other staff members.
 - f. 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.
4. Library business calls received in the Staff Lounge should be deferred or taken elsewhere, since the noise in the Lounge may give a bad impression to the caller/public.

5. Under no circumstances should you call for Directory Assistance on a library telephone, since these are toll calls.
6. Whenever you leave your work area, inform the person who will be answering the phone where you can be reached.
7. Calls to branches before hours can be made on the inter-branch number.

Telephone Answering Machines

1. The Library has an automatic telephone answering system, which operates when the Library is closed. The answering machine gives the time at which the Library's telephone information service will resume. At the Headquarters Library, the staff member responsible for the Information Desk will make a new recording on the answering machine on Saturday evening, Sunday evening, and holidays eves. The staff on the Circulation Desk is responsible for transferring the phones to the answering machine. The person opening the Information Desk after a holiday is responsible for changing the recording. The Branch Managers are responsible for making the recordings at the other service points.
2. The Headquarters Library is equipped with an auto-attendant, which gives callers the option of going directly to a public services department (Children's, Information, Circulation), hearing a recording of the hours of the Headquarters Library and Audio-Visual Department or speaking directly to the secretary (or Circulation Desk after regular business hours). This system is bypassed by the answering machine described above when Administration is closed.

This Month At The Library

1. The Library publishes a monthly brochure on events and programs which are planned for the entire ECGRL region. This includes story times, special programs, exhibits, classes, and other activities. The hours of operation of all of the libraries, as well as addresses of each branch are also provided.
2. Any information that goes into *This Month* must be delivered to the Community Services Librarian by the 15th of the preceding month.
3. The events outlined in *This Month* are entered into a calendar, which is available on the Library's web site.

Time Cards.

1. Each employee is required to keep an Augusta-Richmond County Public Library Time Card as an accurate record of time worked. At the end of the pay period, each employee is expected to total the Augusta-Richmond County Public Library Time Card, transfer the information to the Richmond County Employee Time Card, sign both, and give them to the Department Head/Branch Head for verification of time. The Department Head/Branch Head then signs both documents. Branch Heads send their completed time sheets to the Facilities Librarian for approval.
2. The Department Head submits both time sheets to the Assistant Director by 9:00 a.m. on the Friday they are due, unless instructed otherwise.
3. See Appendix Q for an example of time cards.

Tours of the Libraries

1. Visiting librarians and other out-of-town visitors may express an interest in a tour of the Headquarters Library. As a matter of courtesy, such visitors should be referred to the Director or the Assistant Director. In their absence, refer visitors to the Head of Information Services or the Information Librarian on duty.
2. If the Director, Assistant Director or the Head of Information Services are not in the building, the Information Librarian will suggest that the visitor tour the first floor and the part of the second floor that is open to the public.

3. Except on special occasions, the Library does not conduct local people on tours of the building. Any requests for access to locked-off areas must be cleared through the Director's office.
4. 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.
5. Requests for tours of the Headquarters Library by children's groups should be referred to the Head of Children's Services or to the Young Adult Librarian.
6. 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 extra watchful when conditions could result in tornado activity.
2. All service points have NOAA weather radios. When a WATCH is issued, one staff member should be assigned to monitor weather broadcasts and keep the person in charge up-to-date.
3. When a tornado WARNING is received, staff should announce clearly that there is a tornado warning for the area and that all staff and patrons should move quickly to the designated safe place within the building. A battery-operated radio and flashlight should be on hand in that location. Everyone should stay in the secure location until an all-clear is sounded.
4. The library participates in an annual drill during Tornado Awareness Month. This provides staff the opportunity to practice the procedures outlined above.

Training. SEE ALSO Computer Training, Staff

1. The Library is very concerned about staff development, and offers training through in-house sources, through the City of Augusta, and through the State.
2. The Community Services Librarian acts as the training coordinator for the staff, and will register those employees who are interested in various workshops and classes. All employees should clear any training requests with their Department/Branch Head before submitting them to the Community Services Librarian.
3. A schedule which outlines when staff members are scheduled for training is available at the following URL: www.calsnet.net/rcotraining.
4. 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. Certificates of training are available from the Assistant Director for use in classes offered by the Augusta Information Technology Department.
5. New employees are expected to study their position manuals and policy manuals (including the *Blue Book*) on "home time".

Typewriters

1. Patrons may use their own portable typewriters in the library (See also Laptop Computers).
2. A typewriter for public use is available at Maxwell Branch. Patrons should call Maxwell for details and scheduling.

Vehicles. See Also *The Augusta, GA Employee Handbook, Section 6C, Vehicle Safety & Vehicle Accidents, Section 6D, p. 34-38*

1. Library Van: The van is available for use in conducting library business only. Staff whose job may require using the van must be approved by the library administration and receive basic driver's training on the van before they will be permitted to drive it. The van must be reserved in advance by contacting the Administrative Secretary and recording the following information in the Van Reservation Book: Departure time, expected return time, driver, destination/purpose. In case of

conflicts, the decision on who uses the van will be resolved by the Director, based on factors such as distance to be traveled, quantity of cargo or passengers, duration of trip, etc.

2. Bookmobile: Bookmobile drivers must be approved by the library administration, and must receive driver's training on the bookmobile. The bookmobile is used only to provide scheduled library service, and is not available to transport cargo or passengers.
3. Personal vehicle: If the van 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 to claim mileage at the current rate per mile driven for library purposes. If a staff member could drive the van, but chooses to drive a personal vehicle, mileage reimbursement will be at the discretion of the Director based on individual circumstances.
4. All persons traveling in a library vehicle or personal vehicle being used on library business must be wearing a seat belt.
5. Drivers of the van and bookmobile are permitted to get gas with the library's gasoline credit card (AMOCO or BP). Those staff members with Fuelman PIN numbers should use the Fuelman card whenever possible.

Voter Registration

Under 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. A reasonable length of time off for voting is allowed, and is recorded as time worked on time cards.
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. Richmond County Libraries will follow the decisions of County Government regarding weather-related closing. In the event of predictions of bad weather, normal library operations will continue until we are notified of an early closing by the County. In the event of early closing, the appropriate staff should perform regular closing procedures before leaving.
2. Radio and TV announcements stating that Richmond County Offices will be closed or will open late due to weather can be assumed to apply the libraries also, even if they are not specifically mentioned.
3. In the event the library is going to open later than normal, every effort will be made to contact each staff member with this information early in the morning. However, staff should be alert to announcements on radio and TV regarding the County's decision.
4. A media announcement that County offices will open at "X time" should be interpreted to mean that all staff are expected to report to their work location one-half hour prior to the announced time of opening UNLESS their normal reporting time is later than that (or they are on approved leave). Staff members who are unable to report at the specified time should call in just as they would on any normal day. Tardiness must be made up with annual leave, unless the supervisor agrees to let the employee make up the time.
5. If a staff member has scheduled a vacation day when the library is closed for weather problems, the hours will still count against annual leave.
6. 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, 7½ hours will be counted as sick leave.
7. Part-time employees who work a regular schedule who were hired after September 30, 2001 will not be paid for time off due to weather-related closings. Student Assistants are also not paid for

hours in which the library was closed due to the weather.

Web Site

1. The URL for the Library's web site is www.ecgrl.public.lib.ga.us.
2. Each county (with the exception of Richmond) has its own web site linked to the system home page.
3. Numerous links to useful sites are provided, including ones to PINES, GALILEO, and to the library's events and meeting room calendars.
4. When patrons inquire about the library, be sure to provide them with the URL.

Withholding Forms

1. Each new staff member is required to fill in and sign a W-4 form so the County Personnel Office may withhold federal and state income taxes from each paycheck. This form indicates marital status, number of dependents and number of exemptions the employee claims.
2. Whenever there is a change in status, the employee must fill in a new form. Forms are available from the Assistant Director.
3. By January 31 of each year, staff members are provided with an official statement (W-2) of the amount of salary paid during the previous calendar year and the amount withheld. This is used in preparing federal and state tax returns.
4. When a staff member leaves the library, the Assistant Director should be provided a forwarding address, so that the employee's W-2 form may be delivered to them the following January.

REVISED June 2002

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 professional 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 conversations should be kept to a minimum (no longer than 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 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. Gum chewing is prohibited, except in the staff lounge.

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 GUIDE FOR HANDLING BOMB THREATS

Receipt of Threat. 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 (FORMS, *Bomb Threat*).
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 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 or Assistant Director. If the call is received after normal business hours, then the call should be reported to the person in charge of the building (the senior staff member manning the Information Desk or the senior staff person at a branch).

Notification actions. The designated individual (see point 5 above), upon receipt of bomb threat information should:

1. Notify the Augusta-Richmond County Sheriff's Department, Fire Department and the Emergency Management Agency by dialing 9-1-1.
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. Additional support in bomb disposal is available from the U.S. Army 13th Explosive Ordnance Detachment (24-hour telephone number: (404) 363-5436) or Fort Jackson (803) 751-5126/6919 for homemade bombs.

Evacuation Procedures.

1. If evacuation is advised, make the following announcement (at Headquarters use the loud speaker system; at AV/TBC and the branches call out in a loud 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, consideration 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 declare it safe to do so.

Location of Potential Explosive or Incendiary Devices.

1. If a strange or suspicious object is encountered, it should not be touched or disturbed in any manner. Its location and a description based only on observation should be reported to the individual in charge of the search operation, normally the ranking police officer on the scene.
2. If the immediate danger area can be identified, it should be blocked off or barricaded with a clear zone of 300 feet until the device has been removed, disarmed or the hazard has been otherwise terminated.
3. During the period of searching the building, a rapid two-way communications system is of the utmost importance. Such a system can readily be established through the use of existing telephones. **Caution:** The use of radios during the search can be dangerous--THIS INCLUDES CELLULAR TELEPHONES. Radio transmission signals can possibly cause premature detonation of a blasting cap.
4. Designated personnel should be alerted to stand-by to man fire extinguishers if necessary.

APPENDIX C

HOW TO HANDLE ANTHRAX & OTHER BIOLOGICAL AGENT THREATS

Do Not Panic

1. Anthrax organisms can cause infection in the skin, gastrointestinal system or 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 the 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 or package 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 9-1-1 immediately.
7. List all people who were 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** try to 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 9-1-1 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. **Shower with soap and water as soon as possible. Do not use bleach or other disinfectant on your skin.** At the Headquarters Library, there is a shower in the Mechanical Room off of the Ramp.
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 letters include the following:

- Excessive postage
- Handwritten or poorly typed addresses
- Incorrect titles
- Title, but no name
- Misspellings of common words
- Oily stains, discolorations or odor
- No return address
- Excessive weight
- Lopsided or uneven envelope
- Protruding wires or aluminum foil
- Excessive security material such as masking tape, string, etc.
- Ticking sound
- Marked with restrictive endorsements, such as "Personal" or "Confidential"
- Shows a city or state in the postmark that does not match the return address.

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 May 15, 1991. 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.
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 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. Staff may use their own discretion in making phone calls to family in apprising them of the need to stay late. 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 a pay phone outside, if possible. If there is no pay phone, 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 the County 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, so they will be ready to leave when the law enforcement officer arrives, without going back to an unprotected part of the library property.
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 outside the front entrance 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, only one staff members needs to stay.

LIBRARY CLOSING ANNOUNCEMENTS

30 minutes before closing:

"The Library will close at _____ o'clock. If you wish to check out books or other library materials or obtain any other service, please do so at once. You must be out of the building by _____. If you need to call for a ride, please call now so your ride will be here by closing time. If you are using one of the library's public-access computers, please log off now."

15 minutes before closing:

"The Library will close at _____ o'clock. Please check out your books or other library materials immediately. You must be out of the building by _____. If you need to call for a ride, please call now so your ride will be here by closing time. All service desks will close in 10 minutes."

5 minutes before closing:

"Attention, please. All service desks are now closing, and all patrons must be out of the building in five minutes. Please move to the front of the building now."

APPENDIX E
EAST CENTRAL GEORGIA REGIONAL LIBRARY
PATRON BEHAVIOR POLICY

The library is intended to be a place where its users can study, do research, browse books, use computers and generally go about their business in a non-threatening environment. Patrons are expected to respect the rights of others who require a quiet environment in which to study, compute, research and write.

1. Users who, by their behavior, persist in harassing or annoying others and thereby disrupt their ability to concentrate on their work will be given one warning regarding the specific behavior. Upon a second occurrence, the offender will be required to leave the library for the remainder of the day. Upon a third occurrence, the offender will lose library privileges and must successfully petition the Director to regain access. Petition is to be by letter to the Director of the East Central Georgia Regional Library system.

Behavior which is considered disruptive to the normal use of the library is similar to the following:

- Loud outbursts of speech or laughter; giggling, talking or singing to oneself.
 - Belligerent or threatening behavior towards staff or other users.
 - Repetitive noise making, such as tapping a pencil on the table, rapping fingers or knuckles.
 - Repeatedly slamming books down hard or slapping the covers shut repetitively.
 - Persistent staring at another person.
 - Following another person about the library or persistently asking another person questions.
 - Playing of audio equipment other than the library's computers (with headsets). Other library users should not be able to hear the audio being played on computers.
 - Other untypical behavior which could reasonably be expected to disturb other users or interfere with the library employees' performance of their duties.
 - Indecent exposure.
 - Panhandling inside the library or in parking lot and library grounds.
2. Users whose bodily hygiene is so offensive as to constitute a nuisance to other persons shall be required to leave the building for the remainder of the day.
 3. Users shall be engaged in normal activities associated with the use of a public library. Persons not engaged in reading, studying or other use of library materials, or persons sleeping, will be required to leave the library for the remainder of the day.
 4. Bathing is not permitted in the restrooms. A person using the restrooms for more than ordinary hand or face washing will be given a warning upon the first offense, required to leave the library for the remainder of the day for the second, and will lose library privileges and must successfully petition the Director to regain access upon the third offense. Petition is by letter to the Director of the East Central Georgia Regional Library system.
 5. All wheeled devices (bicycles, shopping carts, handcarts) except those required by the disabled shall be left outside, and may not obstruct traffic entering or exiting the building.
 6. Patrons are expected to wear attire appropriate to a library setting.
 7. **Cell Phone and Pager Use.** As a courtesy to others, we ask that cell phones and pagers be turned to silent (vibrate), and that telephone conversations be held outside the building.
 8. Other activities which are not appropriate in the library include:
 - Eating and drinking.
 - Smoking

- Bringing in animals (except seeing eye dogs or dogs to assist the hearing impaired)
- Propping feet on furniture
- Running
- Playing or making noise on the elevator
- Playing or sitting on the stairs
- Running in and out of the building
- Art work requiring paste, paint or a large work area
- Working with personal materials such as business ledgers and forms which require a large work area at a time when the library is crowded.

Those persons who disregard a request by a staff member and/or security guard to leave the building will be immediately reported to the local law enforcement agency.

9/17//01

Appendix F
East Central Georgia Regional Library
Addresses/Telephone/Fax Numbers
Hours of Service

RICHMOND COUNTY

HEADQUARTERS

LIBRARY

902 Greene Street 30901
 General Info. 821-2600
 Fax Admin. 724-6762
 Fax Info. 821-2629
 Bookmobile 564-3944

Hours:
 Mon. – Thurs. 9–9
 Fri. & Sat. 9–5:30
 Sun. 2–5:30

AUDIO-VISUAL/TBC

Audrey Bell, Manager

425 James Brown Blvd. 30901
 General Info. 821-2625
 Fax 724-5403

Hours:
 Mon. – Thurs. 9-7
 Fri. & Sat. 9-5:30

APPLEBY BRANCH

Nancy Morrison, Manager

2260 Walton Way 30904
 General Info. 736-6244
 Fax: 481-0616
 Interbranch: 481-0972

Hours:
 Mon. 9-7
 Tues.-Fri. 9-5:30
 Sat. 10-5:30

FRIEDMAN BRANCH

Patricia Dickerson, Manager

1447 Jackson Rd. 30909
 General Info. 736-6758
 Fax: 737-2034
 Interbranch: 737-5987

Hours:
 Mon. & Wed. 9-8
 Tues., Thurs., Fri. 9-5:30
 Sat. 10-5:30

MAXWELL BRANCH

John Roy, Manager

1927 Lumpkin Rd. 30906
 General Info. 793-2020
 Fax: 790-1025
 Interbranch: 790-1023

Hours:
 Tues. & Thurs. 9-8
 Mon., Wed., Fri. 9-5:30
 Sat. 10-5:30

WALLACE BRANCH

Anita Jackson, Manager

1237 Laney-Walker Blvd. 30901
 General Info. 722-6275
 Fax: 724-0715
 Interbranch: 724-7899

Hours:
 Mon. & Wed. 9-5:30
 Tues. & Thurs. 9-8
 Fri. & Sat. 12:30-5:30

BURKE COUNTY

WAYNESBORO LIBRARY

Elaine Sikes, Manager

412 4th Street, Waynesboro 30830
 Gen. Info. (706) 554-3277
 Fax (706) 554-0313

Hours:
 Mon. 9-8
 Tues. – Fri. 9-6
 Sat. 9-1

SARDIS BRANCH

Meredith Chandler, Manager

P.O. Box 57, 905 C.H. Perry Ave.,
 Sardis 30456
 Gen. Info. (478) 569-4866
 Fax. (478) 569-9510

Hours:
 Mon. & Wed. 12-6
 Fri. 10-6

MIDVILLE BRANCH

Gladys Collins, Manager

P.O. Box 428, 149 Trout St.
 Midville 30441
 Gen. Info. (478) 589-7825
 Fax. Same as above

Hours:
 Mon. & Wed. 12-6
 Fri. 10-6

LINCOLN CO. LIBRARY

Shirley Dawkins, Manager

P.O. Box 310, 181 N. Peachtree,
 Lincolnton 30817
 Gen. Info. (706) 359-4014
 Fax. (706) 359-1105

Hours:
 Mon. & Thurs. 9-6
 Tues. 9-7 Wed. 8-1:30
 Fri. & Sat. 9-4

COLUMBIA COUNTY

Christina Rice, Co. Librarian

GIBBS MEMORIAL

Kathy Hebert, Manager

326 N. Belair Rd. Evans 30809
 Gen. Info. 863-1946
 Fax: 868-3351
 Interbranch 868-3353

Hours:
 Mon., Tues., Thurs. 10-8
 Weds. & Fri. 10-5
 Sat. 10-4

EUCHEE CREEK LIBRARY

John Welch, Manager

5907 Euclhee Creek Drive
 Grovetown 30813
 Gen. Info. 556-0594
 Fax: 556-2585

Hours:
 Mon. & Tues. 10-8
 Wed. – Fri. 10-5
 Sat. 10-4

HARLEM BRANCH

Amanda Dove, Manager

P.O. Box 129, 375 N. Louisville St.
 Harlem 30814
 Gen. Info. 556-9795
 Fax: 556-2576

Hours:
 Tues. 9-7
 Wed. & Fri. 1-6
 Thurs. 1-7
 Sat. 9-1

WARREN CO. LIBRARY

Sue Simons, Manager

101 Warren Street
 Warrenton 30828
 Gen. Info. (706) 465-2656
 Fax: Same as above

Hours:
 Tues. 10-8
 Wed.-Fri. 10-6
 Sat. 9-3

GLASCOCK CO. LIBRARY

Betty Cook, Manager

P.O. Box 205, 738 Railroad Ave.
 Gibson 30810
 Gen. Info: (706) 598-9837

Hours:
 Tues. 9-7
 Wed. 9-1
 Thurs. & Fri. 12-6
 Sat. 9-1

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: Custodians may wear a hat or cap during outside work; storytellers may wear headgear 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, crafts, 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. 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 3 inches above the knee. Denim dresses, skirts, skorts and jumpers are acceptable.

JEANS, SHORTS, WINDSUITS

No **denim blue jeans**. Exception: Custodians and Printer. Colored jeans may be worn, (i.e., green, black, brown etc.). Jeans should not have cuts-outs or tears. No shorts, wind suits or sweat suits may be worn to work.

SHOES

Opened-toed 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 theme wear during the month of the holiday, i.e., Halloween, Thanksgiving, Braves, 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 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 may be made-up with the permission of the supervisor.

2nd Warning - A MEMORANDUM will be written from the Personnel Office outlining the policy and explaining the violation. The employee's supervisor will request this memorandum.

3rd Warning - An OFFICIAL WRITTEN WARNING will be issued. The employee will receive one copy; one copy will be placed in the employee's personnel file at the library, and a copy will be placed in the employee's official personnel record at the Human Resources Department.

4th Warning - Employee will be given a 3-day suspension without pay.

5th Warning - Termination.

11/97

APPENDIX H
AUGUSTA-RICHMOND COUNTY LIBRARY
FAX POLICY

This policy applies to the facsimile (FAX) machines at the Headquarters Library and at all branches of the Augusta-Richmond County Library System.

1. There will be no charge to other library systems for the first ten pages of documents transmitted. If more copies are needed, libraries will be charged \$1.50 per page.
2. Costs for individuals, businesses and other organizations receiving a FAX from the library will be as follows:
 - a. There will be a charge of \$1.50 per page for each transmission. This includes the cost of copying the original document.
 - b. A bill for the charges will be transmitted at the same time the information is sent.
 - c. No more than 25 pages will be transmitted by FAX to any one person, business or organization. If more copies are needed, they will be sent by mail.
3. The library will provide FAX service for library materials *only*. The Library will not send or receive FAXs for non-library purposes. Patrons requesting this service will be referred to commercial operations.
4. Requests for FAX service in the local area will be handled on the same basis as phone service. The library will not fulfill a request by phone when any costs are involved, unless payment is received in advance.
5. Currently policy will remain in place regarding non-local requests for information. Such service will continue to be done by mail unless the patron specifically requests FAX service.
6. Information staff will make the necessary photocopies or microfilm prints and will transmit them.
7. The Local History Librarian will keep a record of bills sent and payments received for FAX service.

Approved, June 18, 1990

APPENDIX I
DRIVING POLICY FOR THE AUGUSTA-RICHMOND COUNTY BOOKMOBILE

1. All traffic laws are to be obeyed
2. Both hands are to be used while driving.
3. No consumption of food or drink is allowed while driving.
4. Bookmobile speed is 45-50 MPH. Absolute maximum speed of 55 MPH.
5. In emergency situations, park at the curb without obstructing driveways, whenever possible.
6. It is the driver's responsibility to lock the back passenger door before backing out of the garage. The passenger is to stand in the area of the alley to insure that no cars will hit the bookmobile. The passenger is to turn off the light on the ramp and lower the garage door. It is the passenger's responsibility to lock the front passenger door after boarding.
7. During the day, it the passenger's responsibility to lock both doors.
8. Seat belts are to be worn when the bookmobile is in motion.
9. The emergency brake is to be put on whenever the bookmobile is parked.
10. Before backing up, the driver **must check both** rearview mirrors. In cases of poor visibility for backup, the passenger will stand in the rear to assist the driver.
11. In case of an incident, stop the bookmobile. Exit and assess the damage. **Do not move the vehicle!** Find the owner of the property and/or a witness. Move the bookmobile and reassess the damage. Fill out an incident report with the names of witnesses and a description of the property damage.
12. In case of an accident, stop the bookmobile and call 911. Evaluate injuries and property damage. Wait for authorities, ambulance, etc. Fill out a Fleet Accident Report Form (See FORMS), taking care to locate and obtain the names and phone numbers of witnesses. Call the Headquarters Library and inform them of the situation. Fill out the proper forms for the police, insurance, etc.

APPENDIX J DUTIES OF SECURITY GUARDS

Duties of Weekday Guard at Headquarters Library:

1. Perform clerical duties as assigned by library staff. These tasks are not to interfere with primary guard duties.
2. Make rounds of the inside of the building, the parking lot and the Audio-Visual Department every half hour to an hour, staggering the times to avoid routine.
3. Make casual observations of patrons using public access computers, to assure that computer/Internet guidelines are being followed. Guard should report to staff member in charge of the Information Desk if any problems are encountered.
4. Take down the flags from the flagpole before leaving duty in the evening.
5. Typical problems which should be addressed by the guard:
 - a. Smoking in restrooms.
 - b. Eating or drinking.
 - c. Persons bathing in the restrooms.
 - d. Persons sleeping in the library.
 - e. Solicitors, inside and outside the building.
 - f. "Lurkers" in the parking lot.
 - g. Loud teens in the afternoon after school.
 - h. Adults loitering in children's area when they do not have children of their own.
 - i. Voyeurs/exhibitionists.
 - j. Obstruction of entrance or handicapped access by bicycles.
 - k. Using radios, cell phones or other electronic equipment which is loud enough to bother staff and other patrons.
 - l. General failure to adhere to *Patron Behavior Policy*.
5. The day guard will work from 9:00 am to 6:00 pm Monday through Friday, with one half hour for lunch.

Duties of Night Guard at Headquarters and Branches:

1. Report to the Circulation Desk upon arrival to work.
2. Provide protection for patrons and library staff.
3. Check all outside doors of the buildings to make sure they are locked securely.
4. **Walk through the buildings several times a night to check for any problems.** See item 5 above.
5. **Spend most of the time in the parking lots to make sure patrons and staff get to their cars safely.**
6. Be visible so that patrons are aware that security guards are present.
7. Accompany staff while they empty book return boxes.
8. At Headquarters Library, report to the Audio-Visual Department at 6:55 and accompany staff to their cars when the department closes at 7:00 p.m.
9. Assist staff in securing the building for the night, and exit the building with the library staff.
10. Do not leave the premises until all staff members have been picked up or started to drive away in their own cars. (Security guard should be the last person to leave the premises).
11. Be vigilant--guards should not read or spend long periods of time conversing with staff or patrons.
12. Deal courteously with patrons and library staff.

Duties of Security Guards on Weekends:

The guard is to provide security and maintain acceptable behavior in the buildings as well as the parking lot. In between rounds, he/she should be visible at the Circulation or Information Desk.

1. On a flexible schedule, but at least twice an hour, walk around the main floor, waking any sleepers and stopping any eating or drinking. Check the second floor public areas at the Headquarters Library. See Item 5 under *Duties of Weekday Guard*.
2. Then walk through the parking lot to make sure no one is loitering or soliciting or checking the cars.
3. Walk into the Audio-Visual Department when at Headquarters, both to let the staff know he/she is present, as well as to make sure there are no problems.
4. During the first morning round and the late afternoon round (after 5:00 p.m.), check the outside doors, making sure all are latched and locked. If any are found open, the senior person in charge of the library should be notified, and then the building should be searched thoroughly to make sure no unauthorized persons are inside.
5. At closing, check both bathrooms to be sure no one is in them.
6. If there is any loud or objectionable behavior (SEE *Patron Behavior Policy*), ask the patron to stop. If the behavior continues, ask the patron to leave the building. If the problem escalates, inform the staff person in charge of the building, and then contact the Sheriff's Department for assistance.
7. Escort anyone to their car if requested to do so.

APPENDIX K
Meeting Room Policy
East Central Georgia Regional Library

GENERAL GUIDELINES

1. Certain specified meeting rooms of the East Central Georgia Regional Library are available for library-sponsored programs, and for legitimate public meetings, to include those of an educational, cultural, religious, political or civic nature. The Library does not discriminate against persons or groups on the basis of race, sex, color, creed, age, religion or national origin.
2. All functions held in the Library's meeting rooms must be freely open to the general public. No rental fees may be charged, but registration fees or materials charges (such as may be required for craft workshops) are permitted with the advance approval of the Director of the East Central Georgia Regional Library System.
3. Meetings must be on a non-profit basis. No solicitations are to be made, and no activities are to be made for commercial purposes. Private parties such as showers, birthday parties, sorority and fraternity parties are not permitted.
4. Any group's use of the meeting rooms does not constitute the Library's endorsement of that group's policies or beliefs.
5. The Director of the East Central Georgia Regional Library reserves the right to review any and all requests for use of library meeting rooms and may reject any which the Director deems unsuitable.
6. 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.
7. The Library in no way serves as the sponsor of public groups which use its facilities, with the exception of the Friends of the Library. The Library's address may not be given out as the address for the group, nor should the Library's telephone number be provided as a source to contact about the group or its meetings, other than to verify a meeting place or time.
8. Library staff will not page persons who are attending a function in its public meeting rooms, nor may the public use the Library's business telephones. Pay telephones are available in or near most library buildings.
9. Meetings should be scheduled to end 15 minutes before the Library's closing time. Some libraries allow groups to use their rooms when the library itself is closed. Groups should call the branch manager of the facility where the meeting is to be booked to determine if that library allows after-hours room use.
10. Due to limited parking space at many facilities, groups using the meeting room should park away from the building if possible to provide space for regular library patrons.
11. The Library Board and staff do not assume any liability for groups or individuals attending a meeting at the Library.
12. The Library reserves the right to deny future access to Library facilities if a group fails to comply with all policies.

RESERVATIONS & FEES

13. Meeting rooms must be booked in advance and can be reserved up to 60 days in advance. Requests are taken on a first-come, first-served basis. No group may use a room more than two times per month. Groups desiring to use the room on a regular basis must request the room for

each individual meeting or event, but the Library cannot guarantee that a room will be available on a long-term basis.

14. Reservations for meeting rooms may be made to the branch manager of the library where the room is located. Reservations for the auditorium at the Headquarters Library should be made during regular business hours (M-F, 9:00 am-5:00 pm) through the Community Services Librarian.
15. Room bookings may be made by telephone, but the group's leader or an individual representing the group must come to the library at least one day before the scheduled meeting to sign an agreement indicating that he/she has read and understood this policy. Contact information about the organization is also requested at this time. This signed form must be on file at every location in which a room has been booked for a particular group. A new form should be signed whenever the group leadership changes.
16. Library-sponsored activities receive priority over all other groups. In any conflict over scheduling, the Library's needs will prevail.
17. At several library locations, the meeting room is only available during the library's regular hours of operation. Groups wishing to use rooms in these libraries are not allowed access to it either before the library opens or after it closes. No non-Library sponsored meetings will be scheduled at the Headquarters Library on Sundays.
18. The individual booking the room must be at least 18 years of age. A person who is at least 18 years of age must be present while any room is in use. Adults must supervise children at all times.
19. The leader of the organization or a designated member should fill in the Meeting Room Attendance slip, and leave it on a table in the reserved room.
20. If a meeting is cancelled, the branch manager or Community Services Librarian should be notified as soon as possible, so the facility may be made available to other groups.

SET-UP, MAINTENANCE AND EQUIPMENT

21. The number of persons using a meeting room may not exceed the seating capacity approved for that facility. A list of available rooms and their seating capacities is attached.
22. Library staff is not available to assist in any way during set up or use of meeting rooms.
23. The Library is not responsible for providing any special equipment for a group's use. Groups are welcome to bring their own audio-visual equipment. If a group wishes to use Library-owned audio-visual equipment, it must make arrangements at least one week in advance, and must pay for a Library staff member to operate the equipment at the rate of \$10.00 per hour or fraction thereof. The Library cannot guarantee that an operator will be available. If one is not, the group must provide their own equipment.
24. No smoking or alcoholic beverages are allowed at any library in the East Central Georgia Regional Library system. Some county libraries, such as Richmond County, do not allow food or beverages in their meeting rooms. It is the group's responsibility to check with the library branch manager prior to the meeting to determine if refreshments are allowed.
25. The group using the facilities must accept full responsibility for leaving the room in the same condition as it was found. Groups are responsible for removing all trash and materials brought into the room by their group. The Library does not store materials for groups.
26. The room will be inspected by a Library staff member before and after use by a group, and any damage will be reported. Any damage to Library property or the cost of any necessary cleaning, if needed, will be the responsibility of the group or of the person who signed the application for use of the meeting room.

MEETING ROOM CAPACITIES

The number of persons present in a Library meeting room may not exceed the capacity for that room as listed below:

RICHMOND COUNTY

Headquarters (Auditorium only) (Phone: 706-821-2604)	130
Friedman Branch (Meeting Room) (Phone: 706-736-6758)	55
Friedman Branch (Conference Room) (Phone: 706-736-6758)	15
Maxwell Branch (Phone: 706-793-2020)	60
Wallace Branch* (Phone 706-722-6275)	75

COLUMBIA COUNTY

Gibbs Memorial Library (Phone: 706-863-1947)	30
Eucler Creek Library Conference Room (Phone: 706-556-0594)	8
Eucler Creek Library Meeting Room (Phone: 706-556-0594)	50
Harlem Library Meeting Room (Phone: 706-556-9795)	60

BURKE COUNTY

Waynesboro Library Meeting Room* (Phone: 706-554-3277)	80
--	----

LINCOLN COUNTY

Lincoln County Library Meeting Room* (706-359-4014)	100
---	-----

WARREN COUNTY

Warren County Library Meeting Room* (Phone: 706-465-2565)	40
---	----

*Meeting room available after-hours at this branch.

AGREEMENT

I have read and understand the *Meeting Room Policy for the East Central Georgia Regional Library System*. I will make this information available to other members of my group who may be in charge of future meetings. At such a time as another individual is in charge of the meeting room or in the event this policy statement is mislaid, I hereby assume the responsibility of requesting that the library supply a new policy statement and authorization form to the appropriate member. I understand that I will be held financially responsible for any damage incurred or excessive clean-up required as the result of my organization's use of the meeting room.

Library Branch: _____

Organization: _____

Leader's Name: _____

Address: _____

Phone Number: _____ E-Mail: _____

Signature of Responsible Party

Date

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.

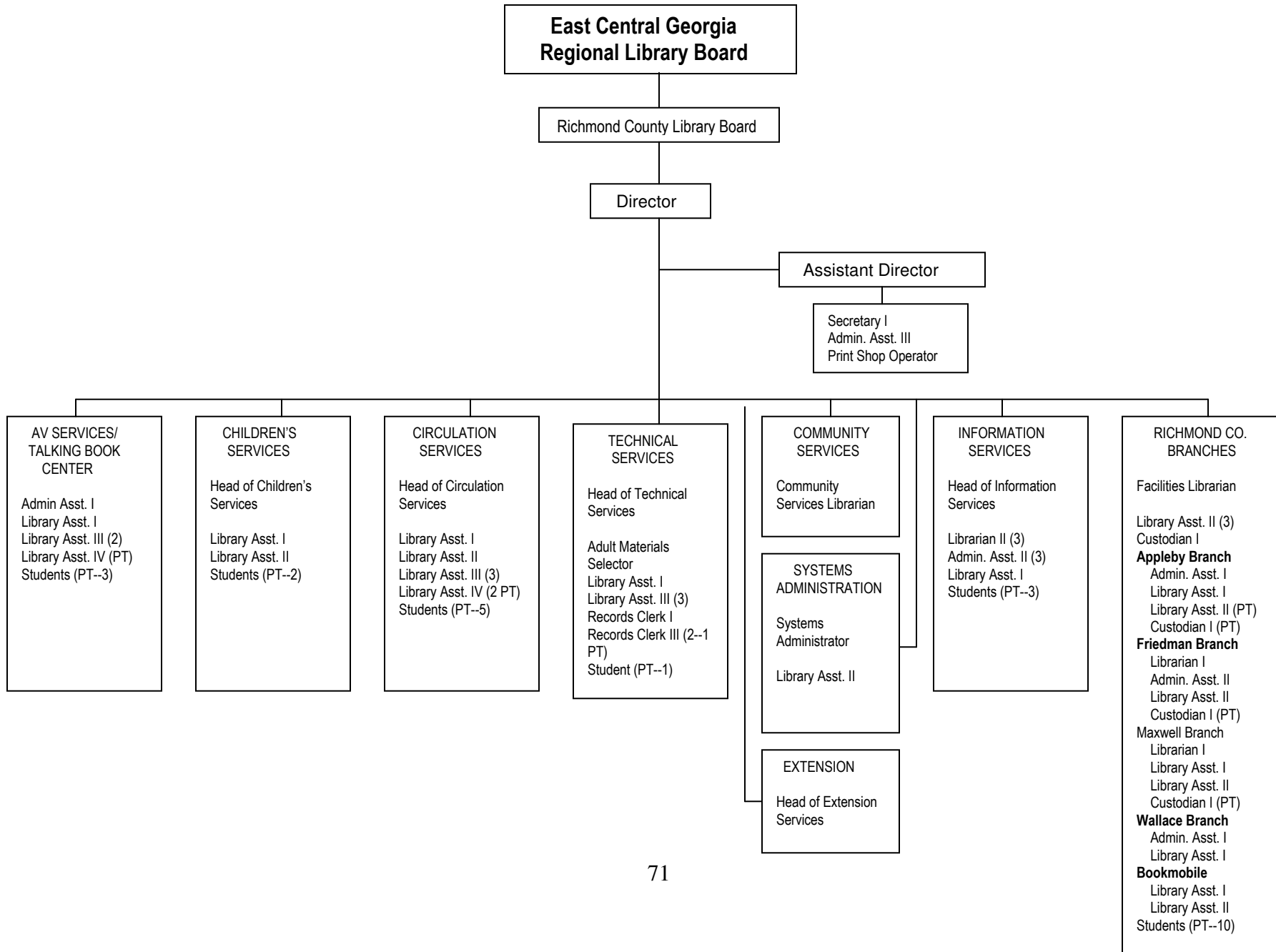
(a) Circulation and similar records of a library which identify the user of library materials shall not be public records but shall be confidential and may not be disclosed except:

- (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 therefor.

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

APPENDIX N AUGUSTA-RICHMOND COUNTY PUBLIC LIBRARY ORGANIZATION CHART



Appendix O SELECTION COMMENT PROCEDURE

1. 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.
2. If the patron persists in the complaint, the staff member will give the patron the option of completing a selection comment form*. The staff member will fill in service point, name and date.
3. If a selection comment form is filled out, the form is sent to the appropriate selector (Adult Materials Selector, Head of Children's Services or the Young Adult Librarian), who makes a copy for the Facilities Librarian and/or the Head of Extension Services.
4. The selector will review the material(s) in question and inform the appropriate staff members of his/her course of action. The Selection Committee may be consulted at the selector's option.
5. Within 10 working days, the selector will contact the patron in writing. If the proper selector is not available, the Assistant Director or Director will assume responsibility.
6. If the patron persists after receiving the selector's letter, the patron is to be referred to the Director. The Director may require amplification of the complaint, in writing, for presentation to the Library Board. The Director will keep appropriate staff informed.
7. Completed selection comment forms will be kept in the Adult Materials Selector's office in Technical Services.

*Copies of this form are in the *Selection Policies*. Be sure to use the form titled, "Selection Comments".

FORMS

Bomb Threat

*For use in recording calls, place sheet near you telephone.

Questions to Ask:

1. When is bomb going to explode?
2. Where is it right now?
3. What does it look like?
4. What kind of bomb is it?
5. What will cause it to explode?
6. Did you place the bomb?
7. Why?
8. What is your address?
9. What is your name?

Exact Wording of Threat:

Sex of Caller : _____ Race: _____

Age: _____ Length of Call: _____

Number which call was received:

Time: _____ Date: ____/____/____

Callers Voice:

_____ Calm	_____ Nasal
_____ Angry	_____ Stutter
_____ Excited	_____ Lisp
_____ Slow	_____ Raspy
_____ Rapid	_____ Deep
_____ Soft	_____ Ragged
_____ Loud	_____ Clearing throat
_____ Laughter	_____ Deep Breathing
_____ Crying	_____ Cracking Voice
_____ Normal	_____ Disguised
_____ Distinct	_____ Accent
_____ Slurred	_____ Familiar
_____ Whispered	

If voice is familiar, who did it sound like?

Background sounds:

_____ Street	_____ Factory
_____ Noises	_____ Machinery
_____ Crockery	_____ Animals
_____ Voices	_____ PA System
_____ Music	_____ House Noise
_____ Motor	_____ Office
	_____ Machinery
_____ Clear	_____ Static
_____ Local	_____ Long Dist.
_____ Booth	_____ Other:

Threat Language:

_____ Well Spoken (educated)
_____ Incoherent
_____ Foul
_____ Taped
_____ Message read by threat maker

Remarks:

Report call immediately to:

Phone #: _____

Date : _____

Name: _____

Position: _____

Phone: _____

Computer Problem Report

To be faxed to the Attention of Roberta Wilder or Tim Strother at Main Library,
(706) 724-6762

Name: _____ Number to reach you: _____

DATE: _____

Computer Location (ie branch name): _____

Staff or Public computer? _____

Is this a Hardware or Software issue: _____

Type of Hardware:

Type of Software:

Give a detailed description of the problem (be as detailed as you can); include PC model, serial number, software version, etc.:

Is this issue: (circle one): Mission Critical Critical Non-critical Annoyance

Have you completed the troubleshooting steps below? Yes No

1. Are all the connections solid and in the correct ports?
2. Has the computer been rebooted? (Restart, or power down and restart?)
3. Are all parts of the computer properly powered up?
4. Are you correctly logged into the network?

How long has the issue been going on? _____

Have you reported this issue before? _____

For staff members who are not branch managers or department heads: Have you brought this problem to the attention of your supervisor?

Supervisor (branch or department head) initials: _____

Date: _____ **Time:** _____

Please Circle One. Location: AB AV FB JMB Main (Administration, Bookmobile, Circulation, Children, Collection Management, Extension Area, Information Desk) WB

BUILDING MAINTENANCE PROBLEMS TO BE REPORTED: Please be as specific as possible.

INSIDE: _____

OUTSIDE: _____

RECOMMENDED ACTION (IF ANY):

PERSON REPORTING: _____

Please keep one copy for your files and forward a copy to the Facilities Librarian. Please send your copy to the Facilities Librarian when the problem has been resolved.

Policy on Gifts

The East Central Georgia Regional Library accepts donations of books, audiovisuals, and other materials. The donor acknowledges that the library will sort and use the materials as best we can for our own collection, for exchange with other libraries, or for sale, such money to be used in buying new books.

Whenever possible, gifts should be delivered to the Headquarters Library. If not convenient, gifts will be accepted at a library branch. The Library does not have the facilities to pick up gifts. If the gift is offered for a particular branch of the library, that branch will be given first consideration.

THANK YOU FOR YOUR DONATION



INCIDENT REPORT

Date of Incident: _____

Employee Name: _____ Department: _____ Time: _____

CATEGORY OF INCIDENT

- NO DAMAGE NO INJURY
- 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: _____

Reported to Sheriff's Department
 Yes No

INJURY

NAME: _____
 ADDRESS: _____
 PHONE: _____
 EMPLOYEE GEN. PUBLIC
 NATURE OF INJURY: _____

DAMAGE/LOSS

OWNER: _____
 ADDRESS/PHONE: _____
 ASSET #/SERIAL #/ITEM: _____
 ESTIMATED LOSS/DAMAGE/REPAIR: _____

Describe injury or damage (who, what, when, where, how, why - Fleet Accident Report is to be used for vehicles).

Medical Treatment (supervisors are to submit First Report of Injury - Workers Comp)

Doctor: _____ Hospital: _____

What acts, conditions, of failure to act, contributed most directly to this incident?

Corrective Action applied? (if repair is to be made, indicate who and where)

Supervisor Signature: _____ Date: _____

A. GEORGIA STATE BOARD OF WORKERS' COMPENSATION EMPLOYER'S FIRST REPORT OF INJURY OR OCCUPATIONAL DISEASE						OSHA File No.	
Employer Augusta-Richmond Cty. Comm.		Employer Phone No. (706) 821-2302		Insurer/Self Insurer Name		TPA/Claims Office	
Address 530 Greene Street				Employer FEIN		TPA FEIN	
City Augusta, GA 30911		State/Zip		Nature of Business (Mfg., Trade, Transp., Etc.)		Address	
Employer Location Address (If Different)				City		State/Zip	
Place of Accident or Exposure (Address or Location)				Occupation		TPA/Claims Office Phone No.	
Employee Name (Last) (First) (Middle)				Date of Birth		County of Injury	
Address				Date of Injury		Employee Social Security Number	
City		State/Zip		Employee's Home Ph. #		Number of Dependents Including Spouse	
Male <input type="checkbox"/>		Female <input type="checkbox"/>		Time of Injury		Time Workday Began am () pm ()	
Date Hired		Did Employee Work the Next Day? <input type="checkbox"/> Yes <input type="checkbox"/> No		First Date Employee Failed to Work a Full Day		Did Employee Receive Full Pay for Date of Injury? <input type="checkbox"/> Yes <input type="checkbox"/> No	
Hours Worked Per Day ()		Number of Days Worked Per Week ()		List Normally Scheduled Off Days		Wage Rate at Time of Injury or Disease Hour () Day () Week () Mo. ()	
COMPLETE WAGE STATEMENT ON REVERSE: If employee is paid hourly, on commission or piecework basis, enter average weekly amount \$				If board, lodging, or other advantages were furnished, enter average weekly amount \$			
Did Injury/Illness Exposure Occur on Employer's Premises? Yes <input type="checkbox"/> No <input type="checkbox"/>				Type of Injury/Illness		Part of Body Affected	
How Injury or Illness/Abnormal Health Condition Occurred.							
If Returned to Work, Give Date		Returned at What Wage per Week		If Fatal: Give Date of Death			
Treating Physician (Name and Address)				Initial Treatment <input type="checkbox"/> No Treatment <input type="checkbox"/> Minor: By Employer <input type="checkbox"/> Minor: Clinic/Hospital <input type="checkbox"/> Emergency Care <input type="checkbox"/> Hospitalized > 24 hrs. MCO Yes <input type="checkbox"/> No <input type="checkbox"/>		Hospital (Name & Address)	
Report Prepared By (Print or Type)		Position		Telephone Number		Date of Report	
EMPLOYER'S FAILURE TO SUBMIT THIS REPORT TO INSURER IMMEDIATELY MAY RESULT IN PENALTY							
B. FOR USE BY INSURER/SELF-INSURER							
Average weekly wage: \$ _____		Weekly benefit: \$ _____		Date of disability: _____		Date of first payment: _____	
Compensation paid: \$ _____		Penalty paid: \$ _____		Previously Medical Only Yes <input type="checkbox"/> No <input type="checkbox"/>			
BENEFITS ARE PAYABLE FROM _____ FOR:							
<input type="checkbox"/> Total/temporary total disability <input type="checkbox"/> Temporary partial disability <input type="checkbox"/> Permanent partial disability of _____ % to _____ for _____ weeks Part of Body							
UNTIL _____ WHEN THE EMPLOYEE ACTUALLY RETURNED TO WORK. ALL OTHER SUSPENSIONS REQUIRE THE FILING OF FORM WC2 WITH THE STATE BOARD OF WORKERS' COMPENSATION AND THE EMPLOYEE.							
By _____ (Insurer/Self Insurer: Type or Print Name of Person Filing Form and Sign) (Date) (Phone) (Extension)							
C. NOTICE TO CONTROVERT PAYMENT OF COMPENSATION (over for additional information)							
Benefits will not be paid because:							
By _____ (Insurer/Self Insurer: Type or Print Name of Person Filing Form and Sign) (Date) (Phone) (Extension)							

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. §34-9-18 and §34-9-19).

MEMO ROUTE SLIP

DATE _____

See me about this. For action.
 Note and return. For later conference.
 For information. _____

Name _____ Remarks:
Date _____
Initials _____

Name _____ Remarks:
Date _____
Initials _____

Name _____ Remarks:
Date _____
Initials _____

Name _____ Remarks:
Date _____
Initials _____

Name _____ Remarks:
Date _____
Initials _____

Name _____ Remarks:
Date _____
Initials _____

Name _____ Remarks:
Date _____
Initials _____

FROM:

Name: _____ Dept./Branch: _____ Date: _____

Printer Type	Manufacturer	Model Number	Cartridge Number	Quantity Needed
Ink Jet (color)	HP	DeskJet 710/720	C1823D (color)	
			HP51645A (black)	
Ink Jet (black) or FAX	HP Panasonic (FAX)	DeskJet 520 UF321	M51626A	
Ink Jet (color)	Epson	Stylus 880	EPST029201 (color)	
			EPST010201 (black)	
Ink Jet (color)	HP	DeskJet 682C	HP #29 (black)	
			HP (color)	
Laser	HP	LaserJet 8000N	C3909A HEP4633MN	
Laser	DEC Canon	DECLaser 5100 FilePrint 300	HEP4618MR (Laser Jet 4)	
Laser	HP	4050TN	C4127X HEP4612MR	
Laser	HP	LaserJet 6L	C3906A	
Laser	HP	LaserJet 6P	C3903A	
Laser	Lexmark	Optra E312	13T0101	
Laser	Epson	ActionLaser 1000	E1463505P	
FAX	Brother	IntelliFAX 1270	PC201	
Dot Matrix (Receipt Printer)	Star	SP200 (PINES)	RC200P	
Dot Matrix	Okidata	Microline 320	51202001	
Dot Matrix	Okidata	Microline 320 Turbo	52102001	
Dot Matrix	Okidata	Microline 520	MB126	
Dot Matrix	Panasonic	KX-P2123	KXP150	
Photo Copier	Canon	PC 720 & PC 920	E-40	

Approved by Asst. Director: _____ Date: _____
 Date Ordered: _____ Date Sent to Dept./Branch: _____

_____ NEW PRINTED ITEMS
_____ REPRINT
(SAMPLE ATTACHED)

Date needed _____

Color _____

Preserve _____

Sheets to run _____

Items needed now _____

Originated by _____

Date _____

Final approval by _____

Date _____

Asst. Dir. gives to

Printer _____

Date _____

Completed by Printer

Date _____

Remarks _____

PETTY CASH REIMBURSEMENT

NAME: _____ DATE: _____

AMOUNT TO BE REIMBURSED: _____

REASON FOR EXPENDITURE: _____

**RETURN THIS FORM WITH ALL RECEIPTS TO WANDA DEARBORN, HEADQUARTERS LIBRARY.
TO RECEIVE REIMBURSEMENT, RECEIPTS MUST BE ATTACHED.**

STOCK ROOM SUPPLY REQUISITION
(Use Special Order Supply Requisition for Items Not Listed)

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

QTY	ITEM	REQUESTOR
-----	Adhesives/Glues	-----
	Elmer's (large)	
	Elmer's (small)	
	Glue Stick	
	Rubber Cement (refill)	
	Rubber Cement (bottle)	
	Super Glue	
-----	Computer Supplies (Order ribbons & cartridges on special requisition)	-----
	Floppy Disks (3½")	
	Anti-Static Wipes	
-----	Envelopes	-----
	ARCPL (white)	
	ARCPL (window)	
	ECGRL (buff)	
	ECGRL (window)	
	Delivery Pouches	
	ILL (window)	
	Manila 9 x 12"	
	Manila 10 x 13"	
	Manila 9 ½ x 6½ "	
	Manila 5½ x 3"	
	Plain #10 (4 x 9½ ")	
-----	Folders/Binders	-----
	Hanging Files, Letter	
	Hanging Files, Legal	
	Manila File, Letter	
	Manila File (Legal)	
	3-Ring Binder, 1"	
	3-Ring Binder, 1½ "	
-----	Labels, Computer	-----
	Avery Address #5161	
	Avery Address, Pin-fed	

QTY	ITEM	REQUESTOR
-----	Letterhead	-----
	ARCPL Letterhead	
	ARCPL Blank Sheets	
	ECGRL Letterhead	
	ECGRL Blank Sheets	
-----	Miscellaneous	-----
	Band Aids	
	Batteries, 9 Volt	
	Batteries, AA	
	Batteries, C	
	Batteries, D	
	Gem Clips, regular	
	Gem Clips, large	
	Red String	
	Rubber Bands, #16	
	Rubber Bands, #32	
	Rubber Bands, #64	
	Stamp Pad, black	
	Stamp Pad, red	
	Staples, standard	
	Staples B-8	
	Staples (other:)	
	Wite-Out	
-----	Paper	-----
	Adding/Calculator 2¼"	
	Cash Register	
	Computer, pin-feed	
	Legal Pad 8½ x 11"	
	Legal Pad 8½ x 14"	
	Legal Pad, junior	
	Lined, 3 ring	
	Plain White 8½ x 11	
	Plain White 8½ x 14	
	Post Cards (plain)	
	Post-It Notes, small	
	Post-It Notes, medium	
	Post-It Notes, large	
	Receipt Printer (PINES)	
	Scratch Paper, 3 x 5"	
	Steno Pad	

SHOWCARD
REQUISITION

1. Write plainly
2. Check spelling

REQUISITIONS
SHOULD BE GIVEN
3 WEEKS IN ADVANCE

Quantity	
One Side	
Two Sides	
Cardboard Color	
Ink Color	
Laminate	

3 x 5	
5 x 7	
7 x 11	
11 x 14	
14 x 22	
Other	

Ordered by: _____ Department: _____
Date Required: _____ Asst. Director: _____

Arrange lines as you wish them to appear on sign. Underline the most prominent line.

Landscape

Portrait